



Employee & Organizational Assistance (EAP/ OAP) Programs *and* Work-Life & Wellness Services

TABLE OF CONTENTS

- ▶ About National EAP
- ▶ Understanding Your Needs
- ▶ Selecting an EAP Provider
- ▶ Member Services
 - Employee Assistance Program Services
 - Work-Life Services
 - Wellness Services
- ▶ Organizational Services
 - HR and Leadership Consultation Services
 - Enhanced Management Referral Program
 - Critical Incident Response Services
 - Well Checks
 - Marketing Support
 - Usage & ROI
- ▶ ATHRÚ: Workplace Training and Coaching
- ▶ Our Commitment to You
- ▶ Why National EAP



ABOUT NATIONAL EAP

National EAP: Real Solutions for Real People, in Real Time

For over 40 years, National EAP has been transforming workplaces and improving lives nationwide. As an award-winning provider headquartered on Long Island, New York, we specialize in fully customized employee and organizational assistance programs that empower employees and drive organizational success.

Our mission is to foster positive growth in the workplace, maximize individual and group potential, and help drive and sustain cultures of excellence. We believe in the power of **personalized care, proactive engagement, and meaningful connections** to create lasting impacts on well-being and workplace culture.

At National EAP, we are committed to partnering with organizations to identify the innovative solution that's right for them to build a thriving workplace where employees feel supported, valued, and ready to succeed.

MEET THE NATIONAL EAP TEAM



Aoifa O'Donnell, LCSW

President and
Chief Executive Officer
[Email](#) | [LinkedIn](#)



Julie Prisco, MFT, CEAP

Director of
Client Success
[Email](#) | [LinkedIn](#)



Kim Robinson

Business Development
Coordinator
[Email](#) | [LinkedIn](#)

UNDERSTANDING YOUR NEEDS

Partnering to Empower Your Workforce Through Customized Support

At National EAP, we know that no two organizations are the same. Each workplace has its own unique culture, challenges, and goals. That's why we take the time to truly understand your organization—its people, its priorities, and the factors driving its success.

Our approach begins with collaboration. By working closely with your leadership and HR teams, we identify the specific needs of your workforce, from improving mental health support to resolving workplace conflicts or enhancing employee engagement.

To Meet Your Needs, We Provide:



Comprehensive Assessments: Identifying your organization's unique challenges and opportunities.



Tailored Solutions: Custom EAP programs that address workforce needs and organizational goals.



Proactive Engagement: Early intervention strategies to resolve issues before they escalate.



Compassionate Support: Accessible resources that empower and care for employees.



Expert Risk Management: Skilled handling of complex, high-risk situations to protect your workforce.

By aligning our expertise with your vision, National EAP delivers solutions that foster well-being, improve productivity, and create a supportive workplace culture. When your organization thrives, so do your people—and we're here to make that happen.

SELECTING AN EAP PROVIDER

Organizations today face complex challenges that directly impact employee well-being and workplace performance. Reactive approaches to managing employee concerns often fall short, leading to increased absenteeism, reduced productivity, and higher turnover.

Selecting the right Employee Assistant Program (EAP) provider is an investment in your people and your organization's success. The true value lies in a balance of **Provider, Programs, and Price**—ensuring you receive a partner who delivers meaningful, measurable outcomes.

QUALITY ASSURANCE

At the heart of our operations is a strong commitment to delivering a consistently high-quality experience for every member we serve. We believe exceptional service begins with careful monitoring, continuous improvement, and clear standards. Our goal is to ensure every interaction exceeds expectations.

Our clients can rely on:

- **Client Satisfaction Surveys for Member and Human Resources**
Allowing us to identify strengths, uncover opportunities for improvement, and tailor our services to better meet the evolving needs of our clients.
- **Quality Monitoring of Call Recording and Evaluation**
Evaluating calls based on established quality benchmarks, ensuring professionalism, accuracy, and empathy in every conversation.
- **Metrics Monitoring of Phone Systems**
Real-time oversight helps us maintain a smooth and responsive service experience. An average call is answered in under one minute, ensuring members get the assistance they need without delay.
- **Standardized Procedures for Intake Calls and Case Management**
Ensuring every member receives thorough, equitable, and streamlined support at every touchpoint. We provide a two-business day turnaround for referrals and ongoing services, supporting timely access to care and minimizes unnecessary delays in treatment or support.

