

# WELCOME

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**EMPLOYEE ASSISTANCE PROGRAM    MILITARY LEAVE    HR-REMINDERS**

# A Review of Your Well-Being Solutions Employee Assistance Program

Provided by ComPsych



**Stay Ahead** of Performance, Productivity and Health Issues

**COMPSYCH**<sup>®</sup>  
GuidanceResources<sup>®</sup> Worldwide

# Agenda

- Introduction
- ComPsych Overview
- Program and Service Overview
- GuidanceResources Online Demo
- Communications/Engagement Strategies
- User Experience
- Additional Services/Resources
- Q & A

## ComPsych Account Manager

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**Account Manager**

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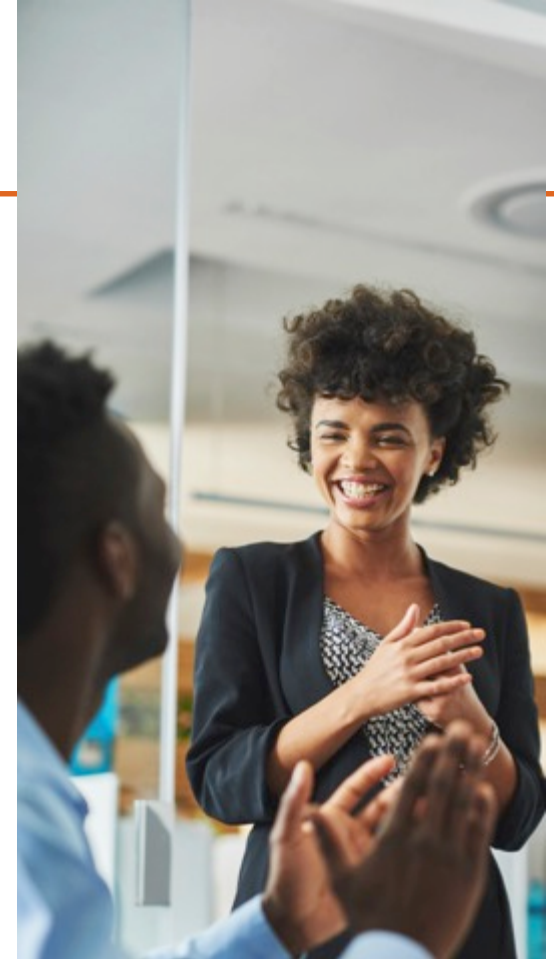
Mobile: 312-498-1849

Email: [NBurns@compsych.com](mailto:NBurns@compsych.com)

# ComPsych Overview

## World's largest provider of EAP services

- Founded in 1984 and privately owned
- Pioneer of fully integrated counseling, legal, financial, work-life and wellness services
- GuidanceResources®, a trusted, clinical-first brand
- Multiple offices covering 170 countries
- 24-hour service centers staffed by dedicated clinical, legal, financial, wellness, absence-management, behavioral and work-life experts
- Best-in-class network and industry-leading services and tools that ensure quality care and barrier-free access
- 35-year track record of mental health excellence, leading to superior growth, performance and stability





# Our Understanding of SoNM Priorities

## **“Build-to-Suit”**

A highly flexible program that exceeds needs

## **Administrative-clinical partnership**

Over-delivering on expectations

## **Fully integrated**

Counseling, work-life, legal, wellness, financial; delivered holistically

## **Meeting employees “where they are”**

Dedicated to direct, personalized support

## **Customized Communications**

Promotes awareness, engagement and utilization

## **Collaborative partnership**

Prevention, preparedness and response-based needs



# Well-Being Solutions Employee Assistance Program

Integrated program allows us to be the single source for:

- Confidential consultation on personal issues
- Legal information and resources
- Financial information, resources and tools
- Information, referrals and resources for work-life needs
- Online information, resources and tools



## What is your Well-Being Solutions Employee Assistance Program?

Your Well-Being Solutions EAP program is provided by GuidanceResources and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

**Why provide the Well-Being Solutions program?**  
Because we care about our employees and their dependents. Your Well-Being Solutions can be used free of charge (up to 5 sessions) as needed when you or your dependents are facing emotional, financial, legal or other concerns.

**Are the services confidential?**  
Yes, your Well-Being Solutions program is strictly confidential. No information about your participation in the program is provided to your employer.

