

TRI-STATE / NATIONAL REACH EMPLOYEE ASSISTANCE PROGRAM

“Resources for Employee **ACH**ievement

1-888-522-3940

ABOUT US

Tri-State/National REACH, Inc. has been a nation-wide provider of employee assistance program services for over twenty years. An employee assistance program (EAP) offers professional counseling and referral services to help employees cope with stressful life problems.

REACH is a unique employee assistance program service that provides employees with convenient, confidential, toll-free access to professional, licensed, master's level counselors 24 hours a day, 7 days a week, 365 days a year.

REACH EAP offers services beyond those that are covered by mental health portions of health insurance plans. Our counselors are trained to provide counseling and help those individuals who are looking for information, support or guidance regarding such issues including, but not limited to alcohol/drug use, child care, elder care, stress, job performance, relationships, parenting, legal issues and debt management.

REACH, EAP is a completely voluntary & confidential program. Employees can be confident that they will be getting solution-focused care and assistance and gain ways to cope or solve problems quickly and effectively. We make the effort to help people alleviate problems quickly before they become overwhelming. The goal is to help people through the problem solving process quickly and working productively again. Employees feel cared for and school districts and other companies reap the benefits of a healthy and productive work force.

Employees who do use EAP services and obtain appropriate treatment are noted to have fewer absences, lowered medical costs and decreased worker compensation claims. It is also well known that employees who use the EAP improve their performance and become more productive, valuable and appreciative employees.

With over 20 years of experience in working with employees & addressing workplace issues, REACH's staff will provide care that will benefit your most important resource, your employee.











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Here's How The Program Works:

-  An enrolled member who is struggling with personal concerns will have toll-free access to Professional, Licensed, Certified, Masters Level Counselors.
-  Counselors are available 7 days a week, 24 hours a day, 365 days a year.
-  The counselor will provide emotional wellness telephone counseling and support.
-  If it is determined that additional counseling or external referral is indicated to solve the caller's concerns, the counselor will guide the caller to:
 - * Free local resources in their community (self/help, support groups) and/or
 - * Resources that are covered under caller's insurance plan or
 - * Resources that base their fee on a person's ability to pay.
-  All counselors have access to a computerized, comprehensive database of nationwide community-based resources and referrals.
-  The goal of the referral will be to recommend the best, most appropriate service at the least cost.
-  Follow-up counseling will be provided to ensure that the caller's goals are achieved and that they are satisfied with the referral.
-  Callers will have unlimited access to counselors and may request the same counselor in the future.

This benefit is available to employees and their immediate family members.

TRI-STATE / NATIONAL REACH EMPLOYEE ASSISTANCE PROGRAM



With Just One Telephone Call -
Employees & Their Family Members Can Gain Assistance
For Such Issues As:

ALCOHOL ABUSE
AGING
AIDS/HIV
ALZHEIMER'S DISEASE
ANOREXIA NERVOSA
ANXIETY DISORDERS
ATTENTION DEFECIT
DISORDER
BEREAVEMENT
BULIMIA
CHILD ABUSE
CHILD CARE
CHILD CUSTODY
CHILDREN OF
ALCOHOLICS
CO-DEPENDENCY
COMMUNICATION
COMPULSIVE EATING
COMPULSIVE
SPENDING

DEPRESSION
DEVELOPMENTAL
DISABILITIES
DIVORCE
DOMESTIC VIOLENCE
DRUG ABUSE
EATING DISORDERS
ELDERCARE
EMERGENCY
HOUSING
FAMILY CONFLICT
FINANCIAL
COUNSELING
GAMBLING
GAY & LESBIAN
ISSUES
HOME HEALTH CARE
HOSPICE
LEGAL ASSISTANCE
LOSS & SEPARATION
MANIC DEPRESSION

MENTAL HEALTH
INSURANCE NAVIAGA-
TION
NUTRITION
OBSESSIVE/
COMPULSIVE
DISORDER
OCCUPATIONAL
PROBLEMS
PANIC DISORDERS
PARENTING
PHOBIAS
POST-TRAUMATIC
DISORDER
PSYCHOSES
PSYCHIATRIC
RESPITE CARE
RUNAWAYS
SINGLE PARENTING
SLEEPING DISORDERS
SMOKING CESSATION
STRESS
MANAGEMENT

FEE STRUCTURE

Tri-State REACH,'s telephone-based Employee Assistance Program services is provided at a rate of:

\$18.00 per employee per year

**Yearly Contract Fees only /
No Minimum Enrollment Requirement**



Tri-State REACH EAP services include:



Unlimited, anonymous, confidential, professional telephone counseling, problem assessment, information and referral services.