SELECTING AN EAP PROVIDER

Deciding to invest in an additional expense may be initially challenging, but when considering the benefits of a top-tier EAP, the choice becomes clear.

National EAP offers comprehensive services for organizations and their employees, including Action Plans with personalized care management, resulting in transformative outcomes and cost savings through efficient referrals. The holistic approach ensures a strong ROI while supporting individual members and the organization.

RESULTS YOU CAN EXPECT

Productivity

EAPs lead to **20%** higher employee productivity.

(Source: National Business Group on Health)

Less Absenteeism

EAPs cut absenteeism by **33%**.

(Source: EAP Association)

Keeping Talented Employees

80% of employees consider mental health support when choosing a job.

(Source: World Health Organization)

Better Morale & Engagement

EAPs lead to **25%** happier employees.

(Source: International Employee Assistance Professionals Association)

Cost savings

Every EAP dollar returns **\$3 to \$10** due to lower healthcare, less turnover, and fewer legal issues.

(Source: U.S. Department of Labor)

“

For over 15 years I have been a proud and extremely satisfied employer representative/client of National EAP. Their resources, quick response, training, professionalism and management support has been invaluable.

They complement the team doing what they do better than anyone else so our managers can get back to what they do best.

– Director of HR, Riverhead Building Supply Co.

”

SUPPORT SERVICES FOR YOUR EMPLOYEES & ORGANIZATION

Our **Employee Assistance Program (EAP)** and **Organizational Assistance Program (OAP)**, along with our **Work-Life and Wellness Services**, offer 24/7 support to help employees and organizations manage stress, mental health, work-life balance, financial planning, and more. Accessible via phone, email, live and online chat, virtual, in-person, and AI app, we provide personalized care to keep your team and organization resilient, productive, and engaged.

COMPREHENSIVE SUPPORT FOR YOUR WORKFORCE

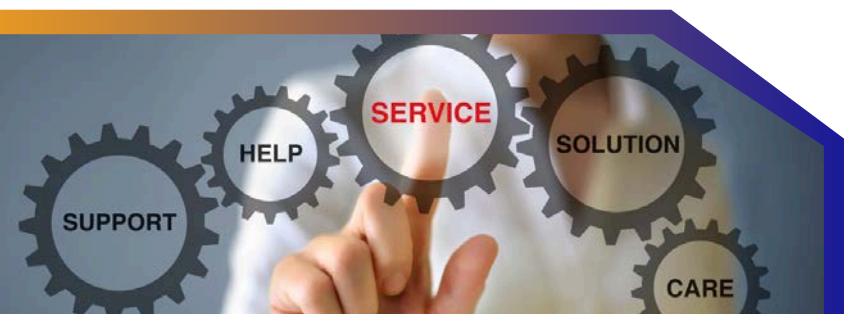
Our approach extends beyond conventional services, offering robust solutions for your organization and employees.

Your employees will have access to:

- Confidential Support & Counseling
- EAP Assessment and Referral
- Work-Life Services
- Member Portal & Resources
- Monthly LIVE Webinars & On-Demand Recordings
- Work/Life Services: Legal, Financial, & ID Theft Consultation
- Food & Nutrition: Education and Referral Services
- AI Mental Resilience App

Your organization will have access to:

- Critical Incident Response Services
- Enhanced Management Referrals
- Professional Development
- Expert Consultation & Solutions for Workplace Issues



MEMBER: EMPLOYEE ASSISTANCE PROGRAM (EAP)

TAILORED TO YOUR WORKFORCE

Our confidential Employee Assistance Program (available 24/7/365) is designed to support your employees and their household members, whenever and however they need it.

