

Employee Assistance Plan

City of Independence

August 2023



PAS
Personal Assistance Services

PAS Team

William DeMaio
Account Services

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Account Services

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What We Believe

We believe all people need to feel the sense of purpose, hope, and dignity that is enriched through relating and connecting with others. With a passion to impact the world, we love what we do — compassionately inspiring people to thrive at home and at work. We serve people personally — soul-to-soul. With servant hearts and proven results, we help people improve the quality of their lives.



PERSONAL ASSISTANCE SERVICES

An employee perk: life event support service that helps people with virtually any life need. **A human capital business strategy:** performance improvement tool + averted claims to the medical plan.

What are the City of Independence's EAP Needs?



Human Capital Initiatives

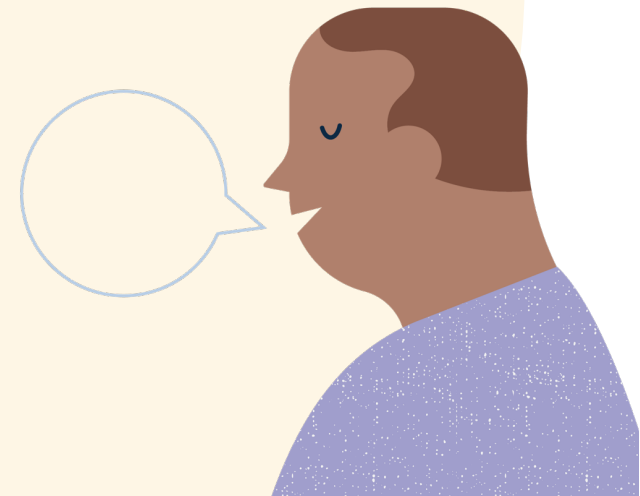
- Mental health access & support
- Critical incident response
- Health and well-being training – police & 1st responders, shift workers
 - Formal referrals: Performance improvement, safety violation, last chance agreements
 - Substance Abuse Professional -SAP services
 - Medical claims – cost containment

Integration with Police Psychologist, Department Chaplains for Police and First Responder Support

- Regulated Well-being check-ins
- Peer support training
 - Post-shooting debriefing
 - Fitness for Duty coordination with Police Psychologist
- Spouse and family support
- Special Orders

Employee Benefits & Perks

- Life event support
- Employee retention
- Wellness Program Integration



Participant Care Journey

Human Care Navigator

Voice answered live by Masters level counselors 24/7

TEXT • LIVE CHAT • VOICE • EMAIL/FILLABLE FORM

Digital Care Navigator

Digital needs assessment/severity stratification features suggested services and ability to connect with a PAS counselor directly

MYPASEAP.COM & MYPASAPP

Digital Well-being Platforms

Self-paced, interactive learning and practice platforms + ability to reach a PAS Human Care Navigator

MINDHEALTH MATTERS, RXWELL, eM Life

Assessment & Services Offered

Services are matched with participant clinical and life management needs, personal preferences, and provider specialties

COACHING SERVICES

Sub-clinical mental well-being + specialty coaching and guidance from licensed/certified life event professionals



COUNSELING

Licensed Masters and PhD-level EAP counselors



INTEGRATED DIGITAL MENTAL & PHYSICAL HEALTH RESOURCES

Interactive, self-paced cognitive behavioral therapy, mindfulness and well-being education, practice and progress tracking

Access & Care Arrangement

Care is arranged promptly via the participant's preferred means of engagement



In-Person



Live Chat



Televideo



Text



Voice



Email



Personalized Care Plan and Follow-Up

With provider and participant to assure case is on track, participant satisfaction, additional counseling and life management services are offered as applicable

Initial Engagement

All channels point to a human counselor for in-the-moment support, needs assessment/risk assessment, and care navigation.



Voice, text, chat in the moment with PAS counselor/care navigator



Self Schedule televideo/voice initial consultation and/or on-going care



Digital Learning & Practice Platforms:

- MindHealth Matters
- eM Life Mindfulness
- RxWell Cognitive Behavioral Therapy



Email, myPASapp, myPASEAP.com asynchronous messaging



Digital Care Navigator needs/risk assessment, guidance to care



Service Delivery

Personally arranged counseling and coaching services – matched to preferences, specialties and lived experience; follow-up throughout course of care

Participants text and chat with PAS counselors between scheduled sessions



Voice + Text



Live Chat



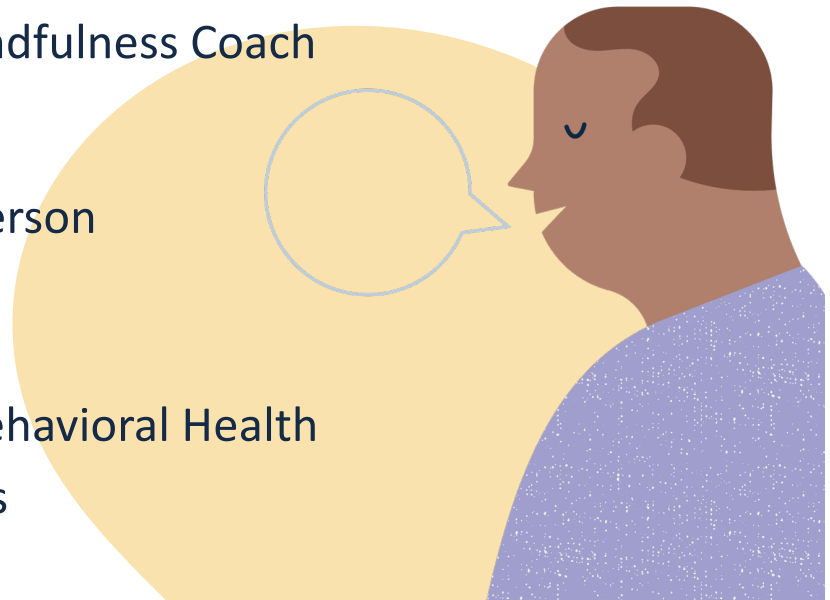
Televideo + Live eM Life
Mindfulness Coach



