

MCCCD Employee Orientation – LF

Welcome to your member orientation. This presentation will provide you with a general overview of the Employee Assistance Program, work-life services, legal and financial services, and identity theft consultation. You might be asking yourself, what is Resources for Living, or even what is an Employee Assistance Program? At its essence, an Employee Assistance Program is a starting place for you to address any personal issues. It's a cost-free benefit provided to you by your employer because they want to support a healthy workplace, and they know a healthy workplace means having healthy employees. With Resources for Living, you'll find access to counseling, work-life services, such as childcare referrals, as well as legal and financial support, and more. This is paid for by your employer and is completely confidential. Information is not shared with your employer. Now, there are certain times when we are required to breach confidentiality. If we have any concerns about child abuse or neglect, elder abuse or neglect, if we're concerned that you're at risk to hurt yourself or someone else, or if you sign a release that grants us permission to share information with specific individuals.

Who can access these services? First and foremost, you can. You can start using these services as of the first day that you're hired. And in addition to you, anyone who lives in your household can access Resources for Living as well. It doesn't matter what their relationship is to you, how old they are, or what their health insurance coverage is. And your dependent children up to the age of 26, regardless of whether or not they live at home, can access these services. If you have a child who lives with a different parent or they're away at college or living out on their own, they can access all the benefits Resources for Living provides. To get help, you simply tell us the name of your employer and that you are an employee, a household member, or the child of an employee.

There are lots of different reasons that you can call us. If you need help with emotional support, stress management, coping with grief, depression, managing your anger, or if you're having suicidal thoughts, we can help. If you'd like to improve your relationships with a partner, spouse, family member, or child, we can help. You might also contact us when you want to focus on self-improvement, working on your self-esteem, personal development, or want help with goal setting. You can contact us regarding your health and wellness, fitness and nutrition, or balancing work and life. And there's also access to legal and financial help and tools as well. We can assist with legal issues and things like budgeting or identity theft.

Let's dive into these benefits a little bit more. First and foremost, you have access to free short-term counseling. You have a designated number of counseling sessions that are available to you completely free. That means no copay. It's completely free. All you have to do is call the number for Resources for Living, and we will help connect you with a master's level counselor who's inside our nationwide network. And then you can choose if you want to meet with the counselor face-to-face or through televideo. And when you can't wait for a counseling appointment, you can call us for in-the-moment support. We can help you right then and there. In the moment, support does not count as one of your included sessions.

You, as well as everyone in your household and your children living away from home up to age 26, can work with a counselor for support with personal or work-related issues. Visit us online to be guided to a provider who can help with your specific needs. Simply log onto your member website to find care that works for you. Care options include Alma. Through Alma, you can easily get connected to a licensed therapist, in person, or online to support your mental wellbeing. Start with a consultation to discuss your support needs and goals, and feel free to schedule as many consultations as you need to find the right match. Minute Clinic, work with licensed therapists in person, in select locations, or through confidential online therapy using the Secure CVS app. And Talkspace, which is virtual therapy. With Talkspace, you can send texts to your counselor who will respond within one working day. A week of texting counts as one session, or you can schedule 30-minute televideo sessions. You can also search for providers online or give us a call to get help finding a provider that works for you. Support is available to help you and your loved ones with all of life's challenges.

In addition to in person and televideo services, members ages 13 and older also have access to Talkspace chat therapy. This network features 5,000 licensed, insured, and NCQA verified providers from all 50 states. The therapists are master's level or higher clinicians averaging with nine years experience post-supervision, and many are multilingual. They use evidence-based practices, including cognitive behavioral, dialectical behavioral, and psychodynamic therapy, among others. Therapists provide assessments, ongoing therapy, and referrals to appropriate levels of care. With chat therapy, you can send text, audio, or video messages to your therapist every day if you want. And your therapist will reply by text message up to five days a week. Once a day, up to five days a week. It's secure and HIPAA-compliant so you can feel comfortable sharing information. With chat therapy, one week of chatting counts as one counseling session. And if you want to continue with Talkspace after you've used your EAP sessions, you get a 25% discount on their rate.

To sign up for chat therapy, go to your member website, click on the Talkspace link on the homepage, and you'll be directed to a website that has an introduction video and service information. Just fill out the form, create an account, and get started. And once you sign up, you can go directly to Talkspace without going through the member website.

Mind Companion Self-Care is an online mental wellbeing program that can give you support where and when you need it. This digital self-paced support program provides access to evidence-based support tools to help you manage depression, anxiety, stress, work-life balance, substance misuse, and more. Once you select your focus area, you'll be guided through sessions that include videos, interactive questions, and relaxation exercises. You can also track your mood to see your progress over time. You'll have access to programs such as anxiety, depression, anger, substance misuse, sleep, stress, marriage, romantic relationships, work-life balance, conflicts at work, and work productivity. Content is based on proven clinical techniques, including cognitive behavioral therapy and positive psychology, along with mindfulness and resiliency programs. These methods can help you make positive behavior changes, manage emotions, and find more fulfillment in life. Use us as a resource and referral service for a variety of needs. Things like childcare, elder care, education options, pet care, household services, and so much more. A work life consultant will provide you with support, such as referrals, resources, or educational materials.

Let's explore the legal and financial benefits available to you. You have access to a free 30-minute consultation with one of our participating attorneys for each legal matter every year. And after that, if you need additional support from that attorney, you can access a 25% discount for those services. Your legal benefit includes family-related issues, civil issues, landlord and tenant disputes, criminal problems, estate planning, immigration, and motor vehicles. You can also call to get a free 30-minute consultation with one of our financial experts on each available financial topic. These topics include budgeting, debt, saving for retirement, funding college, buying versus leasing, mortgages and refinancing, financial planning, and tax questions.

And if you've had an issue with identity theft, reach out for a free phone consultation. We can help assist you with identity restoration and provide steps to avoid future losses. Through your legal services, you can also create a will online. Having a will in place is a smart thing to do, and you can do it for free. You can choose the will for the state you live in and different formats that apply to your personal situation and needs. This is completely free, private, and secure. To access the online will, visit the legal services section on your member website. Select legal forms and documents, then click on personal documents. Choose your state and then get started on creating your will. It's that simple. Or for another option, you can call for a free will kit that you can complete using a free consultation with an attorney.

You also have access to a member website with a wealth of information and resources. You can find self-assessments, webinars, podcasts, videos, articles, and so much more. You can access the resource center, work life assistance, find support on life and relationships, mental health, and substance misuse, your career, and your overall wellbeing. Simply log in and spend some time on the website to see all that's available to you.

You might be wondering what happens when you call. When you call your Resources for Living phone number, you'll be connected to one of our consultants. They'll talk with you and help you figure out your needs. Then they'll work with you to connect you with the appropriate resource. You can get work-life assistance for help with day-to-day needs, be connected with legal or financial support, or other services. If you're looking for counseling, they'll help you to find an in network provider that can meet with you face-to-face or through televideo. And if you're having an urgent need, they'll connect you to one of our counselors for in the moment support. Thank you for being a member of Resources for Living and for joining me for your member orientation. We're here for you.

Resources For Living

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