

# Agenda



Opening Remarks by **Ms. Fischer, Vice Director, 86 Airlift Wing**

## **Your Employee Assistance Program**

by Magellan Healthcare <sup>TM</sup>

Presenters: **Ms. Robin Hall, LPC**

Question & Answer Session

Closing Remarks

# Civilian Development Forum



**Who: US and LN civilians, their supervisors and leaders**

**What: Topics that will range from civilian appraisals to German cultural and leadership development**

**When: Monthly Last Thursday of each month/1100-1200**

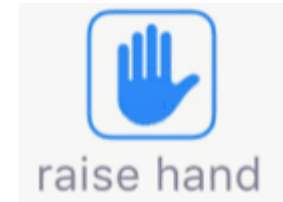
**Where: Virtual – Zoom or TEAMS**

**Why: Develop, mentor, improve and lead our civilian Airmen, with an end state goal of Adaptive (Civilian) Airmen....Ready to Execute**

# Rules of Engagement



**Audio Off & Cameras On** (if possible)



**Use the chat function ...**

or ...**raise hand** to ask questions after the presentation

**Questions & Answer Session** at the end

**Technological issues** may occur. Keep Login data to reconnect.



**Magellan**  
HEALTHCARE<sup>SM</sup>

Your Employee  
Assistance Program

# Objectives

- Describe your Employee Assistance Program (EAP).
- Identify how to access the EAP.
- Explain EAP services.

# Your program



## Available 24/7/365

Your program offers a variety of no cost, confidential resources, tools and services.

There are times when a little help can go a long way.

- **Counseling**
- **Life enrichment services:**
  - Work-Life Web Services
  - Money Saving Ideas
  - Member website
  - Financial Wellness
  - Legal Services

# How your services can help you



Our mission is to help you successfully navigate through the ups and downs of life.

*I felt like giving up. I felt like going to a hospital and telling them I wanted to take my life. But then I called Magellan. **I'm calling because I want to say thank you.***

*It's a relief to talk to somebody who has no connection with my office and is not going to come back and bite me. **Thank you for being there.***

*She was awesome, she helped me out, help me understand the EAP program. She was very patient with me and gave me a bunch of options that I didn't know I had. **She was very kind and very nice.***

# How to access your EAP member website

Visit [www.afpc.af.mil/eap](http://www.afpc.af.mil/eap)

OCONUS – Use code USAirForce  
Select English (United Kingdom)

## EMPLOYEE ASSISTANCE PROGRAM FOR CIVILIANS



Welcome to the Air Force's Employee Assistance Program for Air Force civilian personnel, also known as "EAP." You've come to the right place to find free, confidential services to help you and your household members manage everyday challenges and work on more complex issues.

We offer coaching to help you grow and achieve your goals and counseling, for when life gets difficult. We provide management support to help your staff thrive and self-care programs to improve your emotional health.

All Air Force civilian personnel—including non-appropriated funds, or NAF, employees; Guard and Reserve; and family members may use the program at no charge to the individual or family member.

The EAP provides the same services and access to care provided in the past with continued access 24/7 via telephone, website or in-person. Call **866-580-9078** or click the button below to be taken to the new EAP portal where you can:

- Explore the variety of services available
- Find a provider to meet your unique needs
- Search the Learning Center for relevant health information and tools

CIVILIAN EAP (CONUS) Use Code "US Air Force"

CIVILIAN EAP (OCONUS) Use Code "USAirForce"



MEMBER HOME

## GLOBAL EMPLOYEE ASSISTANCE PROGRAM

Whatever your concerns or issues, your EAP services can help you get started on finding solutions and resources.

Accessing EAP services is easy. Login and select your language preference. Global EAP services are available in many languages. On the Global home page there will be information for accessing the service by phone, SMS Text and e-mail. This will be visible through the site.

Step 1: Company Code

Enter your company code:

USAirForce

?

GO

Step 2: Preferred Language

Choose your language:

English (United Kingdom) [en-GB] ▾

LOGIN



# Life enrichment

*Services for every generation and life stage*



## Work-life web services

- Parenting and childcare | Aging and elder care
- Life events: new baby, special needs, pet ownership, marriage, divorce, money management, etc.



