

SECTION TEN: Coastline Employee Assistance Program (All Benefit Levels)

I. Basic Information about the Coastline Employee Assistance Program (EAP)

Personal problems can create difficulties both at home and at work. Most of these problems can be successfully resolved if they are identified early and referred to appropriate helping resources. The Trustees have selected Coastline EAP to help you successfully resolve these issues at no additional cost. Coastline EAP provides nationwide employee assistance services for members and their eligible dependents twenty-four hours a day and three hundred and sixty-five days a year.

A. Coastline EAP Services

1. Unlimited Confidential Toll-Free Telephone and/or Online Access Providing Short Term Counseling or Referrals for Covered Services.

Coastline provides you with access to trained professionals to help address a wide range of issues. In order to utilize these services, call **1-800-445-1195** or visit **coastlineeap.com**. If you call during business hours, an intake coordinator will refer you to the appropriate consultant for immediate clinical response and support. If you call during non-business hours, a masters-level clinician will assess your issue and offer crisis support. Additional consultants are available on call for referral, consultation and unusual emergencies and a confidential interpreter is available upon request.

2. Unlimited In Person Problem Assessment, Treatment Referral, Case Management and Follow Up Services

Coastline EAP offers a confidential telephonic or in-person assessment based on your preference. This assessment can include, but is not limited to:

- Determination of the presenting problem(s);
- Crisis need;
- Precipitating psycho-social concerns;
- Mental status examination;
- Psycho-social and family history;
- Current level of functioning and job impact;
- Medical history and in-depth history of substance abuse and other addictive behaviors;
- Assessment of your treatment plan preference.

Once Coastline EAP makes an assessment, the assessment is used to create an appropriate service plan. This plan may include problem resolution facilitated by a Coastline consultant or referral to another service provider or community entity.

If the plan includes a referral, the consultant will state the reasons for the referral, referral options, and costs associated with the referral options. If you are interested in the referral, the consultant will work to find a local provider who can help you and whose services are covered by the Plan. Then, the consultant contacts these providers to determine availability. At this point, further information may be disclosed to the provider if you consent and complete required disclosure forms.

3. Follow Up and Monitoring Services

Consultants provide follow up services that are designed to monitor your progress, stabilization, and satisfaction. During follow-up contacts, the service plan is reviewed and, if indicated, revised to ensure that the plan remains appropriate, focused and useful.

Consultants will work with you until one or more of the following events occurs:

- a. You achieve your goal.
- b. You are engaged in a stable, ongoing treatment plan.
- c. You withdraw your service request.
- d. Consultant is unable to contact you for thirty days or more despite at least three attempts at contact, including one written request.
- e. You failed to follow through on your plan and conveyed disinterest.
- f. You are no longer eligible for coverage from the Fund and you are in stable condition and have been advised of alternative treatment options by a Coastline consultant.

4. Coastline Provides Assessment, Treatment, Referrals and Case Management for the following Personal Problems.

- a. Substance abuse issues.
- b. Stress management or other mental health issues.
- c. Depression, anxiety or other mental health issues.
- d. Relationship, marital/partner issues.
- e. Child care and elder care issues.
- f. Gambling issues.
- g. Financial Issues
- h. Eating disorders.
- i. Weight management issues.
- j. Work and career issues.
- k. Veteran's affairs issues
- l. Life events and grief issues.
- m. Tobacco cessation
- n. Issues relating to professional evaluations from the Department of Transportation or Department of Health.
- o. Anger management.
- p. Suicide.
- q. Employee/supervisor conflict.
- r. Job performance.
- s. Physical/sexual assault.
- t. Exposure to traumatic event.

5. More Information

For more information call **1-800-445-1195** or visit **coastlineep.com**.