

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 instructional advice and guidance, to career interests and time-management, the Employee Assistance Program can provide useful tips for students and professionals.

Early education

- Understanding kindergarten options
- Freshhood readiness guide
- 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 return on investment

On-the-job success

- Creating a positive work environment
- Forget perfection
- Working with job loss

Staying healthy at work

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



CAL HR 1-866-EAP-4352 (1-866-377-4262) **Magellan HEALTHCARE**
 10000 UNIVERSITY AVENUE, SUITE 1000, SAN DIEGO, CA 92121
 eap.calhr.ca.gov

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CHILD CARE AND ELDER CARE SERVICES

Many people are part of the "sandwich generation" and balance time 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 on services, and help you understand your own options.

No time facilities as the same, and no time caregiving situations are the same either. Many children still spend part of their day in a home care setting, and finding high quality, professional care can be an important concern for working parents. EAP can assist with providing resources and referrals for child care, including:

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

Elder care experts can help:

- Evaluate living arrangements, health care, legal rights, and financial concerns of aging loved ones
- Identify public and private resources, such as assisted living, senior living, residential housing, home health care agencies, senior centers, adult day care programs, and more
- Assess and monitor the care of loved ones as time goes on and individual needs change

EAP can also provide 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



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Career Assistance and Student Resources

Useful tips for students and professionals.

Child Care and Elder Care Services

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

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FINANCIAL WELLNESS

Nearly 8 in 10 Americans live from paycheck to paycheck.¹ Your financial wellness program can help you take control of your monthly finances, avoid pitfalls, and achieve your financial goals. You can be confident about your finances at most stages of life – whether it's managing student loans, buying a home, growing a family, saving for college, or planning your retirement.

Meet with a Money Coach

- Three 30-minute telephone consultations per topic, per year
- Money Coaches have an average of 22 years of related professional experience and personal certifications. They provide confidential, unbiased guidance to help you get on your financial path. They don't sell products.
- Can support for concerns such as debt and credit, spending and saving, retirement loans, large purchases, saving for parents, and more.
- <https://www.deloitte.com/us/topics/financial-wellness> is the first step to get your personal financial wellness plan.

Build a Plan

- Get a financial assessment
- Learn how money is affecting your health, wealth, and financial status
- Get a personalized action plan

Take Action

- Enroll in the website with personal financial content such as events, videos, knowledge center and calculators
- Sit in on a meeting from Monday to Friday from 8:00 AM to 8:00 PM PT
- Invite your spouse or partner to join you



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Financial Wellness
Have financial questions?
Call for a financial consult.

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IDENTITY THEFT RESOLUTION

Whether it is the unauthorized or attempted use of your credit cards or bank accounts, or the misuse of your personal information, identity theft can lead to serious financial and legal problems.

The Identity Theft Resolution service provides education on how to prevent identity theft, and guidance to help to restore your credit if you have been victim.

You and your eligible family members receive one free 30-minute telephone consultation with a Fraud Resolution SpecialistSM per household, per year. The FRS will answer your questions and give you the direction and tools you need to start resolving the fraud issues.

EAP is Here to Help:

- The FRS will provide you with an ID Theft Emergency Response Kit and assist with:
 - Compiling and submitting a Uniform ID Theft Affidavit to the proper authorities, Credit Reporting Agencies and creditors
 - Providing Fraudulent account forms or letters to restore each fraudulent occurrence
 - Obtaining a free copy of your credit report
 - Reporting fraudulent activity and notifying local and federal authorities and customer fraud departments
 - Filing a Fraud alert and/or credit freeze (if allowed by State law) on your credit file



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Identity Theft
Prevention and fraud
resolution services.

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DIGITAL SELF-CARE PROGRAMS AND APP

Emotional wellness support to help you live your best life

On April 1, 2023, Magellan Healthcare will implement MyStrength by Lively, a full spectrum digital behavioral health program to enhance the services, app, case tools and apps on the EAP website. MyStrength is a digital solution to help employees live their best lives with common concerns, from managing stress, anxiety, and depression to improving sleep and productivity.

Key features:

- Interactive, self-paced programs matched to your situation.
- Access to expert coaches for direction and assistance.
- Self-assessments to track mood, sleep, stress, and goals.
- In-the-moment tools for coping with daily situations.
- Thirteen case focus areas including anxiety, depression, learning disabilities and trauma.
- 10+ life topics including caregiving, chronic conditions, and ADHD.
- 1600+ activities to help you live your best life.
- Available on web and computer/tablet/app, at no cost to you or your employer/department.

