



March 13, 2021

To: Plymouth District Library Personnel Committee
From: Carol Souchock, Plymouth District Library Director
Robyn Lowenstein, HR and Business Administrator
Personnel Committee

Re: EAP (Employee Assistance Program)

The Personnel Committee has moved a recommendation approving the purchase of an EAP (Employee Assistance Program) for all library employees through TLN (The Library Network) for full library board consideration. Doing so will provide much needed employee wellness services. Robyn and I appreciate your consideration of this request. We both feel it will provide great value to our staff.

Library director's meet regularly and shared with TLN leadership that they have been experiencing an increase in requests from staff members for assistance due to health and other issues. A discussion about the possibly of TLN providing an EAP (Employee Assistance Program) resulted in TLN offering this service.

In year's past Robyn and I had requested that our insurance facilitator, Kapnick Insurance, look into the possibility of providing a similar service to our employees. Unfortunately, options available previously were only for full time employees and were cost prohibitive. Currently full time staff have available a basic EAP which is being offered for a limited time period through June 30, 2021 when our Mutual of Omaha insurance policy for life and disability expires. The EAP through TLN provides a greater array of services and will be available to all library employees.

Please see the attached documents from AOH that detail the services available.

TLN received proposals and pricing from All One Health. All One Health offered a quote of \$1.20 per individual per month. Total annual cost for the library is expected to be no more than \$1,100 a year. The quote costs cover both full and part time individuals, and the EAP is also extended to an employee's family (without additional costs). As you can see in the attached document, each employee would be covered for five sessions per incident in a year, with possible multiple incidents (pandemic, divorce, death, depression, etc.). There is also an emergency call line. AOH also helps coordinate finding a provider for extended services, when needed that works with your library's health insurance provider (if more than five sessions are needed for an incident).

RESOLVED BY _____, SECONDED BY _____, TO PURCHASE AN EAP FOR ALL EMPLOYEES AT A COST OF \$1,100 A YEAR.
AYES _____ NAYS _____



SERVICES OVERVIEW

OUR FULL PROGRAM SOLUTION

MENTAL HEALTH SOLUTIONS

AllOne Health proudly offers a high-touch Employee Assistance Program designed to support individual & organizational mental and behavioral health concerns. Our mental health solutions cover a broad range of issues for individuals, which they may experience at work or within their personal lives. Our multi-disciplinary staff includes doctors, licensed independent clinical social workers, and mental health specialists experienced with issues such as: stress, substance abuse, depression and anxiety, workplace tension, grief, managing emotional and job stress, mental health in-patient needs, and mental health out-patient needs.

Offerings include:

- Access: Toll-free line answered 24 hours a day / 7 days a week, AT&T translation for 140+ languages
- Access: Immediate access to Masters'-level clinicians for crisis callers
- Access: Telephonic, mobile app, web portal
- Access: Nationwide affiliate network for face-to-face sessions
- Continuity-of-care model: for improved long-term support
- Educational materials include newsletters, one-pagers, webinars, and more

Mental Health Solutions

Counseling

Support services:

- Complete assessment process to determine nature & urgency of needs
- Immediate access to counselors if/when needed
- Scheduling of an appointment including F2F options
- Onsite counselor placement

Communicated to caller:

- Service is confidential
- No information is shared with employer
- Service is paid for by employer
- No co-pay or deductible
- Information regarding # of sessions
- Full program benefits explained

No limit for telephonic in-the-moment support through EAP

F2F sessions determined on a per-program basis.

Crisis Calls

Support services:

- Immediate access to experienced EAP counselor
- Referrals through continuity-of-

- 'Contract for safety' method where individual will take no action until emergency plans

care model	are made and counselor can reconnect within 1 hour
<ul style="list-style-type: none"> Referrals to local hospital emergency room or screening services 	<ul style="list-style-type: none"> Contact with local authorities if situation is deemed unsafe to self or others

