

Understanding Your EAP

And how it can improve
your well-being



Presented to:
**SCHOOLS INSURANCE
AUTHORITY**



Overview

Your EAP can help you in more ways than you realize!

At no cost to you, for example, your EAP can help you and your eligible family members:

- Take charge of your finances
- Tackle legal issues
- Recover from identity theft
- Get a referral to a counselor
- Lose weight
- Quit smoking
- Get help with childcare and eldercare
- Balance work and life

Who's Eligible?

All SIA employees are eligible for EAP benefits.

Also eligible:

- Spouse or domestic partner
- Dependent child or children
- Other members of employee household

Problem-Solving Support

- Confidential
- Toll-free EAP number answered 24/7
- An in-take representative connects or refers you to a professional who can help with:
 - Marriage, family and relationship issues.
 - Problems in the workplace.
 - Stress, anxiety and sadness.
 - Grief, loss or responses to traumatic events.
 - Concerns about your use of alcohol or drugs.

Problem-Solving Support (contd.)

Getting the help you need is easy!

Call toll-free anytime, night or day, to speak with a clinician, get a referral or schedule an appointment.

You are entitled to up to **3/5/7** appointments per individual per incident per plan period. Just choose the kind of appointment that's right for you.

Face-to-Face	<ul style="list-style-type: none"> • In-person appointments with an MHN network provider. • Call for a referral or find a provider online.
Telephonic or Web-Video	<ul style="list-style-type: none"> • Convenient and flexible. • Provided by a network provider or MHN consultant.



Health & Wellness: *Wellness Coaching*

Our wellness coaching services offer extra support when you're ready to change your life. Just call to schedule an initial goal-setting consultation with a dedicated wellness coach.

Then you can:

- Schedule follow-up calls with your coach.
- Reach out as needed via phone, email or IM.
- Receive personalized emails and coach-chosen materials.



EAP Wellness Programs

At MHN, we care about the health of your employees!

That is why, at no additional fee, we have added new wellness tools, portal and telephonic wellness coaching to your EAP!

- ❖ Keeping Healthy People Healthy
- ❖ Access and Engagement on many levels
 - Online portal
 - Simple click to talk to a coach
 - Telephonic access
 - Online messaging between coach and employee



Wellness Suite – A Core EAP Component

- ❖ Access through your companies EAP Website enter through the members.mhn.com website not employers
- ❖ **Available for all employees**
- ❖ **Mayo Clinic Healthy Living Online portal**
- ❖ **Personalized wellness coaching**
 - Consult with a Mayo Clinic Certified Wellness Coach over the phone or instant chat and secure messaging
 - One-on-one program development, goal-setting and support
- ❖ **Interactive online tools**
 - Get started with an easy *health assessment*
 - Trackers and planners for weight, fitness and nutrition
 - Tips and tools for quitting smoking, managing stress, improving sleep quality, and more
- ❖ **Key features include**
 - Recipe finder, menus and food database
 - Demonstration videos, slideshows, and quizzes
 - Integration with leading health devices and apps

Mayo Clinic Health Assessment

Health Assessment is easy to access and takes approximately 15-20 minutes to complete!

Your Health Assessment Questions Your Progress:

WELCOME

WELCOME, Zach!

The first step to better health is understanding where you are today and where you need to be in the future. That's why Mayo Clinic has developed this health assessment to get you started. It will only take about 10 to 15 minutes to complete. All answers are required.

For best results, have this information ready:

- Height
- Weight
- Blood pressure
- Cholesterol values, including total cholesterol, LDL, HDL and triglycerides
- Blood sugar or A1C value

Why take the assessment?

A Mayo Clinic expert explains the importance of knowing your health strengths and weaknesses.

Begin the assessment

Health Assessment Personal Report

Your Health Assessment Results

Completed: 6/24/13

Congratulations, Zach!

Taking the health assessment is a fantastic step toward better health. Below, learn about what you're doing well and areas you can improve.

Your detailed report: Once you understand your results, we'll help you create a plan for improvement.

