



Emotional Wellbeing Solutions

A modern and flexible employee assistance program offering support for everyday life

*Optum Emotional Wellbeing Solutions is known as Employee Assistance Program (EAP) in California



Emotional Wellbeing Solutions services

- 24/7/365 access to help by calling 1-866.374.6061
- Virtual and face-to-face Emotional Wellbeing Consultations
- Self Care by Able To
- Management consultation and referral services
- Critical incident response services
- Training and development for managers and employees
- Legal counseling and mediation services
- Financial consultations



Supporting employees and their families

General Emotional Wellbeing Solutions benefit offers support to:

- Full Time employees
- Dependent children
- Students
- Spouse/domestic partners
- Household members

See additional slides for information about services provided specifically by the Dedicated Workplace Support Consultant



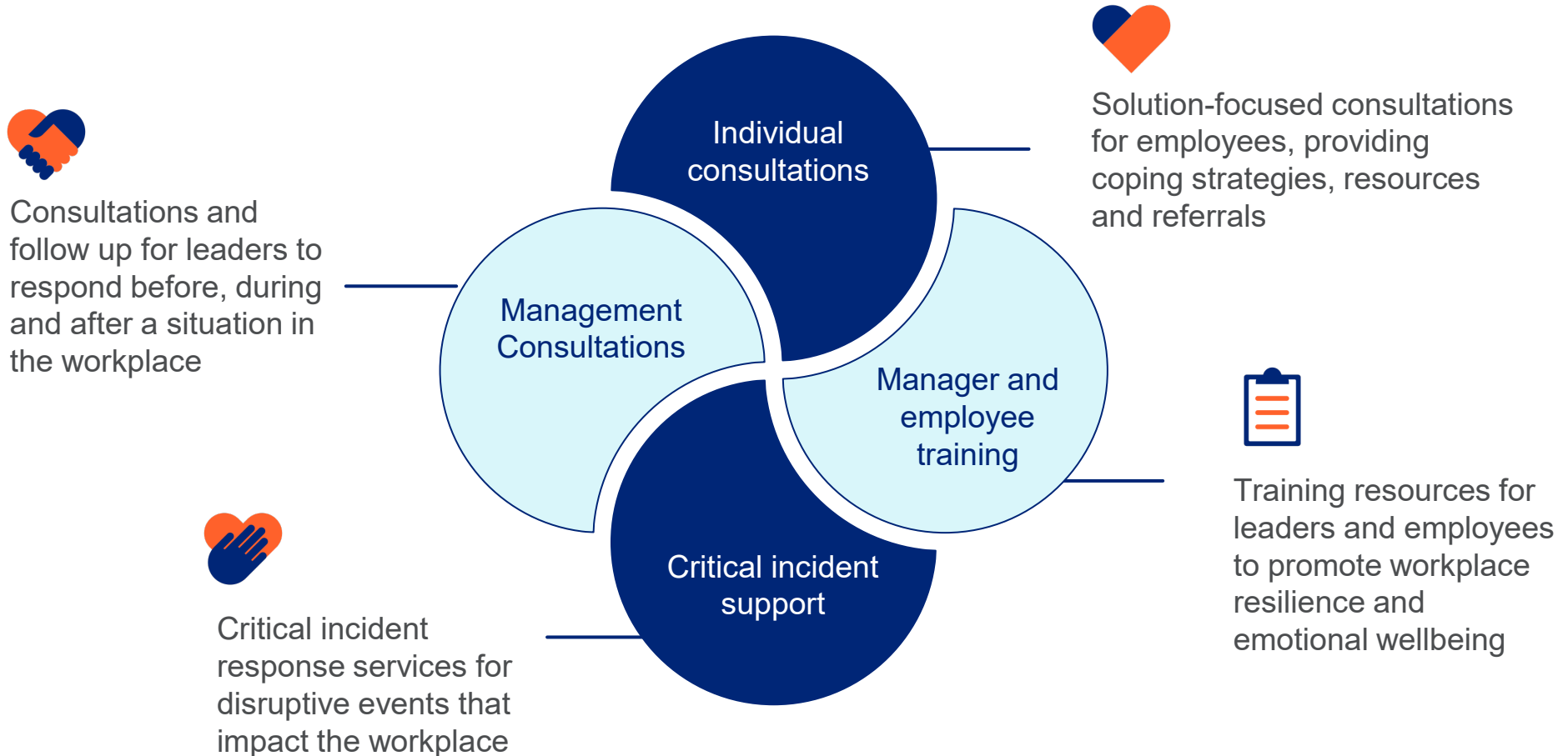
Confidentiality

All services are handled in a strictly confidential manner, except:

- When court ordered
- When state law requires that the suspicion of child or elder abuse be reported to the proper authorities
