



# EAP Services At-a-Glance

**EMPLOYEE ASSISTANCE PROGRAM**  
Your resource for help with daily challenges and difficult situations.

## CAREER ASSISTANCE AND STUDENT RESOURCES

Everyone faces challenges – from school-age children to working professionals. Whether it's homework struggles, time management, preparing for a new school year, job advancement, or career advancement, everyone needs support and guidance to be successful. From informational videos and guides to live webinars and training sessions, the Employee Assistance Program can provide useful tips for students and professionals.

**Early education**

- Freshen reading skills
- Understanding kindergarten options

**Elementary and secondary school**

- Effective homework and study habits
- Preparing for a new school
- Parental roles in elementary and secondary education

**College**

- Preparing and applying for college
- Tips for applying to college
- Maximize college student success

**On-the-job success**

- Creating a positive work environment
- Forget perfection
- Connect with job skills

**Staying healthy at work**

- Eat healthy on the job
- Healthy workdays
- Importance of good posture

**CV and Job Search**

- Get organized
- Refreshing the learning apt
- Basic time management tips

**Organizational and time management**

- Communication skills
- Overcoming communication barriers
- Learning to listen
- Create positive working



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## Career Assistance and Student Resources

Useful tips for students and professionals.

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## CHILD CARE AND ELDER CARE SERVICE

Many people are part of the "sandwich generation" and balance their caring for their own families and their aging parents. Finding the right resources for a child or an older adult can be a challenge. The Employee Assistance Program (EAP) can provide guidance and referrals to help you understand your own options.

No two families are the same, and no two caregiving situations are the same either. Many children will spend part of their day in a safe form of child care setting, and finding high quality, professional child care is an important concern for working parents. EAP can assist with providing resources and referrals for child care, including:

- In-home and out-of-home care options
- Child care options for non-standard schedules
- Before- and after-school care and summer care
- Child care facility accreditation and care licensing requirements
- Evaluation of providers
- Resources to assist with adoption, educational options, and special needs

EAP also provides you with personalized resources for older adults. While caring for an aging parent or loved one can be tremendously rewarding, it can also be physically, financially, and emotionally demanding. Resources and referrals include:

- Changing resources and supports
- Community-based services and resources
- Attorney specializing in elder issues
- Insurance issues

Elder care experts can help:

- Evaluate living arrangements, health care, legal rights, and financial resources of aging individuals
- Identify public and private resources, such as assisted living, nursing homes, residential housing, home health care agencies, senior centers, adult day care programs, and more
- Obtain referrals and learn how to evaluate the quality of state care settings and providers
- Assess and monitor the care of loved ones as time goes on and individual needs change



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## Child Care and Elder Care Service

Are you part of the "sandwich generation"? Check here for resources.

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## FINANCIAL SERVICES

Financial concerns can create stress and worry, particularly for employees who are unsure of where to turn. EAP offers financial consulting services to assist you with a wide spectrum of financial topics.

Access online tools, resources, and our free 30-minute telephone consultation on most pay-per-use financial consultation to get your questions answered. For services beyond 30 minutes, you can refer to a financial consultant to help you determine your options. Financial consultants have extensive experience advising individuals on how to better control their finances and start to live the future.

**Financial topics include:**

- Budget planning
- Debt and credit
- Retirement planning
- Taxes and estates
- Loan and mortgage refinancing

**Financial tools and calculators help with:**

- Refinancing
- Loan consolidation
- Time Tables for debt elimination
- Optimal savings plans for college, retirement, and more
- Analysis of public crediting a wide variety of financial topics
- Define asset classes and retirement needs
- Frequently asked financial questions answered by professional financial experts



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## Financial Services

Have financial questions? Call for a financial consult.

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## IDENTITY THEFT RESOLUTION

Identity theft poses a serious threat to people's financial security, and creates stress and worry. The Employee Assistance Program (EAP) offers fraud resolution services to assist you and your family members who have been victimized by identity thieves.

Identity theft involves the unauthorized use or attempted use of existing credit cards or bank accounts, or the release of vulnerable personal information to obtain new accounts or loans. Not limited to identity and health care identity, or general credit crimes, identity theft can damage credit ratings, cause legal problems, and cost time and money to resolve.

These other access bank account numbers, credit cards, the numbers, Social Security numbers, and other personal information through credit or debit card transactions, stolen bank, Medicare cards, and digital banking.

In addition, victims of credit card numbers can obtain forms of personal information or stolen from businesses every year. Unfortunately, identity theft is more than just a "traditional theft" as the leading form of property crime.

**Prevention**

Although it is impossible to eliminate all risk, you can decrease the chances of being victimized by identity thieves through:

- Personal computer security, including updated virus, spyware, and malware protection, using strong passwords and changing them frequently
- Safeguarding of personal information, including shredding confidential documents, securing against mail theft, and not carrying more credit cards or and the like
- Monitoring suspicious emails, phone calls,

EAP offers one free 30-minute telephone consultation with a highly trained Fraud Resolution Specialist (FRS) who conducts an emergency response activity. If you suspect your personal information has been stolen, you can obtain information on how to:

- Place fraud alerts
- Freeze credit to prevent unauthorized account activity
- Close affected accounts
- File police reports
- Conduct other activities necessary to resolve fraud and restore credit.



