



Real help, real experts, real fast.



Summary of Employee Services

OHLONE COMMUNITY COLLEGE DISTRICT

Services are available to all benefit eligible employees working 20 hours or more per week, and to their spouse/domestic partner and dependents.

COUNSELING BENEFITS

CONCERN offers assessment, crisis intervention, referrals, and confidential short-term counseling for help with personal issues. Up to 8 visits, per problem, per year with a skilled CONCERN counselor.

- Difficulty with relationships
- Emotional distress
- Job stress
- Communication/conflict issues
- Alcohol or drug problems
- Loss and death

PARENTING & CHILDCARE

Referral available to quality providers for a variety of services, including:

- Family day care homes
- Infant centers & preschools
- Adoption assistance
- Before/after school care
- In-home childcare
- 24-hr care
- School age & college assistance
- Complimentary New Baby Kit

FINANCIAL COACHING

Get sound financial guidance to help you manage money wisely and develop long-term financial security. Referral includes up to two 30-minute telephone consultations. Example topics:

- Money management
- Debt management
- Identity theft resolution
- Tax issues

LEGAL CONSULTATION

We can link you to a local attorney for a free 30-minute office or telephone consultation for legal issues not related to employment. These may include:

- Estate planning
- Wills and living trusts
- Landlord-tenant matters
- Immigration
- IRS matters
- On-line legal forms

ELDERCARE RESOURCES

We'll help you find the most appropriate resources to help you care for an elderly or disabled relative. A complimentary copy of *How to Care for Aging Parents* is available upon request.

ONLINE RESOURCES

CONCERN offers a variety of self-help tools and resources to help you enhance productivity, resilience, and well-being.

www.concern-eap.com

Useful information and links regarding a wide variety of services and topics.

Log on to CONCERN's homepage and click on "Employee Guide" for access to the following sites:

Resilience Hub™

Curated self-help content to help you deal with life's challenges and boost your mental, emotional, and physical well-being in times of stress and change.

LifeAdvisor

A wealth of articles, tools, forms, and courses to help you enhance your professional and personal success.

NOTE: The first time you access *Resilience Hub™* or *LifeAdvisor* you will need to enter your company code **Ohlone**.

Employee Services

CONCERN services are available to all benefit eligible Ohlone Community College District employees working 20 hours per week or more, their spouse or domestic partner and dependents.

ARE CONCERN SERVICES CONFIDENTIAL?

Yes. The law requires that your contact with CONCERN not be revealed to anyone, including your employer, without your knowledge and written consent. Legally required exceptions to confidentiality: when there is serious threat of harm to the client or others, or reasonable suspicion of child or elder abuse.

SHORT-TERM COUNSELING

Each individual has a 1-8 visit benefit per problem per 12-month period for personal problems. CONCERN offers assessment, crisis intervention, short-term counseling and referral to community resources. Sample topics include:

- Marital and family problems
- Difficulty with relationships
- Emotional distress
- Job stress
- Communications or conflict issues
- Alcohol or drug problems affecting you or your family
- Loss and death

PARENTING AND CHILDCARE RESOURCES AND REFERRALS

Referrals are available for a wide variety of parenting and childcare needs in your area including:

- Family day care homes
- Before/after school care
- 24-hour care
- Infant centers & preschools
- In-home childcare
- Emergency/drop-in care
- Adoption Assistance
- Care for sick children
- School age & College assistance

LEGAL CONSULTATIONS

Referrals are available for legal issues. You will be linked to a local attorney for a free 30-minute office or telephone consultation. The legal referral service can be used for all types of legal matters (excluding claims involving workplace issues):

- Consumer issues
- Small business services
- Contract issues
- Personal/family services
- INS issues
- IRS matters

FINANCIAL COUNSELING

Information and resources are available for financial matters. You have access to our financial help line that provides sound financial guidance that will help you manage your money wisely and develop long-term financial security.

- Budgeting
- Debt Management
- Identity Theft

ELDERCARE RESOURCES AND REFERRALS

If you're caring for an elderly relative and need assistance in finding services or support, call CONCERN. Services include referral to programs and resources in your area that will make it easier to handle the task of locating the needed help.

ONLINE EDUCATION

LifeAdvisor and The Resilience Hub™ are your online education portals available 24/7 accessible from any internet web browser. They are our dynamic self-help portals with tools, tip, and resources to help employees and their families live healthier, happier lives. Check it out at www.concern-eap.com. Gain access through the **Employee Guide** and log in using **Company Name/Code: Ohlone College**.

Questions about CONCERN? Please call: 800-344-4222

Counseling Services

For most of us, it is a constant effort to maintain a healthy balance between our jobs and personal lives.

Each day we must make choices about how we use our time and energy. At work, our priority is job performance.

When you are juggling work and personal life, you probably have questions such as:

- Am I organizing and using my time wisely?
- Are there things I can learn that will help me manage my personal finances better?
- How can I develop a more satisfying relationship with my children, my spouse or partner?

You can request an interpreter at no cost to speak with CONCERN: EAP or a counselor. To request an interpreter or ask about written information in your language, first call CONCERN at 800-344-4222. Someone who speaks your language can help you.