Services Include:

- Confidential Support & Crisis Counseling
- EAP Counseling Sessions
- EAP Assessment & Action Planning
- Care Management to Ensure Client Satisfaction
- Pre-Qualified Referrals for Long Term/Medical Services

Flexible EAP Counseling Options

We understand and prioritize the need for accessibility and comfort by offering multiple ways for your employees to engage in their EAP counseling sessions. Choose the format that best suits your needs:

- **In-Person Sessions** – Meet with a counselor at a location convenient to you.
- **Telephonic Counseling** – Speak with a professional from anywhere.
- **Video Counseling** – Connect securely online for virtual support.

In addition, we partner with BetterHelp, giving your employees quick access to licensed therapists via a virtual self-service platform, making counseling more accessible and flexible.

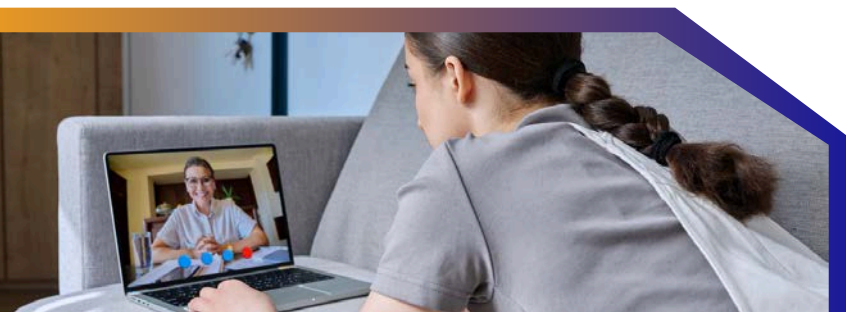


Member Website Demo

[CLICK HERE](#)

username – national
password – demo

[WATCH NOW >>](#)
What National EAP Offers



MEMBER: WORK-LIFE SERVICES



Our Work-Life Services are designed to provide employees with fast, convenient access to expert guidance and community resources, reducing stress and saving valuable time. By addressing personal and professional challenges, these services help employees maintain focus, enhance productivity, and build resilience in all areas of their lives.

Comprehensive Support Services Include:

- **Child & Adult Care Referrals** – Expert assistance in finding reliable childcare, eldercare, and specialized care services to support your family's unique needs.
- **Legal Consultation** – A 30-minute consultation with a local attorney, available in person or over the phone, to help navigate legal concerns such as family law, estate planning, and landlord-tenant disputes.
- **Financial Consultation** – A 30-minute telephonic session with a Certified Financial Planner (CFP) or Licensed CPA to provide guidance on budgeting, debt management, investments, and retirement planning.
- **ID Theft Consultation** – Support and resources to help prevent, detect, and recover from identity theft, including assistance with credit monitoring and fraud resolution.
- **Housing Services** – Guidance on housing-related matters, including home buying, renting, mortgage assistance, and relocation support.

MEMBER: WELLNESS SERVICES



AI MENTAL RESILIENCE APP

Our innovative AI-powered app, Wysa, offers personalized tools to help you take charge of your well-being. Grounded in Cognitive Behavioral Therapy (CBT), Wysa is designed to support your employees in building resilience and enhancing mental health through a structured, clinically validated program.

Key Features Include:

- **Personalized CBT-based Tools** – Tailored exercises and guidance to help manage stress, anxiety, and other mental health challenges.
- **Clinically Validated Program** – Structured content backed by mental health professionals to ensure effective outcomes.
- **On-Demand Support** – 24/7 access to the app, empowering users to engage with mental health resources at their convenience.
- **Progress Tracking** – Monitor personal growth and milestones in mental resilience.

Wysa's intuitive design and evidence-based approach make it an effective, accessible resource for individuals seeking to strengthen their mental well-being.