- If a member makes a threat of serious physical harm to any identified victim (requires notification of police and effort to warn the victim)
- If the specialists or clinician assesses the member as being a danger to self or others (where mandated by state or federal laws)
- Employee signs Optum Release of Information

Dedicated Workplace Support

Dedicated Workplace Support consultants can provide the following services:



Solution-focused consultations

Roles and responsibilities



Initial assessment:

30-60 minute sessions with employee. Includes an initial screening and subsequent conversations to address short term issues



Education, action planning, resources:

Consultants provide in-the-moment support and will collaboratively discuss potential options to help the employee with next steps. May choose 30-60 minute visit.



Referrals to other services:

- Referrals to Emotional Wellbeing Solutions or Behavioral Health for further support
- Legal and financial resources and coaching
- Self-Care by AbleTo, self-guided digital therapy
- WorkLife services
- Community resources

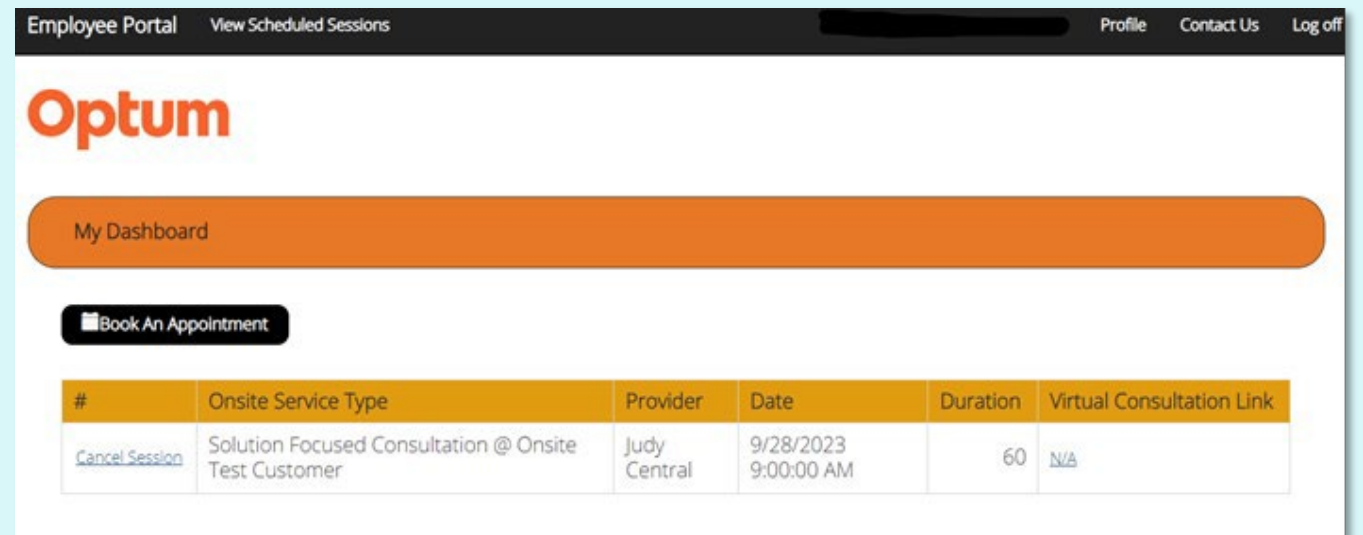


Virtual appointments

Employees will have access to a Dedicated Workplace Support consultant who can provide a personal, confidential session virtually via telephone or video.

