

An Introduction to ComPsych® GuidanceResources® State of Ohio Employee Assistance Program (EAP)



Stay Ahead of Performance, Productivity and Health Issues

COMPSYCH®
GuidanceResources® Worldwide

Program Model for State of Ohio

24/7 multilingual access to master's and doctoral-level professionals

6-session model per person, per issue, per year

Integrated work-life services, including:

- FamilySource®
- LegalConnect®
- FinancialConnect®

Training and/or critical incident stress management (CISM) services

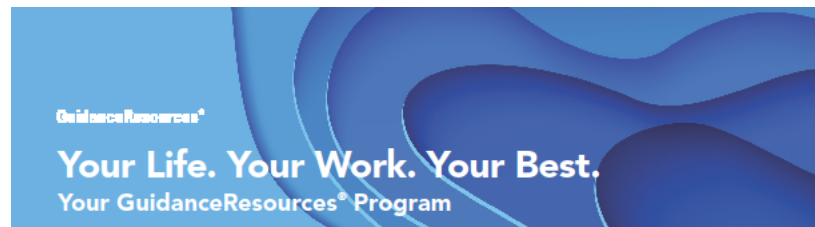
GuidanceResources® Online / GuidanceNowSM App

Computerized Cognitive Behavioral Therapy (CCBT)

Well-Being Coaching

Management/Supervisor Consult

Participation Agreement



Sometimes life can feel overwhelming. It doesn't have to. Your ComPsych® GuidanceResources® program provides confidential counseling, expert guidance and valuable resources to help you handle any of life's challenges, big or small.

Services:

Confidential Emotional Support

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

Work and Lifestyle Support

- Child, elder and pet care
- Moving and relocation
- Shelter and government assistance

Legal Guidance

- Divorce, adoption and family law
- Wills, trusts and estate planning
- Free consultation and discounted local representation

Financial Resources

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Digital Support

- Connect to counseling, work-life support or other services
- Tap into an array of articles, podcasts, videos, slideshows
- Improve your skills with On-Demand trainings

Interactive Digital Tools

- Self-care platform offers guided health programs
- Tackle anxiety, depression, stress
- Improve mindfulness, sleep, and more

Wellness Support

- Make positive lifestyle changes with health coaching
- Improve your nutrition, exercise habits, weight loss efforts
- Get help with smoking cessation, back care, resiliency and more

Life is challenging. We can help.
Confidential 24/7 support.



24/7 Live Assistance:
Call: 1.800.221.6327
TRS: Dial 711



Online: guidanceresources.com
App: GuidanceNowSM
Web ID: OhioEAP



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Confidentiality

- The program is strictly confidential
- Records are maintained by ComPsych
- General employer reporting: Summary of number of requests for assistance



Available 24 Hours a Day

Call us anytime for solutions!

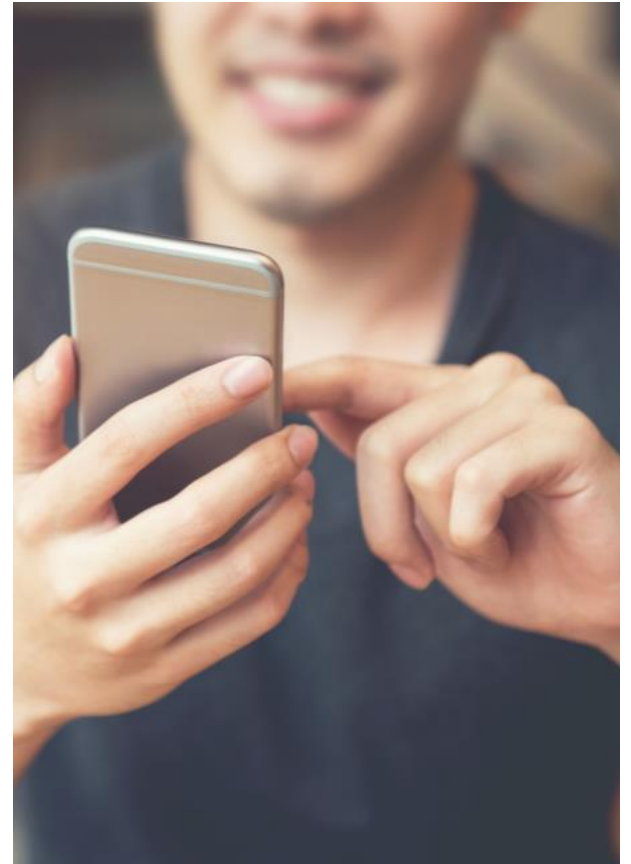
800-221-6327

Or Online:

