

Outcomes, Inc.

# Employee Assistance Program (EAP) Offerings



Designed to integrate with, and enhance, a school's existing benefits, the Outcomes Employee Assistance Program provides an unparalleled solution for supporting all your school staff, anywhere in New Mexico.

For an average of only \$3-\$10/month per worker, EAPs have indisputably proven results in reducing absenteeism, turnover, and health costs while improving productivity and morale.

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### Core EAP Offerings of our Standard Package

**Counseling Assessment and Referral:** Highly trained and seasoned counselors meet face to face with school workers and/or their household members to help clarify issues and determine the best solutions. Referrals for services are carefully tailored to the person's needs at all stages of counseling.

**Brief, Solution-Focused Counseling:** Up to 5 sessions per issue of confidential counseling at our office, provided to all covered staff and members of their household free of charge. Beyond that, there is also an open door policy for further investigation into the presented concerns, possible community referrals and insurance-based, longer term interventions. Counseling can also be mandated by supervisors in lieu of disciplinary action or as part of a corrective action plan.

**Management Consultation:** Managers have access to EAP staff for a range of issues, including determining when to make a mandatory EAP referral, and handling difficult worker situations.

**4 Hours of On-site Workshops of Your Choosing:** These workshops are determined by you. For example, you could use this benefit for management workshops (e.g., effective corrective action plans, difficult staff), or behavioral health topics to meet your staff's needs (e.g., stress management, conflict resolution, diversity and teamwork) or wellness concerns of any sort (e.g., lifestyle changes, secondary trauma, mediating skills, or other effective communication skills).

### Additional Comprehensive Services of our Standard Package

**On-Site Worker Orientation:** We meet with all your staff to encourage their use of the array of contracted EAP services, and provide clear, verbal and written directions on how to access them.

**Supervisor Training:** On-site training to ensure that supervisors have the tools they need to identify workers in need, as well as effectively respond to problem or under-performing workers.



## EMPLOYEE ASSISTANCE PROGRAM (EAP) OFFERINGS

(continued)

**24-Hour Telephone Access:** 24/7 telephone access to a professional EAP counselor for emergency personal or family crises.

**Detailed Utilization Reports:** These reports allow school leaders to track the utilization and outcomes reporting by participants and providers on all chosen EAP services on a regular basis.

**Our Representation at Your Health/Benefits Events:** This representation ensures greater circulation of our media and relationship building between Outcomes and your staff.

**Other EAP Services You Can Add to Your Package** (or purchase on a Fee for Service basis, with discounts for contracted schools)

**Critical Incident Stress Debriefing:** Trauma care services offered on-site by seasoned, specially trained counselors to respond to incidents related to the workplace (e.g., death at the job, natural disaster).

**Work-based Mediation:** Trained mediators who can work with groups or individuals to resolve conflicts with the outcomes of written agreements to ensure future professional cooperation.

**Work-Place Options:** This inexpensive on-line program facilitates phone access to assistants in elder/child care, daily living issues (from budgeting to pet care), and healthy living, thus guaranteeing a greater utilization rate and impact of the EAP program on your total workers.

**Personnel Services:** Schools often need informed, neutral professionals to conduct exit interviews, investigate allegations (e.g., discrimination, hostile work place), align policies and procedures, and/or help with effective corrective action plans.

### Why Choose Outcomes, Inc.?

**Experience:** Founded in 1951, Outcomes is one of the oldest and largest community-based, non-profit family service agencies in New Mexico. We have been providing EAP services for 25+ years, with a current roster of over 35, diverse organizations throughout the state that we serve through a network of affiliated providers in mental health, workshop facilitation and management consultation.

**Quality:** Fully licensed and accredited by the Council on Accreditation, Outcomes provides services using an in-house staff of highly qualified, seasoned professionals in EAP Counseling, management consultation, mediation, workshop leadership and insurance-based psychotherapy.

**Accessibility:** Daytime, evening and Saturday hours are available for EAP counseling, and Spanish speaking. Local services are conveniently located at Indian School Road and University Blvd. NE, and state-wide services in private offices. We have a strong customer service policy of rapid response to calls.

### Some of our Valued New Mexico EAP Clients

University Hospital  
Laguna Development Corp  
Pueblo of Jemez

La Vida Felicidad  
US Eagle Credit Union  
Golden Equipment Company

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