



# INSIGHT

## Employee Assistance Program

### ABOUT INSIGHT EAP

With a mission of improving productivity and employee satisfaction by providing counseling, assessment, support and referrals, Insight EAP offers comprehensive programs designed to meet the needs of organizations both large and small. Insight is the only staff-model EAP in California's Central Valley. Our dedicated staff answers your calls directly and our clinicians are available for same day and next day appointments, ready to respond to critical incidents.

### SERVICES:

#### EMPLOYEE ASSISTANCE SERVICES

Personal problems can adversely affect work performance. Insight helps manage issues by providing assessments and brief interventions with licensed professionals.

- Assessment and counseling
- Crisis intervention
- Personalized community referrals
- Emergency response to critical incidents
- Specialized training for managers and supervisors
- On-site educational seminars and workshops

#### WORK/LIFE SERVICES

Balancing personal and professional life can be difficult. Insight provides specialized services to assist in managing life's complexities.

- Legal counseling
- Financial counseling
- Childcare
- Eldercare
- Life event planning

#### ONLINE SERVICES

Insight's website offers valuable information, tools, and resources.

- Health and wellness information
- Confidential psychological and behavioral assessments
- Financial and legal library of resources, information, calculators and customizable templates



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## Employee Assistance Program

### PLANS

EMPLOYEE ASSISTANCE SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Three (3) counseling sessions per six (6) month period for employees and dependents	✓	✓	
24 hour, 7 days a week, toll-free crisis hotline	✓	✓	
Emergency response to critical incidents	✓	✓	
EAP orientation and supervisor training	✓	✓	
Employee communication materials	✓	✓	
Customized employee communication materials		✓	
Workplace programs account manager		✓	
Supervisor and manager consultations	unlimited	unlimited	
On-site seminars and workshops	2	4	▪
REGULATORY SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Substance Abuse Professional services (SAP)			▪
Sexual Harassment Training (AB1825 compliant)			▪
LEGAL SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Legal consultations and referral service (1) 30-minute consultation per employee per issue	✓	✓	
24-hour emergency services	✓	✓	
DIY legal forms and customized document preparation	✓	✓	
On-site legal seminars and workshops			▪
FINANCIAL SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Financial consultations and referral service (1) 30-minute consultation per employee per issue	✓	✓	
On-site financial seminars and workshops			▪
Financial Wellness Program			▪



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LIFE ADVANTAGES SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Monthly work/life balance webinars		✓	▣
Locators and referrals for: childcare, eldercare, adoption, and education		✓	▣
Telephonic consultation and referrals for: childcare, eldercare, adoption, and education			▣
LIFE ADVANTAGES SERVICES: COMPREHENSIVE CARE	TRADITIONAL	PREMIER	ADD-ONS
Nurseline			▣
Geriatric care network			▣
New parent transition program			▣
Health and wellness program			▣
LIFE ADVANTAGES SERVICES: PERSONAL SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Daily living convenience services			▣
Daily living concierge services			▣
Fraud and identity theft services			▣
ONLINE SERVICES	TRADITIONAL	PREMIER	ADD-ONS
Web-based resources, tools, and library	✓	✓	

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## INSIGHT EAP DEFINITION OF SERVICES

### EMPLOYEE ASSISTANCE SERVICES

**Counseling Sessions:** Insight counselors are licensed professionals who can help with personal, family, and workplace problems. Counseling sessions are available to employees and their dependents. Counseling is confidential, short-term, and solution focused. Examples of issues include: stress, relationship conflict, depression, anxiety, grief, and substance abuse. If significant problems with an employee arise, the formal referral process is available to take the problem out of the workplace and help the employee immediately.

**Toll Free Crisis Hotline:** Crisis can affect anyone at anytime. Insight has counselors available 24 hours a day, 7 days a week to help with support, information, and referrals.

**Emergency Response to Critical Incidents:** If a traumatic event occurs in the workplace, Insight can provide on-site critical incident debriefing to help those involved return to their regular routines as soon as possible and to aid in managing any post-traumatic stress symptoms.

**EAP Orientation and Supervisor Training:** Orientation is a formal introduction to Insight EAP benefits and services. Managers and supervisors receive specialized training to identify work performance problems, become familiar with the formal referral process, and learn communication skills when referring a troubled employee to Insight.

**Employee Communication Materials:** Insight provides monthly newsletters on a variety of health and wellness related topics as well as brochures and wallet cards containing information about Insight's benefits, services, and contact information.

**Customized Employee Communication Materials:** All employee communication materials can be branded with your company name, logo, and company specific policies and information.

**Workplace Programs Account Manager:** A dedicated account manager can assist with the planning and implementation of your company specific, wellness-related campaigns and events. Your account manager can help align your goals with appropriate programming.

**Supervisor and Manager Consultations:** Insight can consult with managers and supervisors to assess difficult situations and create a plan of action to promote a more productive work environment.

**On-site Seminars and Workshops:** Informational, interactive seminars and workshops are available to support your organization's needs. Frequently requested workshops include: Dealing with Difficult People, Compassion Fatigue, Managing Organizational Change, and Trust and Team-building. Customized workshops are available upon request.

