

IMPACT Higher Education Employee Assistance Program Options

Helping you provide your Faculty and Staff with the best individualized attention



Overview

IMPACT Solutions is widely recognized as a premier leader in the EAP field, serving a broad range of higher education clients. The IMPACT Employee Assistance Program is designed to align with each client, including those with multiple campus locations, 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, especially those in Higher Education.

Your faculty and staff 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 faculty and staff and their family members, offering counseling, coaching, guidance and daily living support when such problems arise. This array of service options, combined with a focus on the Higher Education culture, engages a broader base of faculty and staff interest.

Program Features

The IMPACT EAP offers you and your faculty and staff peace of mind that there is always someone to talk to, 24 hours a day, 365 days a year. There is unlimited immediate live access to phone consultation with a master's level licensed mental health professional. Assistance is available to ALL faculty and staff and their household members, as well as dependents living away from home and parents and 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 "everyday" commonly experienced needs and concerns.

Standard Services Include:

- Live, immediate professional phone support provided by licensed masters level mental health professionals, ANYTIME, 24/7/365
- Guaranteed face-to-face counseling sessions, refreshed on a per problem basis, provided locally and nationally
- Priority scheduling to promptly address high-risk situations
- Coaching and guidance provided for supervisors, managers and administrators
- Structured management referral process with personalized case management
- Robust web portal with thousands of daily living/wellness articles, resources and interactive features
- Child and elder care assistance
- Legal, financial and identity theft prevention and recovery assistance
- Referrals to community resources
- On-site management development and wellness training
- On-site trauma support
- Monthly webinars (some offering continuing education credits)
- Promotional materials, including member cards, newsletters and posters

Optional Services Include:

- Full scope international EAP, Work/Life and Wellness programs
- Medical and pharmacy cost reduction program
- Campus safety benchmark and security services
- On-site wellness options (beyond the scope of included service)
- Disease management
- Disability case management
- Student Assistance and retention programs offered worldwide

Helping You Expand Your Reach

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

Our program's greatest strength is our people — a team of highly skilled professionals with combined clinical and managerial skillsets. Every client has a dedicated account manager, a single point of contact who understands the institution's culture and its people.

Through personal, focused attention your account manager will assist you with:

- Implementation and program rollout
- Orientation training for leadership, faculty and staff
- High touch, personalized, continuous attention
- Ongoing promotional efforts
- Professional consultation and case management on sensitive and/or high risk personnel situations

You will also receive regular detailed activity reports to aid in determining your ROI as well as feedback and recommendations on how to address the key presenting issues facing your workforce.

Be Proactive with At-Risk Employees

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 IMPACT Solutions 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 or a related service and ongoing communication with all parties involved in getting the employee back to optimal work performance status.

Additional Support for Managers/Leaders

A wide range of specialized consultative services are available:

- Concierge level service
- Executive/Leadership coaching and assessment
- Pre-employment executive and management/leadership appraisals
- Strategic planning consultation
- Transition management
- Team and leadership capabilities development
- Crisis intervention
- Mediation

Faculty and Staff can call and immediately speak live with a licensed masters level mental health professional anytime, 24 hours a day, 365 days a year.



Our Focus on Higher Education

Recognition Achieved

IMPACT Solutions was selected by the Inter-University Council (IUC) as the official EAP provider representing Institutions of the University System of Ohio

Relationship Driven - Vital Partner

IMPACT exceeds the traditional vendor's role by providing a high touch, solution focused strategic alignment with our clients

On-Campus Experience

Our Higher Education EAP and related services are delivered with an understanding of and sensitivity to the Higher Education culture (versus providing an off the shelf generic approach)

Personalized Service for Each Client

Focused on the unique cultural features and needs of each institution – **not a cookie cutter approach**

The IMPACT Higher Education Advisory Board

Membership is comprised of IMPACT client Institutions

Annual Report Cards

Rating IMPACT's performance across all dimensions of service delivery

Specialty Program Offerings to Faculty

Including: Transition management for new faculty; faculty chair specialty training and support; attendance at faculty events

Leadership Consultation Offerings

Coaching, counseling, assessment, strategic planning, onboarding and concierge level service

Full EAP and Work/life Services Provided Worldwide

Support offered for your faculty, staff and students internationally

Two EAP and Work/Life Program Service Options

IMPACT Personalized EAP

All Inclusive, Full Service Delivery Model provided across all campus locations

Focused on the institution's specific needs and culture

IMPACT Hybrid Customized EAP

Designed for larger institutions and those wishing to retain their internal EAP

Connects the dots on and between campus locations while adding greater depth and reach to your existing internal EAP

The IMPACT Hybrid Customized EAP option does NOT merely combine internal and external programs – rather, it offers a well-researched blending of both service models into a single, integrated, full continuum of easily accessible resource options – **all delivered from a central point of service**



Protect your bottom line:

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



Who We Are and 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, IMPACT Solutions has been helping organizations to succeed by empowering their people to thrive through solution focused offerings.

***We are big enough to provide extensive depth and reach...
but small enough to care!***

Contact IMPACT Solutions at
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or visit
www.myimpactsolution.com
to learn more about how an
IMPACT program can benefit
your institution



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