

Welcome to WorkLifeMatters



Welcome to IBH

With over three decades of specialized behavioral health experience, your organization can count on IBH to deliver a reliable and robust EAP and work-life balance program that proactively solves workplace and employee challenges.

WorkLifeMatters is thoughtfully designed to help employers attract, engage, and keep valuable employees focused, productive, and resilient on the job and through life.

Value and Commitment

Touchstones of WorkLifeMatters

IBH offers a comprehensive, time-tested program for all types of employers in every corner of the country. This packet introduces resources that help make IBH a reliable partner for your organization:

1. Quality Assurance and Customer Service
2. Support for Worksites and Leaders
3. Management Referral Process
4. Team and Individual Trainings
5. Counseling and Coaching
6. Technology and Telehealth
7. Life Balance and Wellness

Services are personalized to address real problems, including worksite tragedies, organizational challenges, and individual struggles with relationships, parenting, grief, money, loneliness, anger, anxiety, stress, and other life transitions and demands.

From helping new hires adjust to their jobs to supporting workers following a crisis, IBH will meet your changing needs by delivering responsive services that help your people and organization work better.

30+
Years of Experience

25,000+
Customers Served

7,000,000+
Lives Covered

1. Quality Assurance and Customer Service

We Make It Easy for You

IBH provides visible services for over 25,000 companies of all sizes. We are experienced at promoting WorkLifeMatters using best-practice communication strategies that motivate wellbeing while encouraging use by everyone.

WorkLifeMatters delivers:

An established clinical team ready to help solve your worksite challenges

High-touch customer and clinical services to engage people at multiple touchpoints and connect them to the right services at the right time

A responsive partner in times of need, to prevent scrambling to find worksite support as needs or worksite crises arise

Print materials to build visibility and trust in the program

Unlimited electronic materials including tip sheets, newsletters, training packets, and push emails

Semi-annual and annual utilization reports to identify trends and needs

Consultations to manage specific risks, particularly those identified through satisfaction, health, or productivity assessments

A single source for all EAP and worklife services that can help attract and retain focused employees

We Know This for Sure

For the EAP to be successful, leadership must communicate its value throughout the organization. We support supervisors and HR staff to help establish and expand the program as a confidential and reliable resource.

24-Hour

Worksite Crisis Support

Unlimited

Phone Consultations for Supervisors

2. Support for Worksites and Leaders

Improving Workplace Culture

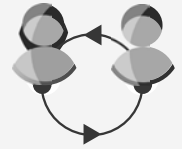
You know from experience your employees often face personal problems. You may even know of supervisors who feel overwhelmed or unprepared for some challenges. We help to build strong leaders and employee engagement.

- Process development for policies (EAP, substance, violence, respectful workplace)
- Management referrals for employee conduct or substance use and return-to-work planning
- DOT evaluations conducted by licensed SAPs*
- Critical Incident Stress Debriefings (CISDs) following worksite crisis events*
- Benefit/Wellness Fair attendance*
- Direct support and consultation with the HR administrator
- Specialty crisis provider panels for specific employee groups (first responders, public events, healthcare providers, veterans)
- Supervisor resources (guides to using the EAP, web content, and promotional materials)
- Unlimited phone consultations for supervisors to get private advice on performance issues and worksite challenges, including documenting and intervening appropriately.

*Additional charges may apply and will be discussed during your consultation.

Our clinical staff is just a phone call away:

1-800-386-7055



Why Leaders Need Help

Improving Skills

Promoted without past leadership experience? Facing obstacles they just haven't seen before?

Building Confidence

Unsure about talking with peers or HR about challenges? Concerned they'll appear unqualified if they seek support at work?

Avoiding Isolation

Feeling alone? Working in a rural area or small workplace? Maybe they have limited access to peers or HR?

Real-World Story

During a phone consultation with the IBH EAP, a laboratory supervisor shared that as a PhD scientist, she loves her work, but she's not a natural supervisor.

She said, "I really appreciate the convenience of just calling the EAP at any time for advice so I can get quick answers and improve my leadership skills without having to take a lot of time out of my day."

The tools IBH offers supervisors can help make your leaders' jobs easier so they can stay focused on priorities.

3. Management Referral Process

Employees with problems affect productivity and safety. At some point, most supervisors are faced with managing employees whose personal problems affect their work performance. The EAP can help supervisors make referrals when they have employees who may need to resolve personal issues. These services are included with the EAP regardless of how many times a supervisor calls for consultations.

Making a referral is straightforward when supervisors work closely with our clinicians. A supervisor simply calls the EAP and talks with a highly degreed and licensed Case Manager. The Case Manager helps the supervisor decide the best course of action, which may include recommending the EAP to the employee or making a formal management referral.

If a management referral is the appropriate action, the supervisor completes and submits the referral forms to the clinician. The paperwork is concise, and Case Managers are available to help answer questions. The Case Manager provides follow up to confirm the employee is attending counseling and adhering to the established plan of action.

