



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



*More benefits for employees.*  
*More services for management.*  
*Better results than any other EAP.*

*Each year, your employees lose an average of three weeks of productivity due to personal problems. That adds up to more than \$250,000 of lost productivity per 100 employees per year. That's why it's critical to have an EAP that provides the broadest possible menu of services to address those problems.*



Personal problems that your employees bring to the workplace take a steep toll on their productivity. It might be a child in trouble, an aging parent needing care, an unpaid debt, or a substance abuse problem. Whatever the source, the result is predictable: unplanned absence, work distraction, and diminished productivity.

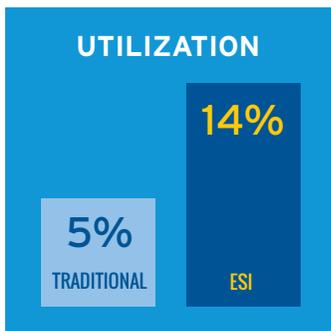
## We can help.

ESI's signature two-pronged approach distinguishes us from other EAPs. We provide:

- Double the services of a traditional EAP for your employees to address their most pressing problems, as well as a broad array of life-enhancement benefits.
- More management tools and resources for you and your supervisors than traditional EAPs.

In addition, we offer custom services unavailable in traditional EAPs.

- Peak Performance Benefits - Comprehensive, state-of-the-art personal and professional development training, coaching and wellness benefits.
- EAPs tailored to specific industry segments: HealthCare, Education, Public Safety, Higher Ed and Unions.



*Our utilization is more than double that of traditional EAPs.*



*Nearly 99% of those who use the EAP are satisfied with the experience and would use the program again.*

## We offer your employees more.

ESI offers the most comprehensive benefit package available. We start with all the traditional EAP counseling services designed to address significant life problems. Then, we add Work/Life benefits to address the everyday problems involved in juggling work and family. But that's not all. We go one step further to deliver benefits designed to enhance quality of life not just for all your employees, but for their family members, too. Our EAP strongly enriches your existing benefit program.

## We offer your managers more, too.

You and your front-line managers need the tools and services to help deal with important compliance and liability issues. The 20% of your work force who will experience life problems account for most involuntary terminations. They file more workers' compensation claims, are absent more often, and incur more disability costs. We have redefined the EAP concept to include 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.

## Quality service, first and foremost.

Delivering a premier level of service is our primary objective. To ensure this, we have developed the most rigorous quality assurance program of any EAP.

We start by making sure that every Member call is answered by a senior Masters or PhD level behavioral health clinician 24 hours a day, seven days a week. Plus the program includes concurrent review by a Clinical Director for all severe cases, a 24-hour problem resolution process, and comprehensive Member satisfaction surveys. Our quality assurance program is a key reason why ESI can boast a Member satisfaction rate of nearly 99% and a retention rate that exceeds 97%.

Plus, ESI is the only EAP to provide new client organizations a money back guarantee. If for any reason, you are not satisfied with our services in the first six months, ESI will return your entire payment, less any payments made to network clinicians for counseling your employees.

## EAP Counseling Benefits

When one of your employees faces a significant personal problem, they can call for assistance at any time 24 hours a day, 7 days a week. Our lines are staffed by experienced counselors with a Master's or Ph.D. degree. If a referral is needed, we have a provider network with over 40,000 counselors. Some common issues our counselors deal with are:

- Mental and behavioral health issues
- Alcohol and substance abuse
- Loss and grief
- Family violence
- Separation or divorce
- Stress management

## Work/Life Counseling Benefits

With our Work/Life Counseling Benefits, your employees can access help and expert resources to address the challenges and concerns of daily living. Some common issues that our Members face include:

- Child care and daycare
- Aging issues and elder care
- Health and wellness
- Legal problems and family law
- Debt and debt restructuring
- Financial planning
- Education and tuition planning
- Real estate and tenant/landlord concerns
- Estate planning, probate, and wills

## Information Resource Benefits

Sometimes your employees don't want or need the in-depth help that our counselors provide, and prefer to find answers themselves. Those who prefer "self-help" can visit [www.theEAP.com](http://www.theEAP.com) to access resources on thousands of topics, or they can call our 800 number to have information mailed within 48 hours. Common issues that Members seek information for include:

- Wills and other legal templates
- Home ownership and mortgages
- Cancer, diabetes, and other illnesses
- Taxes and the IRS
- Consumer rights and resources

## Peak Performance Benefits

Peak Performance Benefits offer every one of your employees the opportunity to improve their performance on the job and at home. There are three key components:

- **Knowledge Center** - Employees have access to a deep library of more than 300 on-demand, state-of-the-art personal, professional and management development trainings. These are the finest trainings available today.
- **Peak Performance Personal and Professional Development Coaching** - We have also added Personal and Professional Coaching delivered by senior clinicians to help employees improve performance at home and on the job.
- **Peak Performance Wellness Coaching** - With our Wellness Coaching program, Members have up to six sessions per issue with our Certified Wellness Coaches.

## Certified Financial Coaching

In recent studies, four out of five employees report significant financial stress and three out of five say that it affects their ability to focus while at work. Our Certified Financial Coaching helps Members to address budgeting, credit, debt and money management issues. And because our Coaches are also Behavioral Health Clinicians, they are experienced in change management and in addressing the stress, family problems and mental/emotional issues that often accompany financial problems. The Certified Financial Coaching benefit has three core components: unlimited telephonic Financial Coaching provided by certified professionals, Financial Assessments and Financial Education. The Financial Education component includes more than 100 Personal Finance and Investing courses available online 24/7.

