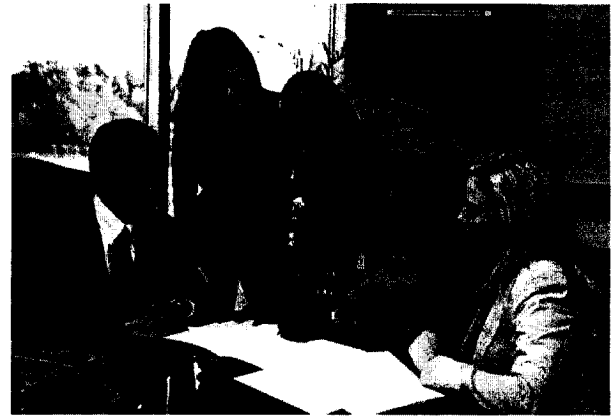


**ESI** EMPLOYEE  
ASSISTANCE  
GROUP



*More  
benefits for employees.*



*More  
services for management.*



*Better  
results than any other EAP.*

*Each year, one out of five employees faces a significant problem that disrupts life at home and productivity at work. That's why it's so important to have an EAP that provides the broadest possible menu of services to address those problems.*



Each year 20% of your work force suffers from a personal problem that inhibits productivity – theirs, yours, and all too often, that of their co-workers. It might be a child in trouble, an aging parent needing care, an unpaid debt, or a substance abuse problem. Whatever the source, the result is predictable. unplanned absence, work distraction, and diminished productivity.

We can help.

ESI's signature two-pronged approach distinguishes us from other EAPs.

We provide:

- An extensive menu of services for your employees to address their most pressing problems, as well as a broad array of life-enhancement benefits.
- A suite of management tools and resources for you and your supervisors to help you to minimize, manage, contain, or prevent disruptive work force problems.

## *We offer your employees more*

ESI offers the most comprehensive benefit package available. We start with all the traditional EAP counseling services designed to address significant life problems. Then, we add Work/Life benefits to address the everyday problems involved in juggling work and family. But that's not all. We go one step further to deliver benefits designed to enhance quality of life not just for your employees, but for their family members, too. Our EAP strongly enriches your existing benefit program.

## *We offer your managers more, too*

You and your front-line managers need the tools and services to help deal with important compliance and liability issues. The 20% of your work force that will experience life problems account for most involuntary terminations. They file more workers' compensation claims, are absent more often, and incur more disability costs. We have redefined the EAP concept to include an entire menu of management-focused solutions to help you minimize costs and maximize productivity. Our EAP provides an important adjunct to your internal Human Resource staff

## *Quality service, first and foremost*

Delivering a premier level of service is our primary objective. To ensure this, we have developed the most rigorous quality assurance program of any EAP. The program includes concurrent review by a Clinical Director for all severe cases, a 24-hour problem resolution process, and comprehensive member satisfaction surveys. Our quality assurance program is a key reason why ESI can boast a member satisfaction rate of nearly 99% and a client retention rate that exceeds 97%.

### Utilization

Traditional EAP

ESI

*ESI serves 35% more employees than a traditional EAP.*

### Quantity of Services

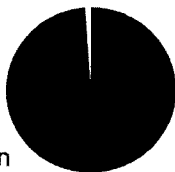
Traditional EAP

ESI

*Our members receive 17% more services than with a traditional EAP.*

### ESI Member Satisfaction

*Almost 99% of employees who contact the EAP are satisfied with the service they receive.*



# ESI employee benefits *solve problems and improve quality of life both on and off the job*

## **Employee Assistance Counseling Benefits**

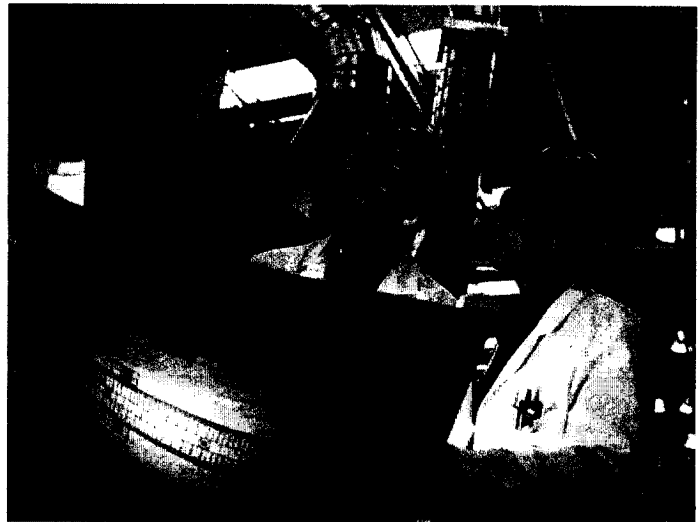
When one of your employees is facing a significant personal problem, he or she can call for assistance at any time 24 hours a day, 7 days a week. Day or night, our lines are staffed by experienced counselors with a Master's or Ph.D. degree. And if a referral is needed, we have a provider network with over 25,000 counselors available. Some of the most common issues our counselors deal with are:

- Mental and behavioral health issues
- Alcohol and substance abuse
- Loss and grief
- Family violence
- Separation or divorce
- Stress management

## **Work/Life Counseling Benefits**

With our Work/Life Counseling Benefits, your employees can access help and expert resources to address the challenges and concerns of daily living. Some of the most common Work/Life issues that our members face include:

- Child care and daycare
- Aging issues and elder care
- Health and wellness
- Legal problems and family law
- Debt and debt restructuring
- Financial planning
- Education and tuition planning
- Real estate and tenant/landlord concerns
- Estate planning, probate, and wills



## **Information Resource Benefits**

Sometimes your employees don't want or need the in-depth help that our counselors can provide, and prefer to find answers themselves. Those who prefer a "self-help" option can visit [www.theEAP.com](http://www.theEAP.com) to access resources on thousands of topics, or they can call our 800 number to have information mailed within 48 hours. Some of the common issues that our members seek information for include:

- Wills and other legal templates
- Home ownership and mortgages
- Cancer, diabetes, and other illnesses
- Taxes and the IRS
- Consumer rights and resources

## **Personal Development and Training**

Our Personal Development Program helps employees balance their work, life, and career objectives. Employees can create a work and life action plan, and follow up with more than 50 online training modules to develop skills in a host of work and life areas. A sampling of these tutorials include:

- Business writing basics
- Presentation skills
- Applying leadership basics
- Achieving personal goals
- Recognizing and managing anger

## Wellness Center

The Wellness Center is a comprehensive resource to create an individual or organization-wide wellness program. At the core of the program is an online individual health risk assessment. Members who take the assessment can then access hundreds of wellness articles and videos, locate training materials, and receive a complete nutrition assessment.

## Lifestyle Benefits

By harnessing the aggregate power of hundreds of thousands of members, we negotiate special rates and discounts that we pass on to our members and their families to help them access programs and services designed to enhance their quality of life. Some of the benefits that we offer include:

- Fitness programs
- Weight loss
- Smoking cessation programs
- Retirement and college savings planning

## Adoption and Special Needs

This benefit offers important family and child care programs. Adoption counseling includes consultation with an experienced adoption counselor, a MSW Social Worker, who assists the employee through the various stages and types of adoptions. Members receive our Adoption Guide. Counselors offer referrals to adoption agencies and adoption support organizations.

We also offer assistance to members who have children with a broad range of special needs, such as autism, physical disabilities, developmental disabilities, diabetes, and language disorders, to name but a few. Our counselors will conduct a needs assessment, discuss the pertinent options, and make referrals to community resources.

*All employee benefits are just  
a phone call or a click away...*



[www.theEAP.com](http://www.theEAP.com)

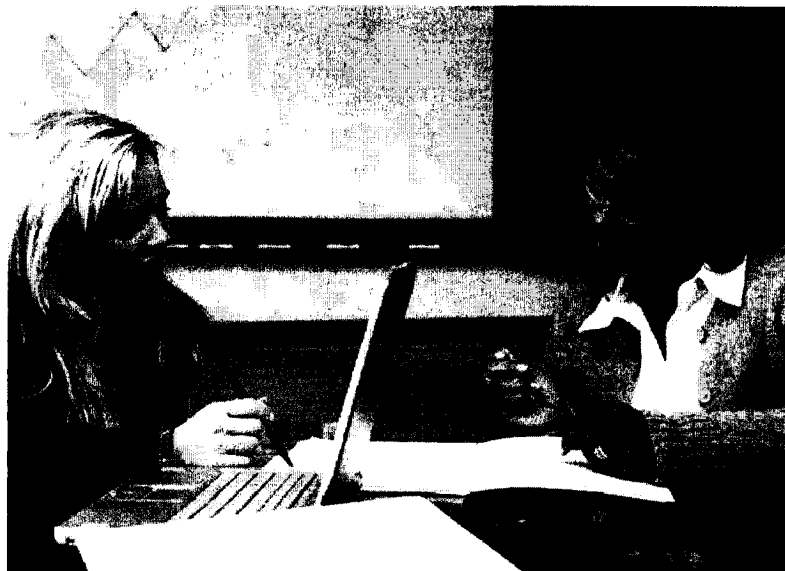
All employees - and any members of their immediate family - are entitled to telephone counseling services 24 hours a day, 7 days a week. And when members call, experienced counselors - not call center staff - provide immediate help.