Referrals to the EAP are either voluntary or involuntary. Voluntary includes self-referral or supervisor referral (offer of available services). Mandated referrals are for behavioral or performance problems that limit the ability of the individual to perform their duties or compromises safety. Mandated referrals may be used to assess and address significant behavioral issues, or to evaluate Fitness-for-Duty (FFD) when a question of safety arises. FFDs are usually for violations of the drug-free workplace or workplace violence policy.

Referrals vs. Discipline

EAP management referrals may be used as an option in a performance improvement plan, but are not in themselves a form of discipline. When using the EAP to assist in personal or behavioral issues affecting the workplace, the employee may be offered or directed to be evaluated by the EAP. This action could be an alternative to implementing further disciplinary action at the time. Disciplinary action could be suspended while the employee gets assistance from the EAP. The employer may choose to implement disciplinary action at any time, and is offering the EAP as a temporary accommodation in lieu of further action.

When is it Mandatory?

Examples of when mandatory referrals are used include a DUI in a company car, an employee in a safety sensitive position who tests positive for drugs, threats of violence, or harassment situations. Some mandatory referrals result in fitness for duty evaluations that require a specific course of treatment to return to the job.

Formal Fitness-for-Duty evaluations through the EAP are based on the employer's written policies for safety and welfare of the employee, coworkers, and the public. The EAP may be used in addition to medical providers as a source of safety review and recommendations.

Employer Feedback

When the employer mandates an EAP evaluation, the employer may choose the kind of feedback from the EAP evaluator. Feedback ranges from a statement the employee attended and complied with the employer's request, to more formal recommendations for safety on the job and ability to perform duties.

The EAP monitors compliance with treatment recommendations and often monitors continuing care. Mandatory referrals are made in combination with progressive, corrective formal discipline and involve formal personnel action. As part of a formal written agreement with the company, the employee signs a Release of Information so that the supervisor/manager/HR representative can be updated and informed of the employee's compliance with recommendations.

To speak with a clinician regarding a mandatory referral, simply call **1-800-386-7055**

4. Team and Individual Trainings

Let's Improve Personal and Professional Skills

WorkLifeMatters offers a variety of training opportunities for individuals and teams to improve their personal and professional skills, including unlimited online webinars and trainings.

Employee and supervisor orientations

Online or on-site topical trainings (brown bag seminars)

Live, pre-scheduled monthly webinars delivered by industry experts

YouTube channel with past webinars for employees and supervisors

Self-guided, online trainings for individual self improvement

100+
Online Trainings
Unlimited Access

Targeted Solutions

Gathering employees for on-site trainings takes time and money. That's why we are dedicated to helping you select the trainings your organization needs most.

We have over 150 current trainings available as needed, and they are updated every two years to ensure fresh and accurate content. At times, we may recommend an option that offers more value than traditional trainings, such as EAP referrals or peer support groups.

You can count on our experience to guide educational opportunities for your employees that will result in positive changes within your organization.

Real-World Story

A supervisor called the EAP to request sensitivity training for her employees.

Instead of simply delivering a training as requested, an IBH clinician reached out to the supervisor and HR to uncover their exact needs.

It turned out that a long-term employee had been lashing out at others after seeming more short-tempered recently.

Instead of pulling all of the employees from their jobs to address one employee's issue, we helped HR and the supervisor refer the employee to EAP counseling.

As a result, the employee received help with a personal issue, and the workplace saved money by not having to provide training that was only needed by one employee.

5. Counseling and Coaching

Employees Need and Appreciate Support

At any given moment, over half of your employees are distracted at work because of personal issues. Sometimes people are afraid to seek care or they don't even realize they need help until their problems are making their lives too difficult to manage alone. No issue is too big or small for WorkLifeMatters, and we will continue to promote the program so employees are aware they have private, confidential access to help when they need it most.

Single, toll-free number for all EAP and work-life services

Language Line translator and TDD/TTY services

Phone and online appointment requests

Comprehensive problem assessments conducted by compassionate clinicians from the initial contact

Confidential in-person counseling with individualized plans

On-line access to private and secure counseling consultations

Helpful referrals to community resources and appropriate services

Smooth transition between the EAP and other healthcare services

Services cover employee (member), dependents, and all household members

Participants matched with providers based on appropriate specialties and individual preferences:

- Coverage in every state with a national, proprietary network of 20,000+ providers in 15,000+ locations
- Network constantly evolves to meet membership volumes and changes in utilization
- Counselors hold a minimum of a master's degree with many having doctoral degrees
- Providers go through a strict credentialing process to ensure appropriate licensure and liability insurance coverage
- Professional references, peer to peer consultations and a three-year recredentialing cycle ensures consistency in clinical service delivery
- IBH Case Managers document network provider cooperativeness and compliance with counseling procedures

>95%

Participant Satisfaction

15,000+

Provider Locations

80+

Provide Specialties

24/7

Crisis Support

6. Technology and Telehealth

High-Tech Resources Make Services Convenient

People naturally want to do their best, but when they feel stressed, sad, distracted, or have personal problems, it makes doing their best harder. WorkLifeMatters provides flexible technology for employees to access help on their own time makes solving problems easier, and then they can refocus on their jobs feeling more secure about their lives and their work.

