



Employee Assistance Program (EAP): Ensuring a Supportive, Safe & Secure Workplace

Organization, Personnel & Technology Committee
Item 6a
March 9, 2020

Agenda

- I. What Is the EAP?
- II. Services Provided
- III. How Does It Work

A Supportive, Safe & Secure Workplace



I. The Employee Assistance Program

EAP Services are provided by **MHN Envolve**

MHN serves over 800 client accounts, including Fortune 500 companies and government agencies

Met has contracted with MHN since 2017

II. Services Provided

For Employees...

- ✓ *Financial Consultations*
- ✓ *Legal Advice*
- ✓ *Personal/Family Counseling*
- ✓ *Stress Management*
- ✓ *Dependent Care Assistance*
- ✓ *Substance Abuse Referrals*

Services Provided

For the Employer...

- ✓ *Reasonable Suspicion Training for Managers*
- ✓ *Drug and Alcohol Awareness Training for Employees*
- ✓ *Health and Wellness Fairs*
- ✓ *Critical Incident Response*

III. How Does EAP Work?

- EAP is a **voluntary** benefit, available to **all** employees **and** dependents
- EAP is available 24/7
- Voluntary participation is strictly **confidential**, not monitored by Met

How Does EAP Work?

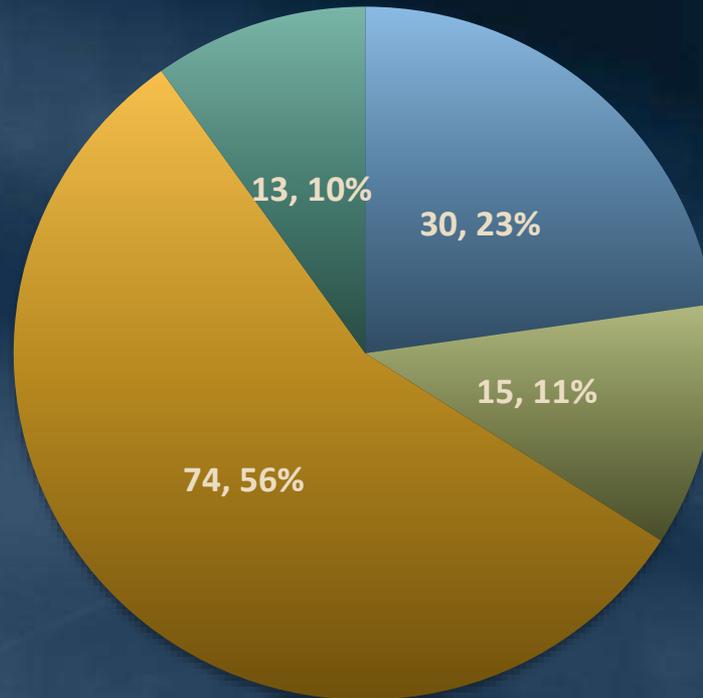
- Employees/dependents entitled to up to **six (6) free consultations** per incident
- EAP may then refer to further services as needed

Can EAP Be Mandated?

- In instances of substance abuse, Met may **mandate** that employees contact EAP
- Mandatory referrals may also result from disciplinary actions (e.g., anger management counseling; conflict resolution)

EAP Utilization

July 2018 – December 2019



■ Job Related ■ Addictions ■ Psych/Emotional ■ Life Management ■ Relationship

Responding to Critical Incidents

- Accidents, serious injuries, or death, EAP services are made available
- EAP may even go onsite to provide grief counseling

Summary

- *Helps our workforce strengthen emotional and physical well-being*
- *Provides 24-hour access for all employees and dependents*
- ***Critical to ensuring a supportive, safe, & secure workplace***