**Why might my family or I use the services?**  
There are many reasons to use these services. You may wish to contact your Well-Being Solutions program if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

### What happens when I call?

When you call, you will speak with a GuidanceConsultant™, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

### What counseling services does the Well-Being Solutions provide?

Your Well-Being Solutions program provides free short-term counseling (up to 5 sessions) with counselors in your area who can help you with your emotional concerns.

If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through your Well-Being Solutions program. However, if it is determined that the problem cannot be resolved in short-term counseling in the Well-Being Solutions program and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

**Can my children use the Well-Being Solutions?**  
Yes, your Well-Being Solutions program is a confidential benefit for employees and their household family members.

## Here when you need us.

Call: 833.515.0771 TTY: 800.697.0353  
Online: guidanceresources.com App: GuidanceNow™  
Web ID: SONMEAP

\*Telecommunication Device for the Deaf

## 24/7 Support Resources & Information

### Contact Your Well-Being Solutions Employee Assistance Program

SoNM Benefits: Providing you tools to live a healthier life.

Call: 833.515.0771 TTY: 800.697.0353  
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**SoNM Benefits: Providing you tools to live a healthier life.**

**Contact Us... Anytime, Anywhere**  
No-cost, confidential solutions to life's challenges.

**Confidential Emotional Support**  
You may receive up to 5 free EAP sessions. Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/parental conflicts

**Work-Life Solutions**  
Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

**Legal Guidance**  
Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 20-minute consultation and a 25% reduction in fees.

**Financial Resources**  
Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

**Online Support**  
GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions

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**Contact Your Well-Being Solutions Employee Assistance Program**

SoNM Benefits: Providing you tools to live a healthier life.

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# Confidentiality

The program is strictly confidential

- Records are maintained by ComPsych
- General SoNM reporting: Summary of number of requests for assistance (quarterly):
  - Trends
  - High Level Demographic info
  - Presenting Issues



# Work-Life Balance


## FamilySource®

Information, referrals and resources for work-life needs

Addressing work-life balance issues by providing practical information and referrals

- Child and elder care
- Educational options
- Community information
- Event planning
- Home improvement
- Buying/selling a home, relocation
- Assistance with shopping and locating items

GuidanceResources®



### Work-Life Benefits

**Are you:**

**A parent looking for answers to parenting questions? Get help with:**

- Child care
- Nanny services
- Before- and after-school care
- Camps
- Financial assistance
- Adoption information

**A family member of an elder? Learn about:**

- Home health care
- Respite care
- Community services
- Help determining the right level of care
- Screened referrals for assisted living and nursing homes
- Hospice information

**Looking for a place to live? Get help with:**

- Finding an apartment
- Finding movers

**Relocating to another city**

- Choosing a realtor
- School and neighborhood information
- Housing and utility assistance

**A pet owner? Get information on:**

- Dog walkers
- Kennels and pet care
- Veterinarians
- Obedience classes
- Pet insurance

**Sending a child off to school? Learn about:**

- Choosing schools, from preschool through college and beyond
- Financial aid
- Scholarships
- Tutors
- Special needs

**Planning a major project? Find resources and qualified experts for:**

- Weddings and other events
- Home improvement projects
- Vacation planning
- Making a big purchase, such as a home or car

**Get the Help You Need.**

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific needs. Our work-life specialists will research your question and, in just a few business days, send you a complete packet of practical information, including prescreened referrals (as appropriate), HelpSheets™ on your subject and much more. The materials can be delivered to you via email, fax or second-day air.

### Your GuidanceResources® Program

Call:

TDD: 800.697.0353

Go online: [guidanceresources.com](http://guidanceresources.com)

Your company Web ID:

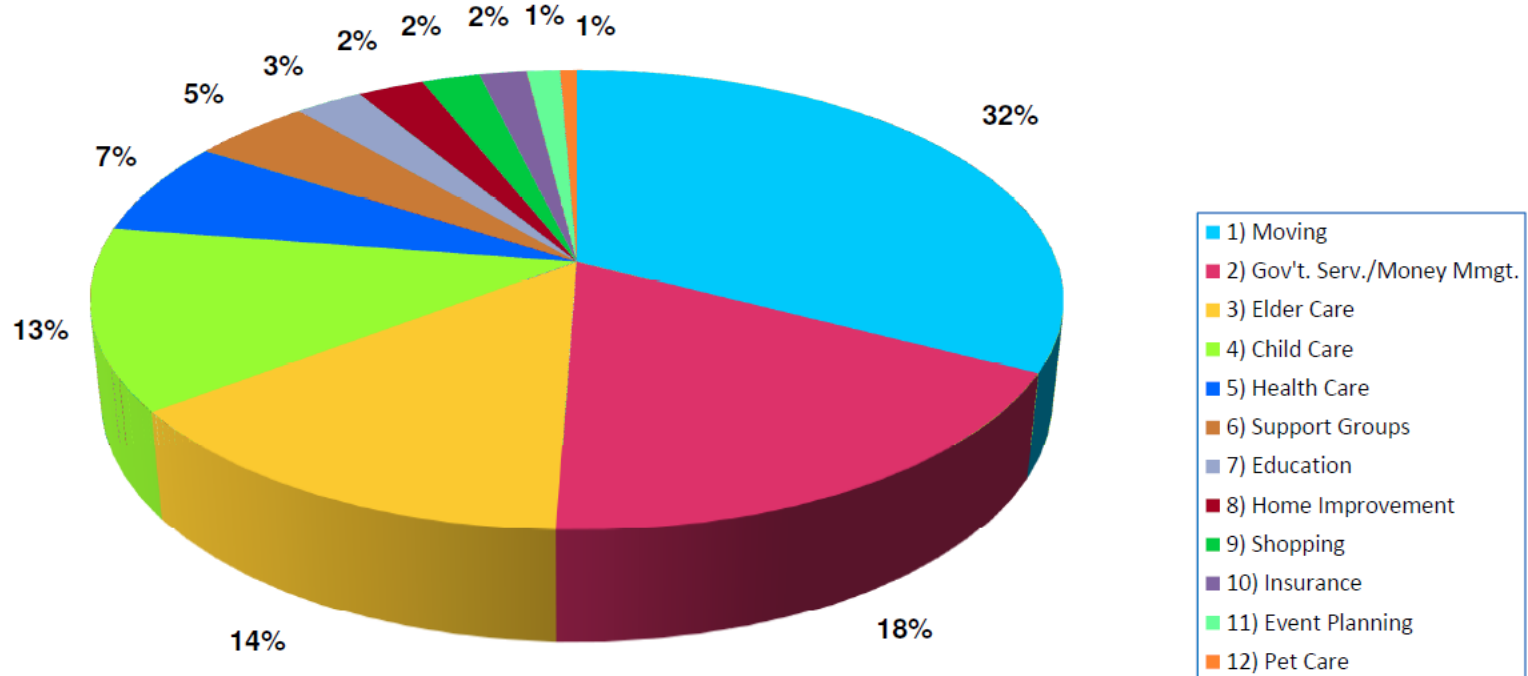
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# Work-Life (FamilySource) Trends

Work-Life Trends  
June 2020

## Work-Life Requests



Cases completed in June 2020: **1,852**

# Work-Life (FamilySource) Examples



## Unique

- Client seeking grants or scholarships for son to attend prep school.
- Client searching for social activities like scrapbooking and hiking groups for 55+ Christian singles.
- Client wanting to find open store within 25 miles from home to decide on a pet hamster. Also needs information on how to care for them the first few days.
- Client looking for SQL online coding classes.
- Client requesting pick-up service for furniture donation.
- Client wanting to know where to purchase Pranarom Arnica Organic Oil.
- Client looking for a service to move mobile home in rural Louisiana.
- Client searching for acupuncturist and Reiki practitioners.



## Challenging

- Client looking for luxury beachside home with pool in the Hamptons during COVID-19, including bike trail information & vegetarian-friendly restaurants.
- Client searching for mini-golf vacations including senior special rates.
- Client wanting to find a dentist who can accommodate an adult with special needs.
- Client asking to research the differences between “musical ear syndrome” symptoms and symptoms from Alzheimer’s disease.
- Client requesting outdoor fitness classes in his area.
- Student, transferring to international school in Spain, seeking scholarships to complete degree in Global Hotel and Restaurant Management and Entrepreneurship.
- Client looking for pet chiropractor to help older rescue dog with arthritis.

