

A Fully-Integrated EAP

To meet the needs of a diverse and ever changing population, we offer complete fully-integrated EAP core services as well as an 'a la carte' menu of work-life programs.

Our services include:

24/7 Information and Referral Services

Our intake staff is available by phone 24/7. Whether your employees need immediate direction to an appropriate resource or simply to schedule an appointment, about 30% of callers concerns are resolved on the telephone. Resolutions range from getting referral information for a substance abuse treatment facility to locating emergency housing for a displaced relative. Our highly trained clinicians are always available to assist employees and managers.

Individual and Family Assessment

Our licensed clinicians will help your staff and their family members identify their issues and guide them to the appropriate help. These in-person assessments can be customized. Most employers select a 3, 5 or 6 session assessment benefit.

When a clinical intervention is recommended, our intake staff will schedule an appointment at the most convenient time and location for the employee or family member. We contract with most of the insurance providers in the area so our service would be seamless. Our assessment process begins from the first moment of contact, when employees reach a licensed masters level clinician. According to our evaluation surveys, 99% were well served from their first phone call.

Eldercare and Dependent Adult Concerns

As staff spends an increasing amount of time and energy on managing parents who may live in other parts of the country, we offer two options: The basic option provides a telephone consultation with a geriatric nurse or social worker on such issues as homes for older adults, medication questions, caregiver support, etc. The enhanced option offers care management support through a customized plan to assist a staff member in managing chronic care needs of one of their family members.

Wellspring Family Services EAP

It's to Your Benefit

206.903.2302

Childcare Resources

Because it takes the right kind of services to put your mind at ease, we offer two options. The basic option provided access to a child and family consultant who specializes in helping find the resources that are right for them and their family. The enhanced option provides for care management services for chronically ill or disabled children. This highly utilized benefit significantly decreases employee stress as well as time spent away from work while seeking a reliable care provider.

Legal Issues

At some time, everyone has legal questions. For example:

- *What kind of Will do I need?*
- *My neighbor's fence is in the wrong place what do I need to get him to move it?*
- *My Ex isn't paying child support; can you help?*

We offer telephone consultation with an attorney. When employees want to have work performed by the attorney (beyond the initial consultation), they simply pay the attorney at a reduced and discounted rate.

Financial Services

This service focuses on educating employees and helping them break the cycle of continued debt.

Career Counseling

In an increasingly competitive and changing job market, your staff will feel reassured knowing that their EAP can connect them to resources that will help with their career concerns. In addition to counseling, the benefit can be used for career testing services.

Nurse Advice Line

Registered Nurses with public health experience provide phone consultations and referral services to employees and their family members. Topics include health and wellness (exercise, alternative medicine, behavioral health), the health care system, medical jargon, etc.