## Member website

Centralizes access to program services and hundreds of life and health educational resources.



# Life enrichment

*Services for every generation and life stage*



## Financial Wellness



- Telephonic financial consultation
  - Develop a plan
  - Financial articles and resources
- 

## Legal Services

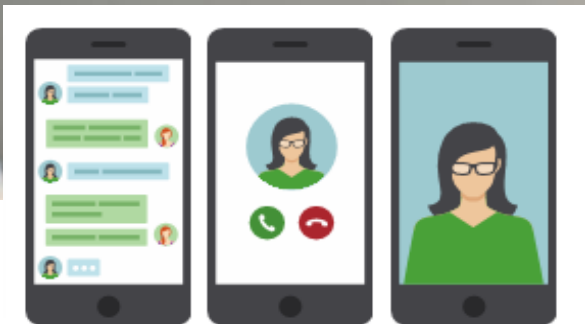


- Legal consultation
- Local laws and policy
- Online resource center



# Counseling

*Licensed professionals provide the support you need*



Chat

Phone

Video

**Confidential service provided at no cost.**

Counselors can help with anxiety, grief, depression, relationships and more.

They are available:

- In-person
- Phone
- Video



## DESTINY | 37 YEARS OLD | FOOD SERVER

Public-facing, essential worker. Working long hours and is concerned about her emotional wellbeing. Carrying stress into her home life and sleeping poorly.

### Interventions



**CALLS THE EAP**



**CLINICIAN COMPLETES INTAKE ACCESSIONMENT**

- Clinician validates Destiny's stress and provides in-the-moment support including stress management and coping skills
- Recommends she speak with her health care provider
- Suggests coaching services

### Outcomes



**DESTINY ENGAGES IN ON DEMAND LEARNING**

- Reads articles and views webinars to learn about caring for her health and wellness
- Scheduled EAP face-to-face appointment with Field Consultant
- Field Consultant helps her schedule appointment with health care provider

### Resilience

- Experiences improved sleep and reduced stress at home and at work
- Feels confident about her ability to complete her work
- Continues to practice the coping skills and strategies she's learned
- Is reinvigorated at work and appreciates the support she received



## TOM | 35 YEARS OLD | WAREHOUSE WORKER

Works third shift in a warehouse. His wife is a stay-at-home mom to their triplet newborns. Interested in buying his first home but is stressed about his finances and saving for his children's future.

### Interventions



**USES LIVE CHAT, THEN CALLS THE EAP CLINICIAN COMPLETES INTAKE ASSESSMENT**



- Clinician listens to Tom and provides in-the-moment support including stress management skills and reference to the member website
- Educates Tom on legal/financial resources
- Refers Tom to EAP Field Consultant and lets him know his wife is also eligible for EAP services

### Outcomes



**TOM ACCESSES LEGAL/FINANCIAL, MANAGER SUPPORT, MEMBER WEBSITE**

- Financial expert guides Tom to make a budget to save for a down payment and long-term
- Saves articles and videos from the member website for future reference about stress, mindfulness and relationships
- Schedules appointment with EAP Field Consultant to help manage stress

### Resilience

- Feels relieved to have a financial plan and timeline in place for buying a home
- Appreciates the member website as a resource and uses it regularly
- Is reinvigorated at work and appreciates the support he received



## SABRINA | 29 YEARS OLD | ACCOUNTANT

Works from home. Stressed about student loan debt and isolation. Recently lost her sister due to a long-term illness and gained custody of her sister's two dogs. Has a history of depression and has tried counseling in the past but couldn't prioritize the in-person visits.