Physical Activity

Well Done

Great job on cardio! You're getting 100 minutes a week of moderate activity and 60 minutes a week of vigorous activity. This shows that... [SEE MORE](#)

Nutrition

Review

Your typical diet seems to be out on some key nutrients. This could be a natural consequence of a restricted diet. But it can be improved.

Stress Management

On Track

According to your answers, you're experiencing some acute stress. Acute stress is how your body reacts to short-term stress. A job... [SEE MORE](#)

Sleep

Well Done

You're getting good-quality sleep. That's great! Good-quality sleep has many health benefits. Keep up the habits that are helping...

Know your numbers

● Well Done ● Watch ● Needs Work Create Your Plan »

BMI
34

UNDERWEIGHT NORMAL YOU OVERWEIGHT OBESE

Less than 18.5 18.5 - 24.9 25 - 29.9 30 or more

Blood pressure
115/75 mm Hg

YOU LOW OR NORMAL BORDERLINE HIGH

Less than 120/80 120/80 - 139/89 140/90 or more

Total cholesterol
35 mg/dL

YOU NORMAL BORDERLINE HIGH

Less than 200 200 - 250 More than 250

LDL cholesterol
35 mg/dL

YOU NORMAL HIGH

Less than 130 130 or more

HDL cholesterol
96 mg/dL

LOW YOU NORMAL

Less than 40 40 or more

Triglycerides
219 mg/dL

NORMAL YOU HIGH

Less than 150 150 or more

Blood sugar
105 mg/dL

NORMAL YOU HIGH

Less than 100 100 - 109 110 or more

A1C value
n/a %

No number reported.

Health Assessment Condition Alerts

Your Health Assessment Results

Completed: 6/24/13

Congratulations, Zach!

Taking the health assessment is a fantastic step toward better health. Below, learn about what you're doing well and areas you can improve.

🚩
Alerts
Talk with your health care provider about the

- 1 Address your **alcohol use**. Drinking too much can affect your health.
- 2 You may be experiencing signs and symptoms of **depression**.
- 3 Your **A1C** of 8% is too high. Uncontrolled blood sugar can lead to serious health complications.
- 4 You're not taking your **medications** as directed. Share concerns with your health care provider.
- 5 At 130/90, your **blood pressure** is too high. Ask your health care provider for help.
- 6 Your **total cholesterol** of 220 mg/dL is too high. This raises your risk of heart disease.
- 7 Your **LDL** of 100 mg/dL is too high. This can lead to serious health complications.
- 8 Your **triglycerides** of 100 mg/dL is too high. This increases your risk of heart disease.
- 9 A **BMI** of 41 greatly increases your health risks. Ask for help.

Zach, let's start your wellness journey

Using the sliders (click and drag), tell us how you feel about changing these areas.

	How important is it to you to improve this area? <small>0 = not at all 10 = extremely</small>	How confident are you in your ability to improve this area? <small>0 = not at all 10 = extremely</small>
 Nutrition	 <small>0 5 10</small> 7	 <small>0 5 10</small> 5
 Weight Management	 <small>0 5 10</small> 4	 <small>0 5 10</small> 2
 Stress Management	 <small>0 5 10</small> 0	 <small>0 5 10</small> 10

Next step »

Lifestyle & Behavior Change Tools Trackers, Journals, Video, Content

Home » Tools » Nutrition Tracker

Nutrition Tracker

Acme employee announcement
Acme's Summer Health Fair starts today

< View Previous 7 Days

CALORIES On average, you've consu

FAT	09/02 MON	09/03 TUE
SATURATED FAT		
CHOLESTEROL	09/08 SUN	
SODIUM		
CARBOHYDRATES	1780	
FIBER		
PROTEIN	1320	


980
440
0

Calories Consumed

Home » Wellness Plan » Weight Loss » Add 5 habits

Add 5 habits

Add these 5 habits to your daily routine to make healthy changes that pave the way for weight loss.



1. **Eat from whole milk fat**...

2. **Eat vegetables and fruits.**
Eat at least four servings of vegetables and fruits are the foundation of a healthy diet. Eat generous portions while consuming what you want — they also make great snacks.