FOOD & NUTRITION: EDUCATION & REFERRAL SERVICES

Nutrition health is a critical component of overall wellness, and we are committed to helping your employees prioritize it. Through our collaboration with Kelly's Choice, a leading provider of nutrition health support, your employees have access to:

- **Medical Nutrition Counseling Referrals:** Covered by most major insurances, with self-pay and HSA/FSA options.
- **Personalized Support:** Virtual 1:1 nutrition counseling with expert & flexible Registered Dietitians.

MEMBER: WELLNESS SERVICES

THRIVE WEBINAR SERIES

A dynamic education program is designed to foster employee well-being and personal growth. Hosted monthly by industry experts, each live session focuses on key themes impacting workplace success, benefiting both employees and leadership. With quarterly topics that address essential skills and challenges, THRIVE webinars provide meaningful opportunities for development and reflection.

Sample a Previous THRIVE Webinar on
“Do’s and Don’ts of Professional Emails”

[CLICK HERE >>](#)

2025 Webinars

Q1: Goal Setting and Time Management

- January (**Leadership Spotlight**): Driving Success with Goal Setting for Leaders
- February (**General Session**): Setting Goals that Stick
- March (**General Session**): Boosting Productivity with Time Management

Q2: Workplace Culture

- April (**Leadership Spotlight**): Fostering Psychological Safety at Work
- May (**General Session**): Understanding & Respecting Differences
- June (**General Session**): Working Collaboratively as a Team

Q3: Enhancing Communication

- July (**Leadership Spotlight**): Emotionally Intelligent Communication for Leaders
- August (**General Session**): Communicating Well with Difficult People
- September (**General Session**): Exploring Verbal De-Escalation Strategies

Q4: Building Resilience

- October (**Leadership Spotlight**): Leading Through Change
- November (**General Session**): Understanding Change: From Resistance to Resilience
- December (**General Session**): Embracing Self-Care

ORGANIZATIONAL SERVICES



ADVICE

SUPPORT

GUIDANCE

HR AND LEADERSHIP CONSULTATION SERVICES

National EAP offers expert, consultative guidance for HR and Leaders, fostering a healthier, more productive workplace. We assist with leadership development, performance management, communication, conflict resolution, employee well-being, and organizational culture. You can rely on National EAP for support on how to address challenging workplace incidents and employee concerns.

A Consultation Helps:

- Cultivate a positive workplace atmosphere
- HR and Leaders enhance team management skills and improve communication

Consultation Services Provide:


- Expert guidance on reducing the human impact of organizational crises.
- Education and guidance in behavioral health
- Strategies for handling workplace challenges proactively

HR professionals and Leaders turn to Consultation Services for a proactive approach to employee support and can be the first step toward formal management referrals.

As part of our OAP, management can also benefit from:

- Enhanced Management Referral
- Coaching and Mediation
- Critical Incident Response
- EAP Well Check
- Workshops and Trainings

ENHANCED MANAGEMENT REFERRAL PROGRAM



The Enhanced Management Referral Program is designed to help organizations address performance issues, improve employee behavior, and foster a more productive, positive workplace. Unlike standard programs that simply confirm attendance, ***we focus on delivering measurable outcomes.***

By referring employees to this expert-led program, you can:

- **Correct Behavioral Issues:** Address underlying causes of problematic behavior and guide employees back on track to meet company standards.
- **Enhance Performance:** Empower employees to make lasting improvements, increasing productivity and overall job satisfaction.
- **Maintain Consistent Communication:** HR and leadership are kept informed through bi-weekly progress reports, ensuring transparency and alignment at every stage.

This structured, confidential process offers employees the support they need to realign with company expectations, while providing HR with attendance, compliance, and progress updates to ensure transparency and facilitate ongoing support throughout the program.

ORGANIZATIONAL SERVICES



CRITICAL INCIDENT RESPONSE SERVICES

Our Critical Incident Response (CIR) Services provide immediate support to help organizations manage and recover from traumatic events. We offer crisis counseling, debriefing, and follow-up care to help you and your employees get through a difficult or stressful situation. You can count on National EAP before, during, and after the situation is resolved.

Key features include:

- Same Day/Next Day Availability
- In-Person/Virtual Options
- Trauma Debriefing & Education
- Bereavement Support

Our team supports your organization with sensitivity and care while fostering increased resilience in your workforce.



