

The University System of Georgia Employee Assistance Program



The University System of Georgia has partnered with Espyr to provide employees and their family members with a comprehensive Employee Assistance Program (EAP). Services are free and confidential within the bounds of the law. Established in 1989 and headquartered in Georgia, Espyr is a national provider of services that help people and organizations achieve their full potential. In addition to work-life balance and counseling services to enhance employee and family well-being, the EAP also provides programs that support leaders and the organization.

Work-Life Balance

- **Financial** consultation regarding debt matters, investment options, money management, tax preparation and consultation and retirement planning. Financial personnel services are discounted at 25% as are CPA tax preparation fees.
- **Legal** consultation provided by attorneys. Simple Wills prepared at no cost. Twenty-four hour emergency services, consultation with a mediator, consultation with a fraud/ID theft specialist are also included. A 25% discount off the mediator or attorney fees for services rendered beyond the EAP.
- **Child care** information and referrals for all types of child care, as well as camps and schools.
- **Elder care** services to assess elder care needs, locate resources and arrange referrals.
- **Adoption** specialists share information, organize and arrange referrals for all stages of this process.
- **Academic** resources including customized profiles of kindergarten through graduate school. College planning guidebooks are available. Referrals to tutors are available.
- **Pet care** services that offer referrals to breeders, groomers, walkers, sitters, kennels, vets, and pet publications.
- **Special needs** services and referral to assess employee needs, educate, and make referrals for various special needs affecting employees and their families such as heart disease, ADHD, disabilities, diabetes and more.
- **Daily Living and Concierge** resources that provides referrals such as for home improvement resources, relocation information and resources, cleaning services, travel information, and more.

Counseling & Well-being

- Professional and confidential in-person counseling for a full range of personal, family and work concerns. Counselors are available close to work or home.
- Video and telephonic counseling are also available.
- 24/7/365 toll-free access to our caring professionals.

On-Line Features

- To access on-line EAP services, sign in to the Employee Portal at www.espyr.com . Also, download the free Espyr app from iTunes or the Google Play Store. Your password/code for the website and app is: USGCARES
- The website offers monthly live webinars, trainings, educational screenings, assessments, legal forms, videos, quizzes, courses, articles, financial calculators, child and eldercare service locators and much more. You may even confidentially request EAP services from the site. Topics covered include:
 - Personal and Professional Growth
 - Emotional Wellbeing
 - Relationships and Parenting
 - Health and Wellness
 - Financial & Legal
 - Supervisor Resources

Management and HR Consultation

- Unlimited consultation to supervisors and managers regarding employees with job performance, attendance and conduct problems.
- Monitoring of progress in EAP and all treatment for up to two years, when an employee is referred by management for job/substance abuse problems, by maintaining contact with the employee, treatment providers, and the employer, if appropriate.
- Unlimited consultation regarding organizational issues, including drug-free workplace, sexual harassment, downsizing, conflict resolution, and workplace violence.
- Crisis management to assist with emergencies in the workplace.
- Unlimited critical incident stress debriefings conducted on-site for traumatic incidents.

Program Promotion

- Promotional materials including: EAP brochures; Wallet cards; Posters; Monthly and quarterly wellness newsletters, Monthly newsletter for supervisors; Supervisory Guidebook.
- Newsletters and special messages pushed through the mobile App.

Training & Education

- An Internet-based employee orientation, supervisory training and drug-free workplace trainings are provided in addition to the trainings and monthly live webinars described under the Online Services section above.
- Up to 8 hours available per year for onsite or web-based training and seminars.
- Seminar topics include employee orientation, supervisor training, stress management, team building, coping with change, working with difficult people, balancing work and personal life, maintaining a positive attitude, drug drug-free workplace, legal and financial seminars, and much more. A complete training catalogue is available upon request.

Quality Management

- Dedicated Relationship Manager who is a Master- level, licensed clinician, services as your single point of contact.
- Continuous quality improvement program evaluates all components of services.
- Quarterly utilization and quality management reports.

Contact Info

Dedicated line for the University System of Georgia EAP

1-888-960-3305

Available 24/7/365

Relationship Manager:

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