



Employee Assistance SCOPE OF SERVICES

- A. Short-Term Behavioral Health Counseling:** Modern Assistance's licensed Master's level counselors will provide individual, marriage/couples, and family counseling.
- B. Substance Use Disorder Treatment:** Modern Assistance clinicians have extensive experience with substance use disorder counseling. We offer individual substance use disorder counseling, Early Recovery groups and an Intensive Outpatient Program.
- C. Virtual Counseling (Telehealth Counseling):** Modern Assistance will offer Telehealth counseling through a confidential electronic video platform that connects employees to a certified and/or licensed clinician at Modern Assistance.
- D. Anger Management:** Modern Assistance provides court approved, and NAMA Accredited (National Anger Management Association) men's and women's anger management groups.
- E. Aftercare:** Modern Assistance will offer aftercare treatment planning and coordination for eligible employees and their dependents who have recently been inpatient in mental health and substance use disorder facilities.
- F. Critical Incident Stress Debriefing:** Modern Assistance will conduct critical incident stress debriefings (CISD) following worksite accidents or other potentially traumatic events that may affect employees or their families. This is inclusive of grief counseling.
- G. After Hour Crisis Intervention:** Modern Assistance will maintain 24-hour availability for emergency consultation, crisis counseling, assessment and referral.
- H. Training and Outreach:** Modern Assistance will conduct regular outreach regarding its services to employees and their families by attending company meetings and outings, Health Fairs, conducting small or large group information sessions or by providing literature to the employer for distribution to employees. Modern Assistance will conduct trainings on a range of topics to employees, including; Introduction to EAP Benefits, Stress Management, Mental Health: The Stigma of Mental Health, Coping with Grief and Loss, Financial Stress Reduction, Retiree Wellness, Issues with Aging Parents, Parental Stress, Conflict Management, Cultural Competency, Supervisor Training, Substance Use Disorder Awareness, Critical Incident Stress Debriefing (CISD), Narcan (Naltrexone) Training, Reasonable Suspicion, Making an Effective Referral to EAP, Recognizing Substance Abuse in the Workplace, Violence in the Workplace, Communication Strategies, RESPECT Training.

- I. Advocacy:** Modern Assistance will provide advocacy services to members who are involved with the courts, Registry of Motor Vehicles, or the Department of Transportation as needed.
- J. Consultation:** Modern Assistance will consult with the employer regarding future plans for dealing with substance abuse and other workplace issues to assist with improving quality of life for its employees and their families.
- K. Referral Services:** Modern Assistance will provide employees with referrals for ADD, ADHD, and Learning Disabilities; Financial Issues; Legal Issues; and other services as needed.
- L. Coordination of DOT / SAP Evaluation and Treatment:** For eligible members of who are employed in a safety-sensitive-positions, as defined by the Department of Transportation (DOT), Modern Assistance will provide coordination of a substance abuse evaluation and substance abuse treatment. At no additional cost, Modern Assistance will provide a substance abuse evaluation by a DOT Certified Substance Abuse Professional (SAP). At no additional cost, Modern Assistance will provide substance abuse treatment as required by the DOT and outlined in the SAP evaluation.