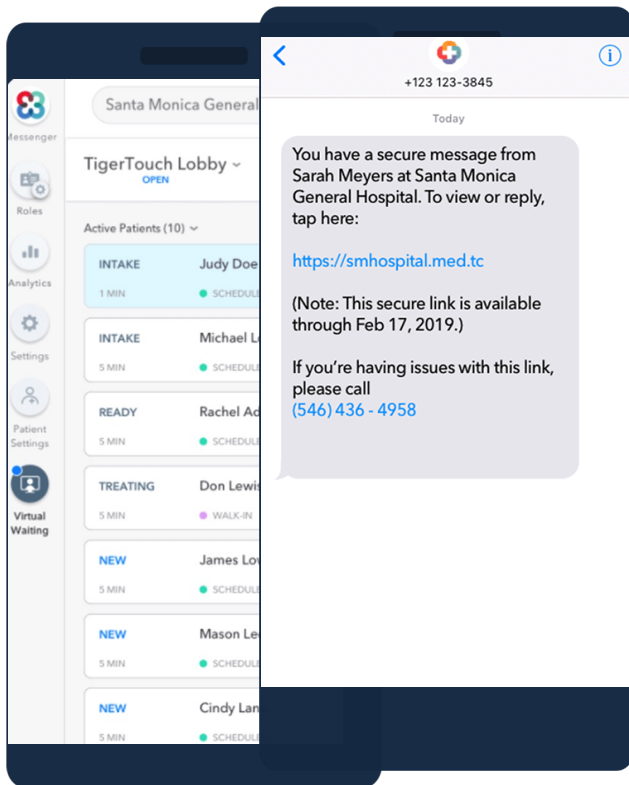
In-person



Digital Behavioral Health
Platforms



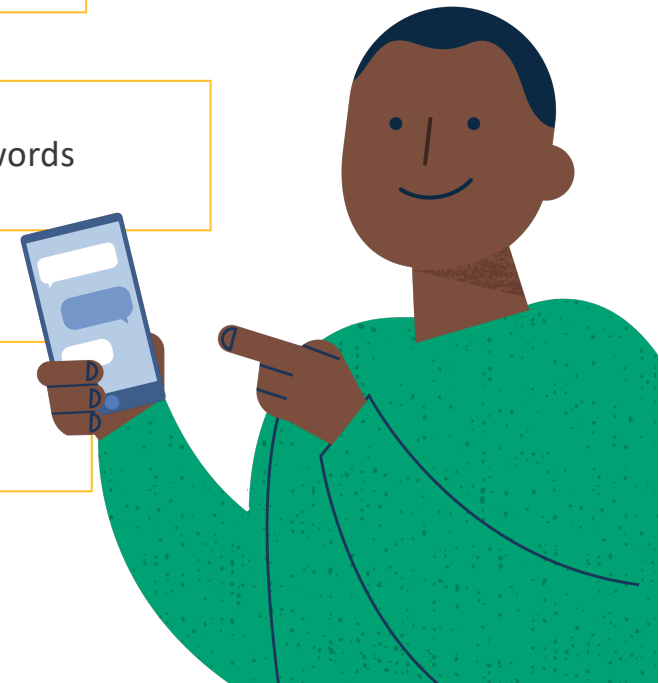
Secure Texting with Coach or Counselor



1 PAS Coaches and Counselors can quickly and conveniently communicate with clients via encrypted text messaging

2 Easy use – no apps or passwords

3 Easily send files or submit forms



Police & First Responder Support



- PAS KC area sub-network specializing in First Responders, Police, Veterans, & Trauma
- Police & First Responders bypass intake – immediate connection
- Collaboration with department peer support teams
- Consultation & training (sleep, cumulative stress, shift schedules)
- Ride-alongs
- Police regulated check-ins
- PAS staff CISM experience
- Peer support training curriculum

Counseling Services Plan Designs

1 Session-limited Model

- **1 – 6 Session-limited Model**
(75% – 85% resolved within EAP)
- **\$2.76 PEPM**

1100 Covered
Employees

- ◆ **Plan Design Differentiator:**
Averted claims to the medical plan +
removes monetary barriers to care for the
participant

2 Short-term Solution- focused (versus session focused) Model

- **No predetermined limit on the
number of sessions per episode of
care**
(93% – 97% resolved within EAP)
- **\$3.38 PEPM**

