



OUR SERVICE MODEL

Solutions EAP is proud of our responsive, high quality service provided to every customer—the employer organization, human resources staff, managers, supervisors, employees and family members. We partner with you to design and operate the most effective Employee Assistance Program to ensure that every customer receives effective, quality services in a timely manner.

Solutions EAP has provided consistent, high quality EAP services to organizations since 1985. Solutions EAP is a Connecticut based provider that has the capacity to deliver state-of-the-art Employee Assistance Programs regionally, as well as nationally. We have designed, implemented and operated EAPs in a broad variety of organizational settings: large and small, product and service oriented, private, public and non-profit.

Our strengths are our highly experienced, certified EAP staff and our local, high touch service-delivery system. We offer the optimal combination of staff and network professionals so that your employees and your organization get the finest EAP service available. We have a thorough working knowledge of community resources, medical insurance plans and the most effective behavioral health treatment programs in the area.

Our experience is discussed in depth on page 8.

PROGRAM OBJECTIVES

Solutions EAP offers an Employee Assistance Program that supports your human resource goals to improve employee job performance, attendance, productivity, and job satisfaction.

Specific objectives are to:

- Assist the organization and its managers address performance, productivity and behavior issues.
- Help employees in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance.
- Encourage appropriate use of medical and mental health benefits.
- Reduce turnover, accidents, and behavioral risks in the workplace.
- Help the organization create an atmosphere that values the employee as an important asset to the success of the organization.
- Assist in managing critical incidents in the workplace.

Counseling Solutions

(Assessment, Counseling, Referral and Follow-Up)

Easy & Rapid Accessibility - The program will be easy to use by all employees, managers and family members. Convenient appointments with EAP Counselors are readily available during the day and evening. Appointments are given on the same day or within 24 hours for urgent situations or within two to three days for non-emergencies. A primary objective of our Employee Assistance Program is easy and confidential access to our services.

The employer may customize their EAP by choosing care models that offer three, five or eight session models per issue. Sessions are available to employees and the employee's immediate family. An employee may use the EAP for one problem and then access the EAP again for a different issue within the same year. Over 95% of our clients see a counselor face to face. We offer telephonic sessions for convenience when requested.

We offer the optimal combination of staff and network professionals so that your employees and your organization get the finest EAP service available. Solutions EAP combines five staffed counseling offices in addition to 215 EAP network counselors in 149 locations to provide a unique and comprehensive EAP network. Solutions EAP employees are master's level and doctoral level professional staff who are Certified Employee Assistance Professionals (CEAP).

- ▶ **Referrals** are made when short-term problem resolution counseling cannot meet the individual's treatment needs, financial limits, time constraints, and other factors, such as cultural sensitivities. Referrals are made to the most appropriate resources available in the community.
- ▶ **Follow-up Consultation:** We follow-up on each referral to assure the client is satisfied and is making progress. If not, we evaluate the situation, explore other alternatives and ensure the client receives what he or she needs in a timely fashion.

Emergency 24-Hour Coverage - Our Emergency Response Crisis Program answers calls 24 hours per day, 365 days per year. **No answering machines or services are used.** A team of mental health professionals **based in Connecticut and knowledgeable about local resources** and trained in crisis intervention handles these calls.

Confidentiality - This is the cornerstone of any EAP and will be strictly adhered to by Solutions EAP. We know employees simply will not use the program if they feel their problems become known or part of company files. All our communications emphasize our stance on confidentiality. However, we do

CRISIS INTERVENTION

We will respond quickly to urgent or emergency situations on the same day when appropriate. This is another benefit to having the team of Solutions EAP professionals available to respond immediately. EAPs that rely only on network counselors do not have this option since the network counselors are often tied up in sessions.

Solutions staff have extensive experience providing Critical Incident Stress Management services.

conform to state and federal laws, regarding our duty to warn and take action in cases of child or elder abuse or if an individual is dangerous to self or others.

Broad Scope of Problem Coverage

All problems large and small, simple and complex are dealt with. Problems we handle include, but are not limited to:

- ▶ Stress Related Problems
- ▶ Work Related Stress
- ▶ Emotional and Psychiatric Difficulties
- ▶ Marital and Relationship
- ▶ Family and Child Conflicts
- ▶ Alcohol and Drug Dependencies
- ▶ Co-dependencies
- ▶ Bereavement
- ▶ Elder and Child Care
- ▶ Financial Problems
- ▶ Legal Troubles
- ▶ Critical Incident Stress

Client Satisfaction Survey

We use a Client Satisfaction Survey to help us to continually improve the quality of our service. This is sent with the client's permission two to three months after the first session, to elicit feedback on the ease of access to and responsiveness of the EAP, as well as how the client felt about the effectiveness of the EAP Counselor. The client is also asked whether his or her situation has improved and whether that has improved work outcomes.

