



Work/Family Benefits

PRESENTED BY:
PENN BEHAVIORAL HEALTH
UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM



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This enhanced program is called “Work/Family Benefits” and was implemented in July for all health system employees and dependents currently covered by the PENN Behavioral Health program. It is designed to assist with a wide variety of practical services and resources that complement the counseling program employees and their dependents currently receive.

EAP Care Flow

Call Toll-Free Number
1-888-321-4433



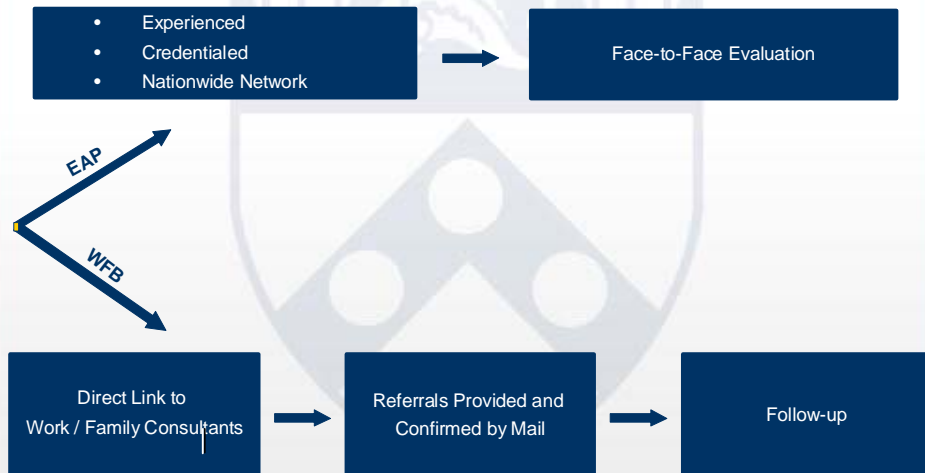
Intake
Master's Level Clinician



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Here is how the benefit works: When you call the PENN Behavioral Health program, the counselor who answers the phone will ask the nature of your concern. If you tell the counselor that your problem contains the need for child or elder care, college, adoption, transitions, financial, legal or other practical issues, the counselor will also offer the work/family benefits in addition to offering the ability to see a local counselor for any of the emotional issues you may be experiencing with that problem.

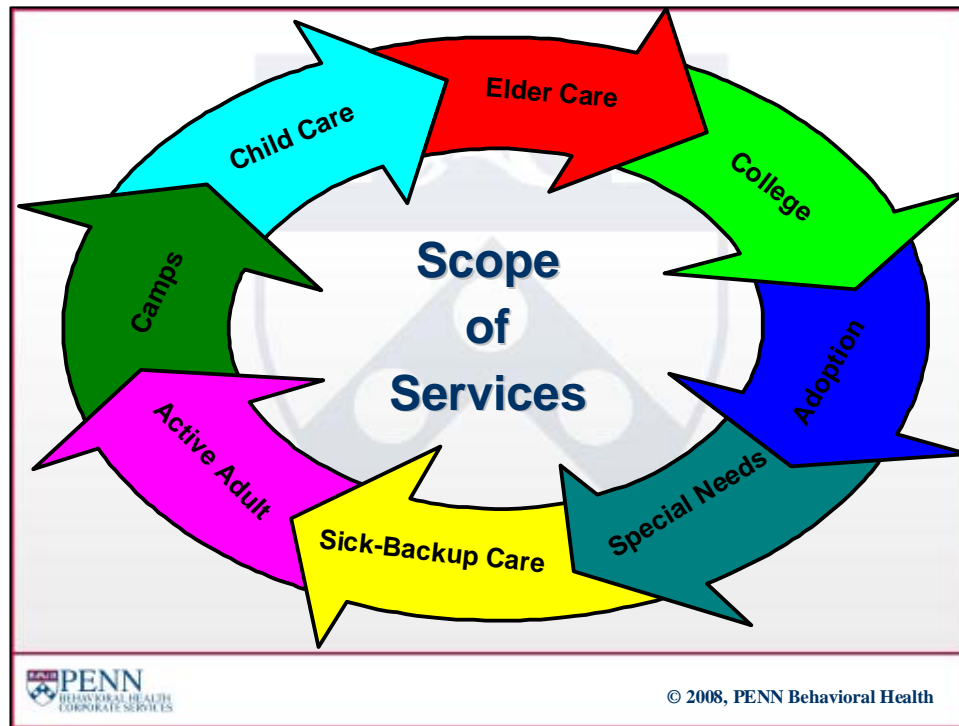
Easy Access to Providers



When you choose the work life benefit the counselor will connect you directly to a work/family consultant who will provide you with local referrals to services and resource materials. The consultant can provide advice for practical issues and can send you names of child and elder care agencies in your area. The consultant will follow-up to make sure you have received the assistance you need.



The child/elder resource and referral portion of the work/family benefit is designed to provide busy parents and concerned adult children with many educational resources and local referrals to assist with caregiving. The process for this benefit is the same as described for general work/family benefits.



