
EAP Program Overview

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EXECUTIVE SUMMARY

Mission Statement

Our mission is to provide fundamental, timely, culturally competent, mental & behavioral health supports in an effort to progressively bridge the gaps in access to mental health care and improve overall mental health resiliency.

PepTalk LLC is a 100% women owned , 100% veteran owned , 100% black owned virtual /web-based non-emergent mental & behavioral health crisis business, comprised of diverse, vetted, masters level qualified mental health professionals, that provide trauma-informed mental health support for diverse adult populations to include adults, families, military, LGBTQIPSA+ and more.

PepTalk LLC EAP Program Highlights

- Culturally Diverse QMHP's -Experienced Licensed Medical and Clinical consultants
- Experienced Veteran & Military Family QMHP's -90% of clinical staff ethnically diverse
- Multilingual Providers -Life Skills labs -Racial Trauma/Tension clinical support & training
- Crisis de-escalation -Diversity Management Training & Clinical Support -Streamlined Assessment
- Confidential ,Fast, Friendly & Easy appointments - LGBTQIPSA+ Safe Zone trained QMHP
- Crisis Prevention -QMHP Subject-Matter Experts -Workplace Conflict Resolution

Our Service Model & Strengths

PepTalk LLC is proud of our responsive, high quality service provided to every customer—the employer organization, human resources staff, managers, supervisors, employees and family members. **Our EAP program is designed to be supplemental or complimentary to existing EAP services or as a stand alone service.** Our brief and solution-focused non-emergent clinical practice model which focuses on the presenting problem, ensures systemic continuity of care with an emphasis on cultural competent measures. We partner with you to design and operate the most effective and comprehensive culturally competent non-emergent mental & behavioral health support services.

PepTalk LLC has provided consistent, high quality culturally aware mental & behavioral health support services to organizations and individuals since 2014 and has the capacity to deliver state-of-the-art

support services nationally. We have designed, implemented and operated in a broad variety of organizational settings: large and small, product and service oriented, private, public and non-profit.

Our strengths are our highly experienced, and diverse staff and our virtual based service delivery which ensures continuity of care and timely access to services. We have a thorough working knowledge of community resources, culturally aware treatment standards and evidence based mental & behavioral health methodology. Our program is designed to be utilized , given that statically most comparable EAP services in kind operate with an average 4.5% to 6.5% standard utilization. By centering our program offerings on culturally diverse, brief and solution-focused service provisions we naturally garner collaborative corporate integration equalling business value. 97% of large companies offer standardized EAP services that go underutilized and yield a ROI of \$3-\$10, an increase in employee satisfaction 27% and employee engagement 8% with direct pricing models according to the Journal of Health and Productivity. There is a natural increase in job satisfaction that occurs when an employee knows that an investment has been made on their behalf; however when an employee accesses that service and receives the care they expect, satisfaction transitions to gratitude and bolsters organizational loyalty. PepTalk LLC understands investing in people.

Program Goals

In an effort to support organizational diversity and inclusion directives ,turnover reduction, reduced occupational accidents, stress and anxiety management and employee absenteeism ; PepTalk LLC will provide culturally competent mental & behavioral health support through the timely utilization of evidenced based principles. Through the utilization of qualified mental health professionals our program will provide barrier free access to mental and behavioral health services and support maximizing utilization of services ensuring the greatest organizational and individual rate of return.

Program Objectives

PepTalk LLC offers culturally diverse mental and behavioral health services that supports your human resource goals to improve employee job performance, attendance, productivity, and job satisfaction. Specific objectives are to:

- Assist the organization and its managers address performance, productivity and behavior issues in an effort to organizational and individual resiliency.
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- Help employees in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, addictions, legal, emotional, stress, or other personal issues that may affect job performance.
 - Encourage appropriate use of medical and mental health benefits.
 - Reduce turnover, accidents, and behavioral risks in the workplace.
 - Help the organization create an atmosphere that values the employee as an important asset to the success of the organization.
 - Assist in managing critical social and behavioral incidents in the workplace.

Program Outline

Accessibility: The program will be easy to use by all employees, managers and family members. Convenient appointments with clinical consultants are readily available during the day and evening. Appointments are given on the same day or within 48 hours non-emergencies. A primary objective of our program is to provide easy and confidential access to our services. The employer may customize their program offerings by choosing care models that offer three, five or eight session models per issue. Sessions are available to employees and the employee's immediate and extended family. Our service model encourages and supports a variety of presenting problems. An employee may access services for one problem and then access services again for a different issues within the same year. 100% of our services are web-based or telephonic, allowing faster, diverse, qualified and efficient service delivery. PepTalk LLC consultants are masters-level qualified mental & behavioral health professionals with diverse backgrounds and professions. We select our consultants carefully and know them well. Our consultants bring together a combination of over 80 years of experience helping people resolve a wide variety of problems in and brief and solution-focused way. They are knowledgeable of diverse community resources and cultural barrier navigation as well as behavioral health treatment systems. They carry appropriate levels of professional liability insurance.