Organizational Services – 30 hours included

\$325 Disruptive Event

\$250 Training

\$200 Health Fair/Employee Orientation

\$200 Dedicated bank of hours for virtual non-regulated well-being check-ins (2 to 3 can occur per hour)

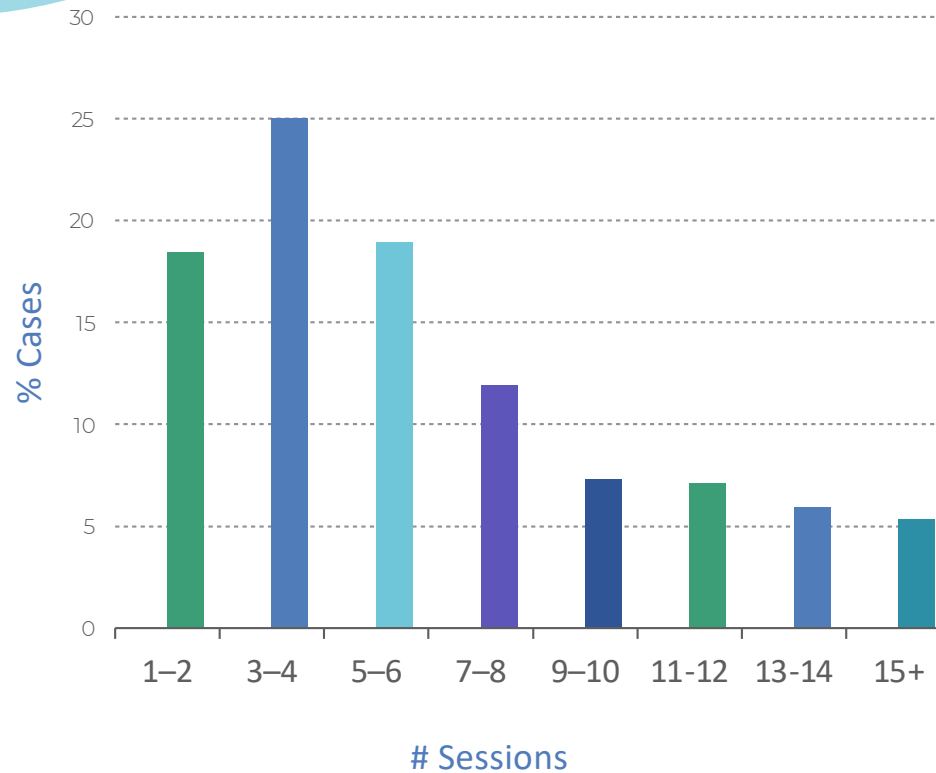
Regulated well-being check-ins \$150 per case

Visit Stratification



◆ Plan Design Differentiator:

- Solution versus session focused
- 93% – 97% of cases resolved without generating referral to the medical plan
- Saves claims cost for sponsor and out-of-pocket expense for participant



◆ Plan Design Differentiator:



Life Management Advocacy Services

Enhancing Physical, Social, Emotional, and Financial Wellbeing



Parenting & child development consultation

Education planning- special needs through gifted

Adult ADHD coaching

Home learning coaching



Eldercare management & asset protection coaching

Household organization coaching
Work organizational & productivity coaching

Sleep coaching



Weight and nutrition coaching

Personal health coaching

Fitness coaching

Tobacco cessation coaching

Life and wellbeing coaching



Money & financial coaching

Financial stress relief

Online financial wellness center

Legal consultation

Online legal resource center

LifeMart discount center



LifeTools resource center

Career coaching

Retirement coaching

Continuing education planning

Popular Services – Municipalities

- Eldercare Management, Legal Consultation, Professional Organizer
- Financial Coaching + LifeMart Discount Center, Financial Wellness Center
- Weight & Nutrition, Career Coaching, Life & Wellbeing Coaching

MindHealth Matters - August 2023

Decision Fatigue Is a Real Thing

Do You Know the 8 Dimensions of Wellbeing?

The Art of Finding Your Independence

Happiness Doesn't Just Happen

12 Fun Ideas to Get Your Kids Pumped About Heading Back to School

LEADING WELL: CULTIVATING WELLBEING IN THE WORKPLACE

Check Out These 5 Programs to Increase Employee Engagement

FINANCIAL FITNESS: RESOURCES TO FINDING GREATER PEACE

The 8 Dimensions

Below are brief descriptions of the areas of wellbeing and how they affect the way we feel about our lives. Select each number on the icon or use the arrows to advance right and you will learn more about each dimension.

Environmental

Our external environment affects us. We need to be aware of this and make changes when necessary. This could mean redecorating our office or bedroom, playing soft music, or turning off the news if it causes stress. It could also mean requesting a change of work location if the person next to us talks too loudly, uses offensive language, or plays music we don't like.

Managing 8 dimensions can seem like a lot. But remember, it's all about self-awareness and creating balance. If one area is causing problems, address it. Just don't forget to pay attention to the other areas as well.