3. **Eat whole grains.**
Choose brown rice, barley, whole-grain products instead of white, refined and processed grains. Whole grains are rich in vitamins, minerals and fiber and fill you up. Choose the product that isn't highly processed.

4. **Eat healthy fats.**
Choose olive or vegetable oils, avocados. These fats, called monounsaturated fats, are good for your heart. Look for products with little or no saturated fat, so even the healthy ones should be used when cooking.

5. **Move!**
Walk or exercise for 30 minutes or more each day. The more calories you burn, the more weight you lose. Physical activity has many health benefits. If you haven't been physically active, start with a walk. Gradually increase activity.

Home » Tools » Weight Tracker

Weight Tracker

Log your weight at least once each week and stay on track.

STARTING WEIGHT (LBS) 150 edit

CURRENT WEIGHT 147 edit
Last Updated: Aug 20, 2013

GOAL WEIGHT 130 edit
Need help calculating a goal weight?

1 MONTH	276
3 MONTHS	230
6 MONTHS	184
1 YEAR	92


GOAL: 130

Home » Wellness Plan » Weight Loss » Are you ready for weight loss?

Are you ready for weight loss?

Choose one best answer for each question.

Question 1 of 8
How motivated are you to lose weight?



- A** Highly motivated
- B** Moderately motivated
- C** Somewhat motivated
- D** Slightly motivated or not at all

Telephonic Wellness Coaching

Wellness Coaching Topics



Weight



Stress



Nutrition



Physical activity



Tobacco

- Take advantage of this phone based service at no cost to you, and let an experienced wellness coach help you reach your health and wellness goals.
- Work together to maintain your motivation, and reach your health and wellness goals.
- Telephonic coaching works with your busy lifestyle and is easily accessed M - F, 8 am to 8 pm.

Wellness Coaching programs: Weight management, Nutrition, Tobacco cessation, Fitness and exercise, Stress management, Overall lifestyle improvement, Lifestyle management of chronic conditions (e.g., asthma, diabetes, and cardiovascular disease)

Telephonic Wellness Coaching Features

MHN EAP Wellness Coaching

- Mayo Clinic certified Coaches
- Unlimited inbound calls and secure messaging emails
- Live chat available
- Access to Mayo Clinic Wellness portal
- Easy to enroll via website or phone



Standard Wellness Coaching

- Wellness coaching via toll-free phone or instant chat M-F
- Personalized program development and goal-setting
- Initial 45-60 minute intake, assessment and goal setting session
- Coaching programs average five, 15-30 minute scheduled coaching calls
- Smoking cessation coaching - approximately 10 sessions
- Educational materials on fitness and health-related topics
- Wellness center Web portal accessed through MHN EAP member site

Integration with Other Data Sources Contributing to Trackers and Messaging



Integrating your device

To connect a device to the Mayo Clinic Healthy Living online site:

1. Click on Settings in the upper right corner
2. Click on Manage Devices
3. Click on Connect

Once you have connected a device, the data it records going forward will be added to the appropriate tool within about an hour of syncing.

Entries from your fitness device will be labeled with the device name and include calories burned, activity and weight.



Work & Life Services: *Financial*

- Call us to make an appointment for financial counseling (as many telephonic sessions as you need per issue).
 - Pre-retirement planning
 - Credit counseling
 - Debt and budgeting assistance
- Financial tools, calculators and information available on MHN's member website.



Work & Life Services: *Legal*

- 30 minute telephonic or face-to-face consultation with an attorney.
- Topics covered include:
 - Personal and family issues
 - Civil and consumer issues
 - Financial matters
 - Real estate
 - Criminal issues
 - Estate planning
- Legal tools, information and forms available on our member website.

You may also be eligible for a 25 percent discount off the normal hourly rate after your initial consultation.

Flat fees likely not discounted.

Contact us for limitations and exclusions.



Work & Life Services: *Identity Theft Recovery*

- 30-minute telephonic consultation with a certified consumer credit counselor who can assess your situation, create an action plan and provide the knowledge and tools to implement that plan effectively.
- If there is a potential of ID theft, we will “warm” transfer you to an identity recovery specialist who can advise you on how to:
 - Place fraud alerts.
 - Freeze credit.
 - Close affected accounts.
 - File police reports.