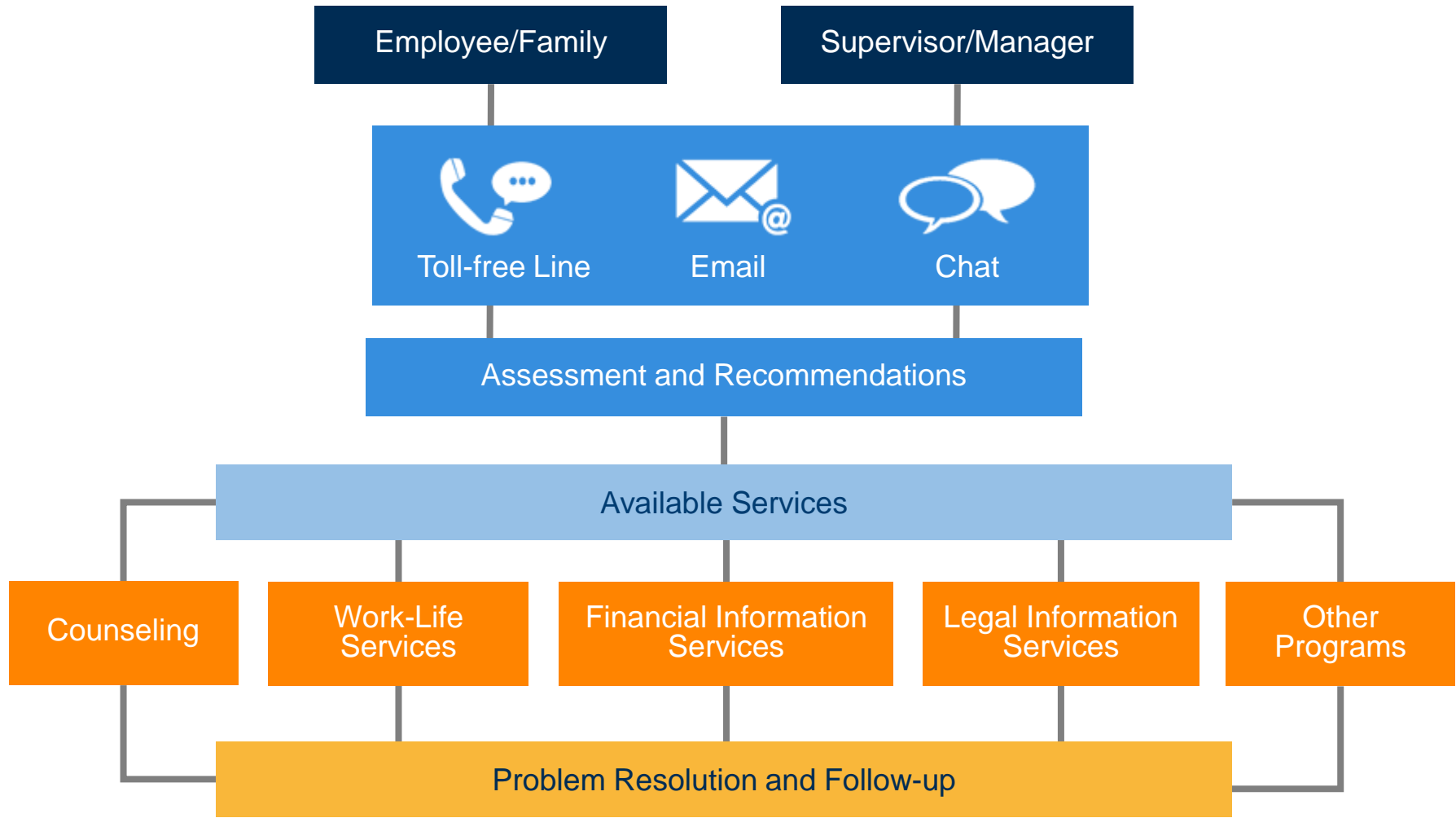
www.GuidanceResources.com

Company Web ID: OhioEAP

For you AND your family members



The GuidanceResources Experience



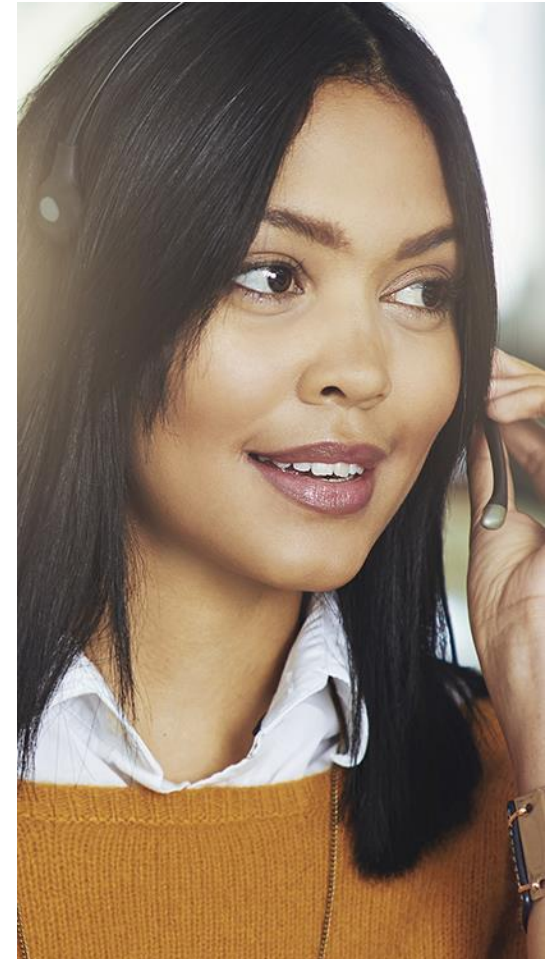
Confidential Counseling

Short-Term Counseling (EAP)

- 6 face-to-face counseling sessions per individual, per issue, per year
- Address issues early
- No cost to the individual
- Confidential
- Voluntary

Long-term counseling

- Continuing treatment for long-standing issues
- Refer to medical plan



Integrated Work-Life



FamilySource

- Unlimited Support
 - Child care
 - Elder care
 - Education
 - Government programs
 - Health/wellness
 - Personal convenience
 - Moving/relocation
- Customized referral packets; full research and availability checks
- Work-life kits available (baby, wellness, retirement, etc.)
- Online content and training resources



LegalConnect

- Unlimited consultation with in-house attorneys
 - Family law
 - ID theft
 - Custody
 - Real estate
 - Contracts
 - Tax questions
- Local referrals
 - In-person consultation
 - Discounted legal fees
- Online content and training resources



FinancialConnect

- Unlimited consultation with in-house financial experts
 - Budgeting
 - Debt
 - Credit
 - Tax issues
 - Retirement planning
 - Real estate
 - Estate planning
 - Saving for college
- Online content and training resources

Work-Life Balance


FamilySource®

Information, referrals and resources for work-life needs

Addressing work-life balance issues by providing practical information and referrals

- Child and elder care
