

Employee Assistance Programs

What is an Employee Assistance Program?

Mazzitti & Sullivan EAP Services has provided Employee Assistance Program (EAP) services for over 30 years. Our programs are tailored to our clients' needs because not all companies and industries are the same. Your EAP should provide you with the tools necessary to keep your employees healthy and engaged. We administer programs that offer any number of sessions depending upon the needs and goals of our corporate clients.



The comprehensive *Three Session Model*, is the most popular EAP design for employers that are implementing a program for the first time (some companies may need more than that). In fact, most of the contracts that we have consist of *Three Session Models* because it expands to cover each person attending counseling, allowing the counselor to perform a more in-depth assessment of the client's problems or to do some brief solution-focused therapy with the client if the problem is not severe.

Since the goal of the Employee Assistance Program is early intervention, the prospect of success for brief therapy increases dramatically. In our experience over 90% of clients utilizing the three-session model EAP do not require referrals beyond the EAP for additional treatment. We attribute this to the fact that we design our EAPs to provide the contracted number of sessions for each family member. For example, a family of four that comes for family counseling through our EAP would be entitled to up to 12 sessions. Under many other EAPs where a family of four would only be entitled to three sessions total.

In addition to all of the services included in our standard contracts, you may also include:

- On-site Training
- Employee Assessments
- CISM Services
- *And more!*

If you choose not to include these "extra" services in your contract, you can purchase them on an "a la carte" basis.

Services Included in ALL Contracts:

- Coverage for all employees (FT, PT, Union, etc.) and their household members.
- Dedicated Active Account Manager
- EAP Supervisor Training with Handbook
- Annual On-Site EAP Orientations
- Participation in Wellness / Benefit Fairs
- Monthly Employee & Supervisor Newsletters
- Promotional Items (brochures, wallet cards, posters)
- Nationwide Provider Network
- Internet / Web-Based Services
- Services Available 24/7/365
- Spanish-Speaking Services Available
- Wellness Consulting & Guidance

Services Available for Additional Fee (prices vary):

- Critical Incident Stress Management / On-Site Services following a crisis or critical incident
- On-Site Hours for group employee trainings. Over 100 topics areas (e.g. teambuilding, leadership, stress, compassion fatigue, mindfulness, workplace bullying, sexual harassment, wellness, etc.)
- Employee Assessment Services: TriMetrix DNA (based on the DISC), 360 Reviews, Emotional Intelligence, Job Benchmarking, Exit Surveys, Professional Development Plans, & more.
- Mediation Services (between employees, supervisors, and teams)
- Comprehensive Retirement Workshop
- Executive Coaching

Why Have an Employee Assistance Program?



Improves workplace morale

The benefit shows you care about your employees' mental & emotional well-being just the way health, dental, & vision insurance shows you care about their physical health.



Cost Containment Measure

Studies show that return on investment for an EAP averages \$7 for each dollar invested.



Helps to Solve Employee Performance Problems

Incorporating the EAP into the disciplinary process allows the employee to get to the root of their problems rather than dealing with them on a temporary basis.



Provides Supervisory Training & Support

Supervisors can consult with the EAP on how to deal with "problem" employees if they are unsure what steps to take or how to help.

Additional Services Available to Include in Contracts

1. **Critical Incident Stress Management (CISM):** is an adaptive, short-term psychological helping-process that focuses solely on an immediate and identifiable problem. This is an on-site service where a professional trained in critical incident stress management comes on-site at the workplace to talk with employees that have experienced a traumatic event to help employees overcome the difficult situation. Examples of a traumatic events include: bank robberies, employee death at work, school stabbings/shootings, plant explosions, etc. This is an immediate response and we will have someone on-site within 4 hours of your request. *NOTE: this is NOT counseling or a substitute for counseling and there is a 2-hour minimum.
2. **On-Site Training Hours:** Mazzitti & Sullivan maintains a training portfolio of over 100 training topics. Topics include stress management, drug & alcohol policy, teambuilding, leadership, depression, mindfulness, workplace bullying, compassion fatigue, communication, and more! These trainings are topic specific and are different from the EAP Orientation and EAP Supervisor trainings that are included in the cost of the contract. Custom training programs are built upon request.
3. **Employee Assessment Tools:** A part of our professional development services, the employee assessments are statistically valid and reliable ways to assist employers with keeping their employees engaged and creating a workplace culture of growth. Some of the most common assessments are:

TriMetrix DNA

Measures behaviors, motivators, & competencies. This is our most widely used and versatile assessment. It can be used during pre-employment, teambuilding exercises, to increase employee cooperation & communication, mediation & problem solving, professional development planning, and more. If you're familiar with the DISC, you will love this assessment since it takes the DISC two steps farther!

Job-Benchmarking

Capability to measure the needs of high-turnover jobs and provide online assessments to match the best candidate for that position.

Emotional Intelligence (EQ)

Research has shown that the best leaders possess high EQ. Use of this assessment allows you to measure your leaders' current level of emotional intelligence and allows you to implement an improvement plan. Can also be combined with the TriMetrix DNA.

360 Degree Surveys

Useful in the review of an individual employee. Allows multiple team members (coworkers, supervisors, managers, etc.) to give valuable feedback regarding the individual's effectiveness and performance.

4. **On-Site Counseling:** On-site counseling is when a counselor physically comes on-site to talk with your employees following an incident that is not an immediate response. On-site counseling may be for: death of an employee, an executive or team leader is diagnosed with a fatal disease/disorder, lay-off of a large amount of employees, or any other situations that may arise.

5. **Mediation Services:** Mediation services are used when there is discord between departments, between employees, or within teams. It is also used heavily for professional development and team building. Trained staff come on-site to meet with involved parties to resolve issues.
6. **Comprehensive Retirement Workshop:** This is a 3-hour workshop designed for a group of employees that may be retiring at the same time. It does NOT focus on the monetary aspects of retirement but rather what your employees are retiring to: What will I do? Where will I go? Who will I be? What do I want? It gives your employees a chance to take a deeper look at themselves, how far they've come, and how far they can still go. Includes a workbook for participants.
7. **Executive Coaching & Succession Planning:** Can be used for the development of your executive/management team or on an individual basis. It is situation-specific and may be done on-site or telephonically. It may include professional development plans, individual meetings, assessments, goal development, and more in order to identify and improve skills in areas of need.

REQUEST FOR PROPOSAL FOR EAP SERVICES

Agent Information

Agent Name: _____ Title: _____
Phone Number: _____ Email Address: _____
Address: _____

Client Information

Company Name: _____
Contact Person: _____ Title: _____
Phone Number: _____ Email Address: _____
Main Office Address: _____

Please list cities of other locations (you may email a list to info@mseap.com if necessary): _____

Nature of Business: _____

Have they had an EAP before? Yes No Total Number of Employees: _____

Total Number of Covered Employees (if different than above):

Employees Covered:

All employees Full-Time Part-Time Union Non-Union Other: _____



EAP Services Interested In:

- | | | |
|--------------------------------------------------------|-------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> 3 Session Model (most common) | <input type="checkbox"/> 5 Session Model | <input type="checkbox"/> ____ Session Model |
| <input type="checkbox"/> Built-in Training Hours | <input type="checkbox"/> Built-in CISM Hours | <input type="checkbox"/> Retirement Workshop |
| <input type="checkbox"/> Executive Coaching | <input type="checkbox"/> Built-in On-Site Hours | <input type="checkbox"/> Assessment Tools |
| <input type="checkbox"/> Other: _____ | | |

If requesting any Additional Service or Assessment Tools please elaborate (refer to explanation sheet): _____

