



EMPLOYEE ASSISTANCE PROGRAM - EAP

When life's a little much, New Directions EAP has your managers and employees covered.

Life can be challenging. When responsibilities start to feel overwhelming and showing up each day seems difficult, it's important to reach out for help. Your employees can lean on the confidential support of New Directions Employee Assistance Program (EAP).

Real support for real life.

At no-cost-to-your employees, New Directions EAP can help them and anyone in their household:

- Receive support when they don't feel like themselves
- Get help with responsibilities that are distracting or stressful
- Improve personal relationships
- Receive care after a traumatic event or diagnosis
- Make healthy lifestyle choices
- Improve and inspire daily life
- Be more present and productive at work
- Grow personal and career skills
- With legal advice or questions
- Assistance with budget or financial concerns

Support for HR Professionals and Managers includes:

- HR/Manager dedicated website with marketing materials, toolkits, and more
- Unlimited consultations with our Management Consultation and Support team
- Formal Management Referrals
- Critical Incident Response
- Training

New Directions EAP can help:

Reduce stress | Cope after crisis | Focus at work | Lead others
Navigate the legal system | Reduce debt | Live a healthier life
Support and improve relationships | Be resilient

After use of
EAP-provided
counseling,
problem rates were
reduced for three of
the five outcomes
measured in the
study.

41.6%
reduction in work
absenteeism
on average of all cases

8.2%
improvement in
work presenteeism
on average of all cases

17.4%
increase in
work engagement
on average of all cases

“EAP has been beneficial in so many ways to my managers and employees.”

Download our app.

Search for **New Directions EAP** in your app store.



We're always here.

Life happens regardless of day or time. We are available 24 hours a day, 365 days a year. Whenever your employees need to reach out, we are here.

Life can throw curveballs, we're here to help.

Stress, relationships, work and money. These are the most common reasons people reach out to EAP every year. No matter what issues your employees are facing, EAP is the perfect first step for them or your household members.

Counseling

We offer several different ways for employees to get what they need.

Counseling is available in a variety of ways:

- Face-to-face
- Online
- Over the phone
- In-the-moment

Legal and financial resources

Navigating finances and/or the legal system can be overwhelming and confusing. Luckily, New Directions EAP can help with services like:

- A no-cost 30-minute consultation with a certified financial expert or attorney
- Online tools including budget templates, financial calculators, tax preparation documents, will builder, business agreements and other legal documents
- Emotional support and referrals to help employees better manage their legal and financial challenges

Work/Life

Work/Life services can help employees tackle their to-do lists with specialists who can locate providers, get referrals and find resources for almost anything employees and their household needs. Employees have free access to:

- Personalized consultation with a highly-trained specialist over the phone or through online chat
- Referrals to local providers and resources
- Tip sheets, checklists and other helpful tools

Work/Life topics may include family and caregiving, education, legal and financial, career and work and health and wellness.

Coaching

Life coaching services are designed to promote self-awareness, clarify visions, values, intentions and goals. This service builds on strengths that employees already have to help them set and achieve their goals. With coaching employees can:

- Schedule telephonic sessions with one of our coaches
- Work with coaches to establish and meet goals
- Identify resources to keep them on track

Coaching topics may include managing stress, work/life balance, time management, personal challenges, setting and organizing priorities.

Online Services

Our comprehensive website, as well as our New Directions EAP mobile app, make it easy to access information regarding EAP benefits and requesting services. The website and app offer:

- Referrals via online intake
- Mental health toolkits
- Monthly live webinars and other training resources
- Substance use resources
- Resource Library includes webinars, calculators, videos, articles and much more.

Take your first step and reach out to your BCBS representative