How to get started

• **Get an eCoach badge:**

- In the Explore section, click on the "Self-Care Programs" link.
- Follow the instructions to access the MyStrength website. Once you are on the MyStrength website, you will take a short quiz to begin your customized program. An eCoach badge will be generated and emailed. The MyStrength eCoach will provide personalized recommendations for content and learning. You can also connect to work with a coach, with an eCoach who manages the program and suggest next steps.

Call EAP at 866-327-4762 or visit eap.calhr.ca.gov for helpful resources.



CAL HR HEALTHCARE PARTNER • A BAY AREA COMPANY

1-866-EAP-4SOC (1-866-327-4762)
TOLL-FREE • 1-800-424-6117
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Magellan HEALTHCARE

Self-Care
Digital self-care programs and app.

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TELEHEALTH

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

Have you ever felt that you would save some help getting through a stressful conversation or your manager/peer have better things to do. You know you should do something about it, but you aren't sure how to get started. You know you don't have enough time, but you aren't sure how to have responsibilities at home, just don't want to be going to a counselor, something's getting in the way.

There's a solution: Telehealth
EAP offers Telehealth, a secure and confidential service that allows you to meet with an EAP provider via video conference call at no cost to you. All you need is a smartphone or computer with a webcam and high-speed internet access.

Why Telehealth?

- **Flexibility** — You can meet with a behavioral health professional in the privacy of your own home, car or office to avoid time away from work. You don't have to worry about concerns surrounding when you are going to someone waiting for you into work.
- **Convenience and cost-savings** — Because you don't have to drive to or wait for an office, you'll be able to get the same or better care at a lower cost.
- **Faster access to mental health services** — Telehealth services are available 24/7 to accommodate much more than in-person appointments, which often have long waiting lists.
- **Flexible appointment times** — Many Telehealth providers are available evenings and on weekends, enabling you to arrange an appointment at a time that works for your schedule without leaving time off work.

Ready to get started?

1. Visit eap.calhr.ca.gov
2. Click on Tele Care. On the Location tab, under Choose a Provider link, select Telehealth EAP
3. Enter your zip code. When your distance and click on Search.
4. Complete the online EAP referral form located next to Provider listing and call the provider to schedule a telehealth appointment.

Having the time to take care of your needs just got a lot easier. The advantage of Telehealth will make an appointment today!

Note: This service occurs as a live (not clinical) session.



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WORK-LIFE SERVICES

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

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

- Adoption and aging
- Child care and parenting
- Child living
- Education
- Housing
- Job ownership
- Pregnancy and adoption
- Relationships
- Special needs

Personalized referrals with confirmed availability

Services provided are personalized to ensure they meet your specifications and fit your needs. We'll match providers that best fit your needs and have confirmed availability.

Online tools and information

Access the rich online portal through eap.calhr.ca.gov and you'll find information on an expanded set of life-life topics, videos, 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, airfare, theme parks
- Shopping and restaurants
- Movie tickets, books, and DVDs
- Fitness centers
- Child and elder care
- Pet care



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Magellan HEALTHCARE

Work-Life Services
Could you use a little help balancing work and personal life?

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WORKPLACE SUPPORT SERVICES

Creating the most secure, effective and safe work environment is a common goal for managers and supervisors. Managing people can be stressful and at times an overwhelming task. Beyond the workplace, such as problems in marriage, family issues, or other challenges at home, can become a distraction for your employees and may impact their performance in the workplace. Certain events in the workplace could have a significant impact on a staff, such as the death of an employee, a family crisis, or an organizational restructuring.

EAP provides specialized Workplace Support resources to help managers and supervisors to effectively assess changing situations and determine the appropriate level of intervention based on organizational policies. Managers can call Workplace Support Services for a confidential, non-judgmental consultation to help them 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 resources within the department.
- Discussing options for dealing with a difficult situation.

A formal supervisor referral is a management tool that may be used to improve a staff member's work performance and meet work-related needs. It may help the individual address personal needs that may be contributing to the decline in work performance. An individual's request for a formal supervisor referral process is voluntary. It is not intended as a disciplinary measure.

Support when and wherever you need it

You can contact workplace support consultants any time, day or night, by telephone.



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Magellan HEALTHCARE

Workplace Support Services
Support for managers and supervisors in challenging situations.



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