

Employee Assistance Program Components

MPR partners with New Directions to bring you the advantages of an employee assistance program, a productivity tool designed to enhance employee performance and add to your bottom line. Services currently available to you through your MPR EAP include:

Dedicated Helpline: Toll-free number for 24-hour/365 day access to licensed behavioral health professionals

Assessment and Referral: In-person or telephone assessment for appropriate referral to EAP, health plan, or community services

Short-Term Counseling Model: Counseling available in-person or by telephone for employees and their benefit-eligible dependents; up to 6 sessions per incident

Legal and Financial Referrals: Referral for face-to-face and telephonic consultation on a wide range of legal and financial issues plus online resources including Provider Directories

Family Resource Service: Extensive online resources and national provider directories for child and elder care services

Work-Life/Wellness: Interactive online resource for emotional and physical health, legal, financial, family life, and personal growth

Online Health Risk Assessments: Tools to determine health status

Manager/Supervisor/HR Telephone Consultation: Discussion with an EAP clinician regarding concerns about employee situations

Formal Management Referrals: Structured process for dealing with employee performance issues



Crisis Management Services: Emergency on-site support

Orientation: Comprehensive initial program including on-site sessions

Training: Additional hours of on-site orientation and training every year

Account Management: Your EAP liaison to provide ongoing consultation and program evaluation

Utilization Reports: Provided Quarterly

Promotional/Educational: On-going materials to promote utilization

Discounted Fees: On additional services including human resources consulting such as Fitness for Duty Evaluations, Organizational Development, and Mediation Services

Interactive Web Site: On-line services for the EAP and comprehensive work-life resources

Your EAP is available to assist with everyday issues.
Face to Face. Telephone. Online
816-237-2352
800-624-5544