



FRESNO COUNTY FIRE

PROTECTION DISTRICT

Honor, Integrity, Cooperation & Professionalism

MEMORANDUM

Date: February 12, 2019

To: Board Directors

Attn: Mike Del Puppo
President

From: Fire District Staff

Subject: Employee Assistance Program

BOARD OF DIRECTOR'S BRIEFING PAPER

ISSUE:

Currently the District does not provide an employee assistance program (EAP) for employees.

BACKGROUND:

EAP is an employee benefit program that assists employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being. EAPs generally offer free and confidential assessments, short-term counseling, referrals, and follow-up services for employees and their household members. EAP counselors also work in a consultative role with managers and supervisors to address employee and organizational challenges and needs. Some studies indicate that offering EAPs may result in various benefits for employers, including lower medical costs, reduced turnover and absenteeism, and higher employee productivity.

EAP counselors typically provide assessment, support, and referrals to additional resources such as counselors for a limited number of program-paid counseling sessions. The issues for which EAPs provide support vary, but examples include:

- substance abuse

- occupational stress
- emotional distress
- major life events, including births, accidents and deaths
- health care concerns
- financial or non-work-related legal concerns
- family/personal relationship issues
- work relationship issues
- concerns about aging parents

An EAP's services are usually free to the employee and their household members, having been prepaid by the employer.

DISCUSSION:

While working on Lexipol policies, staff noticed there are Lexipol policies that refer employees to EAP. Since the District doesn't have EAP, staff has researched options for providing EAP. Staff found that some EAP providers don't offer services for groups with less than 51 employees. After some research, staff determined that two vendors were viable options to provide EAP services to the District.

Deer Oaks EAP Services provides EAP services to Fresno County employees. Although District employees are not allowed to participate in the County's EAP, Deer Oaks is willing to provide similar services to the District. For \$8,000 per year, Deer Oaks provides eight (8) face to face visits per year with a counselor, 30-minutes of telephone legal assistance, unlimited telephone financial counseling, assistance with finding child and elder care programs and work/life services. For \$6,000 per year, Deer Oaks provides three (3) face to face visits per year plus the same miscellaneous services as the \$8,000 package.

ESI Employee Assistance Group is another vendor that provided a quote to the District for EAP services. For \$2,500 per year, ESI provides three (3) face to face visits with counselors, and provides a similar level of service as Deer Oaks, including unlimited telephonic counseling and unlimited website access.

ALTERNATIVES:

- Alternative 1: ESI Employee Assistance Group \$2,500 per year
- Alternative 2: Deer Oaks EAP Services \$6,000 - \$8,000 per year
- Alternative 3: Not provide EAP services

IMPACTS (Consider potential consequences related to each of the following areas of concern for proposed alternatives):

- Fiscal – There will be an added employee benefit cost.
- Operational – No known impact.
- Legal – No known impact
- Labor – Will increase employee benefits
- Sociopolitical – No known impact
- Policy – No known impact
- Health and safety – Employee health and safety could be improved
- Environmental – No known impact.
- Interagency – No known impact.

RECOMMENDATION:

Staff is recommending that the Board of Directors approve Alternative 1, ESI Employee Assistance Group. It is also recommended that any Board Member make a motion to approve the Chief to sign a contract with ESI Employee Assistance Group to provide EAP services to the District.

APPROVED:



Josh I. Chrisman, Assistant Chief



Date



GETTING HELP IS SIMPLE

Just call **888.327.1060** 24/7 to reach a professional counselor.

CAREER DEVELOPMENT AND TRAINING BENEFITS

Our online training and resources help with personal growth. If you are a supervisor or hope to become one, we offer an entire online supervisory training resource. You can balance your work, life and career objectives with the help of tutorials, exercises and worksheets.

PEAK PERFORMANCE COACHING

Personal and professional coaching is available from senior-level ESI coaches. Get one-to-one telephonic coaching and support, as well as online self-help resources and trainings.

