

# CCA EAP CORE FEATURES



## MULTIPLE ACCESS POINTS

- 24/7 toll-free access to licensed counselors
- LiveConnect (online chat)
- Email
- CCA@YourService (mobile app)

## UNLIMITED WORK-LIFE AND DAILY LIVING RESOURCES

Information, counseling, and referral to pre-screened resources with confirmed availability

- Childcare
- Education
- Adult and elder care

## UNLIMITED EAP SERVICES

- Telephonic consultation
- In-person assessment
- Health and wellness
- Daily living
- Financial and legal
- Short-term counseling
- Referrals to long-term or specialized counseling

## CCA PROGRAM OVERVIEWS (onsite or webinar)

- Employee Orientations
- Manager/HR Training

## EAP AND WORK-LIFE SEMINARS (onsite or webinar)

**MY CCA ONLINE:** State-of-the-art, interactive member and management website

## BENEFITCONNECT:

Integrated platform for cross-referral to other company benefits

## ACCOUNT MANAGEMENT

Dedicated Account Team, available 24/7, responsible for all program services, including implementation, utilization reporting, and promotion

## CRISIS MANAGEMENT

- Immediate crisis consultation
- Onsite and virtual critical incident response
- Onsite and virtual grief groups
- Assessment and stabilization of at-risk employees

## UNLIMITED MANAGEMENT CONSULTATIONS AND REFERRALS

24/7 assistance for HR and managers. A dedicated Workforce Consultant provides guidance on employee or organizational issues that affect the workplace, such as:

- Performance problems
- Conflict
- Substance abuse
- Regulatory compliance
- Harassment or bullying
- Sensitive employee situations
- Threats of violence
- Organizational change

Since 1984, CCA has been an industry leader in providing organizational and employee support. Through a broad range of expertise, CCA has developed a unique approach that goes beyond traditional EAP.

## ADDITIONAL SERVICES

- Dedicated onsite CCA counselor
- Global EAP and work-life
- Manager development coaching
- DOT/SAP services
- COVID-response support
- DE&I consultation and services
- Adaptive learning programs
- Behavioral health diagnostics