Assistance & Consultation for Managers and Supervisors

Managing a troubled employee can be very difficult. A manager or supervisor can consult with EAP staff regarding how and when to refer an employee to the program. This important feature of the program is unlimited. When a referral has been made based on serious performance deterioration, the EAP staff will act as a liaison between the supervisor, the treatment provider, and the employee.

Consultation can be very helpful to managers in deciding if a referral to EAP is appropriate. We will also coach the manager on effective ways to prepare for a referral, suggesting what to say and what not to say. This ensures appropriate referrals and minimizes possible legal exposure.

Solutions EAP can provide consultation on any HR/EAP issue such as Drug-free Workplace, Workplace Violence, Fitness for Duty, and Domestic Violence. We have extensive expertise in this area.

Solution's Program Coordinators are Certified Employee Assistance Professionals (CEAP) and have many years of experience providing management consultation in the workplace.

<p><i>Recent results show</i></p> <ul style="list-style-type: none">▶ 83% said their problems improved▶ 93% would use the EAP again▶ Over 90% were satisfied with the EAP Counselor <p><i>Outcomes after using EAP</i></p> <ul style="list-style-type: none">▶ 76% had better concentration▶ 65% had better productivity▶ 47% were absent or tardy less▶ 58% quality of work improved▶ 51% got along better with co-workers▶ 73% were better able to handle stress

Supervisor Training

Training sessions are conducted on-site for managers and supervisors. We will provide as many sessions as needed to reach all of your supervisors. The primary training objective is to give supervisors the tools to deal with unproductive, troubled employees using the Employee Assistance Program for referral and consultation.

Informal and formal referrals are explained in detail and specific language is recommended to avoid any legal or grievance issues. Supervisors learn to call the EAP for individual consultation on specific employee situations. Refresher training sessions are available the following year at no additional cost, and provide an opportunity for supervisor's to discuss difficult situations they have encountered in the workplace.

We will provide *Saving Good Employees: A Guide to the Employee Assistance Program* for all your supervisors and managers. There is also a page on our website dedicated to providing information and assistance to managers, including a presentation that walks the manager through making a referral.

Management Training available

Training programs specifically for managers and supervisors include:

- Conflict Resolution for Managers
- Emotional Intelligence
- Sexual Harassment Training
- Preparing for and Preventing Violence in the Workplace
- Managing Through Transitions
- Effectively Managing Substance Abuse in the Workplace
- Balancing Act (stress management while managing multiple priorities)
- Supervision 101—What New Supervisors Need to Know to Manage People

Crisis, Trauma and Grief Solutions

Sudden death, terminal illness, suicide, violent outbursts...these and other overwhelming events can throw observers, witnesses, and unwilling participants into extremes of emotion. Traumatic events can occur in any workplace setting. In fact, one out of six violent acts occurs in the workplace. We have certified Solutions EAP staff to provide all Critical Incident Stress services *onsite*. This is a psycho-educational group approach, to help anyone exposed to a traumatic event that is overwhelming. These groups help employees deal with traumatic events quickly and effectively. These Critical Incident Stress groups reduce the emotional backlash and keep employees functioning at work or return them to work faster.

Employee Workshops

Solutions EAP provides numerous employee workshops. We offer a variety of very flexible educational offerings both for general populations and within a specific department to meet employee needs

Information and education sessions can be arranged during the workday, at lunchtime, or after work hours. These may be one-session offerings or in-depth series, which allow for skill development. We use evaluation forms to elicit feedback to improve aspects of each session.

Some of the workshops that are often requested from our menu of over 30 topics:

- ☑ Build Your Own Stress Kit
- ☑ Staying Cool When Things Get Hot (Conflict Resolution)
- ☑ Life Raft on a Sea of Change (Change Management)
- ☑ Relaxation Techniques
- ☑ Surviving the Teenage Stage
- ☑ Stop Time From Ticking You Off (Time Management)
- ☑ Dealing With Difficult People
- ☑ Respect in the Workplace
- ☑ Effective Communications
- ☑ Elder Care Options
- ☑ Financial Topics
- ☑ Team Building

Legal & Financial Solutions

We will provide an enhanced service for employees who have legal and/or financial concerns. Through an agreement with a specialty provider of these services, an employee or family member will be eligible to receive direct consultation with attorneys or financial specialists.

- *Legal:* the client can have a free 30-minute face to face or telephone consultation with an attorney. For services beyond the initial consultation, clients receive a preferred discount rate of 25% off the attorney's normal hourly fee. Clients have access to virtually all areas of law, such as family and domestic matters, estate planning, civil matters, criminal, motor vehicle, and real estate. Matters involving employment are not covered.
- *Financial:* Clients receive, at no cost, phone access to financial specialists for credit counseling, debt and budgeting assistance, retirement planning, tax planning, and college education planning. ID Recovery is included. Credit fraud specialists are available to help identify signs of possible identity theft.

