

GETTING THE MOST OUT OF YOUR EMPLOYEE ASSISTANCE PROGRAM

Strong utilization is achieved with regular promotion through several key steps. By building awareness of the EAP resources early, employees become familiar with the services and are more likely to use them.

GETTING STARTED

Start-up Meeting: The EAP has many useful resources and your EAP Account Manager is there to get things started on the “right” foot. In this meeting, the services are reviewed and set up.

FOLLOW THESE SIMPLE STEPS TO GET THE BEST RETURN-ON-INVESTMENT OUT OF YOUR EAP:

1. Promote

- *Newsletter and Announcements:* Emailed at the beginning of each month for distribution to your employees.
- *Benefit & Health Fairs:* As employees learn about their valuable benefits, the EAP can answer questions and put a face to the program.

2. Engage

- *Employee Orientations:* Your staff will have questions about what the EAP is and what it's about. AWP offers a short video that can be shown in staff meetings or you can arrange to have an in-depth, personal EAP orientation.
- *Supervisor Orientations:* The leadership team has a lot of contact with the employees and they should know about the managerial resources to improve behavior and engagement.
- *Meetings:* You may have an insurance committee, wellness committee, or employee advocate group. When these groups learn about the EAP, their frequent direct contact with employees will increase the awareness of the resources.
- *Training:* Personal and Professional Development opportunities teach employees best practices on a variety of life choices. Training is a great way to address workplace issues head on and build awareness of EAP services.

3. Assess Utilization

- *Quarterly Utilization Reports:* Provide a snapshot of how the EAP is being used within your organization and to uncover additional resources to help employees.
- *Annual Review:* At the end of the year, your Account Manager will meet and discuss the EAP. Reviewing your group's usage will provide a recap of the “health” of the EAP. Assessing the strengths and weaknesses of the program will allow you to maximize your investment.

TOOLS & RESOURCES

Promotional Materials

We provide brochures, wallet card, EAP benefit flyers & magnets for our workplaces so they have resources to build awareness about their EAP. *Available electronically on your EAP Website; hard copies available anytime by request. Contact your Account Manager at AM@alliancewp.com.*

EAP Benefit Flyer

Your best bet for communicating the EAP Benefit to your employees. Includes phone numbers, website login information, brief overview of each piece of your EAP benefit and eligibility.

EAP services are available to managers at all UNT System components: UNT, UNTHSC, UNT Dallas, UNT System Administration. Learn more: <https://www.untsystem.edu/hr-it-business-services/human-resources/employee-assistance-program-eap>

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Training

Personal & Professional Development training is available on-site or via webinar. Our goal is to create a structured forum for open and professional dialogue, which allows employees to share perspectives and build a more effective work environment. To meet the goal we provide a variety of topics.

Supervisory/Management | Organizational | DrugFree Workplace | Stress & Work-Life Balance | Personal Well-Being

[View Training Catalog](#)

Training hours are available as outlined in your EAP contract; additional hours are available at a FFS rate stated in your EAP Services Agreement

Monthly Complimentary Webinars

- An announcement is sent out 14 days prior letting folks know registration is open.
- An online recording of each webinar is available for 60 days – posted to your EAP Website.
- [View Webinar Schedule](#). *Topics rotate each year.*

HR & Supervisors

- [View HR & Supervisor Toolkit](#)
- 13 Supervisory Training Topics, plus a 4-part Performance Management Series (*see training catalog*).

Monthly EAP Publications

Provided the beginning of each month. Included in these publications are:

Frontline Supervisor | Working Solutions | Wellness News | Benefit Spotlight | Lifestyle Tip Sheet | and more ...

Wellness Campaigns | Challenges

There are 3 Wellness Campaigns to promote employee health and well-being scheduled each year (**Got Fitness** in the Spring; **Maintain Don't Gain** for the holidays; **Commit to Quit** in November).

EAP Website

www.AWPnow.com

Your EAP website includes the HelpNet Benefit providing resources, tools, forms, information, assessments, skill development, webcasts and much more. To utilize, employees log in with their unique username and password, select **Access Your Benefits**, Select **Benefits** | **HelpNet** and then begin browsing.

Preparedness & Response

Included on our website, highlighting our toolkits and information/resources related to events happening locally, in the US and around the world: <https://www.awpnow.com/main/disaster-preparedness/>

Blog

On our website, we have a blog with timely and topical information, including stress management, fitness, mindfulness, nutrition, health, fun facts and much more: <https://www.awpnow.com/main/blog/>

Dedicated Account Manager

Your organization has an Account Manager who routinely interacts with designated contacts regarding requests, needs, questions, issues, etc. Contact us anytime: **888-327-4636** | **AM@alliancewp.com**

AAS Accreditation for Call Center

Alliance Work Partners (AWP) is one of the nation's first EAPs (employee assistance programs) to receive accreditation from the American Association of Suicidology (AAS), demonstrating competence in providing outstanding assessment, referral and intervention for clients presenting with increased risk of suicide and other life-threatening behaviors. [Read more.](#)