Virtual sessions offer multiple benefits to your employees, including:

- Expanding program reach beyond the constraints of a physical office locations, helping to reach telecommuters, satellite offices and employees working at multiple locations
- Offering an additional level of convenience for employees who prefer this type of support
- Empowering employees by providing a choice of when, where and how they access services



Self Care

On-demand help for stress, anxiety and depression

Features:

- 24/7 self-paced digital program with no out-of-pocket member costs
- Industry recognized clinical assessments help users track behaviors over time (PHQ-9, GAD-7, WHO-5)
- Evidence-informed mental health support, including assessments, trackers, mental health skills and tools, collections and communities

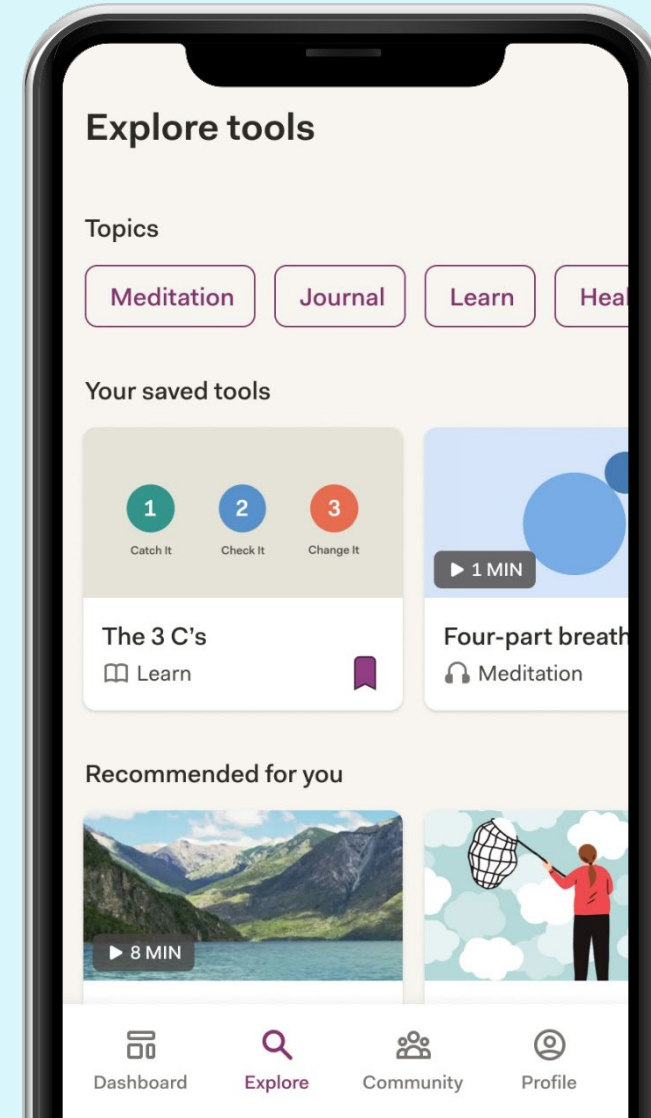


Measurable outcomes: Symptoms of depression, anxiety and stress improved for individuals using our Self Care app¹

Provided by AbleTo

1. Based on 2021 Sanvello participants from national client that opted into self care only, had above normal DASS symptom scores and completed the symptom assessment at least twice.