# Financial Information and Consultation

## FinancialConnect®

Financial information from ComPsych staff financial experts

- Unlimited telephonic access for:
  - Budgeting
  - Income tax
  - Credit
  - Real estate
  - Debt
  - Retirement planning
- Confidential and objective

GuidanceResources®



### Financial Benefits

**Our on-staff financial experts can help you with:**

- Managing personal financial challenges
- Credit cards and debt management
- Budgeting
- Tax questions
- Financing college
- Retirement planning
- Estate planning
- Real estate questions
- Investment options
- Mortgages, loans and refinancing

**Get the help you need.**

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific situation and schedule a phone appointment for you with one of our financial experts. Our in-house staff includes Certified Public Accountants (CPAs), Certified Financial Planners (CFPs) and other professionals who are exclusively dedicated to providing financial information by phone. And because our experts are not associated with any financial institution, you are assured that they will provide impartial and objective information on your money topics.

### Your GuidanceResources® Program

Call: [REDACTED]  
TDD: 800.697.0353  
Go online: [guidanceresources.com](http://guidanceresources.com)  
Your company Web ID: [REDACTED]

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Topics updated Quarterly

# Legal Information and Consultation

## LegalConnect®

Expert legal information from licensed ComPsych staff attorneys

- Unlimited telephonic access for:
  - Family law
  - Wills
  - Bankruptcy
  - Estate planning
  - ID theft
- Local, quality referrals
  - 30-minute in-person consultation
  - Discounted legal fees

GuidanceResources®



### Legal Benefits

**Our on-staff attorneys can help you with:**

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure
- Civil actions and small claims court
- Immigration concerns
- DUI/DWI
- Wills and living wills
- Trusts
- Name changes
- Contracts
- Probate matters

**Get the help you need.**

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can be put in a queue to talk to an attorney as soon as one becomes available.

**If you require representation...**

If, following your phone consultation, your legal matter requires in-person representation, you can receive a referral to a qualified attorney in the GuidanceResources network. Your GuidanceResources benefit includes a free, 30-minute consultation with a local network attorney, plus a 25 percent reduction in the attorney's customary legal fees thereafter.

*Note: Employment-related issues are excluded.*

### Your GuidanceResources® Program

Call: [REDACTED]  
TDD: 800.697.0353  
Go online: [guidanceresources.com](http://guidanceresources.com)  
Your company Web ID: [REDACTED]

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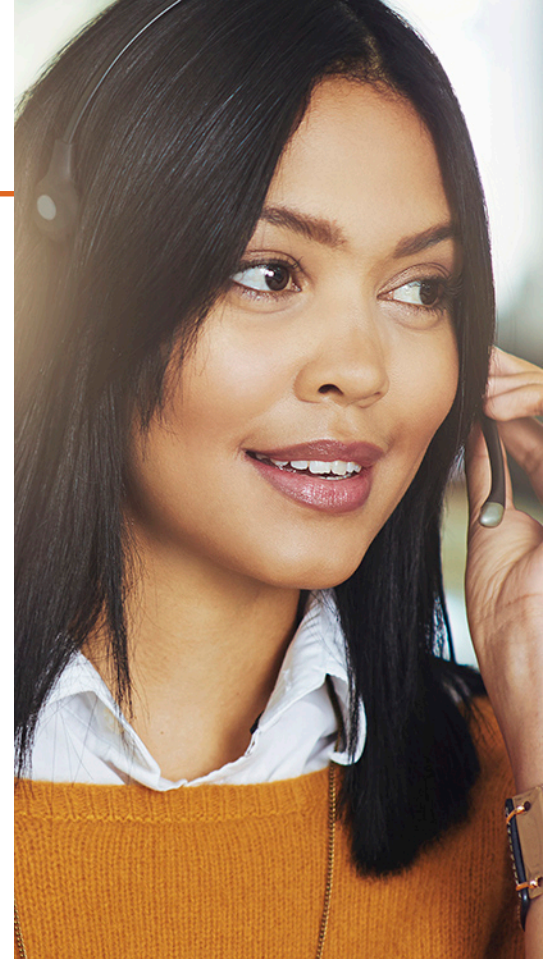
# Confidential Counseling

## Short-Term Counseling (EAP)

- Services can be accessed 24/7
- EAP counseling services available to employees and household members
- **5** face-to-face counseling sessions per individual, per issue, per year
- Address issues early
- No cost to the individual
- Confidential
- Voluntary

