
LifeMatters®
Services Overview
for
The State of Wisconsin

Presented by:

LifeMatters®

1-800-634-6433

mylifematters.com

Today

- Introduction to LifeMatters®
- Overview of program
- Overview of manager-specific consultation services
- Review of confidentiality and program access



About LifeMatters®

- LifeMatters® is the name of our EAP, work/life and management consultation services
 - Provided by Empathia, Inc.
 - Headquartered in Wisconsin
 - In business since 1982
 - Serves over 300 client organizations, representing 1.8 million covered lives
 - Nationwide network of affiliate providers
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Overview of Program

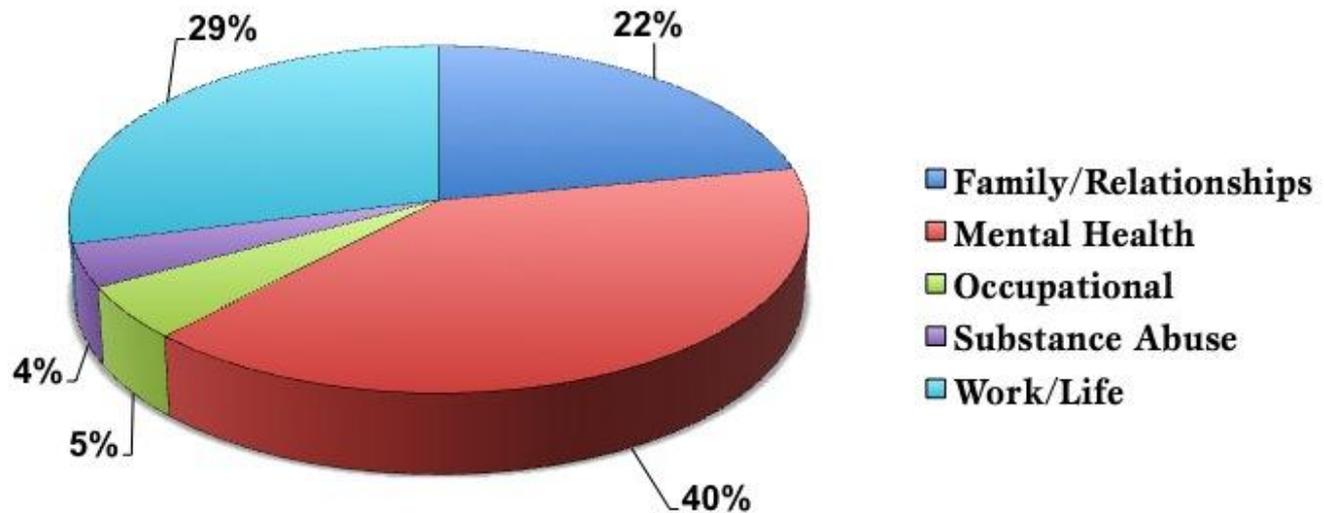
- LifeMatters – Employee benefit
 - Support services
 - Work/life and healthy living services
 - Financial and legal services
 - Self-assessment program
 - Web services
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Why People Call

- Balancing work and personal life
- Stress, anxiety, depression
- Family conflict/concerns
- Personal law questions
- Alcohol/drug concerns
- Financial/budgeting difficulties
- Workplace issues/conflicts
- Family and dependent care needs

Over 65% of program users self-refer

Presenting Concerns



When Someone Calls

- A LifeMatters professional:
 - Explains confidentiality and your benefit plan
 - Listens to your concerns
 - Provides support and problem solving
 - Explores options and develops a plan to assist you with resolving your issue
 - Offers ongoing support and follow-up
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Counseling Services

- No call monitoring
 - Unlimited telephonic access – 24 hours a day, 7 days a week
 - In-person counseling (5 sessions) with a local counselor
 - Referral to insurance covered resources for ongoing assistance
 - Ongoing follow-up and satisfaction surveying
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Work/Life Services

- Child and elder care assistance
 - Legal consultation
 - Financial consultation
 - Identity theft services
 - Convenience resources
 - Online health assessments
 - Online learning modules
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Child/Elder Care Services