WORK-LIFE SERVICE COMPONENTS

Service Components	Service Levels (if elected)									
<p>RESOURCES & REFERRALS</p> <p>For telephonic work/life requests, our team highlights the importance of the referral process based upon specific client needs. Our process begins with a thorough consultation and assessment by a work-life specialist. Our assessment often helps individuals identify questions not yet considered. By taking the time to truly understand the specifics of each case, our consultants are well-equipped to provide guidance for the most cost-effective and suited options. Referrals are made to our extensive national network that is continually expanded to reflect the needs of clients companies and their employees. Resources are matched based upon the participant's needs, financial situation, and geography.</p> <ul style="list-style-type: none"> Access: Toll-free line answered 24 hours a day / 7 days a week (after-hour callers are connected with an individual who performs an intake, which is routed at the start of each business day to the AOH team to follow-up on) Access: Work/Life web portal, mobile application, consultation, and/or referrals and resources Educational materials include tip sheets, checklists to help evaluate resources, consumer information, etc. Health care advocates acting as liaisons between individuals, doctors, hospitals, insurance companies, pharmacists, specialist, home health agencies, and myriad other ancillary health care services Assistance with access/integration to all employee benefits including health plans, EAP, and wellness initiatives provided by employer 										
<p>Topics Covered Include (but are not limited to):</p> <table border="1"> <tr> <td colspan="2"> <p>Parenting</p> <table border="1"> <tr> <td> <p>Childcare Resources & Referrals:</p> <ul style="list-style-type: none"> Back-Up Care Before/After School Childcare Centers Family Day Care Nannies & In-Home Care Summer Camps </td> <td> <p>Information & Support:</p> <ul style="list-style-type: none"> Adolescence Adoption Child Development College Planning New Parents & Pregnancy Special Needs </td> </tr> </table> </td> <td rowspan="2"> <p>No limit for research and referrals.</p> </td> </tr> <tr> <td colspan="2"> <p>Elder Care</p> <table border="1"> <tr> <td> <p>Resources & Referrals:</p> <ul style="list-style-type: none"> Assisted Living Facilities </td> <td> <ul style="list-style-type: none"> Medicare/Medicaid </td> </tr> </table> </td> </tr> </table>		<p>Parenting</p> <table border="1"> <tr> <td> <p>Childcare Resources & Referrals:</p> <ul style="list-style-type: none"> Back-Up Care Before/After School Childcare Centers Family Day Care Nannies & In-Home Care Summer Camps </td> <td> <p>Information & Support:</p> <ul style="list-style-type: none"> Adolescence Adoption Child Development College Planning New Parents & Pregnancy Special Needs </td> </tr> </table>		<p>Childcare Resources & Referrals:</p> <ul style="list-style-type: none"> Back-Up Care Before/After School Childcare Centers Family Day Care Nannies & In-Home Care Summer Camps 	<p>Information & Support:</p> <ul style="list-style-type: none"> Adolescence Adoption Child Development College Planning New Parents & Pregnancy Special Needs 	<p>No limit for research and referrals.</p>	<p>Elder Care</p> <table border="1"> <tr> <td> <p>Resources & Referrals:</p> <ul style="list-style-type: none"> Assisted Living Facilities </td> <td> <ul style="list-style-type: none"> Medicare/Medicaid </td> </tr> </table>		<p>Resources & Referrals:</p> <ul style="list-style-type: none"> Assisted Living Facilities 	<ul style="list-style-type: none"> Medicare/Medicaid
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<ul style="list-style-type: none"> Caregiver Support Community Services Hospice Home Health Care 	<ul style="list-style-type: none"> Nursing Homes Respite Care Social Security Transportation 	
<p>Legal</p> <p>Consultation & Referrals:</p> <ul style="list-style-type: none"> Bankruptcy Divorce / Custody Estate Planning/Wills/Trusts Real Estate Landlord/Tenant Immigration Personal Injury/Malpractice Debtor/Creditor Adoption Probate 		<p>Free telephonic consultation with qualified attorney or referral to conveniently located lawyer with appropriate expertise for a free :30minute consultation and discounted additional assistance if required</p>
<p>Financial</p> <p>Consultation & Referrals:</p> <ul style="list-style-type: none"> Bankruptcy Home Buying College Fund Planning Credit Card Debt Tactics Identify Theft Prevention Foreclosure Prevention Major Life Event Planning Retirement Planning Budgeting (to cope with reduction in household earnings; to reduce debt; to save; household budgeting) 		<p>Referrals available with:</p> <ul style="list-style-type: none"> Certified Financial Planner Certified Public Accountant Credit Counselor <p>Website access to Mint.com and CreditKarma.com</p>
<p>Daily Living</p> <p>Resources & Referrals:</p> <ul style="list-style-type: none"> Chore Services/House Cleaners Emergency Services Event Planning Volunteer Opportunities Pet Obedience Training Fitness & Wellness Centers/Programs Transportation & Travel Services Consumer Comparisons Entertainment Services Veterinarians Moving/Relocation Services Pet Sitters/Kennels Home Repair Services 		<p>No limit for resource and referral.</p>
<p>Work</p> <p>Resources & Referrals:</p> <ul style="list-style-type: none"> Career Counseling Job Performance Concerns Job Search Strategies Resume Review Work Stress 		<p>No limit to research & refer to Career Counselors</p>
<p>Website Access – English/Spanish Capability</p> <p>On-Demand Resource Topics:</p> <ul style="list-style-type: none"> Parenting Living Thriving 		<p>Some customizations available including adding information about & links to other benefits in a</p>

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<ul style="list-style-type: none"> • Aging • Balancing • Living <p>Web Portal Resources Include:</p> <ul style="list-style-type: none"> • 6,000+ Articles • Interactive polls & quizzes • Financial calculators • 60+ content modules • 500+ content categories • Searchable databases & resource links for providers 	<ul style="list-style-type: none"> • Working • International • On-demand online seminars and archived past seminars • Savings Center: Discount shopping program • Relocation Center: vital statistics on communities across the US • 100+ ready-to-use legal forms 	<p>“News for You” section Site is kept current & up-to-date regularly</p>
<p>Mobile Application On-the-Go Access to:</p> <ul style="list-style-type: none"> • One-touch connectivity to telephonic support • Pro-Active Self-Help/Tip Sheets 		<ul style="list-style-type: none"> • Articles, Blogs, and Other Content

EXTRAORDINARY CUSTOMER SERVICE

Our team is committed to providing an extraordinary customer experience. Our program features distinct daily, weekly, monthly, quarterly, semi-annually, annually, and as-needed Account Management protocols.