- Educational options
- Community information
- Event planning
- Home improvement
- Buying/selling a home, relocation
- Assistance with shopping and locating items

GuidanceResources®



Work-Life Benefits

Are you:

A parent looking for answers to parenting questions? Get help with:

- Child care
- Nanny services
- Before- and after-school care
- Camps
- Financial assistance
- Adoption information

A family member of an elder? Learn about:

- Home health care
- Respite care
- Community services
- Help determining the right level of care
- Screened referrals for assisted living and nursing homes
- Hospice information

Looking for a place to live? Get help with:

- Finding an apartment
- Finding movers

A pet owner? Get information on:

- Dog walkers
- Kennels and pet care
- Veterinarians
- Obedience classes
- Pet insurance

Sending a child off to school? Learn about:

- Choosing schools, from preschool through college and beyond
- Financial aid
- Scholarships
- Tutors
- Special needs

Planning a major project? Find resources and qualified experts for:

- Weddings and other events
- Home improvement products
- Vacation planning
- Making a big purchase, such as a home or car

Get the Help You Need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific needs. Our work-life specialists will research your question and, in just a few business days, send you a complete packet of practical information, including prescreened referrals (as appropriate), HelpSheets™ on your subject and much more. The materials can be delivered to you via email, fax or second-day air.

