

EAP

Employee Assistance Program

Employer Promotion Guide

**HELPING EMPLOYEES MANAGE PERSONAL,
PROFESSIONAL CONCERNS**

The Employee Assistance Program (EAP) is a risk management tool providing employees and elected officials of MCIT members and their dependents access to a licensed counselor to assist in resolving personal concerns, which may affect job performance.

This voluntary program provides short-term, no-cost counseling for a variety of issues (see last page).

BENEFITS FOR EMPLOYEE AND EMPLOYER

History shows that the EAP benefits both the individual and the organization. Of EAP users on average:

- **91 percent** report that as a direct result of the EAP services they receive, they are able to do better at work.
- **89 percent** feel better able to deal with their situations as a result of EAP services.
- **30 people** report the EAP gave them an alternative to filing a grievance or lawsuit in the past five years.

Clearly, it is worthwhile for members to promote the service frequently to employees and officials.

DESIGNATE AN EAP CHAMPION

This on-site point person is tasked with promoting the service to staff and to answer their questions. MCIT provides a variety of materials and resources for members to use when marketing the EAP (see next two pages).



Minnesota Counties Intergovernmental Trust

YOUR EAP IS SIMPLE TO USE. IT IS CONFIDENTIAL. IT HELPS.

EAP Awareness Materials



WALL POSTER

Place in areas of high visibility for staff, such as break rooms or along hallways. These are available as 8.5 x 11 and 11 x 17 inch designs.



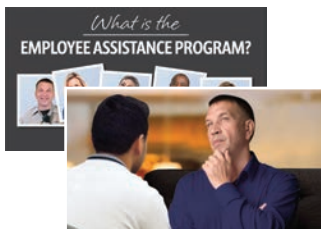
BROCHURES

Versions for employees, supervisors, public safety and elected officials give an overview of the Employee Assistance Program's services and features, and contact information.



DIGITAL IMAGES

Ready-to-use digital images are a great way to remind staff about the EAP and the many ways it can assist them. These can be used in email messages, posted to the intranet, published in employee newsletter and more. Simply distribute to staff regularly throughout the year.



VIDEOS

Each of these five short videos spotlights a key question about or feature of the EAP. Use them in staff or team meetings, post to the organization's intranet or distribute via email to staff.

Sharing instructions are provided with the videos at MCIT.org/resources.



WALLET CARD

A quick-reference tool for individuals to carry with them that includes EAP contact information.



CONSULTATION FOR SUPERVISORS FLIER & DIGITAL IMAGES

Flier explains the phone consultation service available to supervisors. It helps them work through a variety of workplace situations from small to serious.

Use **digital images** to remind supervisors about this valuable service.

Easy Access to Materials

You can download many of the EAP awareness materials from the MCIT website at MCIT.org/resources. MCIT is also happy to print and mail materials to members at no cost. Simply call **866.547.6516** or complete order form at MCIT.org with your request.

7 Ways to Maximize Benefit of EAP for Employees and Employers

Experience shows that when employees address personal concerns, they do better at work. The steps outlined in this article help employers maximize the benefit of the EAP for the organization and individual employees. **Read it at MCIT.org/resources.**

20 Ideas to Promote the EAP

Awareness of the EAP builds as members frequently provide information to employees. It works best to use multiple formats and to put the message in front of employees every few weeks or months so they are reminded of the program when they need it. Below are ideas for promoting the EAP. Choose what works best for your organization.

