EMPLOYEE ASSISTANCE PROGRAM

COMMUNICATIONS GUIDE

EAP is a trusted resource that provides employees, and their eligible family members, with access to confidential, no-cost assistance any time they need it 24/7/365.

Some of the top reasons to use EAP include:

- Improving work-life satisfaction.
- Managing stress and anxiety.
- Expanding knowledge of health and well-being.
- Financial matters.
- Legal topics.
- Discounts.

EAP also serves as a resource for management when dealing with complex employee situations, performance issues, and crises.

This guide features the comprehensive selection of digital and print materials available to educate, engage, and empower State of California employees.

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CAL★HR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

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EDUCATE

These materials and resources provide a general overview of key EAP features and benefits.

Employee Brochure

A trifold brochure describes program benefits. The brochure includes eligibility criteria, reasons to use EAP, work-life services, and a detachable wallet card that can be kept with other insurance cards for easy reference.

Posters

Each year, two new posters are sent to departments in the fall and spring. The posters feature different services and include tear-off cards for employees.
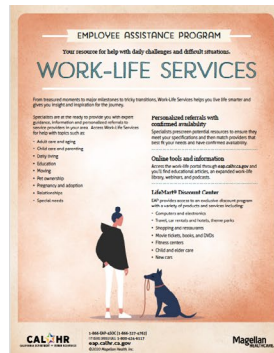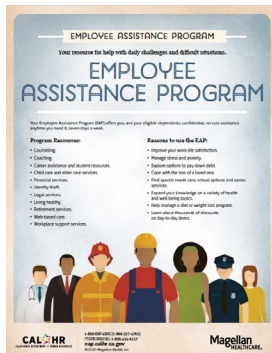
Core Program Flyers

These flyers feature specific areas of EAP including:

- Appointment Assist
- BetterHelp Virtual Therapy
- Career Assistance and Student Resources
- Child Care and Elder Care Services
- Counseling
- Lifestyle Coaching

- Financial Wellness
- Identity Theft Resolution
- Legal Services
- Living Healthy
- Retirement Services
- Digital Emotional Wellbeing Program
- Work-Life Services
- Workplace Support Services

ENGAGE

These resources provide timely and relevant information to help employees engage with EAP on a regular basis and to help managers support employees.

Monthly Campaign

Newsletter—The newsletter features themed content with actionable insights and information about the upcoming live webinars and other EAP events.

Poster—Two posters are developed each month related to Wellness and the Monthly Theme. The letter-sized posters feature practical tips and can be posted in high-traffic areas near printers, in break rooms and cafeterias.

Digital sign—This versatile, electronic image promotes how the EAP can help and can be used on monitors, TV screens, intranets, and other employee portals.

Article—The topic article includes content about the monthly theme and tips to improve well-being.

Supervisor Handbook

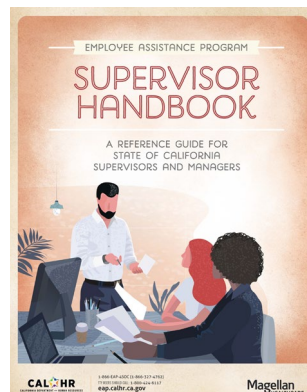A great resource with practical information and techniques to help managers build trusting and caring relationships with employees and maintain optimum workplace performance.
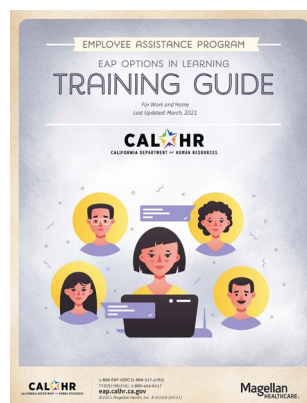
Options in Learning Training Guide

Training sessions are available for emotional well-being, healthy living, home and family, leadership, working well, and specialty areas.

Conducted by subject matter experts, training sessions provide employees with an in-depth learning experience on a variety of wellness topics. Department authorization is required and fees for service apply.

Awareness Campaigns

Educational awareness campaigns aim to support emotional well-being in the workplace. Topics include:

- BIPOC
- Depression
- Empathy
- Holiday wellness
- Stamping out mental health stigma
- Suicide awareness and prevention

Special Campaigns

These are developed on an ad hoc basis to address unforeseen events. They include timely and relevant information related to topics such as:
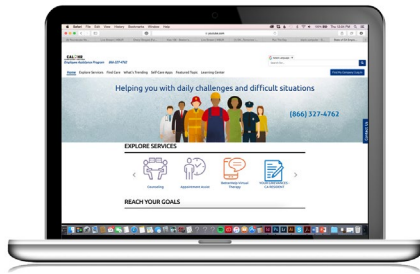
- COVID-19
- Natural disasters
- Traumatic events
- Community unrest
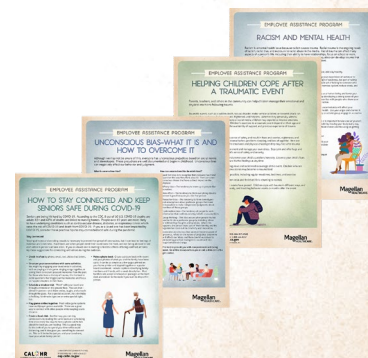
EMPOWER

Online engagement resources empower employees to take their health and well-being to the next level.

Member Website

The member website provides a single point of entry to programs and services, educational articles, and timely crisis information. Employees can search for providers and self-guided therapy resources, and Departmental EAP Coordinators can access marketing materials.
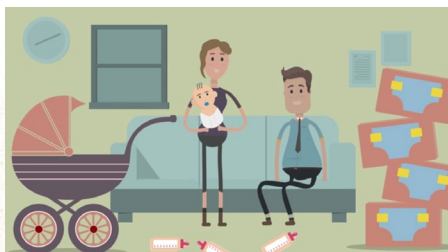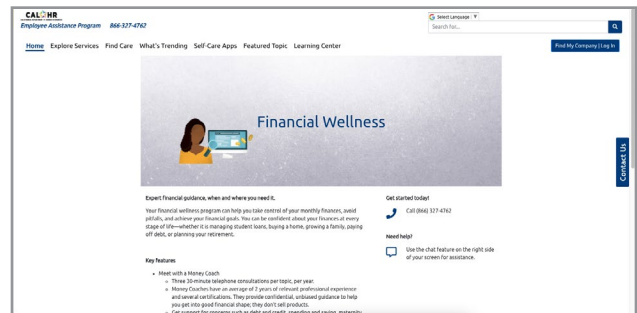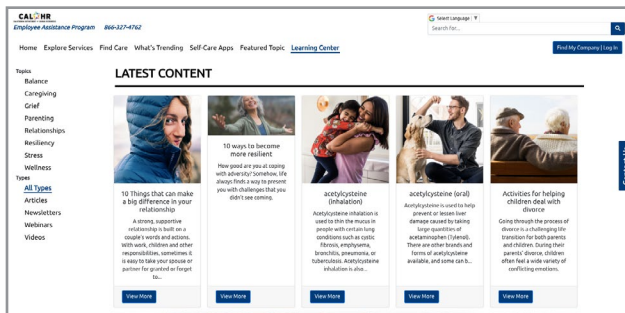
Online Videos and Webinars

Educational videos help employees learn more about different EAP services. The monthly live webinar is focused on timely issues presented by subject matter experts. Afterward, it is recorded and placed in the EAP website learning center.

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