2. AbleTo Apple app store rating accessed June 2022.



Available via app or web experience on mobile device, tablet or computer

4.5/5-star rating on the Apple app Store²

Liveandworkwell.com | the foundation for improving access: code sccsig



Guided care experience



Personalized recommendations



Self Care app and emotional support

Support includes:

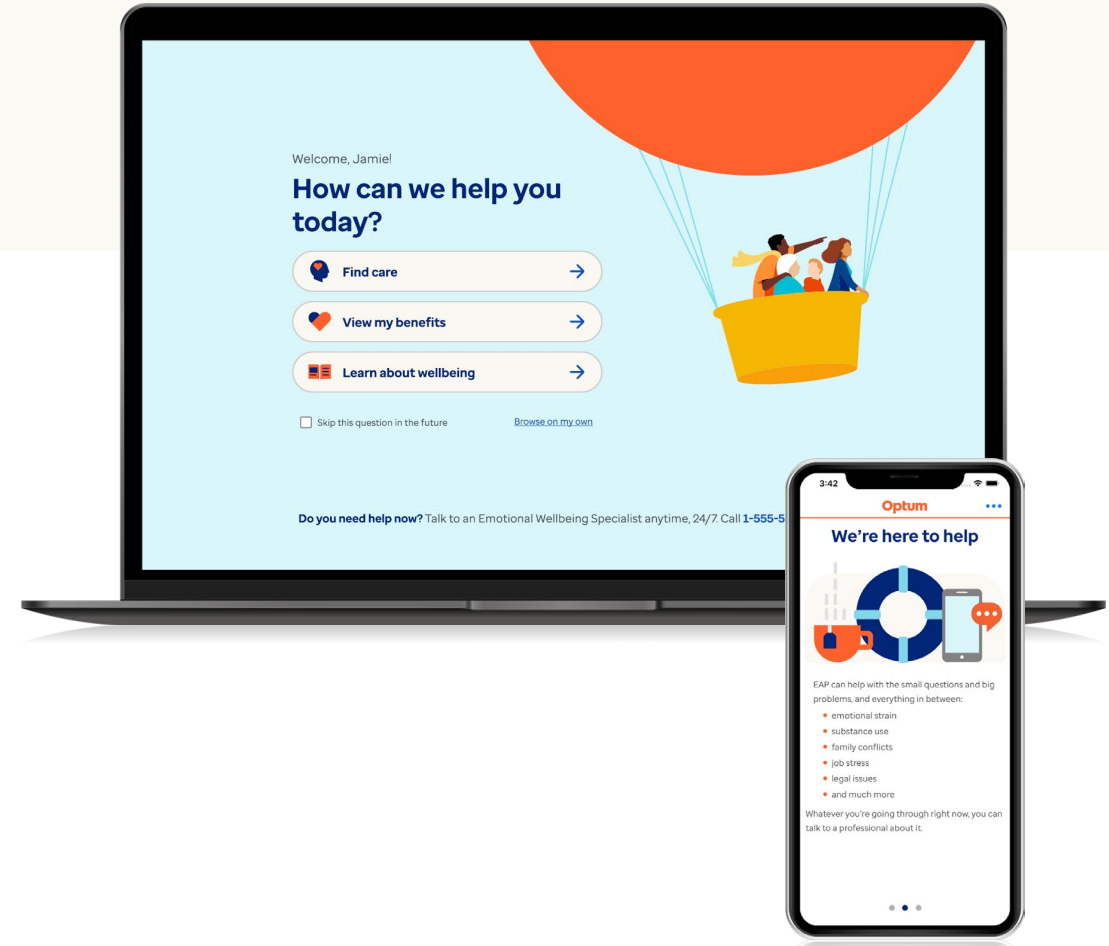
- Guided explore care feature delivers tailored resources and support
- Provider search and online scheduling
- Automated no-cost counseling visit authorizations

Customizable features

- Your logo
- Phone number
- Welcome message
- Benefits and programs
- Admin toolbox for HR team

Optum Assist features:

- Click to call
- Provider search
- Search available benefits
- Authorization for no-cost counseling visits





WorkLife services

Direct access to experts on our team and through referrals to a broad spectrum of pre-screened and qualified convenience resources