Available 24 hours a day, 7 days a week via a toll-free number.

Staffed by State licensed, master's level counselors.

Yearly Utilization Reports

- Number of employees utilizing the program.
- Number of self referrals and supervisory referrals.
- Types of problems assessed.
- Types of referrals offered.

Promotional Materials

- A sample letter of introduction.
- EAP Posters to be displayed at worksite.
- Employee Brochures with perforated membership wallet ID Card.
- Monthly email promotions for you to distribute to staff.

Frequently Asked Questions:

Why Do Companies invest in Employee Assistance Programs?

EAPs offer professional counseling and referral services to help employees cope with stressful life problems. The goal is to help people through the problem solving process quickly and working productively again. Employees feel cared for and companies reap the benefits of improved employee morale, reduced employee turnover, increased productivity, reduced absenteeism, decreased health care utilization and improved quality of work. Implementing an EAP isn't only a nice thing to do...it makes good business sense.

Why is Tri-State/National REACH's Telephone-based Employee Assistance Program an ideal Low-Cost Alternative to a traditional EAP?

Low Cost:

The national average cost of an EAP is \$30 per employee, per year, some as high as \$45. Tri-State REACH EAP is available for only \$18 per employee per year. (That's \$1.50 per employee per month).

Ideal:

Employees may not want their employers to know that they are struggling with personal problems. Some people still fear that they will be viewed as "weak" if they reach out for help. The longer a problem goes unaddressed the more likely it will worsen. Employees are more eager to utilize EAPs when they can do so on an immediate, anonymous and confidential basis. With telephonic counseling there is no need to make an appointment or identify themselves, instead they can reach out for help at their convenience and comfort of their own home.

Are employee assistance programs better if they provide face-to-face counseling sessions?

Companies may be paying double or even triple the cost for an EAP that provides face to face counseling, a service you are already providing for your employees through the behavioral health/mental health portion of their health insurance. The best employee assistance programs are those which are utilized. Employees are more apt to utilize an employee assistance program when they feel assured of their anonymity and confidentiality. The immediate access of our EAP also prevents scheduling hassles and waiting periods for those who are in crisis.

What types of organizations does Tri-State REACH EAP serve?

We currently serve New York based and nation-wide organizations such as school districts, bus companies, home health care agencies, non-profit agencies, factories, insurance agencies and law firms. Our administrative office is located in the Tri-State area but our toll-free telephone counseling EAP service and our nationwide computerized community resource database makes us accessible to any company in any state at anytime - 24 hours a day, 365 days a year.

Advantages

Advantages of utilizing Tri-State / National REACH EAP over other Employee Assistance Programs?

ACCESSIBILITY

Tri-State / National REACH EAP is available 7 days a week, 24 hours a day.
After work hours and on the weekends.

COST

The national average cost of Employee Assistance Programs is \$30 per employee per year, some as high as \$45 per employee per year. Tri-State / National REACH EAP is available to your company for only \$18 per employee per year.
(That's \$1.50 per employee per month.)

CONVENIENCE

We understand that lifestyles do not always provide the opportunity for face to face counseling. With access to Tri-State / National REACH EAP people can obtain answers to questions and plans for problem resolution with one easy phone call from the comfort of their own home.

ANONYMITY & CONFIDENTIALITY

Employees do not have to identify themselves by name to utilize the services of Tri-State REACH EAP. Once a company signs on, all employees are provided with the same Employer Access Code. Clearly, confidentiality is also enhanced by the anonymous nature used to gain access to REACH EAP.

UTILIZATION

Employees are more likely to utilize Employee Assistance Programs when they can do so on an anonymous and confidential basis. The higher a utilization rate - the more benefits a company will reap.

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