

LifeMatters® Services Overview

Unified School District 232



Today

- Introduction to LifeMatters®
- Overview of program
- Review of confidentiality and program access
- Human Resources Support

Common Issues

- Parenting
- Budgeting
- Legal questions
- Workplace concerns
- Emotional issues
- Relationship concerns
- Improving wellbeing
- Child and eldercare resources

LifeMatters®



Delivered in the way the client prefers... telephonic,
face-to-face, video, chat and text



When Someone Calls

A LifeMatters Counselor:

- Explains confidentiality and your benefit plan
- Listens to your concerns
- Provides support and problem solving
- Explores options and develops a plan to assist you with resolving your issue
- Offers ongoing support and follow-up



Counseling Services

- No call monitoring
- Unlimited telephonic access – 24 hours a day, 7 days a week
- 6 free in-person counseling sessions with a local counselor
- Referral to insurance covered resources for ongoing assistance
- Ongoing follow-up and satisfaction surveying

Financial and Legal Consultations

Financial

- Unlimited financial consultation with certified financial representatives
- Debt consolidation, credit report reviews, budgeting, financial planning
- Online educational materials and financial calculators
- Identity theft assistance

Legal

- Free initial consultation for divorce, custody, real estate, personal injury, estate planning and adoption
- Will kits for simple wills
- 6 page document review
- Phone call or letter prepared by attorney to resolve simple disputes
- Online templates and forms

WorkLife Services

Consultation, information and referrals are available for:

- Child care
- Elder care
- Education
- Adoption

Online self-serve locators



Healthy Living Services

- A tobacco cessation program
- Stress management tips
- Health and wellness articles and tips
- An online self assessment program



Convenience Resources

Telephonic convenience resources and referrals:

- Home repair
- Travel planning
- Wellness
- Entertainment services
- Pet sitting
- Apartment locators
- Anything you need help finding, we can help!



mylifematters.com

Information & Resources

- Topical libraries & “Get Prepared” resources
- Calculators
- Quizzes, videos, self-tests
- Monthly health updates& tips

Interactive Online Learning

- Monthly and archived webinars
- E-learning sessions



LifeMatters App



Online and mobile hub for accessing EAP intake and services:

24/7 access to call center

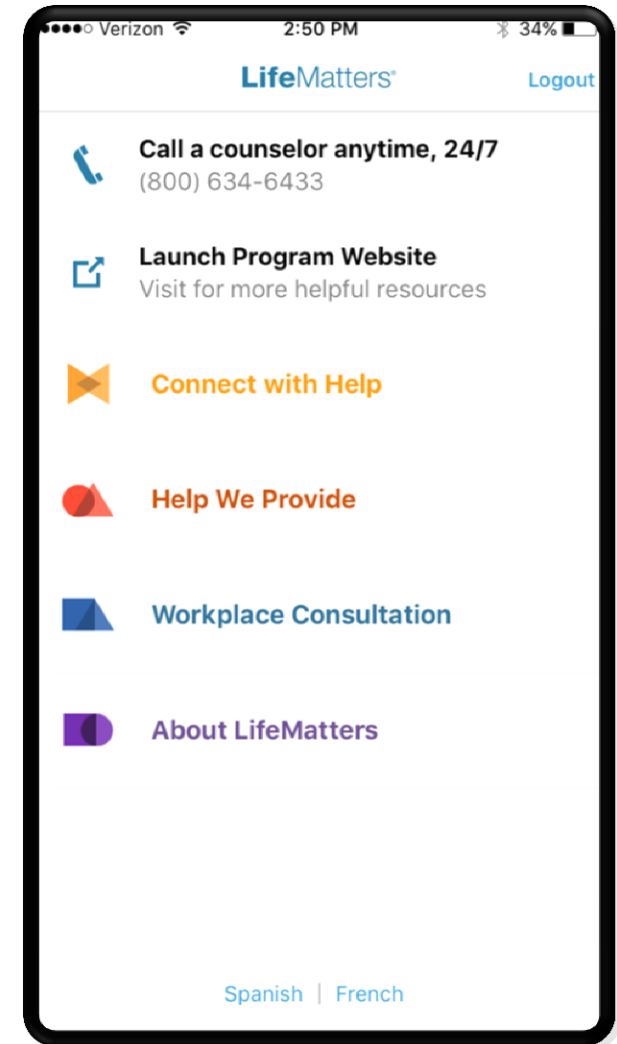
Telephonic counseling

Video counseling

iMatters – secure instant messaging

Program website

“LifeMatters” Mobile App at Google Play or App Store



LifeMatters®

Employee Assistance Programs from Empathia

Personal Referrals

- Generated out of personal concern
- Gentle reminder to employee
- Usually in situations with no or minimal performance problems
- Not in conjunction with job action

Referring a Co-Worker to LifeMatters

1. Approach your co-worker
 - “Are you okay?”
2. Support your co-worker
 - “That does sound difficult to deal with.”
 - “I can see why you’re upset.”
3. Refer your co-worker
 - “Hearing this is difficult for me. I hope that you call LifeMatters to get some assistance.”
 - “It sounds like you’re at a difficult time in your life. Have you thought about talking to someone?”

Dedicated Consultation Team

Consultation Specialists

- Employer focused
- Concerns related to drugs, alcohol & performance
- Performance concerns – interpersonal issues with co-workers, clients, productivity, etc.
- Provide coaching as problem solving resource

Performance Coaches

- Employee focused
- Partner with consultation specialists
- Provide coaching for presenting issues
- Confirm employee is receiving correct care
- Point of contact for questions about treatment plans, provider concerns or options

Trauma Response



Providing consultation and support in times of crisis such as:

- Violence in the workplace
- Co-worker death or suicide
- Natural disaster
- Tragedy affecting an individual
- Terrorist attack

24/7 triage and onsite services:

- Trauma Response Team
- Customized materials
- Resilience based approach
- Ongoing management support
- National network of providers

Points to Remember



Includes Family – For individuals, their dependents and household members

Free – There is no cost to employees for LifeMatters services

Voluntary – Use is at the discretion of the individual

Confidential – Within the limits of the law

Probable or imminent risk of suicide

Probable or imminent risk of homicide or grave bodily harm

Possible abuse or neglect of a child or vulnerable adult

Probably threat to national security

LifeMatters®

Employee Assistance Programs from Empathia

Using LifeMatters®

Professional assistance is available 24/7 at

1-800-634-6433

and

mylifematters.com

Passwords:

USD232