People think dependent care is just child and elder care referrals. It is so much more than that. WFB scope of services covers every life event that happens to use from conception to death.

College; While child care and elder care services are among the most inquired about services, we cover college searches. Scholarship and funding information.

Adoption: We can address issues such as International Adoptions, finding birth parents, private and public adoption, financing, support networks, and foster children.

Special Needs: Intervention programs, attention disorders, support and advocacy groups, camps, therapeutic programs, testing and assessments.

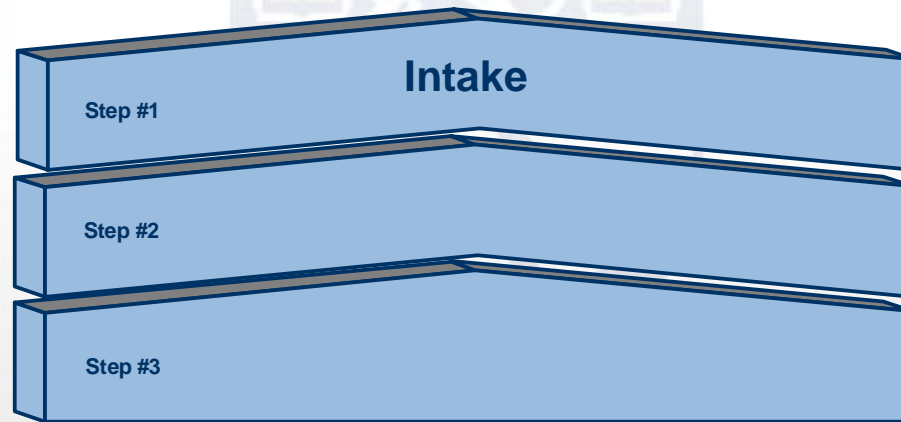
Sick-Back-up Care: Care for the mildly-ill, temporary care, Nanny and baby-sitting services.

Active Adults: Lifestyle changes, health and wellness issues, leisure time pursuits, volunteer opportunities, retirement housing options, adult education.

Camps: Summer, weekend, holiday care and special needs.

Keeping kids safe: Making your home “baby safe”, preparing your child for self care, consumer information on car and seat belts, preparing for earth quakes and other disasters.

Delivery Process

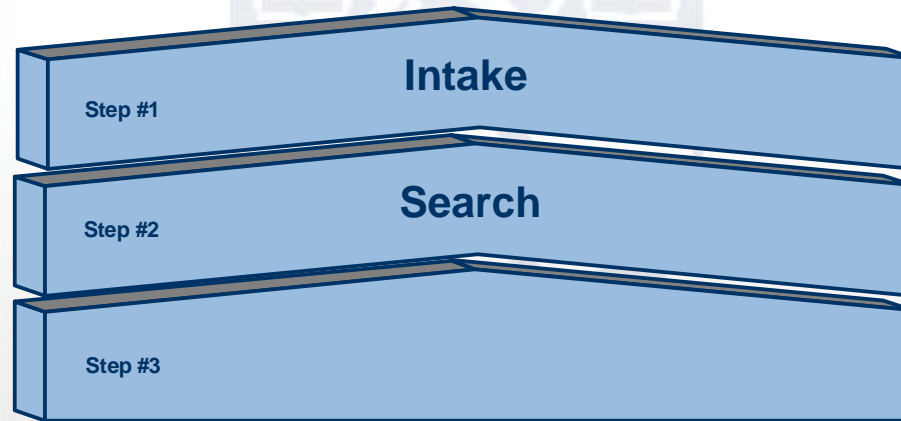


There are three steps in our delivery process. After you (the employee) is warm transferred from PENN Behavioral Health over to WFB's Care Consultant, the Care Consultant will conduct an intake. Questions that will be asked will be dependent on the situation.

EXAMPLE: You need child care for your 3 year old daughter and you are looking for a child care center. Beside asking the obvious questions, such as affordability, proximity and hours, other topics that are covered are accreditation criteria, separation anxiety, monitoring tools, and establishing positive relationships with day care providers.

EXAMPLE: Eldercare issues can be very complicated. The Care Consultant may wish to establish a 3 way call with you and your parent so that everyone is on the same page and there is no breakdown in the communications.

Delivery Process



The same Care Consultant that you talked with during the intake process will then conduct the search. Using WFB's proprietary database, the Care Consultant will enter all the data discussed and a listing of possible referrals will be presented.

WFB's Care Consultant will call these referral possibilities and determine if there is a good match but more importantly if they have an opening. No referral is given out unless there is an opening.

Delivery Process



Within ONE business day, WFB's Care Consultant will call you and verbally let you know what she/he has found. If you feel this might meet your needs, the Care Consultant will send out your Referral Pack the same day and you should receive it within a few days.

After five days, the Care Consultant will call you again. She/he will want to know if you received the Pack and if you have any additional questions or concerns.

It is at this point that you can say to the Care Consultant that you would like to alter the search into a new area and the Care Consultant will then start the search process all over again.