### REGULATORY SERVICES

**Substance Abuse Professional (SAP) Services:** Insight offers SAP services to employers with employees

regulated by the US Department of Transportation (DOT) in compliance with all guidelines and regulations as defined by U.S. Department of Transportation Drug and Alcohol Testing Regulations.

**Sexual Harassment Training:** Insight's sexual harassment training is AB 1825 compliant. The course addresses each individual's role and responsibility within the workplace, as well as how to deal with sexual harassment claims both as a staff member and as a manager.

### LEGAL SERVICES:

**Legal consultation:** Each employee is entitled to one (1) thirty-minute consultation per separate legal matter with a network attorney. Legal consultations are provided in office, or by telephone, at no cost to the employee. If the employee wishes to continue working with the network attorney after their initial consultation, they are entitled to receive a 25% reduction from the attorney's regular hourly rate. Most types of legal matters are eligible for these services.

Examples of matters that employees may use the these service for include: civil and consumer issues, personal and family matters, financial matters, real estate, criminal matters, IRS matters, estate planning, immigration and naturalization.

**24-hour emergency services:** Employees have access to legal providers after-hours and on weekends in emergency situations such as arrest or incarceration. Non-emergency issues will be attended to the next business day and during normal hours of operation.

**"Do-It-Yourself" legal forms and document preparation online:** Insight offers an online library of legal documents for employees to prepare. Examples of available legal documents include: wills, living wills, power of attorneys, landlord/tenant agreements, and immigration forms.

**Customized document preparation:** Customized document preparation by network legal professionals is offered to employees at a reduced rate or a flat fee. Examples of this customized service include: estate planning, will preparation, immigration/naturalization, divorce, and child custody.

**On-site seminars and workshops:** On-site programs are available on a variety of topics including: powers of attorney, advanced directives, estate planning, wills and trusts. Most programs are approximately an hour in duration.

### FINANCIAL SERVICES

**Financial Consultations:** Each employee is allowed one (1) thirty-minute consultation per separate financial matter with a network financial professional. Financial consultations are provided by experienced financial professionals and CPAs by telephone at no cost to the employee. If the employee wishes to continue working with the network financial professional after their initial consultation, they are entitled to receive a 25% reduction from the professional's regular hourly rate.

## INSIGHT EAP DEFINITION OF SERVICES

### FINANCIAL SERVICES (CONTINUED)

Examples of the types of matters for which you may use this program include: Developing a spending plan; Rebuilding your credit; Getting out of debt; Garnishments; Pre-retirement analysis; Home buying strategies; 401(k) analysis; Mortgage Counseling; College funding analysis; and Income tax services.

**Financial On-Site Seminars:** On-site programs are available on a variety of topics including: home buying strategies, life stages retirement planning, investment basics. On-site seminars and workshops are approximately an hour in duration.

**Financial Wellness Program:** This program helps employees understand and find solutions to their personal financial challenges. Employees work with a Money Coach for a specific employer-funded coaching period (30, 90, 180, or 365 days) to address nearly every type of personal financial matter. Employees consult with their coach every 7-14 days, for approximately 30 minutes via telephone and internet. This comprehensive program includes educational webinars, on-site educational classes, financial newsletters, and employee participation rewards. If an employee chooses to continue working with their coach after the employer funded time period ends, they may do so at an affordable monthly rate.

### LIFE ADVANTAGES SERVICES

**Monthly work/life balance webinars:** Webinars are live and interactive, but are recorded for later viewing. They take place on a monthly basis and last approximately 45 - 60 minutes. Webinars are available on a variety of work-life topics including: Optimizing Brain Function over the Lifespan; How to Identify and Prevent Bullying; and Surviving the Six Stages of Parenthood.

**Locators and referrals:** This online database allows employees to conduct their own searches for resources for childcare, eldercare, adoption and education.

**Telephone consultation and referrals:** This service allows employees to work in-depth with highly skilled professionals that can assist in the areas of childcare, eldercare, adoption and education. After an initial assessment, the consultant will offer personalized information to address the employee's needs. Within a week, the consultant will follow-up to ensure the employee's needs have been met. This service is available 24 hours a day, 7 days a week, 365 days a year.

### LIFE ADVANTAGES SERVICES: COMPREHENSIVE CARE

**Nurseline:** This service provides employees with access to experienced registered nurses via a toll free telephone number, 24 hours a day, 7 days a week. Using advanced clinical criteria, nurses can provide health information to employees and their families to steer patients toward the appropriate level of care.

**Geriatric Care Network:** Employees receive access to a nationwide network of geriatric care consultants that can do face-to-face assessments and develop care plans based on the senior's social, physical, emotional, and cognitive needs. Consultants can educate employees about available options and suggest services and facilities. Referrals come complete with pricing, location, hours of operation, and other valuable pertinent information.

**New Parent Transition Program:** This service gives employees three (3) telephonic consultations with a personal coach to help with challenges through the pregnancy, maternity leave, and the transition back to work. The employee receives support and resources needed to plan ahead, work through the difficult feelings, take positive action toward challenges, and establish a work/life balance.