WELL CHECKS

The Well Checks Program offers 15-minute check-ins with a counselor to help your employees gain insights into their personal wellness. These sessions provide a safe and casual environment for individuals to start their wellness journey, offering education, resources, a wellness assessment, and a personalized action plan tailored to their unique needs.

Well Checks serve as an excellent introduction to EAP services, seamlessly connecting your employees to the support they may require and encouraging them to take the first step toward improved well-being—all while enhancing the visibility and impact of EAP services.

Available for an additional fee.

ORGANIZATIONAL SERVICES: MARKETING SUPPORT

MAXIMIZING VISIBILITY AND EMPLOYEE ENGAGEMENT

We understand that visibility and engagement are crucial to the success of an Employee Assistance Program (EAP). That's why we make tools and strategies available to embed EAP into your company culture effectively.

Customized Marketing Support for Your Organization

We offer a comprehensive suite of marketing support designed to highlight and promote EAP services.

This includes:



Full Suite of Marketing Material: Ready-to-use resources to promote EAP services, resources relevant to your workforce and current events.



Marketing Strategy Meetings: Tailored planning sessions to optimize communication and engagement.



Utilization Reviews: Regular analysis to assess program effectiveness and areas for growth.



Digital Newsletters:

- **Monthly Employee Newsletter** providing engaging content to keep EAP top of mind for your employees.
- **Quarterly HR Leadership Newsletter** offerings: Insights and updates specifically for organizational leaders.



Webinar Events: Promotional material to drive awareness of educational and wellness events.



Employee Tip Sheets: Practical advice to support everyday well-being.



Orientations for Managers and Employees: Available both live and prerecorded to ensure comprehensive understanding and utilization of EAP services.



Health and Benefit Fair Attendance: Opportunity to have a representative at your organization's health and benefits fairs.

ORGANIZATIONAL SERVICES: MEASURING USAGE & ROI

UNDERSTANDING THE IMPACT OF YOUR EAP

It's important that you understand the impact your Employee Assistance Program is having and how your employees are utilizing what they have access to. Our advanced utilization software provides critical statistical insights, showcasing the positive impact of our services.

Your organization's utilization reports are accessible and can be reviewed with your dedicated Client Success Manager. During a consultation with your Client Success Manager, you'll receive tailored recommendations to maximize the benefits of your EAP and develop strategies to further enhance employee well-being.

UTILIZATION REPORT
Company Name
January 01, 2023 - December 31, 2023 on New and Open Files

UTILIZATION RATE SUMMARY						
Type	Count	%	Serviced	%	Activities	Hours
EAP Files	76	76.8%	76	29.7%	566	85.4%
Supervisor Referral	1	01.0%	1	00.4%	41	06.2%
Organization Consultation	4	04.0%	4	01.6%	7	01.1%
Information Calls	9	09.1%	9	03.5%	9	01.4%
Organizational Service/CISD	9	09.1%	166	64.8%	39	05.9%
Account Management	N/A	N/A	N/A	N/A	1	00.2%
Total	99	100%	256	100%	663	364.92

New/Ongoing Files Summary		Referral/Closed Files Count	
Total New Files	77	Total Files Closed	74
Total Open Files At 1/1/2023	4		
Total Open Files At 12/31/2023	7		

Activity / Session Summary	
Total File Activity / Session Hours	303.67

Utilization Reports Provide:

- Summarize the services National EAP has provided to your organization.
- Are available in PDF, XLSX, and CSV formats
- Provide detailed insights into the breakdown of employee and family member usage.



ORGANIZATIONAL SERVICES: ATHRÚ: WORKPLACE TRAINING AND COACHING

Athrú, the innovative workplace training and coaching brand powered by National EAP. With over 20 years of experience delivering impactful workplace training nationwide, National EAP brings its expertise to Athrú, offering organizations comprehensive solutions to elevate professional development, boost productivity, and transform workplace culture.