The AllOne Health Account Management commitment provides:

- Quality assurance
- Consistent, professional communications
- Thought leadership / in-house expertise
- Robust utilization reporting

ACCOUNT MANAGEMENT

Dedicated Account Manager

- | | |
|--|---|
| <ul style="list-style-type: none"> • Masters’ level Account Managers • Management & Organizational Consultations • Provides Ongoing Program Orientations • Aids in distribution of communication materials | <ul style="list-style-type: none"> • Tracks & reports on program activity • Collaborates with client contacts to evolve programming as-needed |
|--|---|

Program staff is available 24/7/365; Account Managers are available during normal business hours M-F, EST via telephone or email. Onsite availability may vary depending upon client need.

PROGRAM PROMOTION

One of the most critical strategies for an organization to properly leverage benefit programs is through effective communication campaigns. Our team drives program engagement & effectiveness through campaigns driven by *the power of 3*. With this

Standard electronic materials provided.

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<p>method, our goal is to touch individuals tangibly, socially, and personally.</p> <p>Tangibly:</p> <ul style="list-style-type: none"> Materials including wallet cards, brochures, posters Designed to educate & help de-stigmatize program use <p>Socially:</p> <ul style="list-style-type: none"> Designed to help reduce barriers to access Multiple options available for user interaction such as group trainings <p>Personally:</p> <ul style="list-style-type: none"> Personal connectively with our team when requesting resources & referrals 		<ul style="list-style-type: none"> Purposely fresh, eye-catching, & strong in messaging to attract attention and encourage call-to-action Free, downloadable mobile application Engaging with individuals to help build long-lasting connections <p>Additional promotional materials can be supported for an added fee including design and/or printing.</p> <p>Additional program promotion strategies, such as trainings, can be available at an additional rate (see a la carte pricing menu).</p>
<p>Ongoing Communications</p> <p>While our team is committed to supporting effective program promotion, we also understand that ongoing program communications are critical to drive engagement and user satisfaction. We have a set calendar of communications that are sent to our clients as follows:</p> <p>Monthly:</p> <ul style="list-style-type: none"> Employee & Supervisor e-Newsletters Wellness Newsletters AOH Thought Leadership Article on Relevant Topics (also pushed on social media) 		<p>Standard – each communication is sent 1x/month or occurs 1x/month (i.e. webinars)</p> <ul style="list-style-type: none"> HR30Webinar Work/Life Webinar Medical Advocacy Newsletter
<p>CUSTOMER SATISFACTION</p> <p>Our team places a high importance on customer satisfaction, which is why we track utilization of all activities and utilize satisfaction surveys, periodic reviews, post-event evaluations, and internal employee performance appraisals to measure our success.</p> <p>Our customer satisfaction efforts include:</p> <ul style="list-style-type: none"> Satisfaction survey is sent within two (2) days of a work/life referral Weekly satisfaction & outcome 		<p>Standard</p> <ul style="list-style-type: none"> Workplace Outcome Suite (WOS) – EAP program survey that examines absenteeism, presenteeism, work

<p>survey reviews by Account Management</p>	<p>engagement, life satisfaction, and workplace distress</p>			
<p>PROGRAM REPORTING</p> <p>We utilize state-of-the-art technology in order to track and comprehensively report on program utilization. This system comes bundled with over 100 reports for our programming and is run via Crystal Reports 8.5, which supports adding or modifying reports including customizable capabilities.</p> <p>Measurement of our program success includes:</p> <ul style="list-style-type: none"> • Quarterly utilization reports • Return on Investment calculation provided at end of each annual period • All reports can be run on a customizable schedule for any given time • Customizable features such as headings, fonts, colors, charts, and content • Customizable fields like contact types, presenting issues • MS Word, MS Excel, and PDF formats 		<p>Standard – can be sent via email or requested through client portal</p>		
<p>INNOVATIVE COMMUNICATION CHANNELS</p> <p>As society continues to evolve and individuals become increasingly busy and on-the-go, we are excited to be launching innovative channels for service delivery. Additional channels will include:</p> <table border="0"> <tr> <td data-bbox="181 1123 682 1228"> <p>Text Communication</p> <ul style="list-style-type: none"> • Mobile optimized chat • SMS-to-Chat functionality </td> <td data-bbox="682 1123 1120 1228"> <p>Tele-Health Communication</p> <ul style="list-style-type: none"> • Video conferencing for more personalized access to care </td> </tr> </table> <p>INFORMATION SECURITY</p> <p>Information security is of the utmost importance to our clients, their employees, and our business. With our improved communication channels, we continue to place a high-importance on information security including:</p> <ul style="list-style-type: none"> • SSL Encryption • Secure data transfer to collect notes • HIPAA compliant • ISO 27001 information security compliance certification 		<p>Text Communication</p> <ul style="list-style-type: none"> • Mobile optimized chat • SMS-to-Chat functionality 	<p>Tele-Health Communication</p> <ul style="list-style-type: none"> • Video conferencing for more personalized access to care 	<p>Additional fees may apply</p>
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ADDITIONAL SERVICE OFFERINGS

PERSONAL ASSISTANT

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This add-on service takes the work-life resource & referral program to the next level by providing 24/7 access to assistance in researching information, making purchases or reservations, and/or arranging services. While services can be found and purchased using an individual's credit card, ultimately the individual is responsible for respective service costs.

