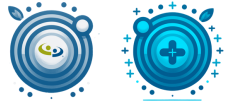


Program Summary

Employee and Household Family Members



Phone-Based Support (Unlimited)

As Needed

Call us any time you have an issue, concern, or question. You have 24/7 access to masters-level counselors.

In-Person or Telehealth Counseling

3 or 6 Sessions per Year

Arrange counseling sessions with a masters-level counselor near your home or work. Household family members are eligible.

Telephonic Life Coaching

3 or 6 Sessions per Year

Speak with a life coach and receive tailored advice on matters involving time management, work-life integration, goal setting, communication skills, and other areas of personal growth.

Telephonic Legal Consultation

30-minute Session

Meet with a licensed attorney with expertise in your area of need. Visit efr.org/legal for more information regarding retention and self-help legal documents.

Telephonic Financial Consultation

30-minute Session

Speak with a financial professional about each separate issue, and access a free financial check-up, financial library, and a variety of other financial tools by visiting efr.org/financial.

Identity Theft Resolution Services

As Needed

Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.

Childcare Resources

As Needed

Receive childcare resource referrals where locally available. All referrals are state licensed/ certified childcare providers.

Eldercare Resources

As Needed

Access information, referral resources, and support involving the care for an aging family member.

Togetherall

As Needed

Join Togetherall's free and anonymous online community available 24/7 for mental health support and a sense of connection. The platform also includes access to a library of self-assessments and other mental health resources.

Wellness Education

As Needed

Wellness challenges, monthly motivators, and campaigns to support total wellbeing using the 8 dimensions of wellness.

Mobile App

As Needed

Mobile app for Android and iOS users providing access to EAP resources right at your fingertips.



Individual Nutrition Consulting

3 or 6 Sessions

Access to telephonic sessions with a Registered Dietitian to create a customized plan for the employee.

Retirement Readiness Consultation

Up to 4 Sessions

Access to telephonic or in-person consultations for long-term financial planning.

Stretch Breaks

Up to 2 Sessions

Up to two 15-minute virtual stretch breaks to inspire people to find movement in their workday.

Mindful Moments

Up to 2 Sessions

Up to two 15-minute virtual mindful moment breaks that focus on stress reduction and mindfulness.

Monthly Wellness Webinar

Monthly

Monthly wellness webinars across a variety of well-being topics.

Wellness Training

Up to 4 Annually

Access to the latest and greatest information on healthy eating, mindfulness, self-care, and stress reduction through virtual training sessions.

Program Summary

Resources for Management

Dedicated Account Manager

As a high-touch EAP, your dedicated Account Manager serves as your strategic partner and provides recommendations, consultations, and ongoing support for EAP promotion.

Benefits Orientation

Orientation sessions for leaders and employees including a brief discussion on mental health, relationship between mental and physical health, and detailed discussion of individual services provided.

On-site Crisis Response

Crisis consultation is available via the call line 24/7/365. On-site or virtual groups are generally held 24-72 hours of the incident.

Management Referral Program

Assistance handling employee performance issues through an assessment of the employee's challenges, recommendations for the employee to resolve those challenges, and ongoing case management of follow-through with recommendations.

Management Consultation

Discuss employee concerns by focusing on workplace or performance issue(s), possible causes and considerations, and proposing potential courses of action.

Culture Audit Including SWOT Analysis and Action Plan

The results from your confidential Culture Audit survey are analyzed using the Strengths Weaknesses Opportunities Threats method with an action plan for improving company culture.

Utilization Report

Your Account Manager will review a detailed report on utilization, develop an action plan, and provide continuous high-touch support.

Satisfaction Surveys

Upon completion of services, EFR provides an email survey regarding the quality of service they received.

Organizational Wellness Consulting

Consult with a wellness professional to help design the program that best fits your organization and employee needs and interests.



Leadership Coaching

Training sessions from leadership coaches to discuss best practices in company culture, performance management, employee well-being, and any additional concerns.



Workplace Mediation

Sessions involving a neutral third party to help resolve issues in the workplace, prevent escalation, and assist with future productivity.



Workplace Training

Training courses on a variety of topics that can improve workplace relationships, productivity, and your company's bottom line. A full list of courses is available at efr.org

