

# Core EAP Features

## Multiple Access Points

- 24/7 toll-free access to licensed counselors
- LiveConnect (online chat)
- Email
- CCA@YourService
- Mobile App

## Unlimited work-life and daily living resources

- Information, counseling, and referral to pre-screened
- Resources with confirmed availability
- Childcare
- Education
- Adult and elder care
- Daily living - chores, travel, home repair, pet care, etc.
- Financial and legal
- Health and wellness

## Unlimited eap services

- Telephonic consultation
- In-person assessment
- Short-term counseling
- Referrals to long-term or specialized counseling

## CCA program overviews

(onsite or webinar)

- Employee orientations
- Manager and hr training

## Wellness seminars

Over 150 topics  
(onsite or webinar)

## My CCA online:

state-of-the-art, interactive member and management website

## Benefit connect:

Integrated platform for cross- referral to other company benefits

## Account management

Dedicated account team, available 24/7, responsible for all program services, including implementation, utilization reporting, and promotion

## Crisis management

- Immediate crisis consultation
- Onsite and virtual critical incident response
- Onsite and virtual grief groups
- Assessment and stabilization of at-risk employees

## Unlimited management consultations and referrals

24/7 assistance for hr and managers. Guidance on employee and organizational issues:

- Mental health
- Performance problems
- Conflict
- Substance abuse
- Regulatory compliance
- Harassment of bullying
- Sensitive employee situations
- Threats of violence
- Organizational change