Coaching is available for:

- Certified Financial Coaching
- Balancing Life at Work and Home
- Resilience
- Effective Communication
- Home Purchasing
- Student Debt
- Yoga & Relaxation for Beginners
- Workplace Conflict
- Retirement
- Succeeding as a Supervisor



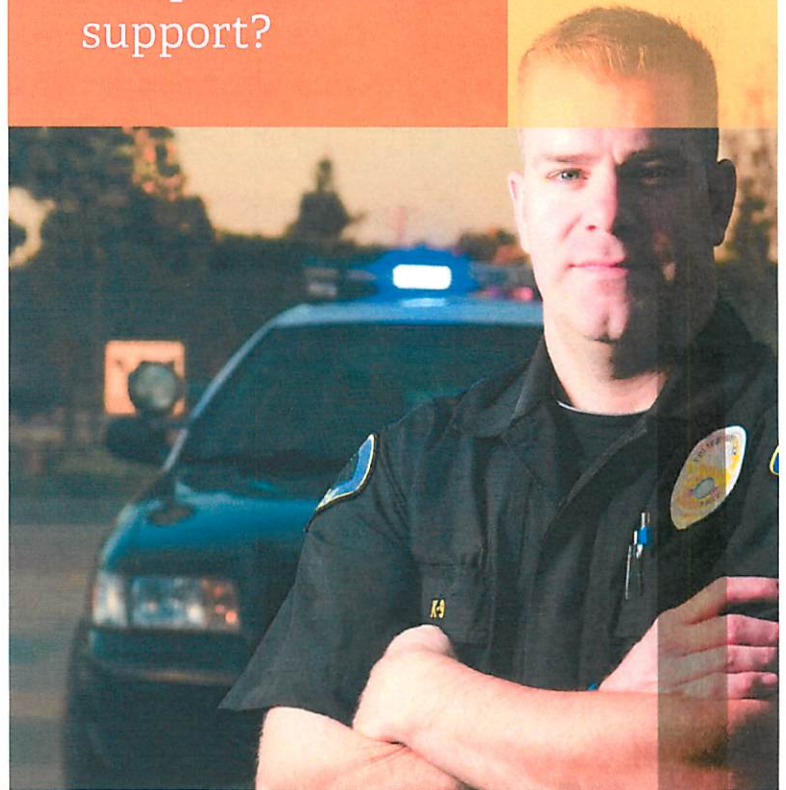
Call any time for confidential assistance. To reach a counselor 24 hours a day, call toll free:

888.327.1060

or log on to **PublicSafetyEAP.com**

©2018 ESI

You protect the public, but where can you turn for support?



WHAT IS PUBLIC SAFETY EAP?

Public Safety EAP is a confidential counseling and support service staffed by trained professionals 24 hours a day to assist public safety personnel and their families. We currently serve thousands of sworn police officers, firefighters, state troopers, EMS personnel, corrections officers, civilian staff and their families. Public Safety EAP is one of the most experienced in the country and nearly 99% of those who use the EAP are satisfied with the experience.

MORE BENEFITS FOR YOU

Your EAP provides access to more problem solving solutions than any other EAP. Detailed here are just some of the many resources available.

HOW DOES THE EAP WORK?

Getting the help you need is simple. You can call the EAP 24 hours a day, 7 days a week to reach a professional counselor. Call our toll free number or log on to our website to access other benefits.

888-327-1060

PublicSafetyEAP.com

COUNSELING BENEFITS

Many complex issues are best resolved with counseling assistance from a behavioral health professional. You will want to consider calling for help if you encounter problems such as:

- Relationship and family issues
- Depression, stress, or anxiety
- Grief or loss of a loved one
- Eating disorders or substance abuse
- Workplace difficulties

When you call, you connect immediately with a counselor. Each of our experienced counselors has a Masters or Ph.D. level of training. Should you need to be referred to a local counselor for personal visits, we have more than 40,000 providers available to ensure that you will have a counselor near your home or workplace.