### Interventions



**CALLS THE EAP**



**CLINICIAN COMPLETES  
INTAKE ACCESSION**

- Provides compassionate, caring support
- Talks to her about help available for feelings of depression and isolation
- Educates her on resources available for her new pets and with fostering virtual relationships
- Suggests legal/financial for debt consolidation

### Outcomes



**SABRINA ACCESSES  
VIRTUAL THERAPY,  
WORK-LIFE,  
LEGAL/FINANCIAL**

- Virtual therapy allows Sabrina to communicate with a therapist at her convenience
- Sabrina learns how to cope with depression and nurture her relationships with others
- Plan underway, with financial guidance, to pay down loans

### Resilience

- Feels good about the virtual therapy progress and prioritizing her mental health
- Is optimistic about her new role as a dog owner and the opportunity to connect with other "dog parents"
- Has peace of mind now that she knows her loan payoff date is within reach
- Is reinvigorated at work and appreciates the support she received

**Get started today!**

Visit [www.afpc.af.mil/eap](http://www.afpc.af.mil/eap)

OCONUS – Use code USAirForce

Select English (United Kingdom)

**Call 1-866-580-9078**

**Collect 314-387-4800**



**EMPLOYEE  
ASSISTANCE  
PROGRAM**



**Your EAP Field Consultant  
Kevin Carrico**

RAF Lakenheath  
Monday – Friday  
8:00am – 4:30pm GMT



**Your EAP Field Consultant  
Robin Hall**

Ramstein AFB  
Monday – Friday  
8:00am – 4:30pm CET

**CONFIDENTIAL INFORMATION**

*The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.*

# Resiliency Tips



**Next time you feel overwhelmed you can try any of the following:**

- Distract mind from trigger by counting up by 7s
- Scanning a room for all objects of 1 specific color
- Count down from 100 by 2
- Say ABC's backwards with open or closed eyes
- 4-7-8 breathing. Inhale for 4 counts, hold for 7, exhale for 8. Repeat.
- Self soothe: grounding object and hold.
- Light a candle, yawn (relax the jaw, relax the mind)
- Intentional squeeze and release various muscles in body. Like squeeze your fist and release. This is called "progressive muscle relaxation" and can be done a number of ways from 1 muscle to systematically seeing and releasing muscles from your toes to your upper body.
- Take a walk
- Super Brain Yoga Exercise

**Choose one of the above tips on a daily bases for next 21 days to start a new habit.**

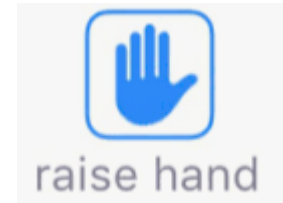
**Send feedback or suggestions to**

**[86MSG.CivDvlpmt.MSGCIVDevelopment@us.af.mil](mailto:86MSG.CivDvlpmt.MSGCIVDevelopment@us.af.mil)**



# Question & Answer Session

## Q & A



- **Use the chat function or raise your hand**
- **We will try to answer all questions during this session.**
- **If it's not possible to answer all questions in the chat ....we'll respond afterwards.**
- **For your personal questions feel free to consult us 24/7 per email or phone**



# Employee Assistance Program

## **Magellan Healthcare:**

[hallr@magellanhealth.com](mailto:hallr@magellanhealth.com)

[www.magellanascend.com](http://www.magellanascend.com)

<https://www.afpc.af.mil/Airman-and-Family/Personal-and-Work-Life/>

## **To book:**

<https://outlook.office365.com/owa/calendar/DeptoftheAirForceOnlineScheduling@mgl.n.onmicrosoft.com/bookings/s/ZauK7qfK1k6bnCW6zU7KcQ2>

<https://outlook.office365.com/owa/calendar/DeptoftheAirForceOnlineScheduling@mgl.n.onmicrosoft.com/bookings/s/Q6fFQTVGQkW62NxxGrRLMw2>

For 24/7 Air Force and Work Life assistance, please call 1-866-580-9078

Contract call center #866 580-9046

[www.MagellanAscend.com](http://www.MagellanAscend.com)



# Civilian Personnel Resources

- Great resource for information on a multitude of employment and HR-related topics available:
  - <https://www.ramstein.af.mil/Contact/Civilian-Personnel-Flight/>
- Bookmark URL and keep up with latest updates on:
  - U.S. Program Information
  - Non-U.S. Program Information
  - Training Information
  - Fact Sheets
  - Newsletters (issued every 2 months)
  - COVID-19 Information