## Long-term counseling

- Continuing treatment for long-standing/ongoing issues
- Refer to medical plan



# Optimizing Care Through Technology

## GuidanceResources Online & GuidanceNow Mobile App



24-hour access to localized resources for 65 countries



On-demand training modules available anytime



Special topic centers for individuals facing similar issues



Content is organized by life event to reflect common searches



Click to chat or email with master's-level GuidanceConsultants



Discounts through partners for commonly used services



Lookup local child/elder care, attorneys, financial experts



Crisis Portal offers immediate information, support and resources

**Web demo information**  
[www.guidanceresources.com](http://www.guidanceresources.com)

# Compelling Communications That Engage Employees

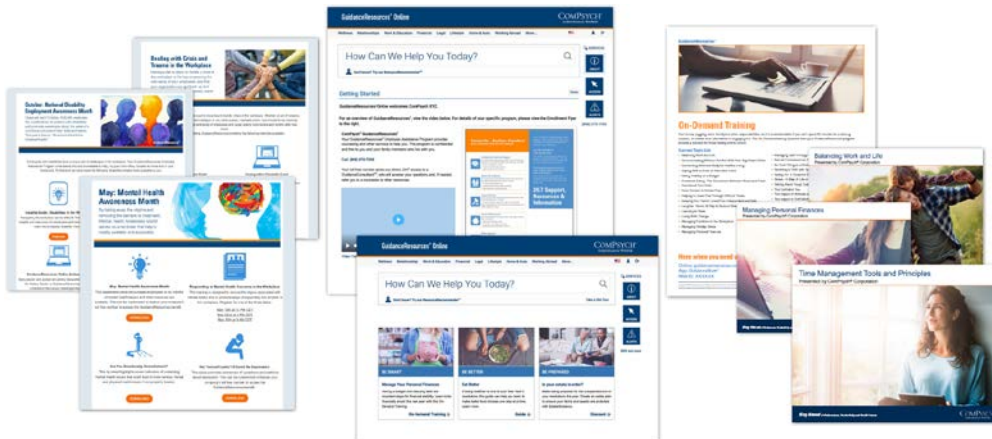
## Announcing GuidanceResources®



## Ongoing Communications



## Digital Communications



## Insight and Resource Guides



# Engagement Strategies

## Traditional Strategies



Communication  
Materials



ComPsych Newsline<sup>SM</sup>  
Newsletter



Orientations  
and Trainings

## Digital Engagement Strategies



Special Topic Centers  
and Communities



On-Demand  
Training Modules



Social Media  
Integration



Resources Organized  
by Life Event



Digital  
Wallet Cards



GuidanceResources<sup>®</sup>  
Online Crisis Portal

## Integrated Approach Reaches All Audiences



Traditional and Digital Information  
and Promotion Resources



Themed Trainings, Proactive  
Outreach and On-site Visibility



Increased Visibility and  
Greater Participation

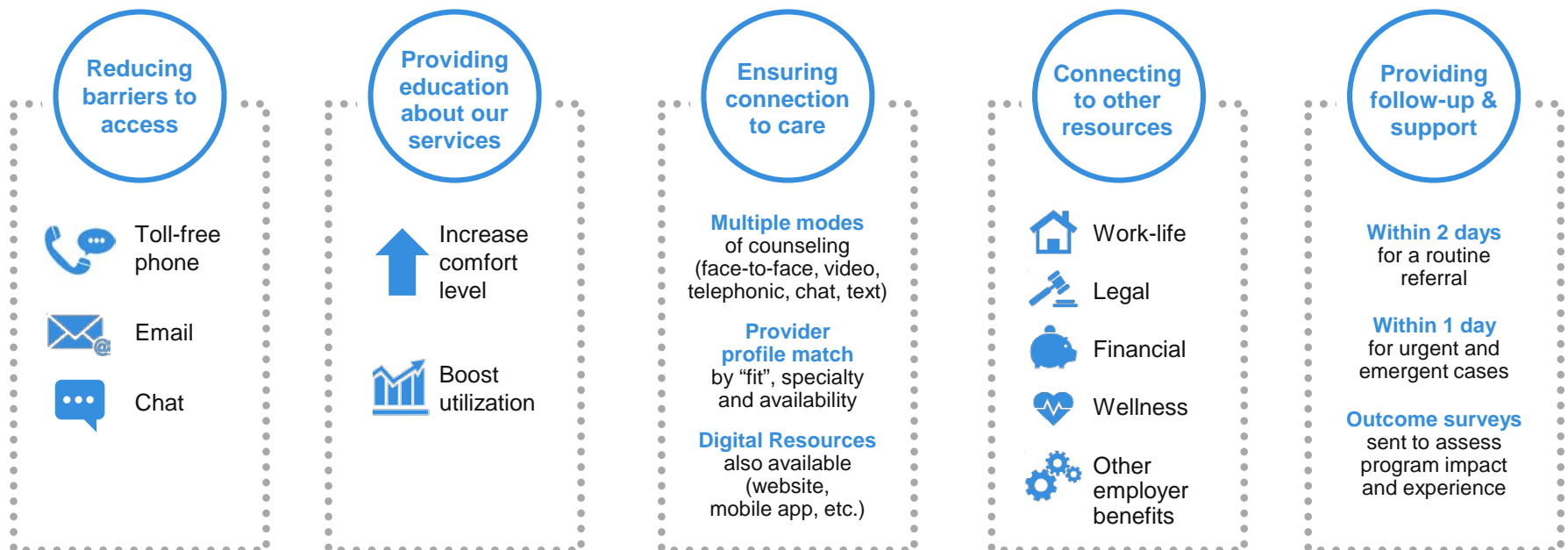


