



EMPLOYEE ASSISTANCE PROGRAM - EAP

When life's a little much, New Directions EAP has your employees and managers covered.

Life can be challenging. When responsibilities start to feel overwhelming and showing up each day seems difficult, it's important to reach out for help. Your employees can lean on the confidential support of New Directions Employee Assistance Program (EAP).

Real support for real life.

At no-cost-to-your employees, New Directions EAP can help them and anyone in their household:

- Receive support when they don't feel like themselves
- Get help with responsibilities that are distracting or stressful
- Improve personal relationships
- Make healthy lifestyle choices
- Improve and inspire daily life
- Be more present and productive at work
- Grow personal and career skills
- Access to legal/financial resources and services
- Work-life resources and referrals

Support for HR Professionals and Managers includes:

- HR/Manager dedicated website with marketing materials, toolkits, and more
- Unlimited consultations with our Management Consultation and Support team
- Formal Management Referrals
- Critical Incident Response
- Training

New Directions EAP can help:

Reduce stress | Cope after crisis | Focus at work | Lead others
Navigate the legal system | Reduce debt | Live a healthier life
Support and improve relationships | Be resilient

Employee Support

No matter what issues your employees are facing, EAP is the perfect first step for them or their household members.

Counseling

We offer several different ways for employees to get what they need.

Counseling is available in a variety of ways:

- Face-to-face
- Online
- Over the phone

Legal and financial resources

Navigating finances and/or the legal system can be overwhelming and confusing.

Luckily, New Directions EAP can help with services like:

- One no-cost 30-minute telephonic consultation with a credentialed legal or financial professional
- Online tools including budget templates, financial calculators, tax preparation documents, will builder, business agreements and other legal documents
- Emotional support and referrals to help employees better manage their legal and financial challenges

Work/Life

Work/Life services can help employees tackle their to-do lists with specialists who can locate providers, get referrals and find resources for almost anything employees and their household needs. Employees have free access to:

- Personalized consultation with a highly-trained specialist over the phone or through online chat
- Referrals to local providers and resources
- Tip sheets, checklists and other helpful tools

Work/Life topics may include family and caregiving, education, legal and financial, career and work and health and wellness.

Life coaching

Telephonic life coaching services are designed to promote self-awareness, clarify visions, values, intentions and goals. This service builds on strengths that employees already have to help them set and achieve their goals. With coaching employees can:

- Schedule telephonic sessions with one of our coaches
- Work with coaches to establish and meet goals
- Identify resources to keep them on track

Coaching topics may include managing stress, work/life balance, time management, personal challenges, setting and organizing priorities.

Online services

Our comprehensive website, as well as our New Directions EAP mobile app, make it easy to access information regarding EAP benefits and requesting services. The website and app offer:

- Referrals via online intake
- Substance use resources
- Mental health toolkits
- Resource Library includes webinars, calculators, videos, articles and much more.
- Monthly live webinars and other training resources



We're always here.

Life happens regardless of day or time. We are available 24 hours a day, 365 days a year. Whenever your employees need to reach out, we are here.



The New Directions EAP Crisis/Engagement Center is available 24/7, including weekends and holidays, with all calls answered live with immediate intake triage and assessment. We assess for mental health and substance use disorder, urgency, and the level of care necessary to address the member's immediate clinical needs. The assessment includes the following screening tools, where clinically appropriate:

- Patient Health Questionnaire (PHQ-9) to screen for and measure the severity of depression.
- Generalized Anxiety Disorder Assessment (GAD-7) to assess the severity of generalized anxiety disorder.
- CAGE Questionnaire to assess substance use.
- Columbia-Suicide Severity Rating Scale (C-SSRS) questionnaire to assess suicide risk.

 **We've got your back.**

Available by phone 24/7/365, an experienced team of clinicians is available to managers to provide management consultation and a referral and support for a critical incident. Services include support for workplace trauma and violence, an acquisition/reduction in force, employee engagement and productivity, and mental health or substance abuse issues being experienced by an employee.

Management Support

A valuable tool for managers and supervisors

Unlimited consultation

Experienced clinicians are available any hour, any day to talk through what's on your mind regarding employees, your role and help you develop ideas and solutions.

Formal management referrals

New Directions EAP has a specialized team of Management Consultants, available 24/7, including weekends and holidays, with demonstrated experience working with clients/individuals across industries. The Management Consultant team is the client's resource for initiating a management referral.

Critical incident support (onsite/virtual)

When a traumatic incident or times of tension affect your business, it's common to panic. But you don't have to. New Directions EAP is available 24/7 to help keep your employees and business on track through the difficult and stressful times. Our network includes vetted, critical incident response specialists across the nation who have undergone special crisis training and have years of critical incident onsite service experience and/or support for a critical incident. Critical incident services hours are available on a fee-for-service basis.

Life Coaching

Connect by phone with a coach for support with non-clinical concerns such as career/professional support, family/parenting, personal development, spiritual awareness, fun and enjoyment, social connectedness, stress management, health/wellness, and personal finance, as examples.

Training

New Directions' offers over 200+ training programs, including monthly live webinars and access to archived, recorded webinars available on-demand. Training hours are available on a fee-for-service basis with sessions provided via an online webinar (live or recorded).

Dedicated website

An EAP management-specific website is available, and includes promotional materials, timely topics for supervisors, the ability to request training online and much more.

Let us support you and your employees. Through this partnership, New Directions EAP provides assistance with employee personal relations, so managers, supervisors and HR professionals can focus on workplace operations and workgroup performance.

Take your first step and reach out to your BCBS representative