

# Employee Assistance Program



from

The Healthy Edge, LLC

A subsidiary of The Human Factor International, LLC

for staff of the  
Educational Service Center  
of Franklin County

**1-800-24STAFF**

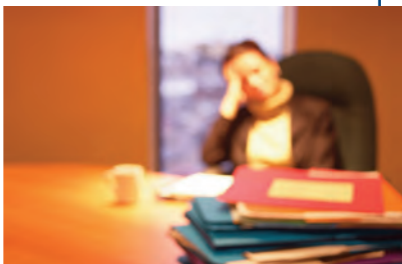
for a counselor, case manager or referral

## The Healthy Edge, LLC

### **Our Mission**

In an ideal world, people can differentiate the underlying causes to certain personal issues. But in the real world, personal problems can linger if the appropriate help is not sought.

Our sole purpose is to provide the highest quality service to our clients and their employees. We want to clearly understand each individual's needs and perceptions to better maintain our focus as a customer-driven company.



For more information, or to receive a referral, please contact The Healthy Edge, LLC at:

**1-800-24STAFF**

(1-800-247-8233)

## About The Healthy Edge, LLC

The Human Factor International, Inc. is the holding company to the extensive Employee Assistance Program (EAP) called The Healthy Edge, LLC. This EAP is designed to assist employees and their eligible family members in resolving personal or career related issues which impact or have the capacity to impact day-to-day living.

Traditionally, EAPs focused exclusively alcoholism and mental health issues in the workplace. The Healthy Edge, LLC has expanded upon the traditional model by offering a broader range of services. These services not only address mental health issues but legal and financial concerns as well.

## How the program works

Employees and their eligible family members may access the EAP by calling **1-800-247-8233**. This number will link them to a Case Manager who will refer them to a professional in their area. When the referral is given, each employee receives the name of the professional, their location, the telephone number and an authorization number for services.

All calls and contact with the EAP are confidential, in accordance with state and federal laws. The EAP's role as a third party administrator allows The Healthy Edge, LLC to provide quality services in the most confidential manner. All of the professionals contracted with The Healthy Edge, LLC follow strict guidelines to protect the employee's best interest.

## Areas of coverage may include, but are not limited to:

- Stress
- Alcohol/Substance Abuse
- Depression
- Family Issues
- Marital/Relationship
- Child/Adolescent Behavior
- Grief Resolution
- Divorce
- Custody
- Estate Planning/Wills
- Contractual
- Criminal
- Bankruptcy
- Budgeting/Debt Management
- Investment Options
- Home Buying



## Benefits include:

- A referral assessment conducted by an EAP Case Manager.
- A referral to the appropriate professional in your geographical location.
- Three (3) hours of coverage with a professional issue, per rolling year.
- Upon the request of our employer, workshops and seminars can be conducted on-site.

## Additional Services

Please ask your employer about our additional services. These additional services include access to a variety of local and national hotlines and resources, workshops and seminars on various topics, and EAP orientations.

## Contacting your assistance program

Simply call 1-800-24STAFF (1-800-247-8233) to access your Employee Assistance Program.

A professional Case Manager will listen, identify the issues, and then refer you to the appropriate resources for problem/issue resolution. If a case manager is not immediately available, an assistant will take a detailed message with phone number(s) and times when a Case Manager can return your call. If at any time you need to speak directly with a counselor, just ask. All calls to your EAP are confidential.





The ESC of Franklin County's employee assistance program is a completely confidential process administered by The Healthy Edge. Information shared with the program's case managers, consultants or service professionals is kept private.

Hours of operation are Monday-Friday, 8 a.m.-5 p.m. EST. During non-business hours, you may call our toll-free number and leave a message and a Case Manager will return your call the next business day. In the case of a mental health emergency, during non-business hours, you may access our Clinical Consultant via the same toll-free number (1-800-247-8233) or please go to your nearest hospital emergency room immediately.