

## **EAP Service Summary**

Company Care's mental and behavioral health services are provided by the Employee Assistance Program (EAP). EAP provides quality clinical services, professional consultation and training opportunities in a manner that presents solutions for employees, enhances workplace productivity, and promotes teamwork.

### **Short Term Counseling –**

Goal orientated counseling utilizes multiple modalities including but not limited to support, management strategies, available resources, and if necessary referral. Eight (8) sessions are provided for each independent episode of care for the employee and direct family member.

### **Orientation -**

Orientation is provided so that all are aware of available services and how to access them. Orientation is offered twice a year, additional sessions may be requested.

### **Substance Use Counseling –**

Counseling provides necessary input and direction to those that struggle with emotions and behaviors that may lead to or be caused by substance abuse. SAP evaluations for DOT requirements are also available.

### **Substance Abuse Training -**

Supervisors are instructed on how to recognize the signs and symptoms of substance abuse along with additional guidelines intended to help with effective intervention and management of "for cause behavior".

### **Supervisory Training for Work Place Issues & Relationships -**

Knowing how to use constructive confrontation while addressing negative behavior is a valuable tool for the supervisor. When requested supervisory training or intervention is available.

### **24/7 Crisis Line –**

The EAP crisis line is manned by CHI St. Alexius Health EAP counselors and Protocol. This direct connection to a counselor will assure appropriate referral to health care facilities without delay.

### **Crisis Intervention Stress Management (CISM) –**

When significant events occur that disrupt employee wellbeing as well as organizational operations an intervention may be appropriate. The most appropriate time for a CISM will be determined by EAP and the organization.

### **Digital & Self Service Resources –**

There is an abundance of useful self-service tools when administered correctly. Recommendation and oversight of their use by the counselor will aid in the most appropriate treatment plan.

### **Financial Wellness & Legal Assistance -**

EAP counselors will focus on the behaviors or mental stressors related to financial or legal troubles. Referral to financial or legal experts that can assist with establishing practical strategies or specific legal advice can be made.

### **Resources –**

The EAP is fully committed to provide quality, licensed clinical services to the employee and employee's family members covered by the EAP benefit. It is equally committed to assist the organization with professional consultation and training opportunities that present solutions for employees among all staff levels, enhance workplace productivity and promote team work.

#### **❖ Enhancing Excellence**

An ongoing series of educational presentations focused on professional development and supervisory skills. The series is designed to strengthen leadership skills and to enhance motivation and productivity among all staff levels through the creation of a more positive work environment. Occurs three times a year, presentations are provided weekly during the designated presentation months of January, May, and September.

#### **❖ Health @ Work**

This electronic bi-monthly publication is made available to all customers. The focus is to present further information on professional development and supervisory skills. In addition relevant information is provided on occupational medicine, wellness, ergonomic, and other requested topics of interest. This publication can be made available in print for a nominal cost.

❖ **Program & Contact Information**

EAP staff will work with the designated representative to establish a desired method of creating & maintaining program awareness. Employee lounge posters and brochures are made available so that confidential access to services is promptly available.

❖ **Presentations**

Two topical Zoom presentations are offered gratuitously per year. The topic is dependent on the needs of the customer. If in person presentations are preferred, time and travel costs apply.

❖ **Quarterly Reports**

With each billing cycle quarterly utilization reports are provided. Utilization, reasons for visits, and types of visits are recorded. The specificity of the report may vary at times due to HIPPA concerns. If utilization is low it is possible for the employee's confidentiality to be put at risk requiring the report to be modified. Additional data may be requested at any time.

The recent emphasis on mental health has created an abundance of varied resources and non-licensed personnel addressing mental health issues. The lack of common standards and licensure requirements puts the employee at risk of receiving improper care. EAP firmly believes the oversight of a licensed counselor is essential to the comprehensive use of additional resources.

**Staffing, Access & Schedules**

The core professional staff consists of licensed counselors and social workers. Besides the four on-site counselors EAP contracts with other professional mental health care providers (affiliates) across the state if so desired by the company. This allows for the opportunity of in-person sessions if so desired. (See Affiliate Option)

Access is as easy as a phone call. There are no online profiles needed, no additional resources offered as an alternative, no surveys, no hoops, just direct access to someone that can schedule with the EAP counselor at the earliest availability.

Appointments usually can be scheduled within three business days if schedule openings are utilized. Delays may occur if particular times of the day are requested. Appointments with affiliates may take up to a week or two to arrange.

As part of the CHI St. Alexius Health medical system our counselors have the ability to assist their clients in identifying and accessing other medical resources, such as family medicine, psychiatry, wellness services.

**Cost – Basic Program Options**

The basic eight (8) session model exclusively utilizing EAP counselors and other services presented is offered for \$1.67 per employee per month or \$20.00 annually.

**Cost – Affiliate Option**

The City of Minot may choose to add the affiliate option to the basic program. This would allow the employee to use an affiliate rather than one of the EAP counselors. The city would be responsible for the additional affiliate cost which currently ranges from \$85 to \$100 per session. EAP will assist the employee by finding an available affiliate. EAP will assist the city by tracking used/allowed visits and reimbursing the affiliate. EAP will provide a monthly invoice for the affiliate services plus an 8% administrative fee.

If Company Care EAP is selected as the provider of choice additional discounts can be applied to Company Care Occupational Medicine services provided at the Minot Medical Plaza. Those services include:

- DOT Physicals
- Work Injuries
- Pre-Placement Physicals/Screenings
- Drug Testing
- Respiratory Clearance
- Spirometry
- Fit Testing
- Audiometric Testing
- Wellness Screens
- Other medical services and evaluations
- Immunizations/TB Testing