PRACTICE

Quick Connect to PAS



For personal, confidential assistance and support:

Main Phone: 1-800-356-0845

Farm Families Phone: 1-833-999-FARM (3276)

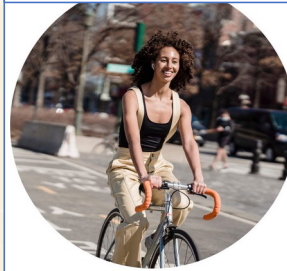
Web: <https://www.pasasp.com> (live chat)

Email: pasadmin@pasasp.com

Text: 1-314-451-5727

How to Find Happiness

Studies have shown the big things, like that new car, don't increase our happiness enough, or for a long enough time, to affect our overall sense of wellbeing. Instead, it's the little things that bring contentment. Try the following:



Prioritize fun

Everything doesn't have to be connected to work. Take a break from the board games. Think back to a time when you were active, and do that again. Dance. Run. Don't have to be good at something to enjoy it. Try something fun every day, even if it's small.



Get creative

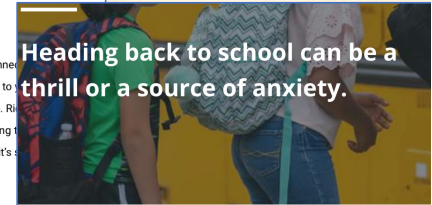
Sing. Write. Paint. Sculpt. It doesn't matter what you do. The act of creating has a calming effect.



Connect with people you love

You don't need a reason. Make some time to connect with a friend. Meet someone for coffee. Go to a party, and wear your fanciest clothes. Join a sports league.

Heading back to school can be a thrill or a source of anxiety.



A new school year brings fresh possibilities and opportunities for growth. It's a break from figuring out how to keep them busy all day. But it can also be a carefree summer spent hanging out with friends and getting to know new people. Tackling difficult subjects or facing bullies, which can leave them feeling nervous. Here are some ideas to help them—and you—get excited.

12 Fun Ideas to Get Your Child Excited About School



Talk About It!

Tell your kids stories about when you were in school and about your own first-day-back memories. Ask them to write a letter to their future self, who they're eager to see, what they're most excited about,

Give them some control.

Let them pick out their own school supplies and outfit. When it comes to the first day of school, nothing spells confidence more than a notebook with a kitten on it or a

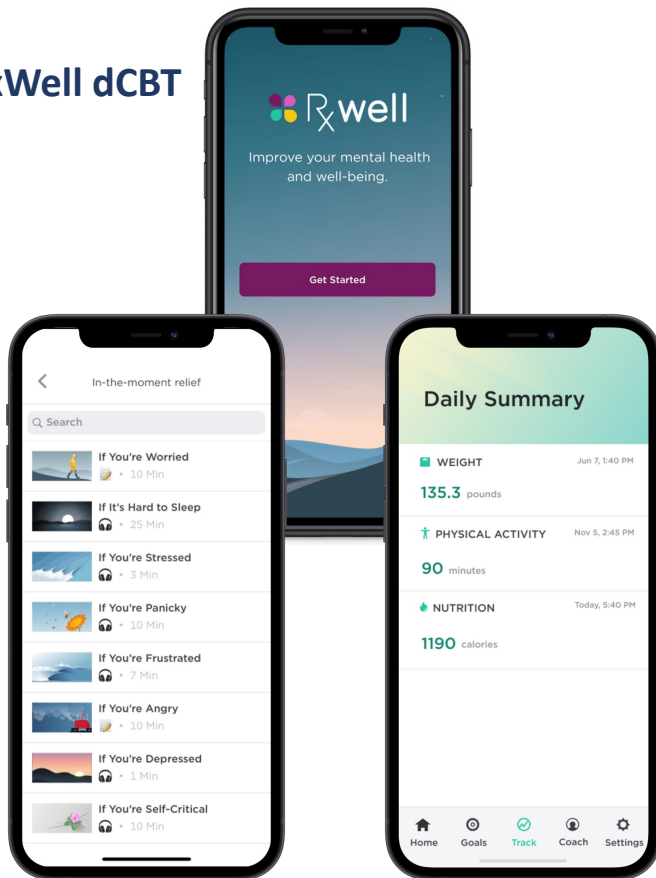
Do some

At least a week before school, have a breakfast, an outfit, and their backpack

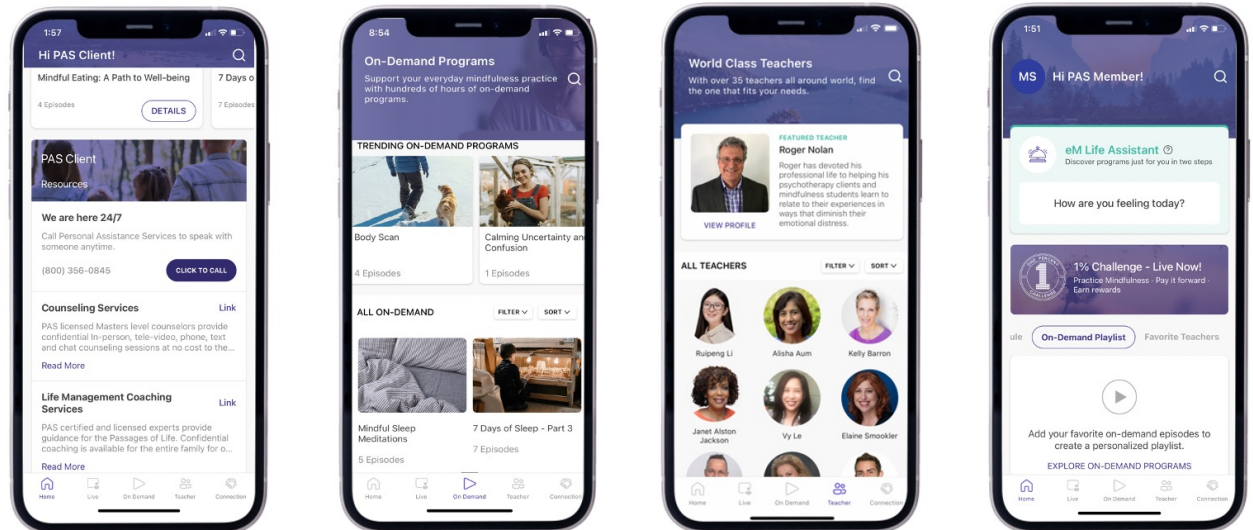
Integrated Digital Learning & Practice Platforms

