

Employee Assistance Program

What is an Employee Assistance Program?

Community Health Network's Employee Assistance Program (EAP) offers short-term counseling to employees and anyone who lives in their household. Counseling is available for individuals, couples, children, families, and other household members. To manage life's stresses, EAP offers assistance including:

- Family, marital, and significant other relationships
- Child, adolescent and parenting issues
- Grief and loss
- Managing thoughts and feelings
- Alcohol and drug abuse issues
- Communication and problem solving skills
- Coping with change
- Improving well-being and life satisfaction
- Referrals for legal and financial assistance within Indiana

EAP is confidential.

EAP counselors comply with all state and federal laws, in addition to a professional code of ethics regarding confidentiality. Except in life threatening circumstances, no information about you will be given to anyone, including your employer, without your written permission.

EAP is free.

EAP services are a benefit provided by your employer at no charge to you. You and anyone living in your household can use this benefit at no cost.

When and where are EAP services provided?

EAP has numerous locations and can direct you to the office most convenient for you. Appointments are available from the early morning through the evening hours. An EAP counselor can also be reached by phone 24 hours a day.

For confidential assistance with life's stressful situations, for you or your loved ones, please call the Employee Assistance Program.

Employee Assistance Program Highlights

Direct Employee Services

- **Access:** 24 hour, toll-free phone access. Face-to-face appointments with licensed therapists (Masters or PhD) at sites convenient to employees.
- **Number of Visits:** Up to 8 visits per employee or household member, per year
- **Family Involvement:** Employees and members of their household are covered and may self-refer to our EAP
- **Centralized Scheduling:** Appointments made during business hours are scheduled within 3-5 working days of call
- **Emergency Services:** 24 hour telephonic crisis coverage, an appointment is scheduled within 24 hours of call
- **EAP Locations:** Convenient locations in Indianapolis, surrounding counties, Greenfield, Shelbyville, Anderson, Evansville, Bloomington, and others. We will establish an EAP affiliate site within 30-40 minutes driving distance of an employee's home or work.
- **Employee Evaluation:** Therapists conduct a face-to-face comprehensive, holistic assessments to evaluate each client situation and to develop an appropriate treatment plan.
- **Referral Resource Network:** When employees require services of a more specialized or lengthy nature, they are referred to the most appropriate, cost-effective resource. This includes referrals for financial, career, chemical dependency, long-term counseling, hospitalization, and/or medical assessment. Elder care and Legal (initial consultation) referrals are available free of charge.
- **Follow-up:** As long as services are needed, the therapist will manage an employee's care, whether the work is handled by them or referred out.
- **Critical Incident Stress Management:** A qualified therapist will provide immediate intervention for staff exposed to a catastrophic event. The CISM will be held at the most convenient and private location on-site.

Management Services

- **Consultation:** When requested, we will provide guidance for supervisors in referring employees to the program. EAP therapists will help managers develop their skills to identify employees whose job performance is impaired due to personal problems. Managers are invited to contact EAP for unlimited telephonic consultation regarding employee challenges.

- **Interactive Managers Training:** Utilizing an interactive training approach, managers will be educated on the concepts and principles of EAP. The training program emphasizes the rationale of EAP, identification of troubled employees, and strategy for dealing with employees whose job performance is deteriorating due to personal problems.
- **Account Manager:** A designated point of contact is assigned to specifically serve your company in addressing your needs and questions.

Awareness, Education and Prevention

- **Employee Orientations:** Our interactive trainings will increase employees' awareness of the many ways that EAP can help them manage their life stressors.
- **Promotion:** Employees receive an introductory brochure, along with a variety of promotional materials throughout the year.
- **EAP News:** An informative newsletter focusing on a variety of EAP and health promotion topics will be emailed to the company contact each month for distribution to employees.
- **Prevention:** Easy to arrange health promotion programs including on-site health screenings and health risk assessments, seminars, interactive and experiential training, exercise, nutrition, smoking cessation, occupational health, and more are also available for additional fees. Ask your sales person for more details.

Program Reporting and Evaluation Administration

- **Utilization Reports:** A quarterly activity report includes number of open cases, type of contact, demographic characteristics of users, and types of problems. Confidentiality of individual cases is maintained at all times, according to HIPAA privacy standards.
- **Evaluation:** Customer satisfaction surveys are given to employer customers and users of EAP. The survey evaluates accessibility and helpfulness of EAP therapist, convenience of location, courtesy of office staff, helpfulness of account managers and supervisory referral process.
- **Qualified Staff:** Masters level therapists with minimum of 3-years experience. Wide backgrounds and areas of specialty.
- **Case Reviews:** Weekly clinical staffing of cases to maintain highest quality of care.
- **Quality Assurance Process:** Employer and client customer satisfaction surveys, monitoring of client outcomes, telephone follow-up by therapist before case is closed.