WORK/LIFE BENEFITS

Assistance for personal, family, financial, and legal issues is available for your everyday work/life problems, including:

- Debt counseling and restructuring
- Legal problems not related to employment or medical concerns
- Child care and elder care assistance
- Financial information
- Caregiver help and resources
- Real estate and tenant/landlord concerns
- Interpersonal skills with family and co-workers
- Pet Help Center

PUBLIC SAFETY RESOURCE CENTERS

Public Safety EAP addresses specific stressors and issues that public safety personnel and their families face every day.

- Challenges of military deployment and homecoming
- Budget helpers for public safety personnel
- Mental health issues for first responders
- Social media for first responders
- Public safety family matters

SELF-HELP RESOURCES

Self-help Resources give you access to a vast collection of thousands of tools and informative articles covering virtually every problem you might face. You can log on to the website to access these benefits. Some available resources include:

- Behavioral Health - information on everything from alcohol abuse to personal stress
- Financial - articles, tools and information to help with virtually every financial question
- Legal Information - topics ranging from adoption to wills
- Tools for Tough Times - resources to assist with difficult financial issues

LIFESTYLE BENEFITS

Your Lifestyle Benefits include discounts to help you enhance your quality of life. Call or check the website for nutrition, fitness and weight loss discounts.

Your EAP Benefit Summary



For Employees and Family Members

Each of us encounters personal problems from time to time. And that is why we partner with Public Safety EAP to provide you with the best possible solutions for issues you or one of your family members may face. **Your EAP is here to help.**



i The following **FREE** benefits are available on a **CONFIDENTIAL** basis.

- > **COUNSELING BENEFITS**
Help from experienced Masters or Ph.D. level counselors for personal issues such as: relationships/family, depression/anxiety, grief and more.
- > **PEAK PERFORMANCE COACHING**
Personal and professional coaching is available from senior-level ESI coaches. Get one-to-one telephonic coaching and support, as well as online self-help resources and trainings.
- > **TRAINING AND PERSONAL DEVELOPMENT BENEFITS**
Online Training options designed to help you grow and develop both at work and in your personal life. Some of the topics covered are: budgeting, debt, communication, stress management, team building and emotional intelligence.
- > **SELF-HELP RESOURCES**
Self-help Resources give you access to a collection of thousands of tools, videos, financial calculators and informative articles covering virtually every issue you might face, including adoption, relationships, legal, financial, cancer and more.
- > **WORK/LIFE BENEFITS**
Assistance for financial, legal, and child & elder care.
- > **PERSONAL ASSISTANT**
Help for everyday issues, including finding a local medical or dental provider, summer camp options and more.
- > **WELLNESS BENEFITS**
Videos and resources to improve you and your family's overall health, including fitness, diet and tobacco cessation.
- > **LIFESTYLE BENEFITS**
Discounts to help with fitness, nutrition and weight management.

Contact the EAP toll-free at **888.327.1060**. All calls are **CONFIDENTIAL** and answered by a Masters or Ph.D. level counselor; your counselor will work with you on a plan beginning with the first call. Or go to **www.PublicSafetyEAP.com** and create a username and password.

www.PublicSafetyEAP.com | 1.888.327.1060

We're Here for You and Your Family Members!

Your EAP Benefits: One-on-One Personal & Professional Coaching

Your EAP offers exciting new personal and professional coaching benefits designed to help you grow and succeed both personally and professionally. These benefits are free for you and your eligible family members. Peak Performance Coaching Benefits are one-on-one coaching programs conducted by ESI Masters and PhD level coaches. In addition to having unlimited telephonic coaching and support, you can access online self-help resources and trainings.