◆ Plan Design Differentiator:
Connect with a PAS counselor directly from the platforms

RxWell dCBT



eM Life Mindfulness



◆ Plan Design Differentiator:
Clinically validated, state of the art engagement experience

EAP Mindfulness Comparison

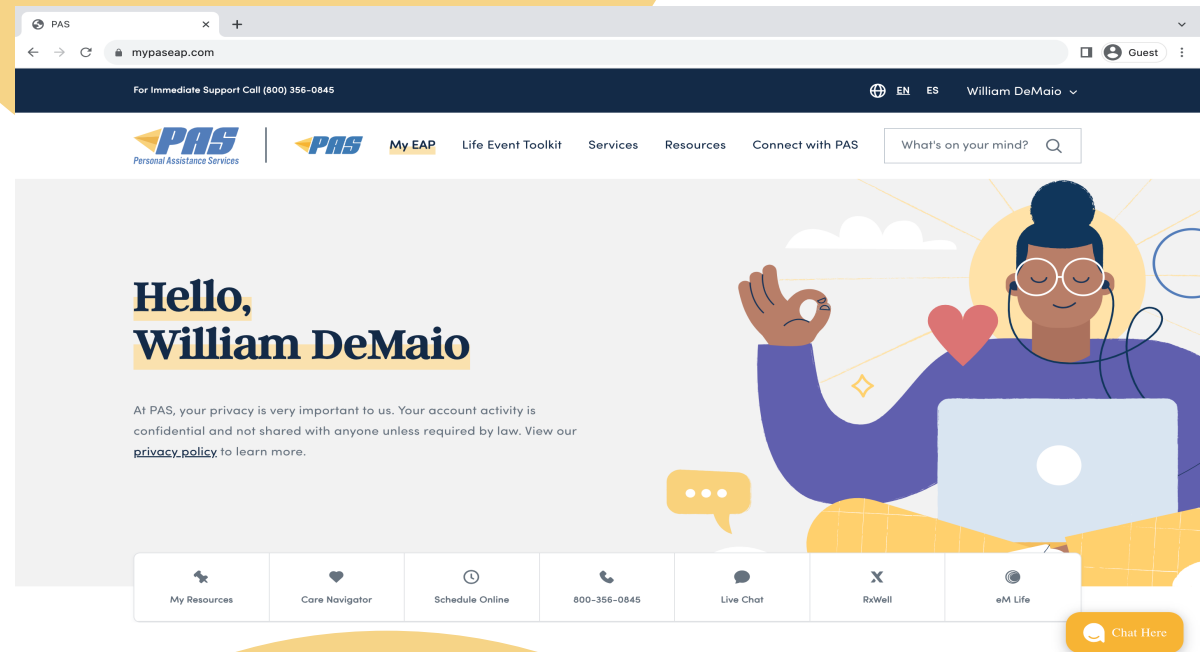
PAS's mindfulness solution vs. competitors

	PAS w/ eM Life	Headspace	Calm	WHIL	Lyra	Ginger	Talkspace
Globally, diverse Mindfulness Teachers with IMTA certification	Yes	No	No	No	No	No	No
Immediate access to live expert-led, interactive mindfulness programs	Yes, 5,000+	No	No	No	No	No	No
Fresh relevant content with new topics and skills shared every day	Yes	No	No	No	No	No	No
On-demand mindfulness content	Yes – hundreds of hours	Yes	Yes	Yes	Yes - Calm	No	Np
Weekly, experiential learning content & practices	Yes	No	No	Yes	No	No	No
Personalized strategies that individuals can integrate into daily life	Yes	No	No	No	No	No	No
Applied mindfulness practices that help individuals build skills	Yes	No	No	Yes	No	No	No
Expert-led community to inspire learning, engagement and purpose	Yes	On-line	No	No	No	No	No
Game and Meditation timer to build and sustain healthy habits	Yes	Yes	Yes	Yes	Yes - Calm	No	No
Seamless integration across entire EAP experience	Yes	No	No	No	No	No	No

myPASEAP.com
myPASapp

Member Portal

- Secure single-user login, optimized user navigation, and participant-centric tools
- Accessible via all mobile devices
- Centralized access to PAS's care navigator, PAS's scientifically validated digital learning & practice platforms (eM Life, RxWell, MindHealth Matters)
- Ability to connect directly with a PAS counselor via voice, live chat, text, email
- Interactive micro-trainings
- Legal, Financial, and LifeTools resource centers, LifeMart discount center



City of Independence – specific
resources

paseap.com | (800) 356-0845

Digital Care Navigator

Personalized guidance to services and resources customized to the participant

- Choose area of interest or concern
 - Take a brief assessment
- Receive severity/urgency stratification
- Recommended plan of action:
resources, services and level of care

Schedule services with a PAS Human Care Navigator

PAS
Personal Assistance Services

DIGITAL NAVIGATION TO PAS SERVICES AND RESOURCES

How can PAS assist you today?