- Comprehensive adoption, child/elder care and college resources and referrals
 - Telephonic and online access to work/life specialists and dependent care consultants
 - A minimum of 3 confirmed referrals with vacancy checks
 - Educational materials – tip sheets, handbooks, etc.
 - Online searches: Child/elder care, adoption, summer camps, schools/universities, pet care
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Financial Services

- Unlimited financial consultation with certified financial representatives.
 - Debt consolidation, credit report reviews, budgeting, financial planning
 - Online educational materials and financial calculators
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Legal Services

- Free initial consultation available for: Divorce/custody, domestic disputes, real estate, personal injury, estate planning, adoption, etc.
 - Will kits for simple wills
 - 6-page document review
 - Phone call or letter prepared by attorney to resolve simple disputes
 - Online legal templates and forms
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Identity Theft Services

- A consumer credit counselor will help the individual:
 - Review credit report
 - Develop a plan
 - Sample letters, a uniform affidavit and an Identity Theft Solutions Kit
 - Ongoing access to consumer credit counselor for support
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Convenience Resources

- Telephonic convenience resources and referrals
 - Home repair
 - Travel planning
 - Wellness
 - Entertainment services
 - Pet sitting
 - Apartment locators
 - And more...
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Healthy Living Services

Promoting health and wellness through:

- A tobacco cessation program
 - Stress management tips
 - Health and wellness articles and tips
 - An online self assessment program
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Online Health Assessments

Physical

- Health
- Cardiac risk
- General health risk
- Fitness
- Diabetes

Behavioral

- Addictions
 - Depression
 - Anxiety
 - Gambling
 - PTSD
 - Etc.
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Tobacco Cessation

- Included in LifeMatters program
 - 6-session telephonic model
 - Materials provided
 - Significantly increases the success rates for those quitting tobacco use
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Website

The screenshot shows the homepage of LifeMatters.com. At the top, there are navigation links for Home, Contact Us, Site Feedback, and RSS Feed, along with language options (En Español, Français) and user account links (My Profile, My LifeMatters, Sign Out). The main header features the LifeMatters logo and a navigation menu with categories: Home, Emotional Wellbeing, Family Life, Financial, Health, Legal, Workplace, and Services. A search bar is located below the menu.

The main content area is divided into several sections:

- Fearless Auto Repair:** A featured article with a photo of a woman driving a car. The text states: "Your auto repair technician should be someone you trust. The best tips on how to find a reliable workman can be found here." There is a "READ MORE" button.
- Child Obesity and Diabetes**
- Shopping for Health Equipment**
- Time for Mom and Dad**
- Fearless Auto Repair Assessments** (highlighted in orange)
- Featured Video:** A video titled "Headaches" showing a woman looking up.
- Weekly Poll:** "What is your favorite hobby?" with options: Reading, Gardening, Photography, Collectibles, and Arts and Crafts. A "SUBMIT" button is present.
- Get Prepared:** A grid of topics including Adoption, Depression, Legal Forms, Alcohol, Diabetes, Managing Stress, Anxiety, Drug Addiction, Parenting, Budgeting, Focus on the Family, Pet Care, Buying a Car, Grief and Loss, PTSD, Cancer Prevention, Heart Disease, Relocation, Caregiving, Home Center, Smoking, Debt Management, Identity Theft, and Wills.
- Most Popular Highest Rated:** A list of five items: 1. Depression Screening (PHQ9), 2. Will for Adult With No Child(ren), 3. Screening for Anxiety, 4. Beneficiary Worksheet, 5. Monthly Budget.
- A Personal Story:** "When depression doesn't go away" by Julia G. The text describes her journey with work-related stress and how she found happiness. A "Read more about Julia's journey to happiness" link is provided.
- How may we assist you?:** A section with a photo of a group of people and the text: "Access to our Care Center is just a click away. Let us know how we may assist you."
- Stress Tip:** A section with a photo of a man and the text: "Stress not only affects you, but the people around you. Use this Stress Tip to start relieving some of the stress in your life! Read More"

At the bottom of the page, there are navigation links for Home, Emotional Wellbeing, Family Life, Financial, Health, Legal, Workplace, and Services, and a footer with links for Grievance Form, Notice of Privacy Practices, Privacy & Security, Terms & Conditions, Editorial Policy, and Site Map.

