



**MYgroup**  
McLAUGHLIN YOUNG



# Employee Assistance Program

- ➔ 35 years' experience as an independent EAP working with all industries and sizes
- ➔ Global provider network with 40,000 providers in over 200 countries
- ➔ Require the highest level of clinical credentials in the EAP industry
- ➔ Offer First Responder, Healthcare, Student and Member Assistance Programs
- ➔ Measure outcomes of EAP such as decreasing missed work hours by 35% and improving employee retention of formal referral participants by 75%

## Assessment and Counseling

Help is available 24/7/365 through our toll-free number. When employees and family members call the EAP, they are offered a face-to-face counseling session in which a thorough assessment can be conducted by a licensed, experienced clinician in their area.

## Management Consultation

Managers and supervisors have access to unlimited telephonic consultations when sensitive workplace issues arise, freeing them to focus on their professional responsibilities while reducing your organization's liability.

## Formal Management Referral

An employee with a documented decline in work performance or an on-the-job incident can be referred to the EAP as a way to motivate them to seek and accept professional assistance.

## Substance Abuse Screening

Our clinicians provide identification, education, and referral for alcohol and drug abuse issues in a confidential, efficacious manner.

## Coordination of Fitness for Duty

When safety is a concern, we refer an employee to a qualified professional resource to conduct a fitness for duty evaluation. We coordinate the referral and maintain communication with HR or management regarding the employee's ability to return to work.

## Critical Incident Response

Our EAP staff is trained and experienced to provide an immediate response when a crisis event impacts the workplace. Our approach includes proactively educating managers, providing coaching in-the-moment, and facilitating an onsite response.

## Global EAP

Throughout our trusted network of international providers and strategic partners, we offer global coverage at a local level – covering over 200 countries and territories. This means no matter where your employees work, they can receive the assistance and support they need.



“Pain in the body and, in an organization, is not always felt where it is originating. If left undiagnosed and untreated, personal and workplace issues can significantly impact other parts of an organization and, ultimately, profitability.”

*R. John Young, Ph.D., Founder & Chairman, MYgroup*

## Work-Life Services

### Online Resources

When a personal problem arises, employees have unlimited access to a comprehensive website that includes a resource library with more than 11,000 articles. The site features searchable databases and resource links for child care providers, elder care, and related services. Financial tools include a discount shopping program. Downloadable legal forms, such as wills and power of attorney documents, are available as well.

### Legal Services

Our nationwide network of attorneys provides consultation to employees and family members regarding their legal concerns, with the exception of those involving disputes or actions between an employee and their employer or the EAP or for business issues. MYgroup offers both free telephonic advice and local referral services for a free half-hour consultation. In most instances, the attorneys agree to discount their hourly fees by 25% if additional assistance is required.

### Financial Services

Qualified financial counselors and educators are available Monday through Friday with pre-scheduled counseling sessions available on Saturday, during the day or evening. If an appointment is desired for an hour-long consultation, we will send the caller applicable worksheets and educational materials prior to the appointment as well as a summary of goals and next steps after the appointment.

### ID Theft Recovery

ID theft recovery provides employees with a toll-free, telephonic consultation with a financial professional. The caller can get support with avoiding, responding to, and correcting identity theft.

### Consultation & Referral

Work-Life Services can be upgraded to include consultation and referral, which includes a work-life specialist taking further steps and providing customized, confirmed, matched referrals within 6 to 12 business hours.

## Training & Development

### EAP Core Training

MYgroup offers relevant, topical overviews based on some of the most prevalent issues addressed by the EAP. Programs are one-hour in length and appropriate for a “lunch and learn” setting.

### Compliance Training

Addressing workplace issues, such as harassment, diversity, and substance abuse, our compliance training programs are designed for both employees and managers.

### Online Training

Online seminars are available at [mygroup.com](http://mygroup.com). New seminars are added and promoted each month on relevant topics.