Need help finding care? Try our digital care navigator to find recommended services and resources available to you based on the topic of your choice.

Care Navigator

myaseap.com/care-navigator

How can PAS assist you today?
Please choose one of the topics below then click the Continue button










- My Services & Resources**
Services and resources available to you from PAS
- My Wellbeing**
Assistance with your mental or physical wellbeing
- My Life**
Support and guidance for navigating life's challenges
- My Family**
Planning or responding to a family concern or tragedy
- My Career**
Assistance and guidance with my career or work life
- Crisis**
Help with a crisis involving you, a coworker or a loved one
- Manager Resources**
Resources for managing employees in the workplace

CHAT NOW

Member Resources




ON DEMAND TRAINING

Micro Training for Employees




 Avoiding Burnout Burnout can make you feel disconnected and apathetic. This microtraining is an opportunity to identify signs of burnout and possible... Micro Training →	 Bullying in the Workplace No one wants to face bullying in the workplace, but unfortunately, it does happen. This training will empower you to identify potential bullying and/or... Micro Training →	 Caring for an Aging Loved One At some point in our lives, many of us find ourselves in the role of caretaker to someone we love, like a parent or grandparent. Knowing how to include... Micro Training →
 Children and Divorce Divorce is stressful, and when children are added to the mix, it can add complexity. During this microtraining, you'll learn how to talk to kids about... Micro Training →	 Choosing Retirement With increasing lifespans and earlier retirements becoming more common, there is more flexibility in choosing how to spend one's retirement. Assuming... Micro Training →	 Coping with Grief and Loss Experiencing some sort of loss will inevitably happen to everyone. And while the grieving process is unique for each individual, being able to identify... Micro Training →
 Daily Money Management	 Enhancing Communication	 Getting a Divorce

POPULAR RESOURCES

Digital care solutions

 eM Life Purpose-driven mindfulness and wellbeing education solution. Learn more →	 MindHealth MATTERS State-of-the-art, engaging and interactive digital monthly magazine. Learn more →	 RxWell Interactive exercises and in-the-moment relief techniques. Learn more →
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Available Online Resource Centers







 Legal Resource Center Accessible 24/7 from PAS' member portal, this center includes do-it-yourself legal documents and topical	 LifeMart Discount Center Cost savings on everyday goods and services: child care, education, furniture and appliances, automotive services,	 Member Resource Center Hundreds of articles and videos on a host of wellbeing topics accessible from your member portal. Ability to pin
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CHAT NOW

https://mypaseap.com/life-toolkit

CLICK ON A TILE BELOW TO LEARN MORE

PAS Offers Assistance for Any Life Event

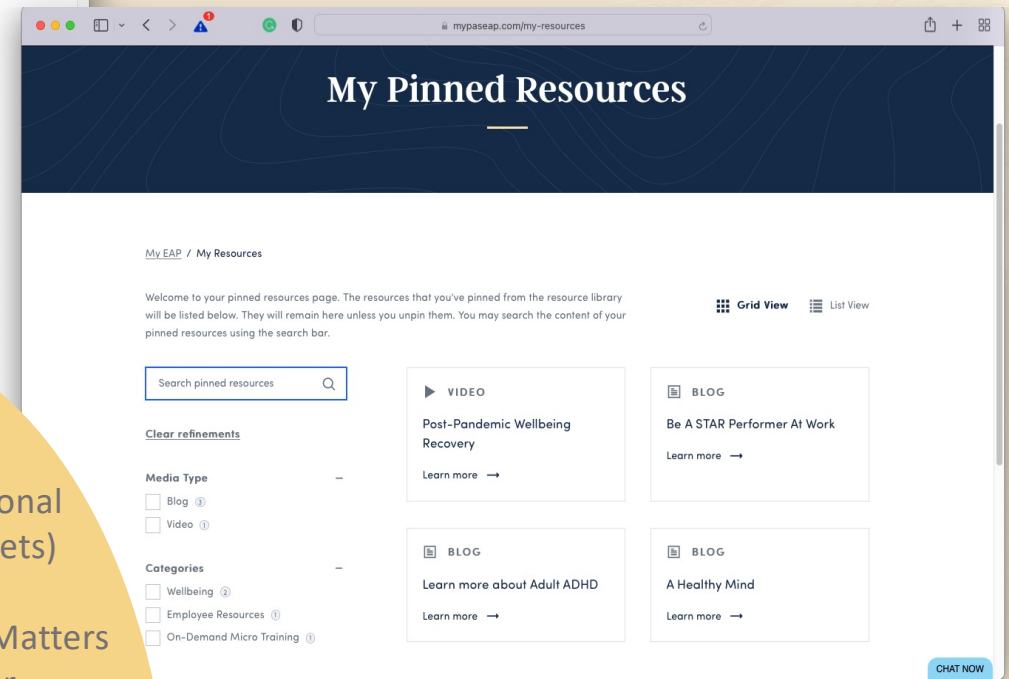
 Living on Your Own Explore ways you can thrive in work and relationships, or speak with a certified money coach about budgeting and planning for the future	 Marriage & Divorce Visit with a counselor to explore how to best thrive together as partners, combine households, and adjust to new roles within your family	 Starting a New Family Speak with a certified health coach, childcare specialist, or lifestyle and wellbeing coach for resources and assistance with your growing family
 Raising Children Speak with a certified child development expert, a certified parenting coach, or a	 Work-Life Balance Speak with a life coach for personalized guidance to achieve goals. make	 Mental & Physical Health Meet with a licensed counselor, speak with a licensed dietician, or talk with a