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SOWI-Employees/Family Members
SOWI2-Managers/Supervisors
SOWI3-EAP Liaison

Web Services: Resources

- Work/life resource locators
 - Monthly health updates
 - Health tip of the month
 - Topical libraries, calculators and self-tests
 - Family, lifestyle & wellness information
 - Health information library, database and videos
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Web Services: Online Learning

- Online orientation
 - Easy-to-access information
 - Available for entire family
 - mylifematters.com
- Monthly and archived webinars
 - Free, online seminars on a variety of topics
 - Past topics include: *Improving the Quality of Your Life, Communication Between Generations and Business Etiquette*

Relocation Center

- Online relocation information in the following areas:
 - Neighborhood information
 - Climate
 - Demographics
 - Average income
 - Employment
 - Recent home sales
 - Local schools
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Points to Remember

- **INCLUDES FAMILY** – For employees, their dependents and household members
 - **FREE** – There is no cost for LifeMatters services
 - **VOLUNTARY** – Use is at the discretion of the individual
 - **CONFIDENTIAL** – Within the limits of the law
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Limits of Confidentiality

- Probable or imminent risk of **SUICIDE**
 - Probable or imminent risk of **HOMICIDE** or grave bodily harm
 - Possible **ABUSE** or **NEGLECT** of a child or vulnerable adult
 - Probably threat to **NATIONAL SECURITY**
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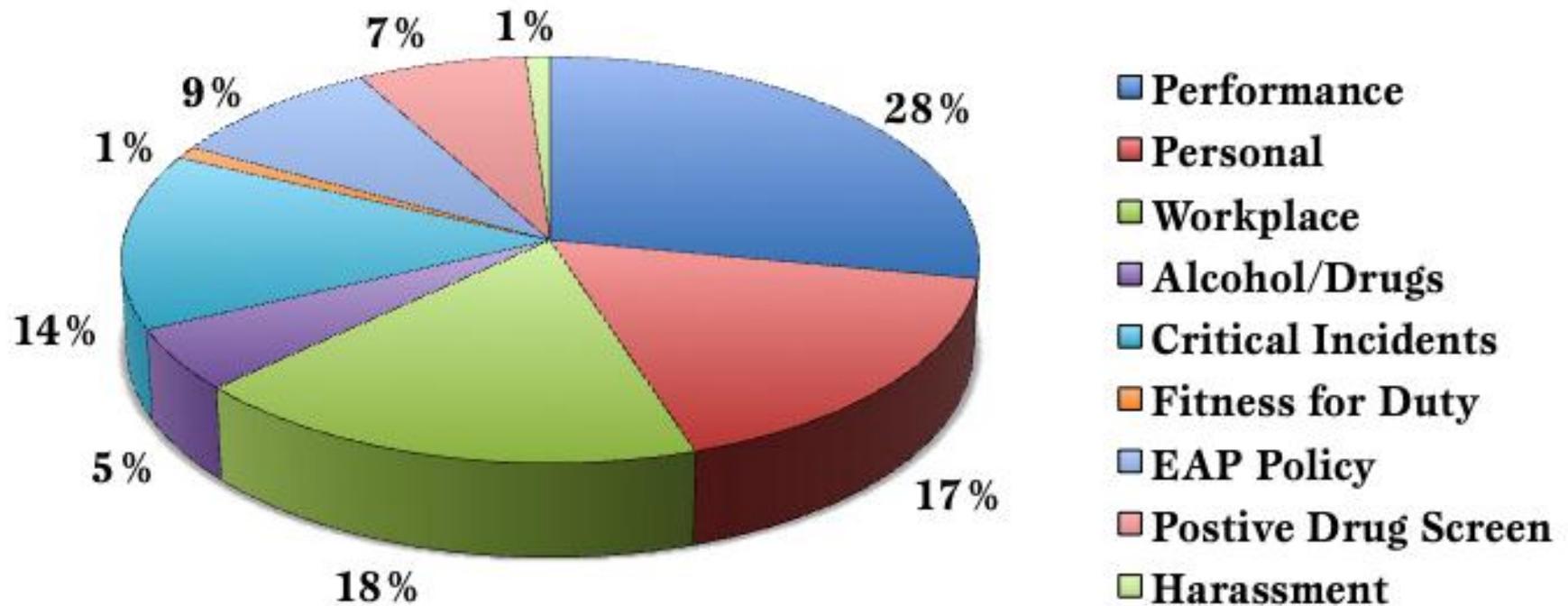
Services for Managers

Management services available:

- Supervisory consultation
- Coaching
- Trauma response
- Ongoing support and follow-up
- And more

Services available 24 hours a day, 7 days a week!