Work & Life Services: *Childcare and Eldercare*

- Expert needs assessment.
- Confirmed match referrals to providers in your area who meet your criteria and have confirmed openings.
- Tips and information on monitoring and assessing care.
- Resources to help with adoption, special needs and exploration of educational options.
- Help finding public and private resources, such as skilled nursing, assisted living, and adult daycare providers.
- Searchable childcare and eldercare provider directories on the MHN member website.

Work & Life Services: *Daily Living*

- Research and referrals to help you find businesses, community agencies and other resources to help with the chores of daily life.
- We respond to your inquiry by phone or email within 72 hours with 3-5 names/contact numbers.
- Just a few examples of things we can help you find:
 - Party planning
 - Wedding services
 - Caterers and venues
 - Personal care services
 - Plumber or electrician
 - Lawn care
 - Travel planning
 - Lodging options
 - Car rental services
 - Pet services
 - Specialty vet
 - Pet groomer



Too Much to Remember?

Just visit your member website! You can find all your service details in My Benefits.

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Log In/Register **My Benefits** My Account Member Matters En Español Contact Us Find a Practitioner

Home Emotional Health Wellness Family & Relationships Work & Life Self Help e-Learning Tools & Calculators Topics A-Z

It's About You.
Your Employee Assistance Program provides a wealth of resources for a healthier, happier life.
[▶ Start here](#)

Our Member Poll
April 10-16 is National Volunteer Week. What cause are you most passionate about?
 Arts and culture
 Children and youth
 Disaster relief
 Advocacy and human rights
 None of the above
[▶ Submit](#)

Immediate Crisis Support
Need to talk to someone right away? Please call MHN at **(800) 977-7964**. TDD: (800) 327-0801
24/7 FREE CONFIDENTIAL

Are You Ready?
Check out MHN's new e-learning program, [Readiness for Healthy Change](#).

Let's Chat!
The convenience of a phone call, the warmth of face-to-face. Read more [here](#) or [watch the video!](#)

Contact Us
Have a question or comment? We want to hear from you. [Contact Us.](#)

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Take Full Advantage of Your EAP!

*Bookmark **members.mhn.com**. For full access, make sure to register using your company code: **mce***

MHN Member Website Login

Company Code [?] OR

Username

Password

Remember username

[Forgot username?](#) [Forgot password?](#)

Site areas marked with a lock icon are protected and require a username and password. If you do not have a username, please [REGISTER](#).

If you encounter log in issues, please call MHN's online member support team at (800) 646-9923 and select option 2 at both voice prompts.

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En Español

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We're Here for You

24 hours a day, 7 days a week

- Call **(800) 227-1060**
- Visit members.mhn.com (access code: sia).
- Member brochure has tear-out wallet card with this info.

Q&A



EAP for *Managers, Supervisors & HR*

Your EAP is designed to have a positive impact on employees' wellbeing – and on your organization's performance.

As a manager, supervisor or HR professional, you can help by:

- Understanding and **promoting the EAP** - when team members know about the EAP and how to access it they can solve personal issues before they become serious problems that impact work.
- Using your **EAP client services**, which can help you:
 - Manage people problems and organizational issues.
 - Improve your leadership skills.
 - Develop your teams' skills.
 - Nurture a healthy workforce.

Promoting EAP

Company-Wide or in Your Local Office

Your MHN liaison can work with your account manager to promote your EAP. Take advantage of our materials – such as brochures, posters, flyers, email copy and articles.

- Remind team members of their EAP benefits when:
 - An employee mentions personal difficulties.
 - There is a high level of stress or change in the workplace.

EAP Client Services

We're here to help!

- Management consultations
- Job performance referrals (JPR)
- Critical incident response (CIR) services
- Training & skill development
- Manager's Toolkit

Management Consultations

Telephonic management consultations are available whenever you need them, as often as you need them. Consultations are always confidential.