Website Features

- Detailed communication with employees and family members regarding online capabilities
- Summary of available EAP benefits (for employees and supervisors)
- Online HR and supervisor information and resources
- Newsletters for supervisors and employees
- Monthly webinars, recorded webinar YouTube channel, and over 50 self-guided trainings
- Legal forms website (create, edit, print, and save online wills, contracts, leases, etc.)
- Family and life-balance resources, assessments, and tools (health, emotional, financial), including pet care resources
- Fresh content including thousands of current health and wellbeing articles and movies

Telehealth Features

- Online video peer support groups
- Mobile artificial intelligence (AI) chatbot for behavioral health support

Our staff clinicians talk with participants, thoughtfully assess their issues, and then connect them with the most appropriate services, based on their individual needs, which may include a combination of resources.

Real-World Story

IBH understands the importance of developing useful technology and telehealth resources.

While enrollees in our substance abuse monitoring program have the option of checking in by phone, website, or mobile app, over 73% choose to use the app to check in every day.

7. Life Balance and Wellness

Help Employees Catch Their Balance

People need help managing personal responsibilities to keep them focused and less stressed at work. WorkLifeMatters includes a suite of life-balance resources to help employees manage time and responsibilities with less stress. Our goal is to deliver reliable and useful services that people really need.

Legal Services

A free, half-hour consultation by phone or in person with a local attorney, followed with a 25% discount in legal fees, and access to the online legal forms website.

Mediation Services

A free half-hour consultation for issues such as divorce, neighbor disputes, or real estate, followed with a 25% discount in fees.

Financial Services

Free consultations by phone for up to 30 days for financial challenges such as debt counseling, college or retirement planning, and budgeting.

Child and Adult Care

Access to life-balance specialists who help locate family services such as daycare, in-home care, and meal programs for children or aging adults, and even pets.

Home Ownership Program

Free support and potential savings when buying or selling a home, including financing and relocation resources.

Identity Theft Services

Support in planning the recovery process for restoring identity and credit after a theft incident.



Solve Problems Before They Grow

We all have problems. Usually, they affect our personal lives first.



With early intervention, the EAP can help people resolve personal issues quickly and privately so they don't creep into the workplace.

Sometimes people don't even realize they are struggling until their issues are noticed by others. Without early intervention, problems can grow into more serious issues that affect people even more.



That's why it's important to train your managers to recognize warning signs so they can intervene and help connect employees with support. WorkLifeMatters can still help even if problems have escalated and work performance is affected.

In time, unresolved issues may lead to dangerous or tragic outcomes at work or at home.



WorkLifeMatters offers 24-hour crisis support, but by this time, people's lives at work and at home have likely been greatly affected.

WorkLifeMatters supports early intervention to solve problems as quickly as possible before they grow into unhealthy, unsafe, or more costly issues.

We deliver ongoing promotion, AI resources, and responsive customer service at every level of your organization for every type of personal problem.

>90%
Problem Resolution
within WorkLifeMatters

WorkLifeMatters Summary

Program Services

WorkLifeMatters provides the services described in this packet and summarized in the following list.

For the Worksite

- Rapid and simple implementation
- Semi-annual and annual utilization reports
- Satisfaction surveys for participants
- Promotional materials for supervisors and members (English and Spanish)
- A dedicated clinical staff supported by a national network of counselors and resources
- Benefit/Wellness Fair attendance
- Supervisor resources (user guides, web content, and promotional materials)
- Unlimited phone consultations for supervisors or HR
- Process development for workplace policies
- Management referral packets and coaching and return-to-work planning
- DOT/SAP Evaluations
- Unlimited access to online topical trainings
- Employee and supervisor orientations
- Critical Incident Stress Debriefings (CISDs)

For the Individual

- 24/7/365 crisis support
- Comprehensive assessments conducted by clinicians
- Helpful referrals to community resources
- Smooth transition between EAP and other benefits
- In-person or virtual counseling, as appropriate
- Dependent and household member coverage
- Live, video peer support groups for specific conditions
- Work-Life balance and wellbeing website
- AI chatbot
- Suite of work-life services
- Pre-scheduled monthly webinars
- Unlimited online trainings
- Online Corporate Perks shopping
- Online stress management and resilience resources

Thank you for the opportunity to serve your worksites, employees, and families. If you have any questions or would like more details about WorkLifeMatters, please contact IBH. We look forward to working with you to deliver real solutions for your organization and its people.

Integrated Behavioral Health (IBH), Costa Mesa, CA 92626

GUARDIAN® and the GUARDIAN® Logo are registered service marks of The Guardian Life Insurance Company of America® and are used with express permission. The Guardian Life Insurance Company of America®, New York, NY 10004 #2019-83067 (7/21)