Derived from the Irish word for "change" or "transformation," Athrú embodies our shared commitment to fostering growth and positive change. Through a diverse range of training and coaching services, Athrú is designed to help organizations elevate professional development, boost productivity, and transform workplace culture. Athrú provides comprehensive and customizable solutions for businesses of all sizes.

Flexible Training Options:

- Available in-person, live virtual, or pre-recorded video formats.
- Training sessions range from 1 hour to full day programs for maximum impact.

[CLICK HERE
TO BOOK A
TRAINING
CONSULTATION](#)

Key Features

- Over 70 course offerings
- Custom training solutions available
- Dedicated learning and development partner
- Services available in-person or virtual
- Specializes in live training delivery
- Dedicated to empowering individuals and organizations to thrive
- Practical tools to strengthen team dynamics and workplace culture
- Expert facilitators dedicated to delivering meaningful, lasting impact
- Comprehensive solutions for organizational development – individual and group interventions

Services Available:

- Management Development Training
- Soft-Skill Training
- Wellness Training
- Policy Training
- NYS Sexual Harassment Awareness and Prevention Training
- Diversity, Equity, Inclusion, and Belonging Training
- Everything DiSC® Programming
- Adult Mental Health First Aid Training
- Leadership Coaching

OUR COMMITMENT TO YOU

YOUR EMPLOYEES ARE OUR PRIORITY.

We prioritize the well-being of your employees by ensuring each call receives the highest quality support, with all needs carefully attended to. **We are dedicated to providing comprehensive care for both you and your employees.**

Comprehensive Support:

- Employees receive personalized assessments and guidance, with tailored action plans.

Long-term Support Approach:

- For needs beyond short-term assistance, our Dedicated Client Success Team refers employees to long-term counselors and community resources based on their specific needs.

Care Access and Satisfaction:

- We ensure chosen healthcare providers are compatible and accessible, with continuous follow-ups to guarantee positive outcomes and satisfaction.

Partnership for Organizational Support:

- Partner with us to foster a culture of care, well-being, and employee satisfaction throughout your organization.

MEET OUR CLIENT SUCCESS TEAM



Julie Prisco, MFT, CEAP

Director of
Client Success
[Email](#) | [LinkedIn](#)



Stephanie Devine

Client Success
Representative
[Email](#) | [LinkedIn](#)

WHY NATIONAL EAP

We are committed to delivering personalized, compassionate support and comprehensive solutions tailored to your unique needs.

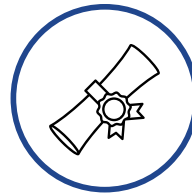
When you select National EAP as your provider you receive:



**Utilization
Strategy
Partnership**



**A Dedicated
Client Success
Representative**



**Experienced EAP
Counselors
Available
24/7/365**



**Program
Customization**



**BetterHelp
Counseling
Option**



**Food & Nutrition
Education and
Referral Services**



**EAP and Work-Life
sessions available
for unlimited
issues**



**Guided Program
Launch & Proactive
Marketing Strategy**



**Athru: Your
Learning &
Development
Partner**



**Multi-Access to
EAP Services:
email, call, text,
or live chat**



**Monthly Live
Webinars by
National EAP**



**AI Mental
Resilience
App**

TESTIMONIALS

“

“Each counselor I’ve worked with has been so wonderful. Compared to other counseling services, I feel National EAP has had the most compassionate counselors with helpful guidance and support.”

- Sherwood Lumber employee

”

“

"Thank you for saving me from myself and making my healing journey come true, I feel like I've been praying for these sessions for years but was too overwhelmed with time and life to make space. You were the push I really needed."

-Avant Gardner Employee

”

“

During the COVID-19 pandemic, when our employees needed National EAP the most, they responded with virtual therapy sessions, helpful webinars, and even face masks! They were there when we needed them, and we are forever grateful.

-- Sr. Vice President, Human Resources of MercyFirst

”



of respondents confirmed that we helped them effectively address their concerns



of respondents acknowledged us as a valuable company-sponsored service.