Our expert **management consultants** provide guidance and support to help you address a broad range of workplace issues, including:

- Performance deficiencies.
- Conduct problems.
- Employee conflicts.
- Concerns about mental illness or substance abuse.
- Changes in the workplace.

Job Performance Referrals (JPRs)

What is a JPR?

- A formal supervisory referral to EAP counseling to assess an employee's:
 - Unsatisfactory job performance.
 - Personal issues that may be affecting performance.
- A management tool to help employees resolve problems and improve job performance.
- *Not* a disciplinary measure (nor a replacement for disciplinary measures).

The JPR Process

Do you have a team member with performance or behavior problems that seem to stem from personal problems? Call your management consultant (MC) for help.

The MC will guide you through the process. If the employee agrees to participate:

- Employee attends evaluation session(s) with a licensed counselor.
- Employee and counselor arrive at a plan to address identified issues.
- If employee signs consent form allowing release of this information, the MC will share with you:
 - Whether the employee attended the session/s.
 - Whether a plan to address the issue was developed.
 - Whether the employee agreed to follow the plan.
- MC advises you on managing performance moving forward.

Critical Incident Response (CIR) Services

What are critical incident response services?

Critical incident response services are designed to support employees after a critical incident by:

- Helping individuals cope in a healthy way and return to normal functioning in a timely manner.
- Helping organizations meet human and business needs.

Examples of critical incidents:

- Death of a co-worker
- Traumatic accidents
- Workplace violence
- Catastrophic events

The CIR Process

Has a critical incident impacted your workforce?

- Call an MHN management consultant (MC) for help. Support is available 24/7.
- MC will assess your needs and, if needed, send a provider onsite to provide critical incident support to employees.
 - CIR services typically occur within 1 to 7 days following the incident.
 - Emphasis is on building resilience.
 - Often provided in a group setting.

Training & Skill Development

- Help employees live better and work better.
 - Work & life seminars
 - Health & wellness
 - Employee skill development
- Develop great leaders and a safe workplace.
 - Management/supervisory skill development
 - Workplace safety & protection
- 84 hours annually
- *Client Services Catalog* includes descriptions, learning objectives and format options for all available titles.

Manager's Toolkit

The Manager's Toolkit features articles, tips and tools developed just for managers and supervisors. You can also download a copy of the Client Services Catalog.

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Manager's Toolkit

Home | Emotional Health | Wellness | Family & Relationships | Work & Life | Self Help | e-Learning | Tools & Calculators

It's About You.

Your Employee Assistance Program provides a wealth of resources for a healthier, happier life.

[▶ Start here](#)

Latest Poll Results

Happy Holidays! How do you spread holiday cheer?

- A) Help out my community: 14%
- B) Bake holiday treats: 19%
- C) Choose gifts from the heart: 23%
- D) Decorate for the season: 27%
- E) Holiday music non-stop!: 17%

Immediate Crisis Support

Need to talk to someone right away? Please call MHN at **(800) 539-4026**.
TDD: (866) 726-1785

24/7 FREE CONFIDENTIAL

MHN Member Pulse


Visit the new [MHN Member Pulse](#).

Eldercare Resource Directory

Need help finding eldercare resources? Search our online [database](#).

Contact Us

Have a question or comment? We want to hear from you. [Contact Us](#).



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EAP Contact Information

We're here for you, 24 hours a day, seven days a week!

Members

- Call **800-227-1060**, option **2**
- Visit **members.mhn.com**
 - Access code: **sia**

Managers/supervisors

- Call **800-227-1060**, option **4**
- Visit **members.mhn.com**
 - Access code: **sia**

SIA MHN MEMBER DISTRICTS

- *El Dorado County Office of Education*
- *Folsom Cordova Unified School District*
- *Galt Joint Union Elementary School District*
- *Galt Joint Union High School District*
- *Hayward Unified School District*
- *Latrobe School District*
- *Natomas Unified School District*
- *Placerville Union School District*
- *Rescue Union School District*
- *Robla School District*
- *Sacramento City Unified School District*
- *Sacramento County Office of Education*
- *Schools Insurance Authority*

Q&A