Assistance available (but not limited to):

- | | | |
|---|--|----------------------------------|
| <ul style="list-style-type: none"> • Entertainment & dining (dinner, movies, concerns, transportation, etc.) • Travel & tourism (Booking vacations) • Household errands (Grocery shopping, car washes, dry cleaning, meal preparation, etc.) | <ul style="list-style-type: none"> • Service professionals (electricians, plumbers, carpenters, etc.) • Special needs support • Child & elder care support • Other professional services | <p>Additional fees may apply</p> |
|---|--|----------------------------------|

MANAGEMENT SERVICES

Building a great management team extends beyond issues of compensation and performance management. We see the development of great managers as a holistic and ongoing effort that addresses their professional and personal needs.

Management Consultation

Our management consultation services include:

- | | |
|---|--|
| <ul style="list-style-type: none"> • HR professional consultation & coaching • Conflict negotiation & mediation • Supervisory formal referrals | <ul style="list-style-type: none"> • Policy development |
|---|--|

Additional fees may apply

Organizational Development

Through our in-house *TeamWorks Institute* (TWI), we offer organizational development solutions including:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Mediation – neutral facilitator to help employees resolve differences • Team Building – programs designed to unify teams for ultimate success | <ul style="list-style-type: none"> • Executive Coaching – Customized plans to teach any leader to be a better communicator and coach |
|--|---|

Additional fees may apply

COACHING

Employees are the key to productivity and profitability. In today's economy finding and keeping the right people is essential. Coaching provides effective and targeted growth opportunities to facilitate individual and organizational growth. Coaching expands skills to the next level helping both marginal performers and high performers develop their abilities. Our experienced, certified in-house coaches will design a solution for your employees that will align with their individual goals.

Additional fees may apply

AllOne Health is proud to be evolving our solution to add enhanced well-being solutions including:

- **Life coaching- For Example:**
 - An employee’s 22-year old son graduated from college and now he is unsure of what he want to do with his life so he returned home to live. Spending most of his time playing video games. The EAP can help by providing life coaching.

- **Work related coaching- For Example**
 - An employee is having trouble completing their daily tasks in a timely manner and missing important deadlines. The EAP is available to provide work-related coaching for the employee.

TRAININGS

A hallmark of the AllOne Health Well-Being programming is our best-in-class trainings. We proudly offer off-the-shelf trainings that span a wide variety of topics including HR, Management, Financial, Legal, and health-related topics; or, we can put together customized training on virtually any workforce-related subject. Our teams factor in demographics, occupational characteristics, and other variables of program participants when creating any training or support effort. Ultimately, we provide engaging, educational, and effective individual and organizational training programs.

Additional fees may apply

Trainings include (but are not limited to):

- Caring for Yourself While Caring for Others
- Anger Management 101
- Enhancing Your Interpersonal Skills
- Maximizing Employee Engagement
- More than 15 trainings directly addressing stress & resiliency including: “The Digital Overload Dilemma”, “Let Positivity Power You”, “Managing Emotions in the Workplace” and “Cultivating Mindfulness in Everyday Life”

CRITICAL INCIDENTS

Workplace crisis or trauma is the physical or psychological response of employees to a crisis or critical incident, which can interfere with normal functioning. Situations which may precipitate trauma include being involved in or witnessing accidents, fires,

Additional fees may apply

WELL BEING. DONE WELL.

violent acts, sudden deaths, or any other situation in which security or life are threatened. It is very common for people to experience emotional or even physical aftershocks when they have passed through a traumatic event. When a critical incident occurs, decisive action and thoughtful response can make all the difference.

Critical Incident Services Include:

- Individual employee interventions
- Group debriefing sessions
- On-site counseling options
- Communications support
- Ongoing informational support

DRUG & ALCOHOL SERVICES

As the only EAP to be owned by an occupational health organization, we have the unique ability to seamlessly coordinate mental, behavioral, and physical health solutions. Our behavioral health staff also has 24/7 direct access to a team of Occupational Health Board-Certified physicians and nurses to aid in matters such as drug & alcohol abuse concerns. Give the direct correlation between physical and mental health with issues such as substance abuse, we have found great success managing both sides of a program for our clients.

Additional fees may apply

Available services include:

- DOT / non-DOT Substance Abuse Professional services (SAP)
- DOT / non-DOT drug & alcohol testing
- Urine, hair, saliva, breath testing options
- In-house MROs
- Multiple available panels
- Pre-placement, random, post-accident, for cause availability
- 24/7 collector availability

MEDICAL ADVOCACY

Due to increasing challenges in navigating healthcare system, medical advocacy is on the rise. The health care advocate may be a social worker, nurse, or case manager who has experience with a wide range of health care issues including; but, not limited to: elder care, second opinions, nursing mothers, prescription information, and more.

