

# IMPACT Employee Assistance Program

helping you provide employees with the best individualized attention



## Overview

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IMPACT Solutions is widely recognized as a leader in the EAP field, serving a broad range of clients and industries. The IMPACT Employee Assistance Program is designed to align with each client, including those with global operations, to meet their daily organizational challenges and unique personnel needs.

Through a high-touch service-oriented approach, the IMPACT EAP has consistently achieved utilization 3-4 times the national average, resulting in a high return on investment (ROI) for our clients.

Your employees are integral in achieving your bottom-line objectives. Personal and work-related problems can interfere with their ability to be effective on the job. The IMPACT EAP equips you with a resource for your employees and their family members, offering counseling, coaching and guidance when such problems arise.

## Features

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The IMPACT EAP offers you and your employees peace of mind that there is always someone to talk to, 24 hours a day, 365 days a year. Your employees have access to unlimited phone consultation with a live mental health professional. Assistance is available to ALL employees and their household members, as well as dependents living away from home and parents & parents-in-law.

The IMPACT EAP covers a wide spectrum of personal and work-related challenges and daily living matters, from stress and marital/family issues, to depression, anxiety, substance abuse and other commonly experienced concerns.

### Program Features

- Live professional phone support, ANYTIME, 24/7/365
- Guaranteed face-to-face counseling sessions, refreshed on a per problem basis
- Priority scheduling to promptly address high-risk situations
- Management referral process
- Promotional materials, including member cards, newsletters, and posters
- Legal, financial, & identity theft recovery assistance
- Child & elder care assistance
- Web portal with daily living/wellness articles, resources, and interactive features
- Referrals to community resources
- On-site support

## Helping you Expand your Reach

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From our experience, we understand that every organization is different. The IMPACT EAP offers a flexible, collaborative model that aligns with your infrastructure to accommodate your unique needs.

The program's greatest strength is its people —a team of highly-skilled professionals with combined clinical and managerial skill-sets. Every client has a dedicated account manager, a single point of contact who understands the organization's culture and its people. Your account manager will coordinate efforts with you to

implement the program and orient your employees. Thereafter, they strive to maintain ongoing communication with you to ensure that you are meeting the needs of your employees and protected against risk. You will also receive regular outcome reports to aid in determining your ROI.

As qualified mental health professionals, account managers also work directly with your employees. Therefore, they can offer you professional guidance in dealing with your employees when work performance issues arise.

## Be Proactive with At-Risk Employees

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When you encounter employees with work performance issues, you can also refer them to us proactively through the management referral process. Your account manager will work with HR and management to develop, implement, and follow-through on a plan to address any issues interfering with their work performance.

When utilized by our clients, the management referral process has achieved over an 80% success rate in returning employees to satisfactory work performance. This success is largely attributed to the process, beginning with interview(s) to gather information about the employee, followed by placement into counseling and ongoing communication with all parties involved in getting the employee back to optimal work performance status.

## Additional Support Services

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A wide range of specialized consultative services are available to integrate with the IMPACT EAP:

- Training & organizational development
- Coaching
- Pre-employment executive and management/leadership appraisals
- Strategic planning
- Transition management
- Team and leadership capabilities development
- Crisis intervention
- Mediation

Employees can call and speak immediately with a live mental health professional anytime, 24 hours a day, 365 days a year.



A woman with long dark hair, wearing a brown t-shirt, is smiling and talking to a man whose back is to the camera. They are in an office setting with a large window in the background. The woman is resting her chin on her hand.

## Protect your bottom line:

- Improve morale and retain employees
- Reduce absenteeism and presenteeism to improve productivity
- Minimize exposure to lawsuits and other legal risks
- Decrease costs associated with mental health/substance abuse claims

## Client Testimonials

- “IMPACT Solutions has gotten to know us as a client and they are very receptive to our employees. They have been very easy to deal with, keep their word, and really care versus constantly trying to sell us services we don't need. They truly seem to be the right people for the business that they are in.”  
- Senior Vice President for a prominent sports management firm
- “We have always been impressed with the overall quality and thoroughness with which they provide these services to our employees.”  
- President & CEO for a large community hospital
- “The staff is competent and timely (a key behavior considering that we frequently call them during times of stress and crisis). We do not consider them to be simply our EAP provider, but look to them as a business partner.”  
- Senior Vice President/Corporate Director, Human Resources for a large financial organization
- “We were immediately impressed by IMPACT Solutions' range of services, depth of staff, flexibility and sensitivity to the specific needs of our campus community. From an HR perspective, our needs are consistently exceeded.”  
- Benefits Director for a large Ohio-based university



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## Who We Are & What We Do

IMPACT Solutions is a behavioral healthcare and people development consulting firm with an experienced staff of EAP, coaching, training and organizational development specialists. Since 1981 we have been helping organizations to succeed by empowering their people to thrive through solution-focused offerings.

To learn more about  
how an IMPACT program  
can benefit your organization:  
Call IMPACT Solutions at  
216.292.6007  
or visit  
[www.myimpactsolution.com](http://www.myimpactsolution.com)