Assessment: the goal is to identify and secure natural supports for resiliency and recovery to address the real problems in support of the self-identified presenting problems. The objectives of assessment are to identify and evaluate the client's strengths, weaknesses, problems and needs in order to develop a client-centered plan of action. All of our consultants are required to have extensive experience in the mental health & substance abuse fields and in the assessment of the full range of problems experienced

by the human condition . A further objective is to make an accurate assessment to match the individual to the appropriate level of care.

Short-term problem resolution is the goal when an identified issue can be addressed within the sessions. Solution-focussed and motivational methods are often utilized to help the client as quickly as possible. Referrals are made when short-term problem resolution counseling cannot meet the individual's treatment needs, financial limits, time constraints, and higher-level of care due to emergent crisis. Referrals are made to the most appropriate resources available in the community. Our consultants are highly trained in crisis screening and provide timely referral in response to mental health & behavioral crisis with follow-up consultation to ensure continuity of care.

Confidentiality :This is the cornerstone of any PepTalk LLC service and we strictly adhere to the HIPPA Act of 1995 regarding privacy , security and breach notifications that apply to individual identifiable health information , created , received ,maintained or transmitted by health care professionals who engage in electronic transactions. We know employees simply will not use the program if they feel their problems become known or part of company files. All our communications emphasize our stance on confidentiality. However, we do conform to state and federal laws, regarding our duty to warn and take action in cases of child or elder abuse or if an individual is dangerous to self or others.

Broad Scope of Problem Coverage

All problems large and small, simple and complex are dealt with. Problems we handle include, but are not limited to:

Stress Related Problems

Work Related Stress

Emotional and Psychiatric Difficulties

Crisis Prevention & De-escalation

Marital and Relationship

Family and Child Conflicts

Alcohol and Drug Dependencies

Co-dependencies

Bereavement & Grief

Racial Tension & Trauma

Care-Giver Support
Elder and Child Care
Financial Problems
Legal Troubles
Critical Incident Stress
Depression & Anxiety
Balancing Work/Life
Self-Care
PTSD Support
Women's Issues
Tobacco-Cessation
LGBTQ-IA Supports (Safe-Zone)
Veteran's Supports
Effective Communication
Entrepreneurial Supports

Client Satisfaction Survey

We use a Client Satisfaction Survey to help us to continually improve the quality of our service. This is sent with the client's permission after each session, to elicit feedback on the ease of access to and responsiveness of the consultants, as well as how the client felt about the effectiveness of the consultant. The client is also asked whether his or her situation has improved and whether that has improved work outcomes. With permission this data will readily be available to the organization.

Comparable service statistics according to the International Journal of Health and Productivity report the following outcomes due to service utilization:

- 83% said their problems improved
- 93% would use the the service again
- 76% had better concentration
- 65% had better productivity
- 47% were absent or tardy less
- 58% quality of work improved
- 51% got along better with co-workers
- 73% were better able to handle stress

Assistance & Consultation for Managers and Supervisors

We offer inclusive diversity training that offers relevant insight and supports to empower staff to be managed well and secure retainability. A manager or supervisor can consult with our clinical director regarding how and when to refer an employee to the program. This important feature of the program is unlimited. When a referral has been made based on serious performance deterioration, PepTalk LLC clinical director will act as a liaison between the supervisor, the treatment provider, and the employee. Consultation can be very helpful to managers in deciding if a referral to PepTalk LLC is appropriate. We will also coach the manager on effective ways to prepare for a referral, suggesting what to say and what not to say. This ensures appropriate referrals and minimizes possible legal exposure. Informal and formal referrals are explained in detail and specific language is recommended to avoid any legal or grievance issues. We support organizational goals of saving good employees

Training and Education

Education is a core principle of our service model. Each consultation, session and service provides skills and practice labs to ensure accountability and efficacy. Training sessions are interactive evidence-based, culturally competent web-based. We provide four annual wellness trainings. The primary training objective is to give supervisors and employees the tools to deal with productivity and life disturbances proactively through the utilization of PepTalk LLC. We offer a variety of training workshops to meet organizational needs. We believe that training should be comprehensive and spark positive change.

Wellness Trainings/Workshops Choices Include:

Conflict Resolution

Emotional Intelligence

Resiliency

Mental Health First Aid

Youth Mental Health First Aid

Know your rights Legal Clinic

Managing Through Transitions

Work , Life, Wellness

Our program specializes in managing and supporting diverse teams. Through the utilization of combined efforts our diverse team of providers facilitate timely and well-rounded solutions to support large and small teams and families. We look forward to discussing how our program can support your organizations training, behavioral ,emotional mental health needs.

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