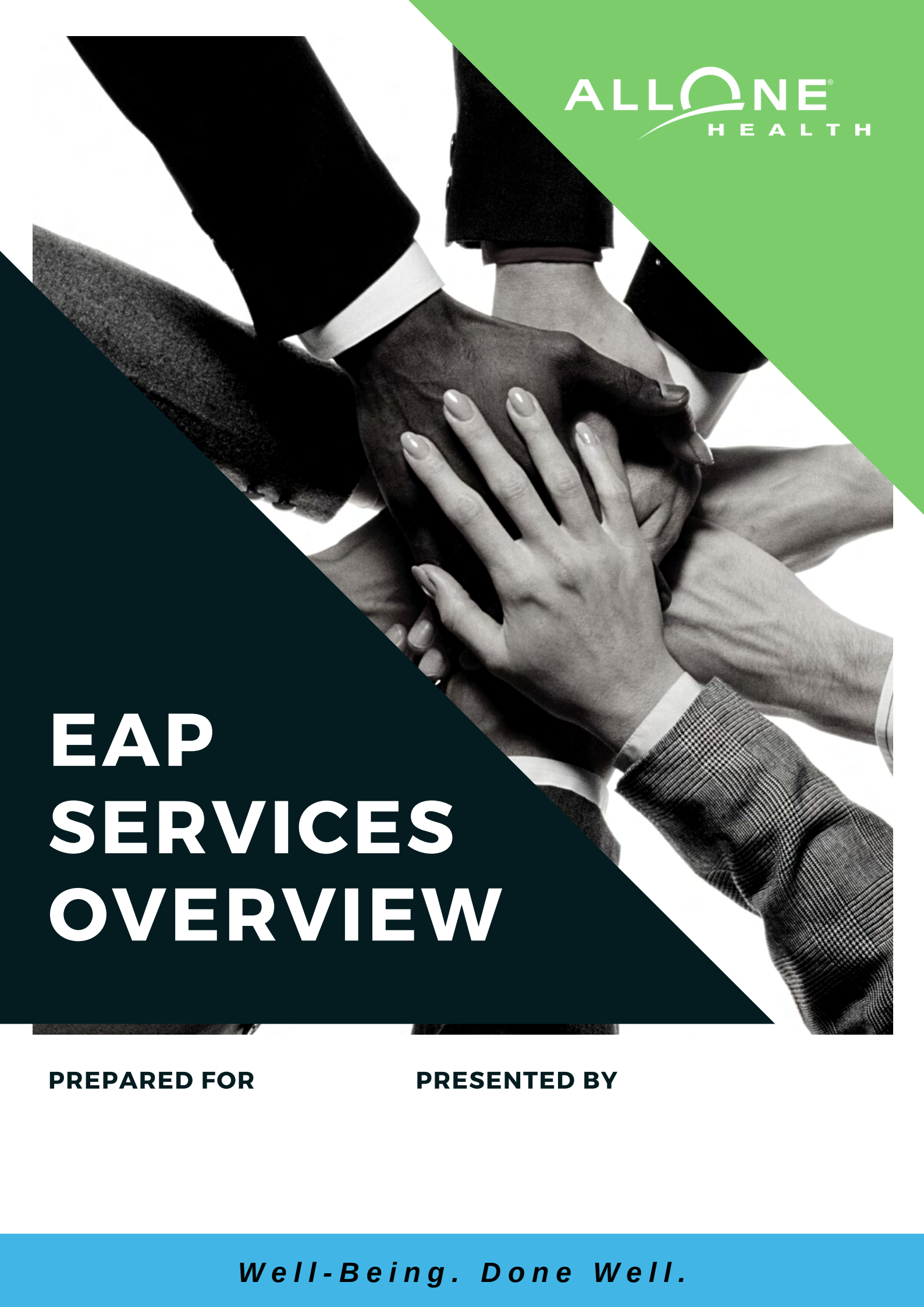
No limit on advocacy support

Access to Medical Advocate to assist with:

- Medical Information & Resources
- Research
- Problem Solving
- Coaching
- Liaison with Health Care team
- Guidance with Insurance issues,
- Explanations of confusing conditions
- Communicating with pharmacists re: prescription medications
- Scheduling specialist appointments

<p>preauthorization & predeterminations</p> <ul style="list-style-type: none">• Navigating claims issues	<ul style="list-style-type: none">• Transition of care issues
<hr/> <p>ON-SITE COUNSELING</p> <p>To help drive utilization and ease of access, we have the ability to staff clinicians for on-site counseling support.</p> <p>On-site clinicians can support:</p> <ul style="list-style-type: none">• Full-time clinical schedules• Part-time clinical schedules• Crisis response schedules	

Additional fees may apply



EAP SERVICES OVERVIEW

PREPARED FOR

PRESENTED BY

Well-Being. Done Well.

ALLONE HEALTH & OUR FAMILY OF EAP'S

AllOne Health is an industry-leading provider of the highest quality employee assistance counseling and work/life resources. Our 50 years serving employees and their family members has created trusted relationships with many organizations throughout the world. We deliver on our promise to provide EAP programming to fit a wide variety of industries in their unique work/life coverage needs.