Coaching is available in the following areas:

- ✓ **Certified Financial Coaching** - help for budgeting, credit, debt, money management and more.
- ✓ **Balancing Life at Work and Home** - make the most of family life while learning to succeed at work.
- ✓ **Resilience** - recognize your personal strengths and improve resilience to face life challenges.
- ✓ **Effective Communication** - improve your interpersonal communication skills to be more effective.
- ✓ **Home Purchasing** - help with the home buying process, credit and financing basics.
- ✓ **Student Debt** - learn about Federal Student Loan types, repayment plans, consolidation and more.
- ✓ **Yoga & Relaxation for Beginners** - get support and referrals to yoga, relaxation or meditation training programs.
- ✓ **Workplace Conflict** - improve interpersonal skills and learn methods for resolving conflict.

✓ **Coming Soon** - In the coming months, watch for more coaching: Retirement and Succeeding as a Supervisor.

In addition to Coaching, we have other resources designed to support your personal and professional growth:

- Access thousands of online videos, articles, calculators, self-assessments and other tools.
- Take online personal and professional development trainings in more than 300 topics.



To access a Coach, simply call 800.252.4555 and ask to speak to a Coach.

To access online support resources, simply login at www.theEAP.com.



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP
TotalCare Wellness

800.252.4555
www.theEAP.com

Deer Oaks EAP Services

EAP Fact Sheet



The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you and your dependents by your employer. This program offers a wide variety of counseling, referral, and consultation services, which are all designed to assist you and your family in resolving work/life issues in order to live happier, healthier, more balanced lives. These services are completely confidential and can be easily accessed by calling the toll-free Helpline listed below.

DEER OAKS EAP IS A RESOURCE YOU CAN TRUST.

Eligibility: All employees and their household members/dependents are eligible to access the EAP. Retirees and employees who have recently separated from the employer will continue to have access to services for up to six (6) months post-employment.

Program Access: Members may access the EAP by calling the toll-free Helpline number, downloading the iConnectYou Smartphone App, or instant messaging with a Work/Life Consultant through LiveCONNECT available on our website. Please contact HR for your organization's iConnectYou login information.

Telephonic Assessments & Support: All clinical EAP cases receive a thorough telephonic clinical assessment. In-the-moment telephonic support and crisis intervention are also available 24/7.

Short-term Counseling: Referrals are made to our mental health provider networks in the United States for in-person short-term counseling. Counseling is also available via structured telephonic sessions, video, and SMS text.

Tele-Language Services: Deer Oaks has the ability to provide therapy in a language other than English if requested. Services are available for telephonic interpretation in 200 of the most commonly spoken languages and dialects.

Referrals & Community Resources: Counselors provide referrals to community resources, member health plans, support groups, legal resources, and child/elder care services.

Advantage Legal Assist: Free 30 minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; interactive online Simple Will preparation; access to state agencies to obtain birth certificates and other records.

Advantage Financial Assist: Unlimited telephonic consultation with a financial counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning; supporting educational materials available; objective, pressure-free advice; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).

ID Recovery: Free telephonic consultation with an Accredited Financial Counselor; information on steps that should be taken upon discovery of identity theft; referral to full-service credit recovery agencies; free credit monitoring service.

Work/Life Services: Work/Life Consultants are available to assist members with a wide range of daily living resources such as pet sitters, event planners, home repair, tutors and moving services. Simply call the Helpline for resource and referral information.

Find-Now Child & Elder Care Program: This program assists participants caring for children and/or aging parents with the search for licensed child and elder care facilities in their area. Work/Life Consultants assess each member's needs, provide guidance, resources, and qualified referrals within 3 business days for standard cases and within 6 business hours for urgent cases. Searchable databases and other resources are also available on the Deer Oaks website.

Take the High Road: Deer Oaks reimburses members for their cab, Lyft and Uber fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. This service is available once per year per participant, with a maximum reimbursement of \$45.00 (excludes tips).

Online Tools & Resources: Log on to our member website to access an extensive topical library containing health and wellness articles, videos, archived webinars, child and elder care resources, and work/life balance resources.



CONTACT US:

Toll-Free: (866) 327-2400

Website: www.deeroakseap.com

Email: eap@deeroaks.com

