



IMPACT Employee Assistance & Work/Life Program Orientation



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What is the IMPACT Employee Assistance Program (EAP)?

The primary objective of the IMPACT EAP is to provide you with:

- » a comprehensive assessment,
- » non-medical, short-term solution focused counseling,
- » support,
- » strategies to address immediate needs and stressors and
- » an action plan and recommendations for further intervention, when appropriate.



What is the IMPACT EAP?

A resource for any issue (personal, family or work related) that causes stress, pressure or concern in your life

- » Complimentary
- » Confidential
- » Voluntary



Who is eligible for services?

- » All employees
- » All household members, dependents and non-dependents
- » Dependents away from home
- » Parents and parents-in-law of the employee



Services Available

- » Live 24/7 IMMEDIATE response by licensed mental health professionals
- » 3 complimentary counseling sessions
- » Priority and emergency scheduling
- » Follow up



Services Available

- » Professional counseling provided by highly qualified mental health professionals for
 - ▶ Stress, anxiety and depression
 - ▶ Divorce, marital and family problems
 - ▶ Job concerns
 - ▶ Alcohol and drug abuse
 - ▶ Caregiver stress
 - ▶ Parenting



Services Available

- » Web-based wellness and work/life resources, including
 - ▶ Self-search referral locators
 - ▶ Interactive personal development programs
 - ▶ Financial calculators and legal documents
 - ▶ Health risk assessment tools
 - ▶ Seminars
 - ▶ Resource centers
 - ▶ And much more...



www.myimpactsolution.com

Employee Assistance and Work/Life Program

Offering you and your employees peace of mind that there is always someone to talk to, 24 hours a day, 365 days a year.

[> Read more about IMPACT](#)



We are the official EAP
Provider of the Inter-University
Council of Ohio.

IUC selects
IMPACT
[Read more >](#)



Specialists in Support to Higher Education

- Employee Assistance and Work/Life for your Faculty and Staff. [Read More](#) | [Watch Video](#)
- Student Assistance - Filling the 24/7 gap when your staff is NOT available. [Read More](#) | [Watch Video](#)



Employee Assistance and Work/Life Experts

A Personalized Program for Business, Industry, Healthcare, School Systems and Municipalities. [Read More](#) | [Watch Video](#)

IMPACT Solutions is widely recognized as a leader in the EAP field.

IMPACT Solutions is a behavioral healthcare and people development consulting firm with an experienced staff of EAP, Student Assistance, counseling, coaching, training, organizational development and medical specialists. Since 1981,

IMPACT on the Web

The IMPACT Program is a benefit for daily life matters, offering access to confidential professional support 24 hours a day, 365 days a year.

For Live Immediate Assistance **Call 1-800-227-6007**

provided by:
impactsolutions

Member Login

Please enter your *Username* to access Work Life Services.

Username*

HR/Manager Login

Please enter your *Username* and *Password* to access Work Life Services.

Username*

Password*

Forgot your username or password? Contact IMPACT at 1-800-227-6007 for assistance.

IMPACT on the Web

The IMPACT EAP offers confidential professional support for work/life matters

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Live immediate assistance, 24/7
800-227-6007

PARENTING ▼ AGING ▼ BALANCING ▼ THRIVING ▼ WORKING ▼ LIVING ▼ INTERNATIONAL ▼

Newsletters & Information EAP Videos

News For You

EAP OVERVIEW

APRIL

Welcome to *IMPACT Employee Assistance Program_Demo*

Thank you for visiting the **Confidential IMPACT Solutions Employee Assistance & Work/Life Program** on the web. The IMPACT Solutions staff is here for you and your family 24/7. To learn more about what IMPACT provides [click here](#) or call **800-227-6007**.

You can also e-mail your account manager, **Luci Payne**, with **non-urgent** questions by [clicking here](#), or simply call the toll-free hotline at **800-227-6007**.

We believe that no challenge is too difficult to overcome with the support of qualified professionals and appropriate resources, and we are here to help.