As a global EAP provider, AllOne Health maintains high-touch, regional centers of excellence with a corporate structure that offers clients greater efficiencies, improved technologies, more service offerings, additional expertise & resources, and an affiliate network with 10,000+ providers – all while staying locally high-touch.

Our centers of excellence give you access to on-demand help 24 hours a day, 7 days a week, 365 days a year.

AllOne Health is proud to represent a family of EAPs across the United States. Our locations include:



WILKES-BARRE, PA
NATICK, MA
WILMINGTON, MA



LYNCHBURG, VA



CLEVELAND, OH



GRAND RAPIDS, MI



CLEVELAND, OH



PITTSBURGH, PA



MIDDLETOWN, OH



STILLWATER, MN



CHICAGO, IL

FAMILY OF EAP'S

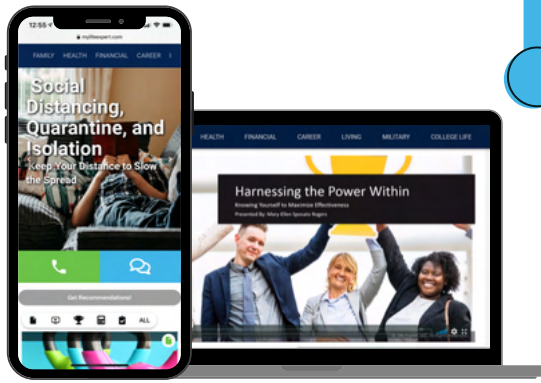
A TOTAL WELL-BEING EAP

AllOne Health understands that when an employee is overwhelmed by personal, lifestyle, or workplace situations, they cannot perform their duties effectively. The AllOne Health total well-being model can provide the most comprehensive and cost effective strategies for several issues to help employees and their immediate family members manage their lives, so they can remain productive, safe, healthy, and effective in the workplace. Get on-demand access to these services via **telephone, mobile app, web portal, video counseling, and chat functionality.**

OUR TOTAL WELL-BEING MODEL OFFERS **EVERYDAY SERVICES FOR EVERYDAY PEOPLE INCLUDING...**



**BEST-IN CLASS
WORK-LIFE
WEBSITE & APP**



HR & SUPERVISORY CONSULTATION SERVICES

AllOne Health views providing HR and supervisory consultation services as an essential part of the EAP's core role as an employee productivity, organizational performance, and behavioral risk manager consulting partner. We see the support and development of managers as a holistic and ongoing effort that augments their professional skills and human competencies.

Our **Management Consultation Services** include:

PERFORMANCE CONSULTING

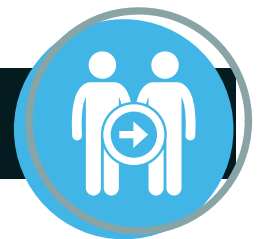
Supporting HR with helping employees with reduced productivity or engagement course correction



BEHAVIORAL RISK MANAGEMENT

Helping HR and leaders effectively manage positive drug screens, active substance abuse at work, suicidal, homicidal, and high-risk employee behaviors

FACILITATING SUPERVISORY & FORMAL EAP REFERRALS



CONFLICT NEGOTIATION AND MEDIATION

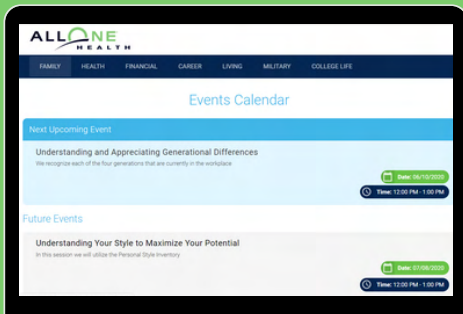
EXECUTIVE AND FRONT-LINE MANAGER COACHING



MYLIFEEXPERT.COM

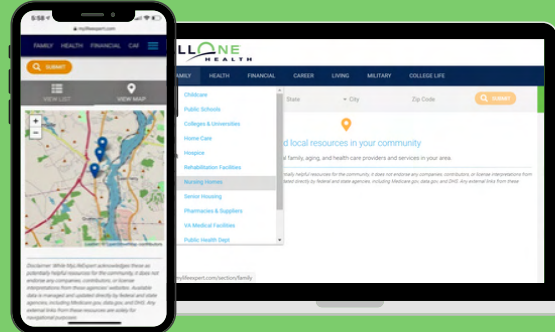
WORK-LIFE WEBSITE & MOBILE APP

GIVE YOUR TEAM ALL THE TOOLS NECESSARY FOR A HEALTHY WORK/LIFE BALANCE, AT THEIR FINGERTIPS!

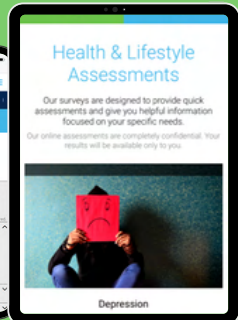
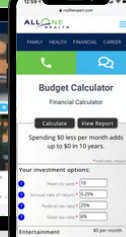
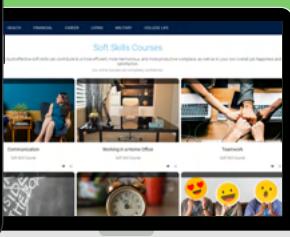
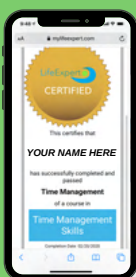


Our live & on-demand webinars are a great place for employers and employees to access topics hosted by industry professionals!