Consumer Credit Counseling

Solutions has an arrangement with a Consumer Credit Counseling Agency to provide *free* counseling for budget, debt and other financial concerns. Employees and family members have unlimited access to this service, which is accessed through Solution's toll-free number.

Family Solutions (Work/Life Services)

Studies show that employees are selecting and staying with companies that help them more effectively manage their work and personal lives. Work/Life services have a wellness orientation that assists employees with a full range of normal lifespan issues.

A powerful and robust website will be available through our website address www.solutions-eap.com to your employees 24 hours a day. Feature articles on the home page on the following topics change regularly. Each one of these areas contains numerous articles, assessment quizzes, videos and other resources.

- ▶ **Parenting:** childcare, back up care, adoption, pre-natal, developmental stages, education, special needs, ADD/ADHD, summer camps

- ▶ **Aging:** Adult daycare /Long Term Care, Caregivers, Recreation, Emergency/Respite Care, Transportation, Housing, Meals/Nutrition, Medicare/Medicaid, Medical Referrals, Elder Law Referrals and more
- ▶ **Balancing:** Personal growth, communication families, relationships, grief/loss, mental health, addiction & recovery
- ▶ **Thriving:** health tools, nutrition, women's, men's, children's, adolescents' and seniors' health
- ▶ **Working:** accomplished employee, effective manager, career development, workplace, diversity, productivity and safety, training and development, career transition
- ▶ **Living:** financial, legal, errands, pets, consumer, home improvement, home buying/selling, safety, travel/leisure, fraud and theft, go green
- ▶ **Education:** Pre-school, Private school, Vocational Schools, Scholarship searches, Financial Aid searches, Special Education, Learning Disabilities, Educational Law, PSAT/SAT, Internships / Work study, College Profiles, Homework and more.

Interactive Features

- ☑ **Homepage** featuring new tools and resources each month.
- ☑ **Interactive Self-Search Locators for:** Child Care, Elder Care, Adoption, Education, Pet Sitting, Private and Public Colleges, Veterinarians, Volunteer Opportunities and Attorneys.
- ☑ **Learning Center:** an interactive feature with articles, action plans, assessments, audio advice, and quick tips on a wide range of employee effectiveness, physical and emotional well-being issues
- ☑ **92 Online Skill Builder** programs with printable certificates.
- ☑ **Monthly Online Seminars** are delivered live and archived for later listening.
- ☑ **Wellness Center:** comprehensive library of health and wellness articles, over 40 health assessments and audio tips.
- ☑ **Pre-screened “best of the web” resource links**
- ☑ **Monthly interactive polls**
- ☑ **Financial Calculators**
- ☑ **Ready-to-use legal forms provided by Nolo**
- ☑ **Spanish site available.**
- ☑ **And much more...**

Customized Group Interventions

Our first step in addressing these concerns is a thorough assessment. After assessment we will discuss our recommendations and proposed interventions with the appropriate managers.

Team Building & Conflict Resolution

Inevitably, when employees are working together, conflicts arise and efficient team functioning is challenged. A variety of team building and conflict resolution techniques may be used after an assessment of the barriers to effective team functioning. Sessions lead by our Certified Employee Assistance Providers can be arranged to suit the organization's needs.

Change in the Workplace Groups

Research proves that during times of organizational change, such as downsizing, mergers, layoffs or restructuring, small groups of employees can be helped to cope with the transition by giving them a safe place to ventilate and process their thoughts and feelings. This leads to developing positive coping skills and learning stress management techniques within an atmosphere of emotional support from their peers. A primary objective is to help employees move from acting like a victim to accepting change and becoming proactive in their response to change. Solutions EAP staff are skilled and experienced in conducting these sessions.

Employee Awareness and Communications

A coordinated communications campaign will be developed to enhance employee awareness of the EAP services. These may include:

- ▶ **Letters, brochures, wallet cards, posters, payroll stuffers and articles.**
- ▶ **Orientation Sessions** - We will conduct brief informational sessions on-site for employees, supervisors, and upper management. A general overview of the EAP program is presented, in which confidentiality about employees is stressed. Our approach to these orientation sessions is to de-stigmatize seeking professional help through the EAP. We normalize employee use of the EAP by talking about the everyday issues the EAP can help with.
- ▶ **A quarterly EAP newsletter entitled *EAPerspectives*** will be provided in hard copy and/or electronically for distribution to all employees.
- ▶ **Our web-site, www.solutions-eap.com** gives information about our services, FAQs, how to get help, counselor locations, articles, newsletters, and guidance for managers, links, and tips requests menus. There is a section just for managers and supervisor to reinforce training sessions.
- ▶ ***The Frontline Supervisor***, a quarterly newsletter will be provided for distribution to your supervisors and managers. It provides brief articles on dealing with the troubled employee and timely information on managing the human factor in the workplace.
- ▶ **Health & Benefit Fairs** are an effective way to meet employees, promote our services, and personalize the program. We have developed several creative displays to attract employees.
- ▶ **Literature displays** can be placed in strategic locations, such as break rooms and lounges. These displays include EAP brochures and business cards and article on stress, alcohol and other drug abuse, parenting, budgeting, holiday stress, and caring for an elderly relative and other topics.
- ▶ **Weekly Email Tips** about people issues in the workplace have been well-received by employees and are one of the primary ways employees report being reminded about the EAP. These are sent to the main contact person, who then distributes it to all employees.