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## Identity Theft

Prevention and fraud resolution services.



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## TELEHEALTH

Say goodbye to the waiting room. Meet with a counselor on your terms.

How you meet that need could save you time and stress. Perhaps you wouldn't want through a waiting room, or perhaps you'd prefer to have a counselor on your terms. You have options. You can get help when you need it, on your terms. You can get help when you need it, on your terms. You can get help when you need it, on your terms.

**There's a solution: Telehealth**  
EAP offers telehealth, a convenient and confidential service that allows you to meet with an EAP provider via video conference – all at once to you. All you need is a smartphone, or a computer with a webcam and high-speed internet access.

**Why Telehealth?**  
• **Privacy** – You can meet with a behavioral health specialist in the privacy of your own home, car or office for a flexible, low-stress consultation. You don't have to worry about cameras monitoring when you and your provider are talking. You can meet with a specialist in the privacy of your own home, car or office for a flexible, low-stress consultation.

• **Convenience and cost-savings** – Because you don't have to drive to an office, you'll be able to get the most out of your session. You'll also have a more convenient and cost-effective way to get the help you need.

• **Easier access to mental health services** – Telehealth services are typically available for appointments much sooner than in-person services, who often have long waiting lists.

• **Flexible appointment times** – Many telehealth providers use available evenings and weekends, enabling you to arrange an appointment at a time that works for your schedule, without having to wait for work.

**Ready to get started?**

1. Visit [eap.ca.gov](http://eap.ca.gov)
2. Click on Find Care. On the Location tab, under Telehealth, select Telehealth EAP.
3. Enter your zip code, select your distance and click on Search.
4. Complete the online EAP referral form located next to Provider listing and call the provider to schedule an appointment.

**Making the time to take care of your needs just a click away.** **Telehealth services are available 24/7.**  
Note: This service counts as a face-to-face clinical session.



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## TELE-EAP COACHING

Change is necessary in order to improve and grow. Sometimes, a little help can go a long way toward achieving your goals. Coaches provide confidential, unbiased support to help you through your journey and stay on track.

You will meet with the coach each at regular intervals. In between you will be responsible for your own progress. Your coach will assist you with problem-solving, setting goals and action plans as appropriate. You will work with your coach on your own terms. Your coach will assist you with problem-solving, setting goals and action plans as appropriate. You will work with your coach on your own terms. Your coach will assist you with problem-solving, setting goals and action plans as appropriate.

**Tele-coaching can enhance your professional and personal life. Talking with your coach is confidential.**

- Less stress
- Increased self-confidence
- Clarity of goals
- Improved productivity
- Better time balance
- Different perspectives and opportunities to change and grow
- Motivation and hope

EAP provides guidance and assistance for everyday situations, from suggestions on how to handle the pressure of work with the rush of home life to enhancing time management skills. Professional coaches are available through EAP to you and your employer. Dependable for employee consultations on topics such as:

- Stress reduction
- Work-life balance
- Time management
- And more!



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## Telehealth

Say goodbye to the waiting room. Meet on your terms!

## Tele-EAP Coaching

Need a life coach? We've got you covered!

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## WORK-LIFE SERVICES

From stressful moments to major milestones to tricky transitions, Work-Life Services helps you live life smarter and gives you insight and inspiration for the journey.

Specialists are at the ready to provide you with expert guidance, information and personalized referrals to services designed to your life. Access Work-Life Services for help with topics such as:

- Adult care and aging
- Child care and parenting
- Daily living
- Education
- Housing
- Job searching
- Pregnancy and adoption
- Transportation
- Special needs

**Personalized referrals with confirmed availability**  
Specialists provide personalized referrals to ensure they meet your specifications and find match providers that best fit your needs and have confirmed availability.

**Online tools and information**  
Access the work-life portal [www.eap.ca.gov](http://www.eap.ca.gov) and you'll find education articles, an expanded work-life library, webinars, and podcasts.

**LifeMart® Discount Center**  
EAP provides access to an exclusive discount program with a variety of products and services including:

- Computers and electronics
- Travel, car rentals, hotels, theme parks
- Shopping and restaurants
- Movie tickets, books, and DVDs
- Fitness centers
- Child and elder care
- Pet care



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## Work-Life Services

Could you use a little help balancing work and personal life?

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## WORKPLACE SUPPORT SERVICES

Creating the most productive, effective and safe work environment is a common goal for managers and supervisors. Managing people can be a rewarding and at times an overwhelming task. Beyond the workplace, such as problems at home, family issues, or other challenges at home, can become a distraction for your employees and may impact their performance in a variety of ways. Workplace Support Services for Managers and Supervisors can help you to approach team dynamics or individual concerns including:

- Providing guidance on how to communicate a performance issue to a staff member
- Explaining how to offer help in the most productive manner
- Offering suggestions on how to approach a referral and identify required actions to document
- Discussing options for dealing with a difficult situation

A formal supervisor referral to a management tool that they can use to improve a staff member's work performance and address work-related issues. They may help the individual address personal needs that may be contributing to the decline in work performance. An individual's request for Workplace Support Services for Managers and Supervisors is voluntary. It is not intended as a disciplinary measure.



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## Workplace Support Services

Support for managers and supervisors in challenging situations.



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