Your GuidanceResources® Program

Call:

TDD: 800.697.0353

Go online: guidanceresources.com

Your company Web ID:

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Topics updated Quarterly

Legal Information and Consultation

LegalConnect®

Expert legal information from licensed ComPsych staff attorneys

- Unlimited telephonic access for:
 - Family law
 - Wills
 - Bankruptcy
 - Estate planning
 - ID theft
- Local, quality referrals
 - 30-minute in-person consultation
 - Discounted legal fees

GuidanceResources®



Legal Benefits

Our on-staff attorneys can help you with:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure
- Civil actions and small claims court
- Immigration concerns
- DUI/DWI
- Wills and living wills
- Trusts
- Name changes
- Contracts
- Probate matters

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can be put in a queue to talk to an attorney as soon as one becomes available.

If you require representation...

If, following your phone consultation, your legal matter requires in-person representation, you can receive a referral to a qualified attorney in the GuidanceResources network. Your GuidanceResources benefit includes a free, 30-minute consultation with a local network attorney, plus a 25 percent reduction in the attorney's customary legal fees thereafter.

Note: Employment related issues are excluded.

Your GuidanceResources® Program

Call: [REDACTED]
TDD: 800.697.0353
Go online: guidanceresources.com
Your company Web ID: [REDACTED]

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Topics updated Quarterly

Financial Information and Consultation

FinancialConnect®

Financial information from ComPsych staff financial experts

- Unlimited telephonic access for:
 - Budgeting
 - Income tax
 - Credit
 - Real estate
 - Debt
 - Retirement planning
- Confidential and objective

GuidanceResources®



Financial Benefits

Our on-staff financial experts can help you with:

- Managing personal financial challenges
- Credit cards and debt management
- Budgeting
- Tax questions
- Financing college
- Retirement planning
- Estate planning
- Real estate questions
- Investment options
- Mortgages, loans and refinancing

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific situation and schedule a phone appointment for you with one of our financial experts. Our in-house staff includes Certified Public Accountants (CPAs), Certified Financial Planners (CFPs) and other professionals who are exclusively dedicated to providing financial information by phone.

And because our experts are not associated with any financial institution, you are assured that they will provide impartial and objective information on your money topics.

Your GuidanceResources® Program

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Go online: guidanceresources.com
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Topics updated Quarterly

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Well-Being Coaching

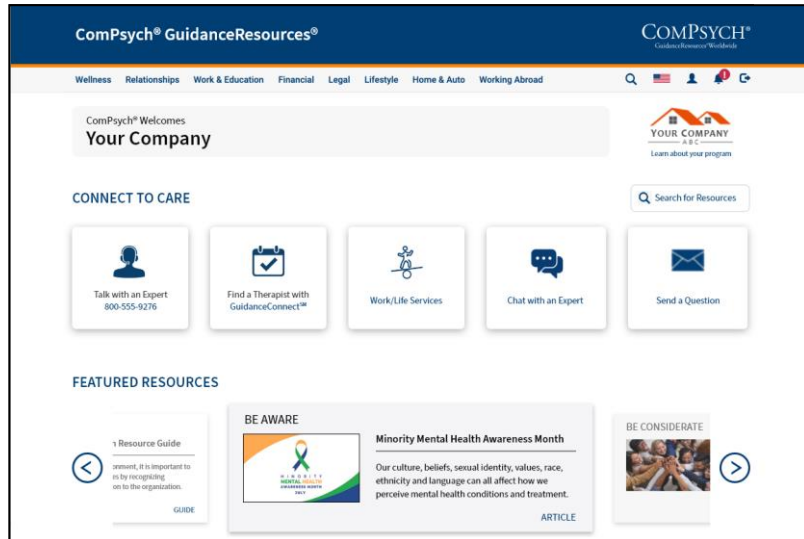
Preventative and Holistic Support

- Delivered by our in-house staff of behavioral change specialists
- Ideal to support life stressors, transitions, and everyday challenges using evidence-based techniques
- Complements current EAP and Work-Life services to address:
 - Burnout
 - Developing Self-Compassion
 - Dealing with Competing Priorities
 - Time Management
 - And More
- Fully-integrated to ensure access to higher level clinical (therapy) services, when needed
- Attractive to less-tenured workforce not open to therapy as a first step



Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App



24-hour access to localized resources for 65 countries



Click to chat or email with master's-level GuidanceConsultants



On-demand training modules available anytime



Discounts through partners for commonly used services



Special topic centers for individuals facing similar issues



Lookup local child/elder care, attorneys, financial experts



Content is organized by life event to reflect common searches



Crisis Portal offers immediate information, support and resources

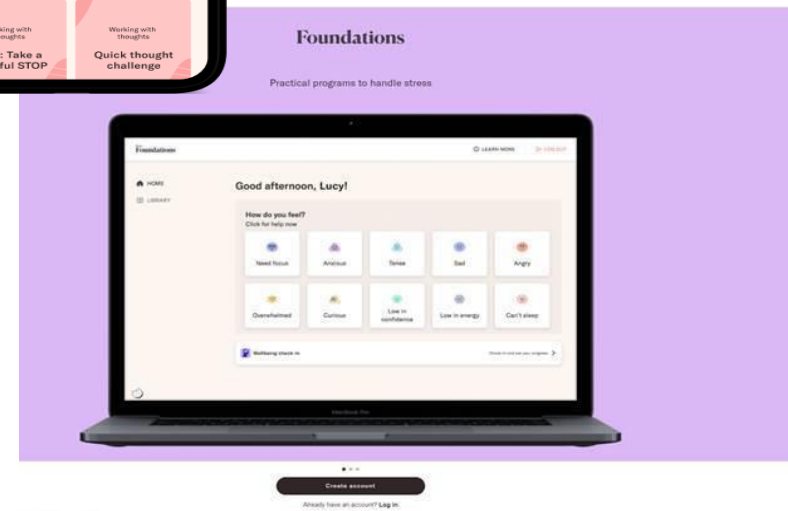
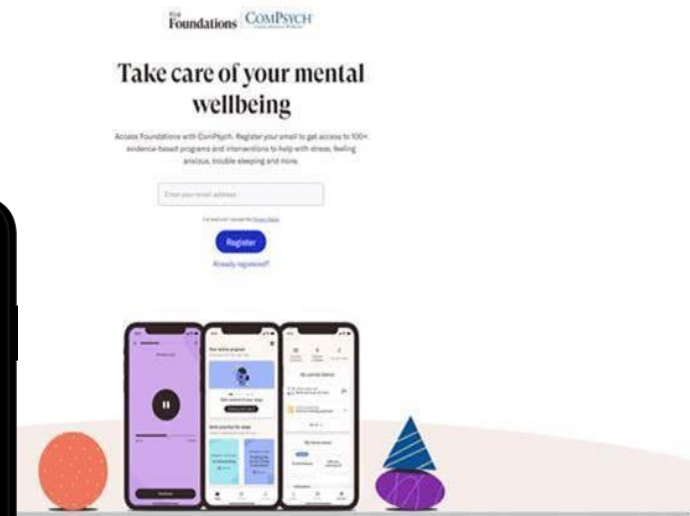
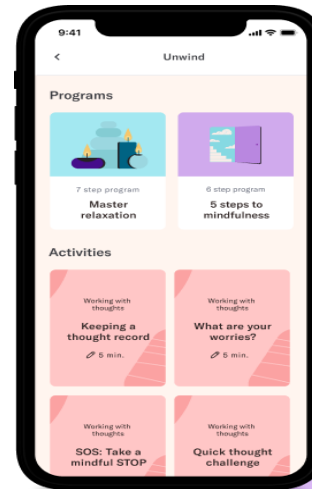
Website:
www.guidanceresources.com

Web ID: OhioEAP

Computerized Cognitive Behavioral Therapy (CCBT)