# Well-Being Solutions Employee Assistance Program Experience

## Holistic, Comprehensive and Personalized Process



## Our Approach to Meeting Individuals “Where They Are”



# Additional Services

## Supervisory consultations (HR and Management)

- Unlimited consultations for HR/managers/supervisors
  - Support for management referrals and manager consults
  - HR Support
    - Policies
    - Workplace conflicts/employee issues
    - Events/incidents

## Training opportunities

- Allocated number of hours per year to be used by SoNM
- Personal and professional development workshops
- Management development
- General Orientations

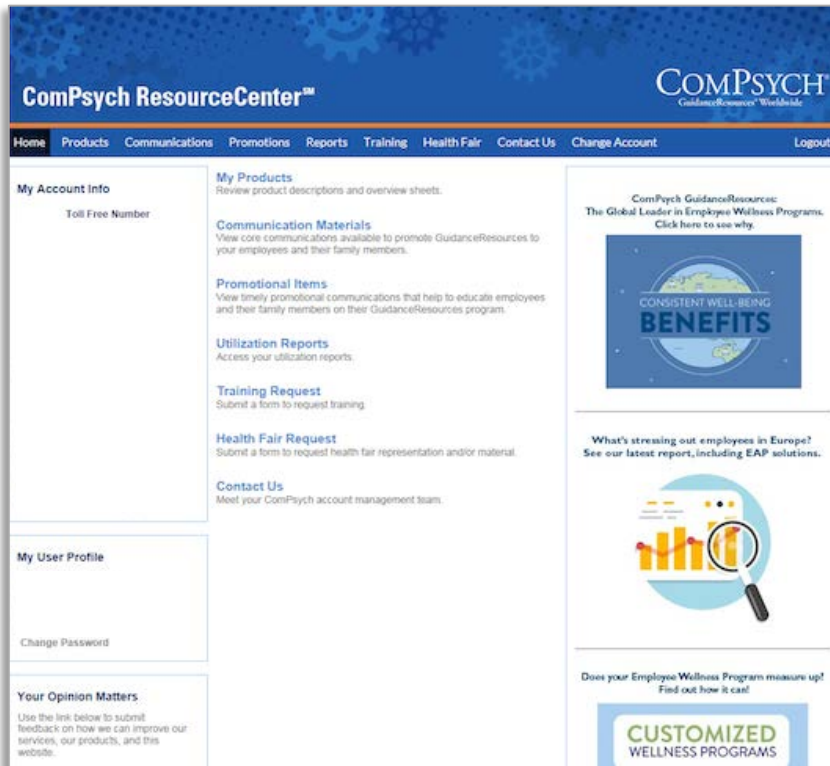
## Critical Incident Stress Management (CISM)

- On-site debriefings for employees affected by a traumatic event
- Purpose is to reduce the probability of long-term emotional or psychological consequences
- Individual or group sessions
- To access services, call your toll-free number 24 hours a day, 7 days a week to be connected with a ComPsych CISM coordinator



# GuidanceResources Technology Solutions

## ComPsych ResourceCenter (CRC) HR/Admin Portal



Focused on the needs of HR personnel and program managers



View and print quarterly utilization and on-demand reporting



View and print communications and client-specific materials



Download course listings, and request training dates and topics



Request support for health fairs and benefits meetings



Contact the ComPsych account manager

# Q & A?



# Contact Information

## Well-Being Solutions Employee Assistance Program

*SoNM Benefits: Providing you tools to live a healthier life.*

Your single source for confidential support, expert information and valuable resources, when you need it the most.