City of Independence-specific resources

Spanish



Pinned Resources



- Favorites for regular daily use (personal calculators & worksheets)
- Monthly MindHealth Matters digital newsletter
- Resources for future viewing



Performance Improvement & Mandatory Referrals

Using EAP as a Management Tool

DFW/DOT Compliance Training

Substance Abuse Professional Services

Organizational Services

Informal, Formal and Mandatory Referrals to EAP

- ➔ **Manager Consultation** – Concern for Well-being of Employee/Team, Life Event Support
- ➔ **Informal Referral** – Early Performance Decline, Attendance Problems, Behavior at Work
- ➔ **Formal Referral** – Performance Improvement
- ➔ **Mandatory Referral** – Drug Free Workplace, Positive Drug Test, Safety Regulated Referral, Last Chance Agreement

Substance Use Mandatory Referrals

- ➔ Substance Abuse Assessment, Level of Care Determination
- ➔ PAS Treatment Coordination and Monitoring
- ➔ Recommendation for Readiness to RTW
- ➔ PAS Post Return to Work Supportive Services



Organizational Services

Annual Bank of 30 hours included

Additional hours available

Fee for Service

- Critical Incident Response \$325/hour
- Training \$250/hour
- Regulated Well-Being Check-ins. \$150/case

Training Services

On-site

Virtual

On-demand

- Health & Well-being Topics + Orientation to the EAP
- Using the EAP as a Management Tool
- Drug Free Workplace
- Critical Incident: On-site Presence, Virtual well-being check-ins
- Psychological First Aid for Managers and HR
- Setting the Stage for Resilience
- ICU – Identify, Connect and Understand coworkers in distress

Customized Support for COI Police, Fire, EMS

- In collaboration with Department's forensic psychologist, coordination of care & RTW services within Special orders/Post Incident protocols
- Sleep, Shift work, Cumulative stress - Responding to the Call
- Support coordination with Police Chaplains
- Focused Spouse/life partner support