## Wellness Center

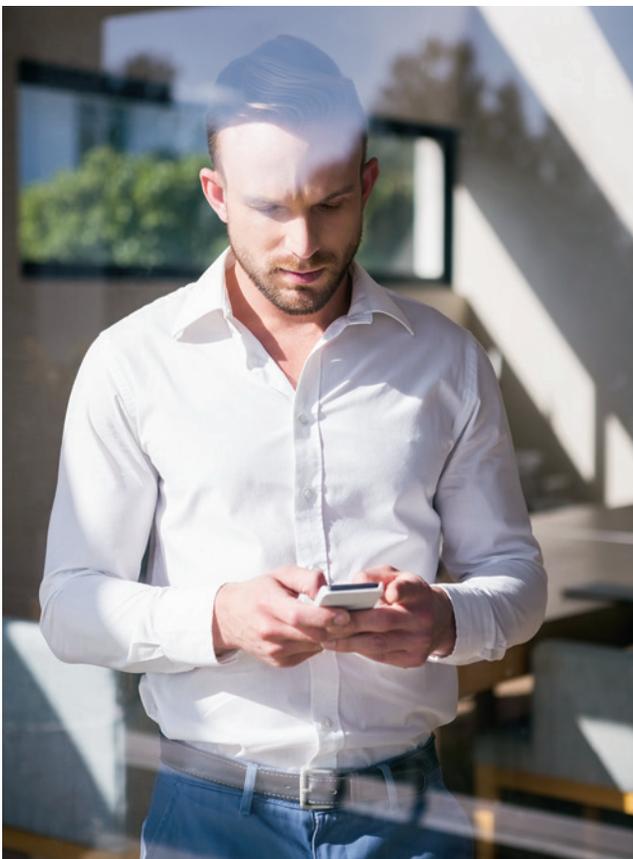
The Wellness Center is a deep online wellness program with a variety of resources. At the core of the program is an online individual health risk assessment. Members who take the assessment can then access hundreds of wellness articles and videos, locate training materials, and receive a complete nutrition assessment.

## Lifestyle Benefits

By harnessing the aggregate power of hundreds of thousands of Members, we negotiate special rates and discounts that we pass on to our Members and their families to help them access programs and services designed to enhance their quality of life. Some of the benefits that we offer include:

- Fitness programs
- Weight loss
- Smoking cessation programs
- Retirement and college savings planning

*All employee benefits are just  
a phone call or a click away...*



## Adoption and Special Needs

This benefit offers important family and child care programs. Adoption counseling includes consultation with an experienced adoption counselor, a Masters level Social Worker, who assists the employee through the various stages and types of adoptions.

We also offer assistance to Members who have children with a broad range of special needs, such as autism, physical disabilities, developmental disabilities, diabetes, and language disorders. Our counselors conduct a needs assessment, discuss the pertinent options, and make referrals to community resources.

## Programs to Meet Special Industry Needs

ESI is the only EAP provider to craft specific employee assistance programs for employees in professions that require specialized needs. We have developed Public Safety EAP for police, fire and EMT employees; Educators EAP for K-12 professionals and staff; HealthCare EAP for healthcare workers, and Higher Ed EAP for college and university employees, and Union AP for unions to offer their members.

All employees - and any members of their immediate family - are entitled to telephone counseling services 24 hours a day, 7 days a week. And when Members call, experienced counselors - not call center staff - provide immediate help.

Our counselors are the industry's best. To qualify, a counselor must have either a Master's or Ph.D. degree in a counseling discipline and a minimum of five years of clinical experience. Our counselors are also characterized by a caring and empathetic approach and commitment to excellent service.

For face-to-face counseling, a Member is referred to a local counselor for additional help. We've built a referral network of more than 40,000 private practice providers located throughout the U.S. and Canada to supplement our proprietary counseling services. In addition, our [www.theEAP.com](http://www.theEAP.com) website is available day and night, offering private access to thousands of articles, assessments, videos, and information resources.

# ESI management services

*minimize costs and maximize productivity*



While most EAPs focus on employee services, we strongly believe that helping your employees is only one part of the equation. We have redefined the EAP concept to include an entire menu of management-focused solutions to help you improve productivity and deal with important compliance issues. ESI is the only EAP to offer this menu of HR tools and resources designed to minimize costs and maximize productivity.

## HR Consultation

When complex employee issues arise, we provide direct access to our human resource consultants and clinicians. Certified Senior Professionals in Human Resources (SPHR) and senior clinical counselors provide assistance on individual personnel issues.

Unlimited consultations are available for complex employee issues. Managers may contact our clinical staff or our certified SPHRs for counsel on virtually any human resource issue, including FMLA, ADA and Workers' Compensation.

## Administrative Referral Program

The Administrative Referral is a formal process to address employee policy violations and unacceptable job issues that could be improved through Coaching and Training. This process is geared to work in tandem with HR in conjunction with a progressive discipline process. According to our records logged over 26 years, approximately 65% of referred employees have been restored to 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.

ESI has trained counselors, grief and trauma specialists, and team members certified in critical incident stress management ready to respond should your personnel experience a traumatic situation at work. Counselors are trained to consult and triage with management during a critical situation.

## Background Search Benefits

Sometimes the best management assistance we can provide is to help employers 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. ESI EAP works with a premiere accredited background screening company to assist your organization with your background screening needs at a discounted price. Employers can also access numerous recruiting, hiring, interviewing and onboarding tools in our Supervisor Resource Center.

[www.theEAP.com](http://www.theEAP.com)

## ESI Management Academy

ESI is the only EAP to offer 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.

All online courses in the Management Academy can be taken at no charge. For an additional fee, ESI professional trainers are available to conduct custom on-site or web-conference training programs for managers and supervisors on 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.

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*Double the benefits and more than  
twice the utilization results of traditional EAPs*

1-800-535-4841

[www.theEAP.com](http://www.theEAP.com)