



**confidential, professional workplace
programs for your employees**



Employee Assistance Program

Uncompromising Excellence. Commitment to Care.

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**However complicated
the problem...
there is a solution.**



Mission Statement & Overview

The Employee Assistance Program specializes in quality workplace programs that provide professional, comprehensive, integrated and confidential services to assist employees and employers in identifying personal and/or work related problems that may impair productivity.

Our mission is to help employees and family members confront and eventually overcome personal concerns, thereby restoring them to a higher level of functioning.

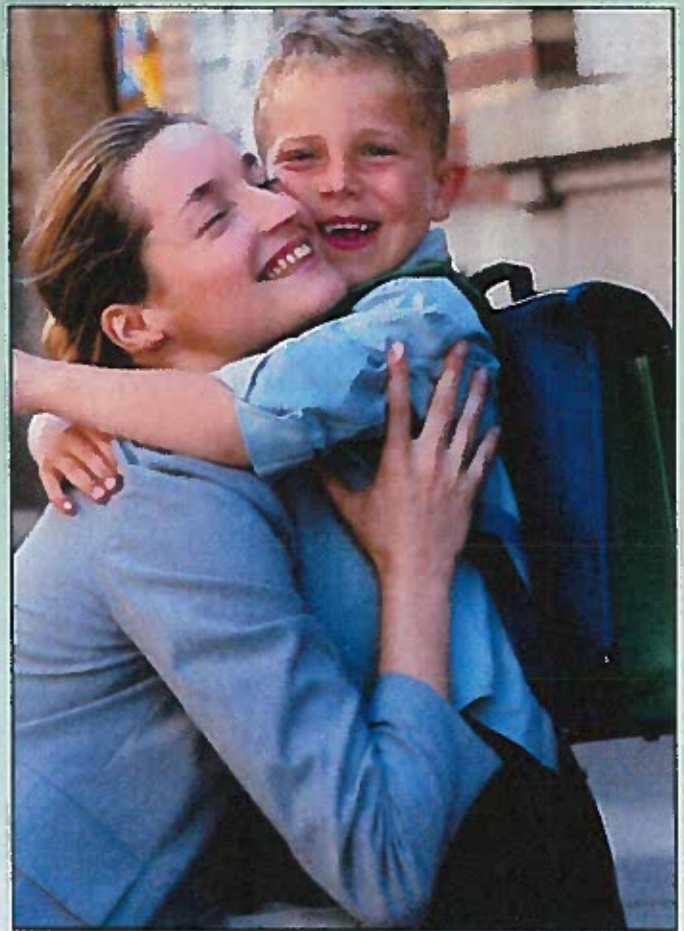
Our belief is that healthy and satisfied employees are the basis of a productive, thriving organization.

Who We Are

Our Employee Assistance Program is part of the Behavioral Health Centers of Carolinas HealthCare System, the region's largest, most comprehensive healthcare system.

Our program is designed to identify and address problems that lead to personal and employment dysfunction. We provide comprehensive assessments, short-term counseling and/or referral to community resources. We have immediate access to an expansive array of behavioral healthcare services whose key organizational strength is its ability to provide mission-driven, not-for-profit healthcare at a local level.

As a full-service Employee Assistance Program, we are able to provide the personal touch that employees expect. We have extensive knowledge of community resources and local providers throughout the United States. An account manager for our program is specifically assigned to each of our organizational partners.



Did you know?

Our belief is that healthy and satisfied employees are the basis of a productive, thriving organization.

Our Experience

We believe an Employee Assistance Program is based on an understanding that it is a **partnership** between the employer and our organization.

Our staff has vast knowledge and understands practical applications of multiple industry standards and governmental regulations.

We succeed because of our exceptional qualifications and the training of our licensed professional staff that hold master's or doctorate level degrees in counseling. Many are licensed employee assistance professionals. Additionally, staff members have attained professional licensure and certification in counseling and substance abuse. We have full-time counselors and access to a large, national network of affiliate counselors.

Our veteran staff has more than 75 years combined experience in the behavioral health field, and all possess the necessary combination of qualification and caring to provide excellent service to your employees.

Before joining our network of affiliate counselors, providers are reviewed through our credentialing process. This process examines the areas we believe are critical to providing excellent service:

- Provider degree (doctorate or masters in psychology, counseling, clinical or social work)
- EAP experience
- License
- Malpractice insurance and history
- Geographic accessibility
- Diversity of providers



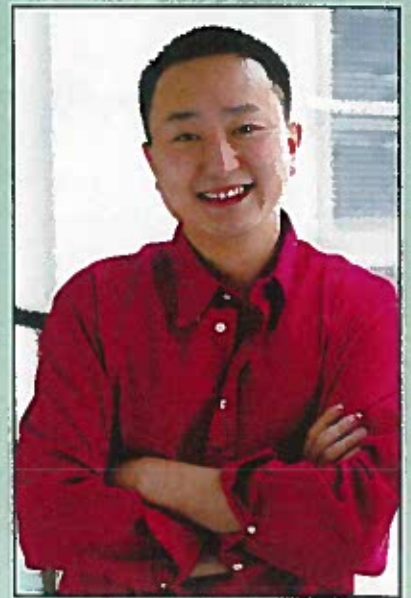
Did you know?

Mental illness can affect a worker's productivity and health as much as, or more than, a physical illness.