Sincerely,

The IMPACT Solutions Team

Centers



The Quit Center

Tobacco Cessation Tools & Resources

Tobacco Cessation Tools and Resources allow you to access resources to help you quit using tobacco products. You can also call 800-227-6007 to learn more or to schedule a time to talk to one of our cessation specialists.

Depression & Suicide Prevention Center



Use the arrows to see more options by scrolling up and down.

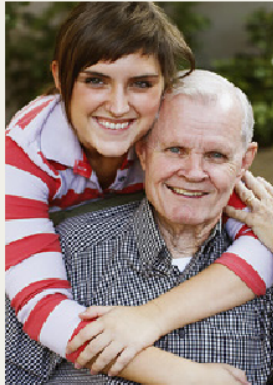
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Locate Resources

[Adoption Services](#)[Child Care Services](#)[Education Services](#)[Older Adult Services](#)[Pet Services](#)

Monthly Feature



Caregiving: Adjusting to Your New Role

The role of caregiver can bring with it a variety of tasks and responsibilities that require both you and your aging family member to make adjustments.

[Learn more about... Caregiving: Adjusting to Your New Role](#)

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[Disease](#) [Parenting](#) [Fitness](#) [Computer](#) [Memory](#) [Holidays](#)
[Abuse](#)

Online Seminars

Register for these upcoming Online Seminars



[10/15/13 - Getting Your Affairs in Order: Five Essential Documents](#)



[11/19/13 - Teaching Your Children Responsibility](#)



[12/17/13 - Your Path to Inner Peace](#)

[View All](#)

[View archived](#)

Give us your thoughts...

Are you ready to be a caregiver?

- ☐ I am totally prepared.
- ☐ I could make it work.
- ☐ I'd need help.
- ☐ I've never thought about it.

[Vote](#)

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Favorite Content

- [Get Back to the Basics to Find Balance in Life](#)
- [Changing Your Attitude](#)
- [Coping With the Death of Your Pet](#)
- [Anger Management](#)
- [Retirement Tips for All Ages](#)

Tools

- [Advanced Search](#)
- [Request a Call Back](#)
- [Suggest a Topic](#)
- [What's New?](#)

Services Available

» Legal assistance

- ▶ Complimentary 30 minute consultation
- ▶ 25% discount on most fees if further assistance is needed
- ▶ Consult with attorneys in your state pertaining to family law, power of attorney, living wills, real estate, etc.



Services Available

- » Financial assistance provided by qualified financial counselors
 - ▶ Financial planning services
 - ▶ Debt management assistance
 - ▶ Bankruptcy prevention
 - ▶ Credit report review
 - ▶ Educational materials
 - ▶ Housing education



Services Available

» Identify theft prevention & recovery

- ▶ Free identity monitoring through the legal and financial center on the web
- ▶ Complimentary, professional assistance to
 - help you identify ways to protect yourself from identity theft and/or
 - guide you through the recovery process you have already been the victim of identity theft



Case Example

45 year old Sally is a 20 year employee with an excellent performance history. She is currently in the midst of a divorce, attempting to quit smoking, has financial hardships and caring for an elderly mother.

Follow up

Sally is called in two weeks to assess her progress. At 6 weeks Sally is sent an outcome survey by email

24/7 EAP phone support

Sally speaks with a master level licensed mental health professional who provides in-the-moment support and a complete assessment

Counseling Referral Authorized

EAP phone counselor sends assessment findings to local network counselor to address depression & anxiety

Elder Care Specialist

Sally receives a referral to an eldercare specialist who provides respite services and home health support referrals



Financial Counseling Specialist

Sally is then warm transferred to IMPACT's financial counseling service to address debt issues and collection calls

IMPACT Website education

EAP Phone counselor refers Sally to the "Quit Center" on the IMPACT website for information and tools to help her quit smoking

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To Access the IMPACT Employee Assistance Program

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800-227-6007

or

For additional resources visit
www.myimpactsolution.com



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