Our counselors are the industry's best. To qualify, a counselor must have either a Master's or Ph.D. degree in a counseling discipline and a minimum of five years of clinical experience. Our counselors are also characterized by a caring and empathetic approach and commitment to excellent service.

For face-to-face counseling, a member is referred to a local counselor for additional help. We've built a referral network of more than 25,000 private practice providers located throughout the U.S. and Canada to supplement our proprietary counseling services. In addition, our [www.theEAP.com](http://www.theEAP.com) web site is available day and night, offering private access to thousands of articles, assessments, videos, and information resources.

# ESI management services *are designed to minimize costs and maximize productivity*

While most EAPs focus on employee services, we strongly believe that helping your employees is only one part of the equation. We have redefined the EAP concept to include an entire menu of management-focused solutions to help you improve productivity and deal with important compliance issues. ESI is the only EAP to offer this menu of HR tools and resources designed to minimize costs and maximize productivity.



## **HR Consultation**

When complex employee issues arise, we provide direct access to our human resource consultants and clinicians. Certified Senior Professionals in Human Resources (SPHR) and senior clinical counselors provide assistance on individual personnel issues.

## **Administrative Referral Program**

The Administrative Referral is a formal process to address unacceptable employee performance and document remedial actions. When a manager is confronted with an employee performance problem, your Human Resource Department can refer the employee to a case manager for counseling. Employers who utilize this program find that most employees can be restored.

## **Trauma Response Service**

In the event your organization experiences a serious traumatic event, a trained response team is available. We provide on-site intervention by a senior counselor with special expertise in dealing with traumatic events.

## **Background Search Benefits**

Sometimes the best management assistance we can provide is to help identify inappropriate potential employees before they are hired. Organizations that conduct pre-employment background checks can cut turnover rates and trim the costs of rehiring and retraining. With ESI, you will be able to verify Social Security numbers and determine if candidates appear on the national sex offender registry or the FBI wants and warrants at no charge. Other screening for such things as credit history, driving records, local criminal records, and work history verification is available at a 35% discount.



[www.theEAP.com](http://www.theEAP.com)

### **Drug Free Workplace and DOT Compliance Programs**

Most employers recognize the value of maintaining a drug free workplace. Drug Free Workplace compliance requires creating a Drug Free Workplace policy, conducting drug and alcohol awareness training, and offering treatment options for employees abusing drugs in the workplace. Our consultants guide and assist in the development of a comprehensive program.

The Omnibus Transportation Testing Act mandates alcohol and drug testing for "safety-sensitive" employees in the transportation and pipeline industries. Our entire program is available to client organizations via the Internet, where employers have access to up-to-date policies and procedures. There are links to all necessary resources, including drug testing sites and substance abuse professionals. In addition, we include the online training programs needed to ensure that managers and supervisors meet federal training requirements.

### **ESI Management Academy**

ESI is the only EAP to offer a complete curriculum of online compliance and management training programs. Our Academy includes dozens of course modules covering the full range of employee compliance issues, critical employment practice issues, and management training. Supervisors can log on to the web site and take courses whenever they wish.

## *ESI provides an important adjunct to your internal Human Resources staff*

Some of these compliance courses include Violence in the Workplace, Sexual Harassment, Discrimination, and Drug and Alcohol Abuse. Emerging managers and supervisors can sharpen their management skills with courses in such topics as Coaching Skills, Team Building, Problem Solving, Leadership, Stress, and Delegation.

All online courses in the Management Academy can be taken at no charge. For an additional fee, ESI professional trainers are available to conduct custom on-site or web-conference training programs for managers and supervisors on the key human resource issues.



**ESI** EMPLOYEE  
ASSISTANCE  
GROUP

*More benefits for employees.  
More services for management.  
Better results than any other EAP.*

1-800-535-4841

[www.theEAP.com](http://www.theEAP.com)