Disruptive Event Support

→ Prompt expert consultation,
recommended action plan

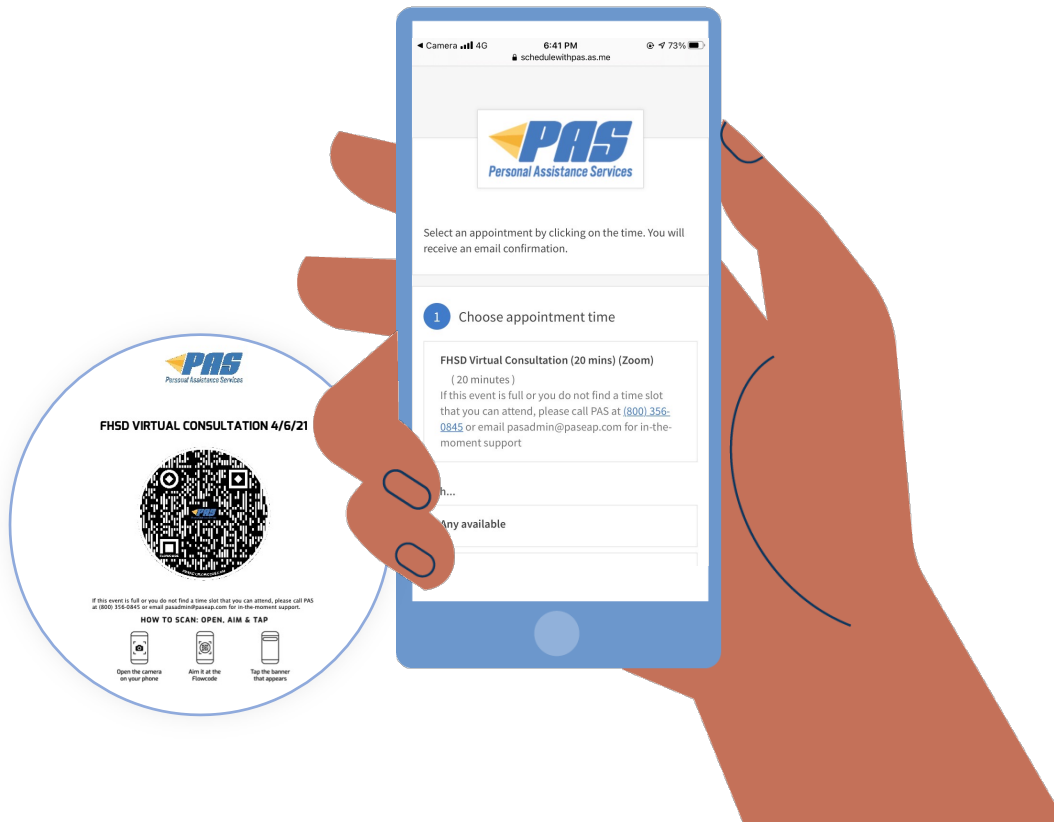


- Crisis management briefing
- Group defusing/brief educational sessions
- One-on-one support
- Small homogeneous (in similar circle of impact) group – psychological first aid
- Educational materials to take home
- Grief and loss interventions
- Post-trauma individual counseling via the EAP
- Post-trauma processing groups (cohesion and support)



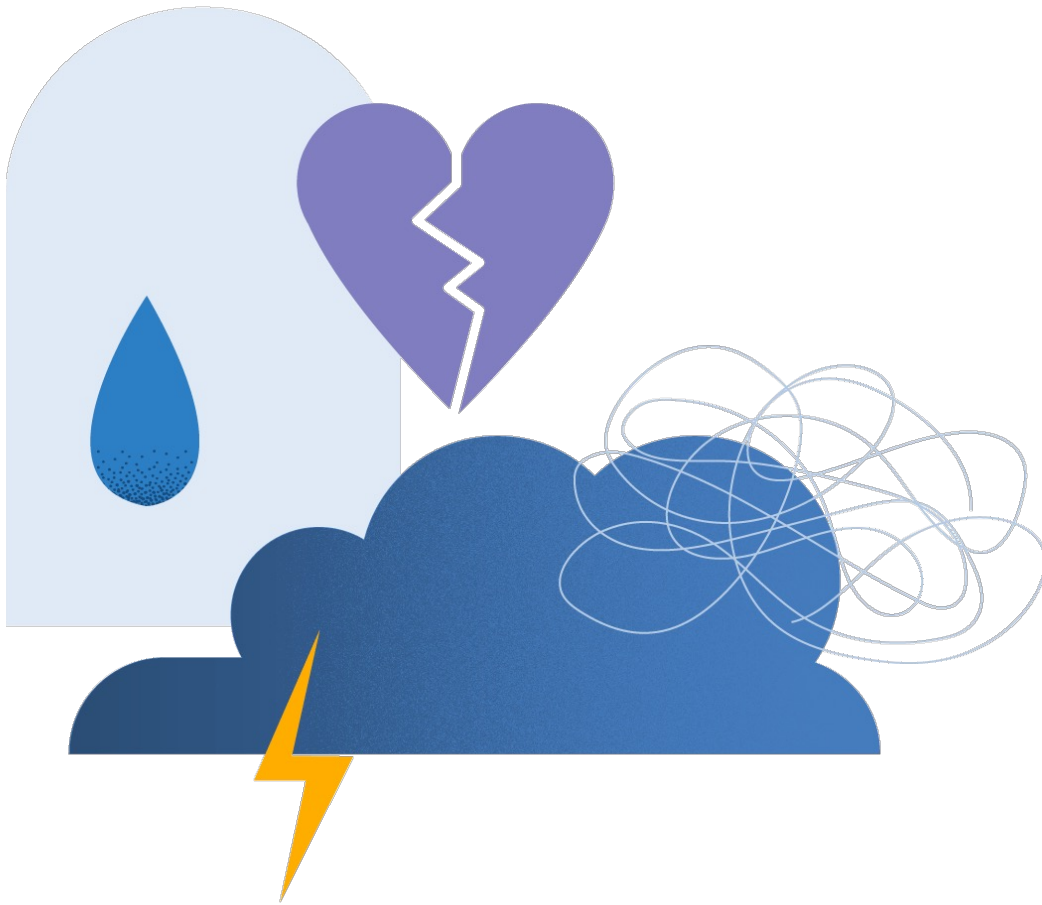
◆ Plan Design Differentiator:

Wellbeing Check-ins



- ✓ City of Independence-dedicated well-being check-ins
- ✓ Self-schedule via QR code dedicated to City of Independence
- ✓ Virtual – phone or televideo
- ✓ Offered to a targeted segment of the employee population
- ✓ Talk about anything
- ✓ Well-being pulse reading
- ✓ Not counseling or therapeutic intervention
- ✓ Educate participants about PAS services
- ✓ Support participants' experience
- ✓ Activates resilience

When? Why?



- ✔ Disruptive events within City of Independence
- ✔ Regulated Police Well-being check-ins
- ✔ High stress work – cumulative stress support
- ✔ Reduces work schedule disruption
- ✔ Communicates leadership support
- ✔ Proactive/Preventative
- ✔ Predictive use versus on-site walk-ins
- ✔ Reduces “scare factor” of contacting EAP



Personally arranged services and follow-up with every client



93% - 97%

Resolved within Short-term Solution-focused counseling model

Real ROI - 361% All PAS



30%

30% improvement in mental health Optum SF-12 Health Survey

Real outcome measures

The Power of PAS

- Simple Implementation
- Consultative Integration



Cross-referral to maximize EAP value for participants



99%
account retention

Real satisfaction