

GEORGIA'S PUBLIC EDUCATION

# Employee Assistance Program

*a partnership with:*



Here for you when you need it.

FREE. CONFIDENTIAL. SUPPORTIVE.

# Let Your EAP be Here for You

---

Balancing the challenges of your job and the demands of an active personal lifestyle can at times be overwhelming. Your EAP is here for you when you're facing issues that interfere with your health, well-being and productivity at home or at work.

Your EAP offers 24 hours a day, seven days a week, confidential access to experienced mental health professionals, providing comprehensive consultation, real-time crisis support, and timely connections to counselors, attorneys, financial specialists, work-life experts, dependent care specialists, daily living services, and much more. These services are available at no cost to you and are designed to offer solutions to everyday life challenges.



## Who is Covered?

EAP services are available to all public school PreK-12 teachers and K-12 public school employees who work at least 29 hours a week, along with their household members and children up to age 26.

## Help Starts Here

Free, confidential access to professional consultants and online resources, 24 hours a day, 7 days a week, 365 days a year. To access these services, call or log-on to get started.

**Call: 1-866-279-5177**

**Visit Online:**  
**[www.EAPHelplink.com](http://www.EAPHelplink.com)**

**Online Code: GADOE**

# Counseling Services

## Providing up to six sessions of free counseling per year at no charge to members

From time to time everyone experiences issues that affect their well-being. Your EAP is here to help with anything from relationships, parenting, family, career issues, anxiety, depression, addition, grief, work-life balance and more. Highly trained, master's level counselors are just a call away and can offer insight and recommendations to help you get on the right path. Kepro's counseling services feature the following:



### Highly Qualified Professional Counselors

All counselors are independently licensed and thoroughly vetted. Counselors adhere to strict HIPAA guidelines around privacy and confidentiality.



### No-Cost

Kepro provides up to six sessions of free counseling per issue, per year at no charge to members.



### Convenient

Sessions can be scheduled either over the phone, virtually or in-person at a preferred location, date and time.



### Matched to Member Preferences

Members can request counselors that suit their preferences, such as gender and areas of expertise.



### Solution-Focused

Designed to be short-term, problem resolution based to achieve quick results. For more complex matters, counselors will link members to appropriate referrals and resources.



# Legal and Financial Consultation and Referral Services

---

## What do you qualify for?

- Face-to-face or telephonic consultation with an attorney.
- Access to up to four consultations and/or referral services in a year.
- Discounted rates up to 25% if the attorney is retained after the free legal consultation.

## How can Legal and Financial Services help you?

- **Civil/Consumer Issues** - collection/repossession, contractual disputes, defaults, foreclosures, product liability, traffic violations and civil rights.
- **Personal/Family Legal Services** - adoption, child custody, divorce, domestic violence and eldercare.
- **Business Legal Services** - insurance, copyrights, patents and contracts.
- **IRS Matters** - IRS specialists able to negotiate with IRS on your behalf.
- **Real Estate** - Home purchases and closing, construction and property easements.
- **Credit/Debit Services** - Renegotiating debt, correcting credit reports and assisting with collection activities.
- **Estate Planning** - no cost consultation with a Financial Counselor.
- **Financial Planning** - One 30-minute telephonic consultation with a Financial Counselor at no cost.



*Matters involving disputes or actions between employee, dependents, or household members and their employer are specifically excluded from eligibility of this plan.*

# Work/Life Consultation and Referral Services

## Worklife Consultation and Referral services are a component of your Employee Assistance Program.

We all have times we worry about our work, family, and personal life. Sometimes our lives are more stressful than other times, and it's only natural that you may need someone to talk with or need help finding a reliable resource. Your Employee Assistance Program's Worklife Consultation and Referral Services put reliable resources for everyday concerns at your fingertips. Easy to use, these services get you the answers and information you need and all at no cost to you.

### What does the service provide?

This service takes the legwork out of provider searches. It gives you access to the expertise of worklife consultants as well as web access to thousands of practical, up-to-date articles, calculators, links, interactive planners, and self-assessments.

### How does it work?

Services are available through your EAP toll-free number or website found on page 1. A worklife consultant can help you identify the resources that best meet your needs and match your criteria. You will receive up to three provider profiles with booklets and/or tip sheets, etc. related to your search.

### What kind of assistance is available?

Services are available for a wide spectrum of worklife concerns such as:

#### CHILD CARE AND PARENTING

- Group, family, in-home or after school care
- Summer camps (resident, day, specialty)
- Parenting classes and support groups

#### ADOPTION

- International and domestic agencies
- Support groups
- Legal assistance

#### DAILY LIVING

- Home maintenance/repair
- Emergency, errand, and pet services
- Community volunteer opportunities
- Consumer information

#### ADULT CARE

- In-home, companion, and respite services
- Legal and financial issues
- Housing options

#### EDUCATION

- K-12 public and private schools
- Post high school education
- Financial aid, scholarships, tutoring

# Management Consultation Services

Through your 24/7 toll-free Employee Assistance Program (EAP) number, managers and supervisors have access to a dedicated Management Services team for unlimited telephonic leadership consultation services. Our Management Services team is composed of seasoned clinicians with experience handling management consultations, informal and formal referrals, DOT services and requests for workplace support and debriefings.

Consultations help supervisors and managers to effectively deal with troubled employees, initiate a supervisory referral, and understand how to maintain positive, productive work environments for their employees. Your EAP can provide guidance and coaching on:

- Identifying problem employees (i.e., outbursts, tardiness, co-worker relationships, missed deadlines, absenteeism, low morale, complaints, etc.)
- How to talk with an employee about work performance without focusing on personal problems.
- How to develop a constructive intervention
- Confidentiality issues
- Documentation of employee work performance issues
- Defining the supervisor's role in the referral process
- How to utilize your EAP during the referral process
- Ensuring all appropriate parties are coordinated

Additionally, our Management Services team possess extensive experience in the facilitation of organizational consultation and intervention. They can provide in-depth assessments related to a variety of workplace issues. Based on the assessment, the Management Services team will summarize the findings, develop a customized intervention, and offer recommendations regarding how the intervention may be implemented within your organization.

The Management Services team can support you in exploring and resolving situations related to violence in the workplace, workplace trauma, critical event management, organizational downsizing or reduction in force, fostering employee morale and engagement, and the enhancement of workplace relationships.

The successful facilitation of any organizational assessment and intervention process is achieved through sustained communication and collaboration with company leadership and key personnel. Your EAP tailors each intervention to your needs using a variety of clinical, organization, and consultative interventions to achieve the desired outcome. Interventions are always developed and administered with an understanding of your organization's applicable policies, procedures, and culture.

