

PEBA EAP Services

DEER OAKS EAP SERVICES

*A More Comprehensive
EAP for a Greater Value...*



DEER OAKS

A Behavioral Health Organization



Strategic Partnership Approach



- High touch account management approach – focused collaboration to assist in meeting a municipality’s human capital and financial goals
- Consistently and proactively partner to deploy creative approaches to promoting program awareness and usage **(Crucial to Program Success)**
- Identify ways to proactively integrate EAP services with related organizational initiatives, such as:
 - Wellness programs
 - Supervisor training programs

Clinical Approach



- Great access to care - widest possible definition of eligibility, with services extending beyond employee termination date
- Multiple options for counseling services including face-to-face, telephonic, and online
- EAP services function as a short-term clinical intervention (solution-focused) to return employees to full productivity as quickly as possible
- Clinical staff trained and experienced in working with a wide range of personal and work-related mental health issues
- Facilitate a seamless transition for clients into their mental health benefit when necessary

Clinical Approach



- **Intake process**

- Clients, dependents, and household members have access to call center & immediate counseling services 24/7
- Intake based on the honor system with minimal demographic information required
- Give referrals based on goodness-of-fit/client request
- Contact counselors on behalf of the client to confirm availability**

- **100% case management follow-up****

- Designated case manager follow up throughout the case to manage the progress, quality, and clinical content

Mandatory Referrals



- **Comprehensive case management for:**
 - Procedural/mandatory Referrals
 - Return to Work Agreements
 - Substance abuse cases including DOT/SAP Referrals
- **Simple and straightforward paperwork when initiating a referral**
 - No information released without a consent form; no diagnostic information disclosed
 - 100% Follow-up
 1. After securing a provider/appointment
 2. After each appointment
 3. Formal letter of case closure

Provider Network



- **Strong provider network with the highest industry qualifications**
 - High quality credentialing/re-credentialing & provider management
 - Over 5,400 providers throughout Texas
- **Comprehensive recruiting plan to expand providers to cover any geographic gaps**
 - Focused grass roots outreach to licensed providers, and SAPs, including those in the surrounding counties

Robust Value-Added Services



- **Legal counseling**

- Unlimited telephonic advice
- Free 30 minute face to face consultations with local attorney; 25% rate reduction for additional services
- Free initial mediation session; 25% rate reduction thereafter
- Online sample templates of legal documents (i.e., will kit)

- **Financial consultation**

- Unlimited access to telephonic financial counseling
- Online budget calculators, previous year's tax guide and forms

- **Identity theft services**

- Unlimited telephonic consultations with identity theft experts

Highly Visible Work-Life Programs



- **Eldercare assistance:** Concierge service to locate accredited eldercare facilities; information regarding health and wellness; caregiver assistance; legal issues; housing options; end of life resources
- **Childcare assistance:** Concierge services to locate accredited daycare facilities; family/parenting trainings; Parents at Work Program; parenting toolkit
- **Daily living assistance:** Concierge services to assist individuals with locating pet sitters, home repair, moving/relocation, volunteer opportunities, house cleaners, travel services, etc.

Specialized Programs



- **Take the High Road**
 - Free taxi ride for anyone who is in a situation where driving would be unsafe
- **Disaster Assistance**
 - FAQs for disaster victims, education, resources, questionnaires
- **Retiree Assistance**
 - Self-help, legal, financial, government/legislative, and mental health resource

Comprehensive Website



- **Customizable layout**
 - The organization can design its own look, feel, & add content
- **Wide array of content**
 - Multiple content modules and categories
- **Searchable databases**
 - Childcare, eldercare, pet sitters, colleges, volunteer opps., etc.
- **Self-assessments**
 - Interactive health assessments
- **Employee & supervisor skill builders**
 - Specialized online training programs including certificates

On-site Trainings



- **20 hours of onsite training**
 - Extensive list of presentations for employees and supervisors
 - Availability to customize seminars to meet the needs of the targeted audiences
- **Topic categories include:**
 - Health & wellness
 - Workplace skills (communication, teambuilding, etc.)
 - Personal & family issues (parenting, etc.)
 - Management and leadership skills (“supervisor excellence” series)
 - DOT reasonable suspicion, and drug/alcohol awareness

Management Assistance Program



- **Support to optimize the effectiveness of managers**
 - Unlimited management consultations
 - Supervisor handbook
 - Monthly supervisor newsletters
- **Tools to assist managers in motivating and supporting their employees**
 - Onsite and online supervisor trainings
 - Assistance with management directed referrals

Critical Incident Response



- **Unlimited onsite Critical Incident Stress Debriefings**
 - Group interventions and one to one support
- **Education and support for supervisors regarding managing employees who've gone through a traumatic event**
- **Organization allowed to define “critical incident” and request support accordingly (retiring manager, RIFs, lay-offs, etc.)**

Aggressive Program Promotion



- **Multimedia Promotional Campaign**

- Via training & wellness seminars & webinars
- Thorough orientations for employees and supervisors (onsite, online, via DVD, etc.)
- Via monthly educational/visibility events (online topical chats, webinar series, etc.)
- Through health or benefits fair participation
- Customized website branded to the municipality or organization
- Utilizing promotional items such as brochures, topical flyers, wallet cards, posters and monthly e-newsletters branded with entities logo
- Regularly assess program utilization & adjust strategy as needed

Program Evaluation & Results



- Quarterly and annual utilization reports – more frequently if desired at no additional charge. Results broken out by department/location, & ad hoc/customized reports also available

Program Options



- **3-Visit Model**
- **6-Visit Model**
- **Telephonic (one-call resolution) Model****

****Available to New PEBA Clients Only**

Pricing



- **3-Visit Model – \$.96 PEPM (effective 9/1/14)**
- **6-Visit Model – \$1.27 PEPM (effective 9/1/14)**
- **Telephonic (one-call resolution) Model** - \$.65 PEPM**

****Available to New PEBA Clients Only**

For More Information...



For more information, please contact:

Greg Brannan

Director of Business Development & Training

Deer Oaks EAP Services

San Antonio, Texas 78205

301-829-0364

gbrannan@deeroaks.com