WFB Website

- Articles on variety of work/life issues
- Request appointment with Care Consultant
- Review topical lists and click on subjects
- Online child and elder care provider searches

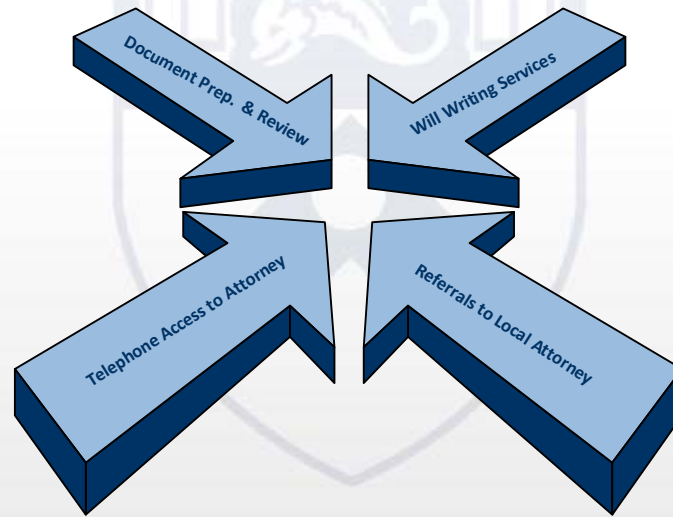


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Work Family Website is your on-line source for help and information. You will be able to:

- access over 800 articles on various subjects and print them off from your computer
- e-mail a Care Consultant and ask questions or request an appointment
- order various booklets, materials and brochures on various subjects
- conduct your own child or elder care search from any address you want and then determine the radius of that search. You will receive ONE map with all the providers indicated by dots and then a listing of all the providers that matched your criteria. Information included will be contact name, address, telephone number. At the end of your search you will have the option to “confirm” your findings by sending your findings to a WFB Care Consultant and she/he will do all the calling for you and call you within ONE business day with the findings.

Legal Services



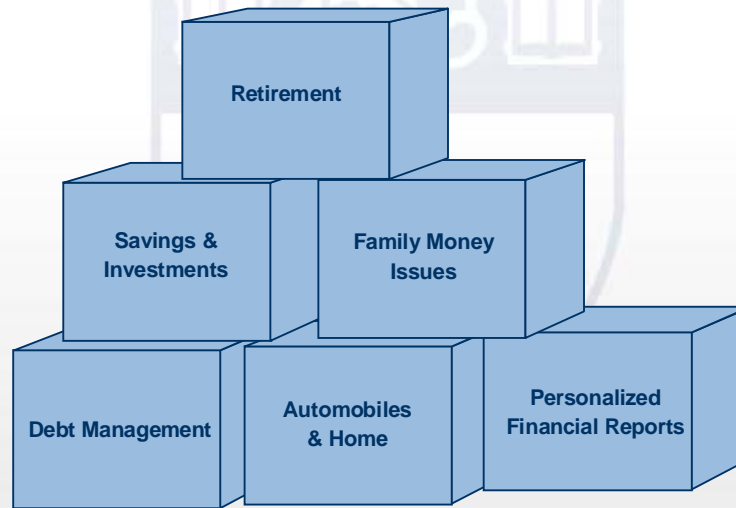
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With your single point-of-access through PENN Behavioral Health, you are provided with answers to simple, legal questions through a network of pre-screen attorneys.

WFB, in strategic partnership with a Legal Service, has designed a legal assistance program, including:

- Telephone access to private lawyers when immediate legal information is required, when straightforward or basic legal advice is needed such as divorce, bankruptcy procedures, etc.
- Standard will and related documents at reduced fees. This includes standard will documents, including testamentary support trusts for minor children, durable powers of attorney, health care powers, living wills advanced health care directives.
- Referrals to local attorneys can occur when you have identified a legal need but you don't have a lawyer, you have a specific legal need that will require drafting of documents, extensive negotiations or an appearance in court or you have received a notice of suit, summons or subpoena.
- Follow-up Calls. You will receive legal services through follow-up telephone calls and correspondence to third parties related to your personal legal matters.

Financial Services



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Again, by calling PENN Behavioral Health you will be connected to a financial lifeline. This program provides objective, targeted information to address needs that you face every day - precisely at the time you need assistance.

- Should I buy or lease my next car?
- Which credit card should I pay off first?
- How much will I need to retire comfortably?
- What should I look for when buying a computer?
- What expenses should we expect during our baby's first year?

You will be connected with a certified financial expert that will discuss financial issues with you and then fax, e-mail or send easy-to-read articles and fact sheets to you that pertain to your need.

Resources include:

- automobiles
- debt management
- employment and benefits
- estate planning
- family issues



1-888-321-4433

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CORPORATE SERVICES

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It is time now for any questions you might have but if later you have any additional questions about the program please call the PENN Behavioral Health 1-888-321-4433 number and one of our counselors will be glad to further explain the program or provide you with assistance.