Our Resource Locators instantly give you access to community and nationwide providers and services focused on childcare, education, aging, medical & health, and much more..!



My Life Expert gives employees and employers access to 1000s of multi-language articles, webinars, calculators, videos, assessments, soft skills courses and interactive tools focused on health & wellness, family, aging, education, and legal & financial. In addition, with our exclusive shopping discounts platform, employees can save money on a variety of lifestyle purchases!



INDUSTRY-LEADING ENGAGEMENT

YOUR WELCOME KIT

Communicating your new EAP benefits is made easy with our exclusive "Welcome Kit"!

Includes a variety of customizable materials, both printed and digital, for your convenience!

STRESS, ANXIETY, Family Conflict, DEPRESSION, Substance Abuse, COUPLES/RELATIONSHIPS, Life Transitions, SETTING GOALS, WELLNESS, Elder Care, ADOPTION, Child Care, Parenting, Special Needs Support, Divorce/Custody, BUDGETING, Major Life Event Planning, & More...

YOUR EMPLOYEE ASSISTANCE PROGRAM IS HERE FOR YOU.

WE HELP WITH EVERYDAY LIFE STRESSORS SUCH AS:

- Family Conflict
- Employee Reassignment
- Substance Abuse
- Anxiety
- Depression
- Bereavement
- Adoption/Child Care
- Divorce/Custody
- Budgeting
- Elder Care
- Parenting
- Special Needs Support
- Wellness

OUR SOLUTIONS INCLUDE:

- Personal Coaching
- Legal/Financial Resources
- Life Coaching
- Wellness Coaching
- Employee Reassignment
- Bereavement
- Adoption/Child Care
- Divorce/Custody
- Budgeting
- Elder Care
- Parenting
- Special Needs Support
- Wellness

TO ACCESS THESE SERVICES:

• SCAN THE QR CODE TO ACCESS MYLIFEEXPERT.COM

COMPANY ACCESS CODE:

TOLL-FREE:

DOWNLOAD THE APP AT:

WE'RE HERE FOR YOU
YOUR EMPLOYEE ASSISTANCE PROGRAM

OUR SERVICES

COUNSELING & COACHING: Mental Health Counseling, Life Coaching, Wellness Coaching

LIFE RESOURCES: Legal & Financial Resources, Personal Concierge, Work/Life Resources & Referrals

BENEFITS SUPPORT: Medical Advocacy

SCAN THE QR CODE TO ACCESS MYLIFEEXPERT.COM OR CALL OUR TOLL-FREE NUMBER 247-365. Access to Live Counting, Work/Life Resources, Health & Lifestyle Assessments, Interactive Checklists, & More.

COMPANY ACCESS CODE:

TOLL-FREE:

WORK/LIFE BALANCE AT YOUR FINGERTIPS!

MY LIFE EXPERT ALLOWS YOU ACCESS TO:

- THOUSANDS of articles, videos, and worksheets
- Quick health and lifestyle assessments and surveys
- Interactive checklists
- Events Calendar for the latest webinars and online training sessions
- Build your own Employee Profile
- 24/7 instant, confidential support

ACCESS YOUR FULL EAP BY CALLING:

DOWNLOADING THE APP BY VISITING: WWW.MYLIFEEXPERT.COM OR SIMPLY SCAN THIS QR CODE... CREATE YOUR ACCOUNT WITH COMPANY CODE.

EMPLOYEE ASSISTANCE PROGRAM

Personal services, aging parents, an illness, health issues, Employee focus challenges from time to time, with your EAP you don't have to face these things alone.

This includes solutions such as:

- PERSONAL ASSISTANCE:** The Personal Concierge helps you with all your questions and concerns. We'll help you with everything from budgeting to elder care, from adoption to child care, from parenting to special needs support, from divorce to custody, from budgeting to major life event planning, and more.
- MEDICAL ADVOCACY:** We'll help you understand your medical records, understand your doctor's recommendations, and help you navigate the complex world of insurance, Medicare, Medicaid, and more.
- LEGAL & FINANCIAL RESOURCES:** We'll help you understand your legal and financial options, and help you navigate the complex world of estate planning, probate, and more.
- WELLNESS RESOURCES:** We'll help you understand your wellness options, and help you navigate the complex world of stress management, anxiety, and more.

MY LIFE EXPERT

Feeling Connected & Supported 24/7/365

You can download the app to the home screen of your mobile device without even installing an app store, by simply visiting our website or scanning the QR code at the bottom of this page.

TO LOGIN:

- Check for a new account with company code
- Enter your company access code
- Agree to our terms and conditions
- The user is done!

FOR TELEPHONE, CHAT & VIDEO ACCESS:

Go to MyLifeExpert.com or call 247-365. We'll help you with everything from budgeting to elder care, from adoption to child care, from parenting to special needs support, from divorce to custody, from budgeting to major life event planning, and more.

