



## **MISSOULA COUNTY EMPLOYEE ASSISTANCE PROGRAM**

Provided by: **CERIDIAN (UNUM) Work-life Balance**

To help Missoula County employees find solutions for the everyday challenges of work and home; and support emotional and physical well-being.

**Toll-free, 24 hour access:**      **Crisis Counselors are available 24 hrs//365 days**

**Telephone:**    800-854-1446 (English), 877-858-2147 (Spanish), and 899-999-3004 (TTY/TDD)

**On-Line (WWW):**      [www.lifebalance.net](http://www.lifebalance.net) user ID and password are: **lifebalance**

### **WHO IS ELIGIBLE?**

The Employee Assistance Plan (EAP) is a benefit for all regular Missoula County employees, family members (regardless of address) and anyone significant to the employee.

### **THE BENEFITS**

Ceridian (UNUM) Work-Life Balance EAP benefits provide a variety of services covering the full spectrum of issues related to Family, Health, Life, Work, and Money. Legal, financial and educational resources as well as traditional EAP counseling services are available through Ceridian's website or through the 24/7 toll free telephone contacts.

- **Counseling – Short Term**                      **Up to 3 in-person sessions per issue**  
Live phone access to master level staff clinicians 24 hrs/365 days a year for information, assessment, action planning, crisis intervention assistance, short term problem resolution and referrals.
- **Legal Consultations**  
A 30 minute consultation with an attorney is available by phone or in person, per issue. Employees receive a 25% discount for legal services beyond the initial consultation. Web resources include a legal library with information on more than 900 topics. State specific forms are available at no cost on the website.
- **Financial Consultations**  
Telephone consultation is provided by accredited financial consultants on a wide range of topic such as: financial planning assistance, consultation on credit management, budget analysis, home buying, mortgage refinancing, estate planning and information on tax planning and preparation. "Retire-Rewire-Renew: Planning Your Life after 50" on-line retirement planning tool. NO investment advice or loan funds are available. 30+ financial calculators are available on the website
- **Educational Resources**  
Information is available on the website on a full range of topics such as childcare, elder care, stress, addiction, recovery, problems at school, study habits, etc. Consultation is also available using the toll free telephone access.
- **Management Services**  
24/7 resources are available for managers and supervisors requesting assistance with employee performance and behavior management. Assistance for directed referrals of employees to EAP services; return to work coordination and support and assistance with fitness for duty determinations are available.

## **MISSOULA COUNTY PERSONNEL POLICIES**

### **416.00 EMPLOYEE ASSISTANCE PROGRAM (EAP)**

The Missoula County Employee Assistance Program (EAP) has been implemented in order to retain valued employees, to increase effectiveness on the job and to encourage a positive work environment by assisting employees in coping effectively with personal or job-related problems.

The purpose of the EAP is to provide this assistance through special arrangements with outside, professional counseling resources. The program is designed to deal with a broad range of issues such as emotional, behavioral, family, marital, chemical dependency, financial, legal, and other personal problems.

#### **416.10 ELIGIBILITY**

This benefit is available to all regular full-time and part-time employees working at least 1040 hours per fiscal year and their families. EAP provides problem assessment, consultation, short-term counseling and referral. Cost for this service is covered by Missoula County. The employee or family member shall be responsible for the costs of services provided upon referral to other resources. Some of these expenses may be eligible for payment by the employee's health insurance.

#### **416.20 REFERRAL**

Participation in the EAP is voluntary and will not jeopardize an employee's job security or promotional opportunities.

- Self-referral to the EAP is encouraged.
- It is the responsibility of all levels of management to refer employees to the EAP when appropriate to assist in resolving employee job performance problems. Supervisors and managers will base referrals to the EAP strictly on the basis of job performance and work behavior in accordance with county policy and procedures.
- If an employee initiates discussion of a personal problem with a supervisor, the supervisor may recommend that the employee use the EAP.

#### **416.30 CONFIDENTIALITY**

Employee referral to and participation in the EAP, as well as all records and discussions of personal issues, will be handled in accordance with strict confidentiality regulations. Records will be kept by the designated counseling resource and will not become part of an employee's personnel file.

EAP's policy of confidentiality allows information to be released only:

- with written and informed consent of the client;
- when the EAP staff determines that there is a clear and imminent risk to the client or to the community; or
- when required by a court order.

In addition, child abuse must be reported in accordance with state law.

When an employee is referred to the EAP in lieu of discipline or discharge, the Department of Human Resources may require that the employee authorize verification of attendance at EAP sessions.