1. Provide the EAP brochure and wallet card to new employees and discuss the program's key features as part of their orientation.
2. Give the CONFIDE brochure to newly elected officials as part of their orientation to your organization.
3. Hang posters in high-traffic areas, such as break rooms, copy rooms, locker rooms, hallways.
4. Switch posters every few months to catch people's attention.
5. Send digital images in an email regularly.
6. Post videos, posters, digital images and employee brochure to the intranet.
7. Place employee brochures and wallet cards near where posters hang for easy access.
8. Watch a video during a staff or team meeting, distribute brochures and answer staff questions about the EAP.
9. Print digital image and place in payroll envelopes or include in payroll email.
10. Print digital image and place in employee mailboxes or on desks.
11. Include digital image in the board packet.
12. Train managers/supervisors about how properly to refer employees to the EAP. Provide the supervisor brochure to reinforce this training.
13. Highlight the EAP and its key features in the organization's newsletter to employees and officials.
14. Invite AllOne Health to be a part of the organization's health fair. This is available to county members at no additional cost.
15. Add the EAP toll-free number (800.550.6248) and web portal (MCIT.AllOneHealth.com) to payroll sheets.
16. Observe Mental Health Awareness month (May) by refreshing wall posters and intranet posts with a new design from EAP materials available at MCIT.org/resources.
17. Use digital images as a lockscreen for employee computers for a week. (This is the image they see when they lock their computer, not their background wallpaper). Work with IT and within organization policies to do this.
18. Place a small pile of printed digital images on break-room tables for employees to pick up and read.
19. Provide the EAP for law enforcement brochure to sheriff's office employees.
20. Encourage managers/supervisors to use the coaching service. Hand out the flier about the service at a supervisors meeting and followup with digital images.



Key Features of the EAP

Confidential: An individual's use of the EAP and his or her reasons for doing so are not shared with the employer. Only the employee knows that he or she called for assistance.

Effective: Program users are matched with professional counselors who have the skills to address the person's particular situation. AllOne Health (formerly Sand Creek) is the service provider for the MCIT Employee Assistance Program and understands the challenges that face public sector employees, officials and their families.

Voluntary: The employee or official decides when to use the program's services; the employer does not.

No-cost: Employees, officials, their spouses and dependents are eligible for up to six counseling sessions for each identified issue at no cost.

Convenient: A broad network of licensed, master's level counselors are available to meet in person, by phone or virtually, so individuals have convenient access to a qualified counselor where and in a format that works for them.

EAP EXTENDS TO FAMILIES

All employees and elected officials of an MCIT member organization and their dependents can access the Employee Assistance Program at no cost. Dependents may include spouse, domestic partner, children, children who live with the other parent, children who attend college/post-secondary school, foster children and anyone for whom the employee is the legal guardian.

ANYTIME SUPPORT

Counselors are available 24/7 to assist individuals with their concerns. Employees, officials and their dependents can call **800.550.6248** or complete the online intake form at MCIT.AllOneHealth.com to connect with counselors. For live, in-the-moment assistance, individuals should call, not use the online form.

SUPERVISOR COACHING

The EAP offers no-cost phone consultation to help managers/supervisors find the best way to respond to and manage difficult workplace situations. The supervisor coaching service is available to any supervisor regarding workplace issues. The conversations are confidential in accordance with state and federal laws. The EAP can assist supervisors with:

- Employee behavior
- Job performance concerns
- Team dynamics, including interpersonal conflicts
- Critical incident or grief-related occurrences in the work setting
- Dealing with changes and transition within teams
- Ways to recommend the EAP to troubled employees
- Other challenges related to being a supervisor

SUBSTANCE ABUSE PROFESSIONAL SERVICES

An employer may need the services of a substance abuse professional (SAP) if it has employees who must carry a commercial driver's license. AllOne Health provides SAP services at no cost to all MCIT eligible employers and their drivers who have a DOT violation.

AllOne Health coaches employers through the highly scripted process so they are compliant with Department of Transportation regulations.

The DOT has extensive regulations that govern a driver's alcohol and drug use. If a driver violates those regulations (i.e., tests positive on a UA screen, refuses a test or is found in possession), the employer needs to refer that driver to an SAP for assessment and recommendations.

EAP Offers Support for ...

- Relationships, separation and divorce
- Work-related concerns
- Family challenges
 - Parent coaching
 - Elder care
 - Childcare referrals
- Stress
- Depression
- Anxiety
- Finances
- Loss and grief
- Alcohol and substance use
- Other life concerns



Learn More About the EAP

If you have questions about the Employee Assistance Program independent of using it, please contact MCIT at 866.547.6516. Additional information and resources about the program are available at MCIT.org.