CCBT on GuidanceResources Online

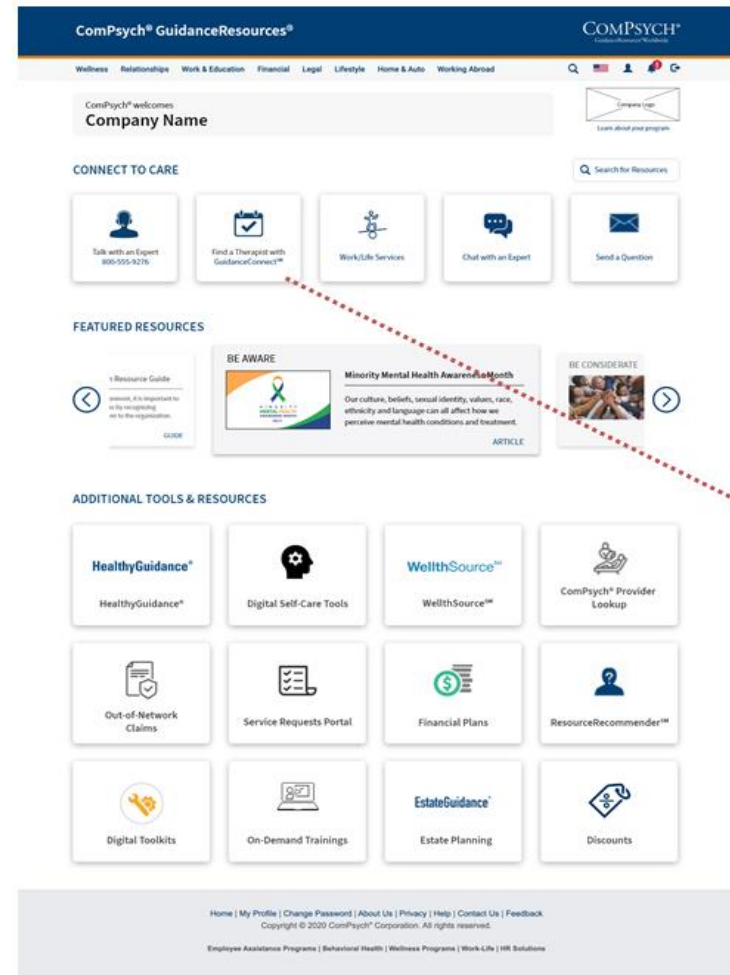
- **Evidence-based** self-help resources for mental health and overall well-being
- **Interactive modules** to address most common behavioral health issues:
 - Anxiety
 - Depression
 - Insomnia
 - Intense Emotions
 - Mindfulness
 - Opioid Recovery
 - Chronic Pain
 - Drug and Alcohol Recovery
 - Stress
 - Nicotine Recovery
 - Trauma and PTSD
 - Pregnancy and Early Parenting
 - Coping During COVID-19



GuidanceConnect

GuidanceConnectSM - Intuitive self-serve option allows individuals to:

- Complete a brief, clinically-based assessment to identify their target need
- Indicate counselor preferences (gender, language, background, etc.) as well as view a brief profile
- Review potential counselor matches
- Book appointment with select providers, if desired
- Always supported by immediate 24/7 clinical support



HR and Leader Support

Management Consultation

- Support for management referrals and manager consults
- HR Support
 - Policies
 - Workplace conflicts/employee issues
 - Events/incidents
 - Participation Agreement

Critical Incident Stress Management

Leading provider worldwide

- Internal, expert-staffed CISM department available 24/7
- On-site CISM counseling within hours
- Coordination with other emergency resources and disaster planning
- Prevention services
- World Watch alerts (natural disasters, other)



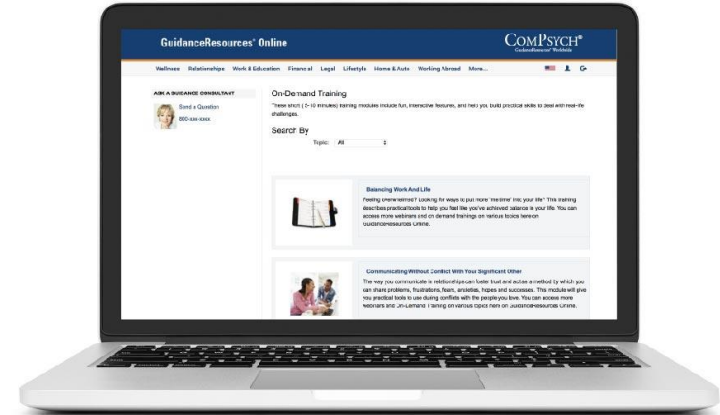
Training

Orientation for employees and managers/supervisors

Work-Life and personal development training sessions

Multiple delivery options

- Face-to-face facilitation
- Live webinar presentations
- Preplanned monthly training schedules
- On-demand digital training modules



Thank You for Attending

- Your single source for confidential support, expert information and valuable resources, when you need it the most.
- Please check with your local Human Resources/Benefit Representatives if you have any additional questions
- **Available 24 hours a day, 7 days a week**
- Call: **800-221-6327**
- Online: **guidanceresources.com**
Your company web ID: **OhioEAP**
- Mobile App: **GuidanceNow**