Adult and Eldercare Services

financial planning | retirement planning | legal services | housing assistance | support services | respite care insurance information | transportation | Medicare/Medicaid support | long-distance caregiving | aids to daily living

Child and Parenting Services

childcare | parenting support | child development experts | special needs support | help for teens pregnancy services | childbirth/Nursing professionals | camps | family activities | adoption support | grand parenting assistance | pet services | help for non-traditional families | communication training | domestic relocation

Chronic Condition Support

aids to daily living | medical suppliers | food/nutrition assistance | self care tools | travel assistance social services | home healthcare | mail order pharmacies | medical alert systems | special housing

Life Learning

school issues | special education resources | college selection | lectures | career consulting | online learning financial aid assistance | alternative education programs | community education programs adult education classes | enrichment classes | music, dance, art and craft classes

Convenience Services

household needs | personal issues | recreational activities | shopping entertainment | dining nightlife options education | health & wellness



Management consultations

We help managers and HR administrators deal effectively with workplace and employee challenges and opportunities

- 24/7 access by phone to a team of specialist or via online request
- Consultations conducted over the phone with clinically-licensed management consultants
- Substance abuse professional services
- Assistance with management referrals to Emotional Wellbeing Solutions
- Confirming compliance with organization protocols (e.g. human resources and legal) and regulatory requirements (such as U.S. Department of Transportation regulations)
- Unlimited consultations
- Included in all Optum Emotional Wellbeing Solutions without additional charge



Critical incident response services (CIRS)

We mobilize comprehensive responses to crisis wherever your employees and their loved ones are working or traveling

- Specialized critical incident intake team is available by phone 24/7 or via online request
- An Optum Emotional Wellbeing Solutions consultant manages the immediate response by phone.
- Interventions may include on-site or virtual support for employees, generally within 24-72 hours of the event, and can last days, weeks or even months as needed.
- Managers receive on-site consultation and how to provide ongoing support to employees.
- We can also assist in disaster-preparedness planning.



We've helped employers cope with major events:

- Maui fires
- School shooting- Uvalde, Nashville, UNC Chapel Hill
- Hurricanes- Ian, Maria, and Katrina
- Wildfires- California



Training services

50+ programs addressing workplace challenges in health, performance and talent development

- Trainings are conducted by a network of 1,650 experienced training professionals.
- Workshops and seminars use adult-learning strategies, including individual and group exercises and facilitated discussions.
- A leadership certificate training program for managers is available.
- In-person or webcast training is available.
- A dedicated team of training specialists helps with course selection based on your priorities and needs.



Sample of topics and categories offered:

- How to Improve Communication
- Maintaining Balance in Life
- Five Steps to Eating Healthier
- Understand and Embrace Diversity
- Positive Parenting



Emotional Wellbeing Solutions*

Virtual consultations are available through Emotional Wellbeing Solutions for Santa Clara Schools employees

Find support through a 1:1 virtual consultation with Monet Goldman, LMFT



Support when you need it

Receive assistance for a variety of issues — from stress and relationship issues to communication strategies and beyond



Getting you connected


Easy access to additional resources, other services and referrals



Quick and easy scheduling

[Click here](#) or scan the QR code to register and book an appointment

Scan the QR code to register and book a consultation




Monet Goldman, LMFT

Monet is a Licensed Marriage and Family Therapist with clinical experience in a variety of settings including in schools working with students and families. Monet works with clients of all ages in his robust private practice. Monet utilizes a solution-focused approach to assist clients in developing concrete strategies to address issues such as anxiety, stress, depression, and workplace issues. He can be reached at Monet_Goldman@Optum.com or 952.251.3112.

In California, Emotional Wellbeing Solutions is known as Employee Assistance Program (EAP) and Dedicated Workplace Support is known as Onsite EAP.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply. *Optum Emotional Wellbeing Solutions is known as Employee Assistance Program (EAP) in California.



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