



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



Human Resource Services for Managers & Supervisors

ESI EAP offers front-line supervisors and managers tools and services to help deal with important compliance and liability issues. The 20% of your workforce that will experience life problems account for most involuntary terminations. They file more workers' compensation claims, are absent more often, and incur more disability costs. In addition to all of our employee-focused employee assistance services, we offer an entire menu of management-focused solutions to help you minimize costs and maximize productivity. Our EAP provides an important adjunct to your internal Human Resource staff.



HR Consultation

Unlimited HR Consultations are available for complex employee issues. Managers may contact our clinical staff or our certified SPHRs (Senior Professionals in Human Resources) for counsel on virtually any human resource issue. SPHRs keep up-to-date on various employment matters such as FMLA, ADA and Workers' Compensation.

Supervisor Resource Center

A complete online Resource Center with forms, policies, articles and other tools designed to help you develop people management "best practices." You'll find articles and Web resources to help you solve the everyday problems that you encounter in managing people. In addition to access of benefits and services listed here, additional resources include: The Affordable Care Act, Compliance & Regulatory News, FMLA Resource Center, Grief & Loss Resources, HR News, Workplace Wellness, Workplace Violence, and Workers' Compensation.



HR Web Café

ESI's workplace blog covers employment issues, people matters and work trends. This weekly news blog is emailed to key HR personnel. A sample of the latest blog postings: Your Odds of an Employment Lawsuit - And What it Would Cost; The Risks of Using Social Media in Recruitment; The Changing Marijuana Legal Landscape; How Laughter Helps Us Cope; Workplace Fatalities; Religious Discrimination and Accommodation; FMLA Tools, Tips and Resources; Bullying Resources for Parents, Teachers and Kids; Why Domestic Violence Victims Don't Leave; and, Get a Move On: Sitting is a Lethal Activity.

ESI Management Academy

ESI offers a complete curriculum of online compliance and management training programs. Our Academy includes dozens of course modules covering the full range of employee compliance issues, critical employment practice issues, and management training. Supervisors can log on to the website and take courses whenever they wish, at no charge. Some of these compliance courses include Violence in the Workplace, Sexual Harassment and Discrimination, and Drug and Alcohol Training. Managers and supervisors can sharpen their management skills with courses in such topics as Coaching Skills, Team Building, Problem Solving, Leadership, Stress, and Delegation.

For an additional fee, ESI professional trainers are available to conduct custom on-site or web-conference training programs for managers and supervisors on the key human resource issues.

Drug-Free Workplace and DOT Compliance Programs

Most employers recognize the value of maintaining a drug-free workplace. Drug-Free Workplace Compliance requires creating a Drug-Free Workplace policy, conducting drug and alcohol awareness training, and offering treatment options for employees abusing drugs in the workplace. Our consultants guide and assist in the development of a comprehensive program. The Omnibus Transportation Testing Act mandates alcohol and drug testing for “safety-sensitive” employees in the transportation and pipeline industries. Our entire program is available to client organizations via the Internet, where employers have access to up-to-date policies and procedures. There are links to all necessary resources, including drug testing sites and substance abuse professionals. In addition, we include the online training programs needed to ensure that managers and supervisors meet federal training requirements.

Administrative Referral Program

The Administrative Referral is a formal process to address policy violations and unacceptable job performance. When a manager is confronted with an employee performance problem, your Human Resource Department and supervisors can consult with an EAP Clinical Counselor and determine the best approach. Options include Counseling, Coaching, and Training. More than half of employees referred to this program return to full productivity.





Trauma Response Service

In the event your organization experiences a serious traumatic event, a trained response team is available. We provide on-site intervention by a senior counselor with special expertise in dealing with traumatic events.

Background Search Benefits

Sometimes the best management assistance we can provide is to help identify inappropriate potential employees before they are hired. Organizations that conduct pre-employment background checks can cut turnover rates and trim the costs of rehiring and retraining. With ESI Correct Checks, we provide fast, accurate, easy background checks. Simply submit the candidate's name, phone number and email address and we take it from there. Our system can be integrated with your applicant tracking or onboarding system. We also provide hiring process resources and tools to help you select the right candidate.



Mediation Benefits

We partner with MWI, a leading mediation and arbitration service, to offer a 15% discount on hourly services to our member organizations. Employment related disputes can be time consuming, distracting and morale draining. They can also be costly. A sampling of the issues that MWI can help you to address include: Discrimination, Interpersonal Communication Issues, Supervisor/Employee, Disputes Between Co-Workers, Management Disputes, Terminations, Intra-Departmental Disputes, Sexual Harassment, and Work-Team Conflicts.



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