Why Managers Call



Consultation Specialists

- Point of contact for managers, supervisors, medical departments, HR and unions
 - Wide range of concerns related to performance, personal, drug & alcohol concerns
 - Performance concerns include interpersonal issues around co-workers and clients, productivity, etc.
 - A problem-solving resource through individualized consultation and recommendations
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Performance Specialists

- Partners with consultation specialists on every case
 - Point of contact for the employee being referred for performance issues
 - Provides coaching to the employee for performance and personal issues
 - Acts as advocate to confirm that every employee is receiving the correct treatment
 - A go-to person if the employee has any questions about treatment plans, provider concerns or options
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Types of Referrals

- Three types of referrals available:
 - **Personal** – Generated out of personal concern
 - **Performance** – Generated for substandard performance. Updates provided in accordance with HIPAA authorization
 - **Mandatory** – Generated usually in combination with a *Last Chance Agreement*. Updates provided in accordance with HIPAA authorization

Personal Referral

- Reminder to employee
 - Usually in situations with no or minimal performance problems
 - Not in conjunction with job action
 - Supervisor may call LifeMatters to facilitate
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Performance Referral

- A strong recommendation to contact LifeMatters, often in tandem with disciplinary action
 1. Evaluate job performance
 2. Document performance issues
 3. Consult with HR and LifeMatters
 4. Meet with employee and refer to LifeMatters
 5. Follow through
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Mandatory Referral

- Generally used with company policy violations and/or last chance agreement to avoid termination
 1. Review company policy and consult with HR
 2. Review employee's prior disciplinary action, past and current job performance and workplace behavior
 3. Draft document and review with HR/Legal
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Mandatory Referral

3. Draft document and review with HR/Legal confirming conditions of mandatory referral
 4. Contact LifeMatters consultation specialist
 5. Meet with employee
 6. Schedule follow-up meetings with employee
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Supervisory Survey Results

The *consultation specialist* I spoke with:

- Understood our unique needs 4.8
 - Provided helpful options to address our needs 4.7
 - Helped me be more effective in addressing the workplace issue 4.6
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Supervisory Survey Results

The *consultation and referral service*:

- Is a valuable resource to me in my role 4.8
- Is a tool I would recommend to others in my organization 4.9

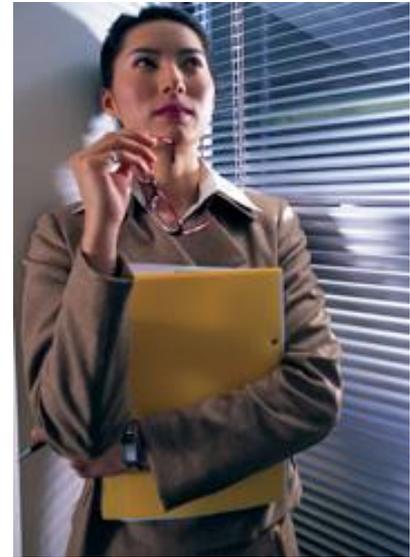
Trauma Response (CISM)

- Providing consultation and support in times of crisis such as:
 - Violence in the workplace
 - Co-worker death or suicide
 - Natural disaster
 - Tragedy affecting an employee
 - Terrorist attack
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Trauma Response (CISM)

HR	Managers	Employees
Triage	What to expect	Reactions
Response plan	How to support	Self-care tips
On-site services	Consultation	Support
Sample language	Self-care	Counseling

Case Studies



Using LifeMatters®

Professional assistance is available 24/7 at

1-800-634-6433

and

mylifematters.com