**Health and Wellness Programs:** This service allows companies to offer behavior-changing programs to promote employees and their family members to live healthier lives. There are a range of services that are offered individually or that can be bundled together including: coaching, online services, health risk assessments, screenings, organization-specific campaigns, program consultation, management, and HIPAA compliant reporting.

### LIFE ADVANTAGES SERVICES: PERSONAL SERVICES

**Daily Living Convenience Service:** This service provides employees with consultations and referrals for services such as: house and home matters, service connections, community involvement, reminder service, transportation, dining and accommodations, and health and wellness providers. This service is available to employees 24 hours a day, 7 days a week.

**Daily Living Concierge Service:** This service gives employees access to concierge specialists that can make referrals and accommodate requests for matters such as: moving and relocation, car maintenance and rentals, entertainment and travel planning, event planning, and gift ideas. This program also offers discounted tickets for major retailers, restaurants and activities including movies, amusement parks, ski resorts, and spa services. This service is available to employees 24 hours a day, 7 days a week by phone, email, chat and mobile app.

**Fraud and Identity Theft Services:** This service provides employees a sixty (60) minute telephonic consultation with a Fraud Resolution Specialist™ who can assist with emergency response activities to an identity theft or fraud related event. Employees are given an ID Theft Emergency Response Kit™ with information and forms to communicate with creditors and collections agencies and ultimately restore their identity and good credit.

## WHY EAP?

**Employee Assistance Programs have been a standard part of company benefits packages since the 1970s and research demonstrates the benefits of EAPs for employers.**

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*"**Nine out of ten employees** report that personal life issues impact job performance." (The Conference Board)*

*"The average American worker **misses three to four days** of work per year because of family responsibilities." (Families and Work Institute)*

*"An EAP allows business owners and managers to concentrate on their internal operations...and **not 'dive into areas we're not qualified for.'**" (Inc.)*

*"At any given time, **one in every six employees** has personal problems that directly affect productivity." (American Council on Consumer Interests)*

*"For every dollar they invest in an EAP, employers generally **save anywhere from \$5.00 to \$16.00.**" (Families and Work Institute)*

*"General Motors Corporation's **EAP saves the company \$37,000,000** per year; \$3,700 for each of the 10,000 employees enrolled in the program." ("Substance Abuse: A Guide to Workplace Issues" ASIS O.P. Norton Information Resources Center.)*

## WHY INSIGHT EAP?

**Insight Employee Assistance Program is the ONLY staff-model EAP in the Central Valley.**

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Unlike our competitors, our clinical staff is in-house, not outsourced to third parties. Our administrators work from our local offices and deal directly with employers and their employees. When you call or visit the offices at Insight, you talk to a real live person who can address your inquiries hands-on.

Our clients matter to us. Communication and compassion are the core values that guide our program's initiatives. We offer personalized support like no other program in the Central Valley can.

Our rates are extremely competitive and our flexible programs can be tailored to suit the specific needs of your business. As your company's needs change, even mid-contract, we can scale the scope of our services to give your business the exact support it requires.

Insight EAP has been delivering EAP solutions to Valley businesses for over 20 years. We have long-term relationships with our providers and wealth of know-how navigating the ins and outs of providing employee assistance in California.



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### FAQs:

#### IS INSIGHT EAP COUNSELING CONFIDENTIAL?

Insight EAP counseling services are confidential and HIPPA compliant. Insight EAP clinicians are held to legal parameters of confidentiality that mandate the reporting of actual or suspected harm to self or others, elder and child abuse, or inability to care for basic needs (food, water, shelter).

#### DO EMPLOYEES AND THEIR HOUSEHOLD DEPENDENTS EACH GET THREE COUNSELING SESSION PER SIX MONTH PERIOD?

Yes. Insight EAP benefits cover three (3) visits per person or issue. The employee and eligible dependents are each allowed three (3) counseling sessions per six (6) month period. In some cases, more than one family member may be involved in the same issue. In this instance a total of three (3) sessions are allowed. Eligible dependents include dependent family members living in the household and college age children away at school.

#### HOW DO FORMAL REFERRALS WORK?

After an initial consultation with an EAP representative, Insight will help determine the appropriateness of making a formal referral and advise on submitting required documents. The employee may be instructed to contact Insight for an initial assessment. Compliance and an overall treatment plan to address the issue will be shared with the referring manager. Detailed clinical information will not be shared with the employer.

#### WHAT IF OUR COMPANY GROWS?

Insight EAP has the ability to expand with your company. This can be done at any point in your contract term, we simply need to know the number of additional sites, employees and geographical areas where you are interested in obtaining service.

#### WHAT INFORMATION IS INCLUDED IN THE UTILIZATION REPORT?

Insight EAP prepares quarterly utilization reports that detail your company's usage of program services. This includes a summary of the problems presented, patterns of referral, and any other client contact like supervisory consultations, seminars, and promotional activities. Based on the report, our directors can offer recommendations to promote optimal utilization of EAP benefits and services.