Services

Our Employee Assistance Program offers the following array of services to our corporate partners:

- An account manager specifically assigned to your organization
- Promotional materials including EAP marketing brochures/posters or assistance in the development of employer-specific collateral materials
- Educational, innovative and interactive service via our website at www.chs-eap.org
- Monthly employee and supervisor newsletters
- Supervisor manuals detailing EAP services
- EAP orientation sessions for all employees
- Access to quarterly manager training
- Prevention and wellness seminars
- Access to monthly educational groups held on site at EAP offices
- Participation in employer health fairs
- 24-hour clinician staffed call center
- Confidential assessment, referral and short-term counseling of up to six sessions per employee and his/her immediate family per year
- Information and referral to community resources such as child/elderly care and credit/legal counseling
- Monitoring and monthly follow-up (to 12 months) of EAP involved substance abuse clients
- Critical incident response
- Quarterly utilization reports and site visits



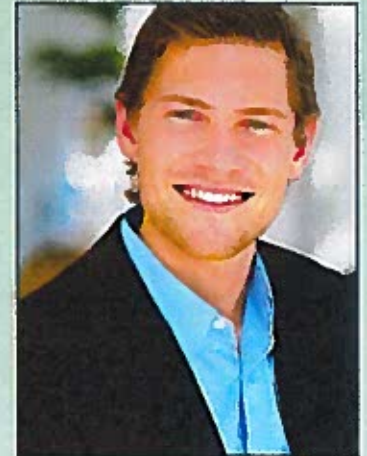
Benefits of an EAP Program

The cost of a troubled employee to an employer is a minimum of 25 percent of the employee's salary in lost time, productivity and medical expenses. Employers may save from \$5 to \$16 for every dollar they invest in an Employee Assistance Program.

We can identify utilization trends, provide comparative benchmarking and assist in developing policies and programs.

The costs of a troubled employee are numerous, but several key examples include:

- Alcoholism causes 500 million lost workdays each year.
- Employees who use drugs are 2.5 times more likely to have absences of eight days or more, and three times more likely to be late for work.
- Employees with substance abuse problems are 3.6 times more likely to be involved in a workplace accident, and five times more likely to file a worker's compensation claim.
- Mental illness can affect a worker's productivity and health as much as, or more than, a physical illness.
- The National Institute of Mental Health estimates that the annual cost of untreated mental illness exceeds \$300 billion, primarily due to productivity losses of \$150 billion, health care costs of \$70 billion and societal costs (increased use of criminal justice system and social welfare benefits) of \$80 billion.
- According to the Surgeon General, one in five adults will experience a diagnosable mental illness in any given year. About 15 percent of those will also experience a co-occurring substance abuse.
- Treatments for mental illness are highly effective. Advances in medication and psychotherapy produce very good results, especially when those therapies are combined.
- About 80 percent of individuals with depression will recover fully with appropriate diagnosis, treatment, and monitoring.
- More than 13 percent of the adult U.S. population suffers from an anxiety disorder. People with anxiety disorders see a doctor three to five times more often than those without anxiety disorders.



We can design EAP Services to fit the unique needs of your organization. We recognize that each of our corporate partners has distinct needs and requirements. In addition to designing our services to meet the needs of your organization, we offer the following services to help our corporate partners capitalize on their EAP investment:

Telephone Consultation

Our program provides unlimited telephone consultation for managers and supervisors who are dealing with troubled employees. By calling our toll-free number, managers and supervisors can have consultations with trained employee assistance professionals.

Supervisory Referrals

Job performance issues are often a sign of troubled employees. Our Employee Assistance Program offers managers the ability to refer troubled employees to EAP to address the issues that are causing job dysfunction. We work closely with the employee's supervisor to ensure that all parties are aware of expectations and confidentiality requirements.

Management Training

We understand that managers and supervisors are crucial to the success of an employee assistance program. We offer a variety of educational topics specifically designed for managers and supervisors. Through webpage resources, on-site trainings, webinars and monthly supervisor newsletters, our Employee Assistance Program supports and educates managers and supervisors.

Critical Incident Response

On occasion, incidents such as workplace accidents, death of a colleague, workplace violence or burglary occur that may impact employees' sense of security and well being. Our staff is available to support our corporate partners through these difficult times. Our counselors are trained to consult with management and provide onsite therapeutic support for the employees as needed.

Substance Abuse Services

Our Employee Assistance Program is available to our corporate partners for consultation regarding substance abuse policies, treatment plans and return to work assistance. Individuals who are referred to EAP for positive drug screens have monthly follow up by an EAP counselor for up to one year.

Contractual Requirements and Fees

We offer a highly competitive rate structure that is market friendly, with no hidden fees. Your overall return on investment comes in the form of reduced absenteeism and lost productivity, less job turnover and fewer worker's compensation claims.



The National Institute of Mental Health estimates the annual cost of untreated mental illness exceeds \$300 million.



Locations

Our corporate offices are located in Charlotte, NC.
We provide services throughout the United States
through an expansive network of affiliate counselors.

For more information please call
1-800-384-1097 or 704-355-5021.

720 East Blvd.
Charlotte, NC 28203

380 Copperfield Blvd.
Concord, NC 28025

2202-D W. Roosevelt Blvd.
Monroe, NC 28110

809 N. Lafayette St., Suite E
Shelby, NC 28150

125 Doughty St., Suite 530
Charleston, SC 29403

1-800-384-1097
704-355-5021



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www.chs-eap.org