FOR YOUR PARTICIPATION WITH YOUR EMPLOYER:

HEALTH & LIFESTYLE ASSESSMENTS: Based on a personal health and lifestyle assessment, we'll help you understand your health and lifestyle risks, and help you navigate the complex world of stress management, anxiety, and more.

INTERACTIVE CHECKLISTS: We'll help you understand your health and lifestyle risks, and help you navigate the complex world of stress management, anxiety, and more.

Download the App at: mylifeexpert.com

Company Access Code:

Toll-Free:

PRINTED BROCHURE

PRINTED WALLET CARDS

DIGITAL LIFE EXPERT MINI-POSTER

DIGITAL CORE SERVICES FLYER

FRESH, RELEVANT CONTENT FOR YOU AND YOUR TEAM!

MONTHLY ENGAGEMENT

Newsletters, Hot Topic Flyers, & Live Webinar Invitations delivered by the 5th of the month, every month!

January 2020 - Check out our new look!

At AllOne Health, we're excited to introduce our new look to our Frontline Employee Newsletter. We've updated the design, content, and layout to make it easier to read and more engaging. We hope you'll enjoy the new look and the fresh content we have for you.

Click Here to Access Our Brand New Work/Life Portal!

Frontline Employee Newsletter

This monthly Employee Newsletter features the following topics:

- Health & Wellness
- Employee Reassignment
- Adoption/Child Care
- Divorce/Custody
- Budgeting
- Elder Care
- Parenting
- Special Needs Support
- Wellness

Download the Newsletter and share with your organization.

Click Here to View and Download

Frontline Supervisor Newsletter

This monthly Supervisor Newsletter features the following topics:

- Don't Get Panicked
- Employee Reassignment
- Adoption/Child Care
- Divorce/Custody
- Budgeting
- Elder Care
- Parenting
- Special Needs Support
- Wellness

Download the Newsletter and share with your organization.

Click Here to View and Download

Also introducing our NEW, Wellness Flyer!

January 2020 - Emotional Wellness

This flyer features a new design and content, including a QR code and a company access code. It's designed to help employees understand their emotional wellness and how to get the most out of their EAP services.

Click Here to View and Download

FRONTLINE EMPLOYEE
JUNE 2020

FRONTLINE SUPERVISOR
JUNE 2020

Loneliness as a Health Concern

Loneliness is a common experience, but it can have a significant impact on your health. It's important to understand the signs and symptoms of loneliness and how to get the help you need.

The Effects of Tardiness

Tardiness can have a negative impact on your work and your relationships. It's important to understand the reasons behind tardiness and how to get the help you need.

ALZHEIMER'S: THE SIGNS

FOR MOST PEOPLE, ALZHEIMER'S SYMPTOMS APPEAR IN THEIR 60S

Alzheimer's disease is a complex condition that affects the brain. It's important to understand the signs and symptoms of Alzheimer's and how to get the help you need.

Click Here to View and Download

WEBiNAR

Presented by Neil Brent

Don't want to wait? Check out our **WEBiNAR** now!

Sign Up Today!

Company Access Code:

Toll-Free:

YOU'RE INVITED!

Harnessing The Power Within: Knowing Yourself To Maximize Effectiveness

Join us for a webinar on 'Harnessing The Power Within: Knowing Yourself To Maximize Effectiveness'. This webinar will help you understand your strengths and weaknesses and how to use them to your advantage.

Click Here to View and Download

SIMPLE. AFFORDABLE. PRICING.

Below are the specific program elements as requested.

Pricing is based on a _____ that covers the entire company and household dependents. Sessions are defined as per employee or household member, per issue, per year.

Pricing is based on _____ total employees.

Pricing below is as of _____ and is valid for _____ days from this date. The amount can be billed on a monthly, quarterly, or annual basis.

WHAT'S INCLUDED 	SESSION MODEL - \$
Face To Face Mental Health Counseling Sessions	
Unlimited Mental Health Telephonic Support	
Video Counseling Options	
Online Portal w/ Employee Resources	
Telephonic Work/Life Resources & Referrals	
Unlimited Web-Based Employee and/or Supervisor Orientations	
Annual Attendance at Benefit Fair	
Standard Electronic Promotional Materials & Monthly Communications	
Medical Advocacy	
Legal/Financial Services	
Dedicated Account Manager	
HR30 Webinars	
Supervisory Referrals	
My Life Expert Mobile Application	
Life Coaching	
Personal Assistant	
Other:	

On-Site Seminars, Wellness Programs, & Trainings
\$ /hour

Critical Incident Support
\$ /hour

Substance Abuse Professional Services
\$ /Incident

HOW TO GET STARTED

If you would like to learn more about offering this program to your employees, simply contact me, and a contract will be sent along for your review. We can have you and your organization up and running within a weeks time. We do this by assigning you a dedicated account manager who will help implement the program and do an orientation with your organization and employees.

AllOne Health believes that communication is key when implementing a new plan as nobody knows your organization and culture better than you. We have decades of experience setting up new groups but we also want to hear from you so we can collaborate and develop an effective communication plan.

We will make sure your employees know all about the program and feel comfortable with all of the new features available as well as how to access them. We look forward to providing you and your organization with the best EAP services in the industry!