E-tip Comments:

"I appreciate these as each week someone is touched by these in a powerful way. If only one person benefits it is well worth it."

~ HR Director

"I enjoy and look forward each week to your e-tip. I find them helpful and thought provoking."

~ Hospital Employee

"Solutions E-tips is one of our most welcomed sources of information. I believe that it accounts for many of the contacts that our employees make."

~ HR Director

Program Activity Reports

EAP utilization activity reports will be provided quarterly and at year-end. Using our state-of-the-art software program specifically designed for Employee Assistance Programs, a comprehensive evaluation of your EAP utilization will include all three elements of EAP activity: Cases Opened, Case Consultations, and Organizational Activities.

Outcomes and Performance Measures reports provide national benchmarking data and measure outcomes on Problem Severity, Improved Clinical Outcome, and Work Productivity scales. It is important to evaluate more than just the numbers of employees helped and to measure what actually happened and whether employees were helped and to what degree.

Solutions EAP Experience

Solutions EAP is proud of our long term track record providing consistent, high quality EAP services to organizations of varying sizes since 1985.

Solutions EAP specializes in the development and operation of comprehensive employee assistance programs. We have over 25 years of experience designing, implementing and operating EAPs in a broad variety of organizational settings: large and small, product and service oriented, private and public. We operate the EAP as a non-adversarial and completely confidential program. We currently serve over 120 organizations representing healthcare, government, education, behavioral health, social services, manufacturing, and service industries.

We are confident that any of our client organizations will confirm that our customer service exceeds expectations. We also give Client Satisfaction Surveys to our employee clients and they overwhelmingly show a very high level of satisfaction with our EAP services.

Solutions EAP is a program of Behavioral Health Connecticut (BHC) LLC, which is a subsidiary of Advanced Behavioral Health, a behavioral health management company located in Middletown, CT.

Solutions EAP Team

Solutions EAP has assembled the most experienced EAP team in the state. Front line resources comprise our call center and live 24-hour crisis staff, who are in Connecticut and know all the local resources.

Solutions employees working in the five counseling offices around the state are Master's level, Certified Employee Assistance Professionals (CEAP). These experts provide program development and direct services such as management training and consultation, creative employee workshops, and post-traumatic stress and grief services. Having a wide range of experience with all types of employee situations, they also provide HR and Management Consultations. Their longevity with Solutions is outstanding, averaging over fifteen years. We do not rely on network counselors to provide these critical services to your organization.

*Solution's
Program Coordinators
have an average of
fifteen (15) years of
EAP experience.*

Our network provider professionals provide the highest quality EAP counseling face-to-face to your employees and family members. This network of EAP Counselors in Connecticut includes over 215 highly experienced clinicians in over 149 locations in 79 towns and cities. They are **master's and doctoral level professionals**, trained in a behavioral health discipline.

- ☑ They are licensed and must have at least 5 years post-masters experience. They bring together many years of experience helping employees and their families resolve a wide variety of personal problems.
- ☑ They must have have experience in EAP Counseling and/or brief, solution-focused therapy, in addition to extensive mental health and substance abuse experience.
- ☑ They must be knowledgeable with community resources and behavioral health treatment systems.
- ☑ They must have experience and training in working with culturally diverse clients.
- ☑ They carry appropriate levels of professional liability insurance.
- ☑ We check clinical references on all applicants and perform an annual check on any disciplinary actions.

We have worked with many of these professionals for over ten years. We add new providers to our network as needs are identified, to offer excellent clinical services and convenient times and locations.

We have conducted an audit of all our network providers to ensure that no disciplinary action has been taken against any of them. Our policy is to check this registry every quarter when the State of Connecticut, Department of Public Health posts new reports.

FEES - EMPLOYEE ASSISTANCE PROGRAM

Please contact us for a quote. We will meet with you to discuss your EAP needs and to custom design an Employee Assistance Program specifically for your organization and your employees. We believe we offer the best value for EAP services available. Our well developed, highly responsive infrastructure, combined with the highest level of EAP experience available, allow us to serve your organization at very reasonable and competitive prices.