**Available 24 hours a day, 7 days a week**

Call: **833-515-0771** TDD: 800.697.0353

Online: [www.guidanceresources.com](http://www.guidanceresources.com)

Your company web ID: **SONMEAP**





# YOUR RIGHTS UNDER USERRA

## THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

### REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- ☆ you ensure that your employer receives advance written or verbal notice of your service;
- ☆ you have five years or less of cumulative service in the uniformed services while with that particular employer;
- ☆ you return to work or apply for reemployment in a timely manner after conclusion of service; and
- ☆ you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job

### HEALTH INSURANCE PROTECTION

- ☆ If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.
- ☆ Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

### ENFORCEMENT

## MILITARY LEAVE

- When an employee leaves their job to perform military service, they have the right to elect to continue their existing employer-based health plan coverage under USERRA for both the employee and their dependents for up to 24 months while active in military.
- The employee has the right to be reinstated in the State of New Mexico' health plan when they return, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

Source:

[https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/USERRA\\_Private.pdf](https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/USERRA_Private.pdf)

# MILITARY LEAVE CONT.....

Human Resources-Responsibility

## STATE EMPLOYEES

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- If the employee does not wish to continue coverage while on active duty, the employee must fill out an enrollment form under the Employee Benefits Website and Waive Coverage. HR Rep will also enter a job status code of Leave of Absence/Military Leave (LOA/MIL). **NOTE: Do not use for National Guard 2-week summer trainings.** Employee must be actively at work on the day coverage takes effect.
- Should the employee wish to keep the current coverage for covered dependents while on leave, then the employee will continue paying the benefit premiums throughout the duration of leave up to 24 months. Employee must make arrangements with HR Representative to continue premium payments.
- Upon submission of Military Activation Orders to Human Resources, State HR Representatives must immediately notify Erisa by Fax: 505-244-6009 or Email: [sonm@easitpa.com](mailto:sonm@easitpa.com).
- **NOTE: Employee premiums must remain current, if not coverage will terminate.**

# MILITARY LEAVE CONT.....

## HR (Admin Guide)-Cont....

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### **LPB EMPLOYEES**

LPB HR Representatives must fax copies of Activation Orders to Erisa at 505-244-6009 for inactivation of employees/dependent benefits. An enrollment/change form must accompany the active order when faxed to Erisa.

### **BOTH STATE & LPB EMPLOYEES**

Upon timely return from military duty per the rules set forth in Uniformed Services Employment and Reemployment Rights Act (USERRA), benefits for the employees and eligible dependents must be reactivated with the same coverages (unless Qualifying Event occurs in the interim), with no waiting period.

Resources: [https://www.mybenefitsnm.com/Documents/Administrative\\_Guide\\_April\\_2020.pdf](https://www.mybenefitsnm.com/Documents/Administrative_Guide_April_2020.pdf)



# HR-Reminders



- Employee Information: 1. Current Address
  - 2. Current Phone Number
  - 3. Current E-Mail Address

Employees Address: Address should be kept up to date in SHARE. Special characters are prohibited -, #, ~, `, ", ', etc.

- [https://www.mybenefitsnm.com/documents/SHARE\\_Introduction\\_to\\_Employee\\_Self-Service12.24.19.pdf](https://www.mybenefitsnm.com/documents/SHARE_Introduction_to_Employee_Self-Service12.24.19.pdf)

# HR-Reminders Cont.....

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[Next Month!](#)







*Thank you for joining us!*

# Resources

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## Military Leave

- [https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/USERRA\\_Private.pdf](https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/USERRA_Private.pdf)
- [https://www.mybenefitsnm.com/Documents/Administrative\\_Guide\\_April\\_2020.pdf](https://www.mybenefitsnm.com/Documents/Administrative_Guide_April_2020.pdf)

## SHARE

- [https://www.mybenefitsnm.com/documents/SHARE\\_Introduction\\_to\\_Employee\\_Self-Service12.24.19.pdf](https://www.mybenefitsnm.com/documents/SHARE_Introduction_to_Employee_Self-Service12.24.19.pdf)