

# IMPACT Employee Assistance & Work/Life Program

In today's world we all are faced with challenges, both at work and at home, that can be better managed when we obtain the services of a professional to assist us. The university is pleased to offer this important benefit as an investment in you and your family's health and wellbeing.

## Frequently Asked Questions

### **Why is Case Western Reserve University offering an enhanced EAP & Work/Life program?**

Our faculty and staff are key to Case Western Reserve University's success in achieving our mission, and we continue to research opportunities to provide quality, value-added benefits. CWRU is pleased to announce effective July 1, 2018 expanded Employee Assistance Program (EAP) resources and services will be available through a new provider, IMPACT Solutions. The IMPACT Employee Assistance & Work/Life program is a benefit available to you and your family including your spouse/partner, all household members, dependents in and away from home, parents, and parents-in-law. The IMPACT toll-free, confidential helpline **800-227-6007** is answered 24/7 by highly qualified licensed mental health professionals with a masters degree education or above.

### **How much do I have to pay for these services?**

You pay nothing. IMPACT offers access to complimentary, confidential professional support 24 hours a day, 365 days a year, with qualified masters/doctoral level mental health professionals to assist you and your family manage a wide range of Mental health and work/life matters.

### **What happens if I need more than the 5 complimentary visits?**

There is no charge to you for the telephonic in-the-moment support, the five face-to-face counseling sessions, or the referral services provided by the IMPACT EAP. We will make every effort to

**Is my contact with the IMPACT Solutions confidential?**

Absolutely! All services are confidential and governed by federal and state laws. Information will not be shared without your consent, or as mandated by law. Using the program will not affect your job security or advancement, and all organizational policies and procedures remain in effect.

**Who is eligible to use IMPACT Solutions EAP?**

All BENELECT eligible employees (faculty & staff), spouse/partner, all household members, dependents in and away from home, and parents/parents-in-law are eligible.

**What happens when I call EAP for assistance?**

You can contact the IMPACT EAP 24 hours per day, seven days per week by calling the toll-free, confidential helpline at **800-227-6007**. Regardless of when you call (day or night), you will speak with a mental health professional who can provide you with support and guidance to navigate your present situation. Authorizations for counseling and other resource referrals are coordinated by our Triage Counselors during normal business hours (Monday through Friday). They will identify a network provider that is suited to meet your needs, answer any questions you may have and schedule an appointment.

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- Stress, anxiety, and depression
- Marital, divorce, and relationship issues
- Family and parenting concerns
- Alcohol, drug abuse and other forms of addiction
- Budget and debt problems
- Bereavement and other losses
- Workplace stress
- Child, adult, eldercare, and caregiver needs
- Legal matters
- Financial stress
- Identity theft

### What additional services are included through the Work/Life program?

IMPACT offers access to confidential, professional support 24 hours a day, 365 days a year, with qualified masters/doctoral level mental health professionals to assist you and your family.

This program also includes access to telephonic coaching services with qualified specialists who can help individuals with specific requests such as:

**Adult/Eldercare/Caregiver Support:** offers referrals for in-home care providers, assisted living providers, and skilled nursing facilities, literature on caregiving, insurance and end-of-life decisions.

**Childcare Consultation & Referral:** offers assistance in locating childcare centers, family daycare homes, nannies & in-home care, summer camps, special needs, and more.

**Convenience Services:** offers assistance in locating home repair services, movers, pet care providers, home cleaning services, fitness programs, and more.

**Nutrition:** offers education and dietary recommendations to improve overall health, goal setting, and meal planning on a budget.

**Mindfulness:** offers strategies to improve your ability to relax and develop greater self-awareness skills as well as creating new habits for paying attention that can decrease stress and internal friction.

**Financial Guidance:** offers guidance and consultation provided by qualified financial counselors.

**Legal Assistance:** including a 30-minute complimentary consultation, 24/7 emergency support in the event of being jailed or arrested, and discounted services, in most cases, when you need additional legal support.

**Identity Theft Recovery & Prevention Assistance:** including 60-minute consultation with a fraud resolution specialist to assist with restoring your identity and credit standing as well as guidance on protective measures to avoid further identity theft occurrences. IMPACT also offers *free* identity monitoring through our

website under the Financial Center Tile.

**IMPACT Solutions on the Web**

Your IMPACT Solutions website is mobile friendly and provides a wide range of resources that will help you and your family build resilience and manage life's challenges.

Mobile friendly access allowing you to connect anywhere using your smartphone, tablet, or other mobile device with an individual login option to store your favorite content  
Thousands of resource articles and tip sheets



local relay service by dialing 711. IMPACT also offers clinical providers that communicate through ASL (American Sign