在與 CONCERN (EAP 或者一位輔導員) 聯絡時，您可以請求免費提供口譯人員。如需請求提供口譯人員或以您的語言提供書面資料，請首先致電 CONCERN，電話號碼是 800-344-4222。將有一位會講您語言的工作人員幫助您。

Puede solicitar un intérprete sin cargo para hablar con CONCERN: EAP o un asesor. Para solicitar un intérprete o información escrita en su idioma, primero llame a CONCERN al 800-344-4222. Una persona que hable su idioma puede ayudarlo.

Makakahiling kayo ng isang tagasalin ng wika upang makipag-usap sa CONCERN: EAP o isang tagapayo. Upang humiling ng isang tagasalin ng wika o magtanong tungkol sa nakasulat na impormasyon sa inyong wika, tumawag muna sa CONCERN sa 800-344-4222. Ang isang nagsasalita ng inyong wika ay makakatulong sa inyo.



CONCERN: EAP

A great place to start

CONCERN Can Help

CONCERN is a national employee assistance program that provides information, referral and short-term counseling for personal issues affecting work or personal life.

Your employer makes the employee assistance program (EAP) available at no cost to you. Many people find that the resolution of particular issues makes them happier, healthier and more productive.

What services are provided?

- Individual and family counseling
- Referral to community resources
- National network of counselors throughout the United States and Canada
- 24-hour crisis intervention
- Information, seminars and educational material

How can CONCERN help?

Like many people, you may believe that EAPs are only for other people — those who have serious psychological problems.

In fact, anyone can benefit from an opportunity to talk with someone about normal life situations in a confidential, professional manner.

What are some “normal life situations?”

- Relationships
- Communication issues
- Parent/child conflicts
- Stress, anxiety or depression
- Time management
- Setting priorities
- Work-related issues
- Managing your money
- Alcohol or drug problems affecting you or your family
- Loss and death
- Difficulty adjusting to a new culture
- Balancing work and personal life

Is CONCERN confidential?

Yes. CONCERN is a confidential and voluntary program. Your contact with CONCERN will not be revealed to anyone, including your employer, without your knowledge or consent, except as required by law.

Legally required exceptions include cases in which there is a threat of serious bodily harm to the client or others, or in cases of suspected child or elder abuse.

Where are CONCERN offices located?

Counselors are located throughout the United States. You can see a counselor near your home or work.

What if there is a crisis?

For immediate assistance anytime, CONCERN Counselors are available 24/7 and can be reached at the numbers listed below.

How can you assist others who may be looking for help?

The most effective way to help fellow employees is to encourage them to contact CONCERN. It is not necessary for you to diagnose their situation or become their counselor.

How can you reach CONCERN?

To get more information, schedule an appointment, or for immediate assistance call

1-800-344-4222

650-940-7100

Monday through Friday, 6:30 a.m. to 5:00 p.m. (Pacific Time).

Look for us on the web at
www.concern-eap.com.

Work/Life Services

CONCERN can help you with:

- parenting and childcare referrals
- legal consultations
- eldercare resources
- financial consultations

A single call to CONCERN will connect you to a specialist who will provide assistance without delay. These services are confidential, available nationwide and at no cost to you within your CONCERN benefit limit.



Parenting and childcare referrals
Legal consultations
Eldercare resources
Financial consultations



Free, confidential counseling and referral services
800-344-4222

www.concern-eap.com

800-344-4222

www.concern-eap.com

Hours: Monday-Friday

6:30 a.m. - 5:00 p.m. (Pacific Time)

A great place to start

It can be difficult to coordinate all the different aspects of your life. Things happen that can disrupt even the best plans. Your employee assistance benefits, through CONCERN, can help you solve the many different work/life issues you, your spouse, or family members face in everyday life.

Parenting and childcare referrals

We have a wide variety of pre-screened resources that can help you find:

- daycare centers and nursery schools (with current openings)
- private or public schools (from kindergarten through graduate school) that meet your requirements
- summer camps, schools and other seasonal programs
- special needs and/or backup daycare
- adoption programs
- prenatal resources

Legal consultations

If you have a legal problem or a question about the law, CONCERN can help. We offer up to a half-hour of consultation with an attorney who specializes in the legal area in which you are interested.

Under CONCERN's program, you can ask about any legal issue except those related to employment law.

If you need an attorney to represent you or to write legal documents, you will receive a 25 percent discount from the referred attorney's standard hourly rates.

Eldercare resources

More and more people are finding themselves responsible for caring for elderly parents or relatives. CONCERN can help you find the resources you need for seniors with minimal, intermediate or full-care needs, such as:

- nutrition programs for the homebound
- senior daycare and recreational activities
- transportation services
- independent or assisted living arrangements
- home health care providers
- residential care facilities

CONCERN also has information to assist caregivers on specific issues that may affect seniors including Medicare and Medigap insurance, power of attorney for health care, and financial assessment for entitlement programs.

Financial consultations

The challenges of managing money and credit or buying a home can be overwhelming. CONCERN can provide you with sound financial management education, information and resources for:

Money management

- managing bills
- getting out of debt
- designing a realistic spending/savings plan for retirement or college
- asset allocation

Credit

- finding new credit sources
- credit reports (obtaining, understanding and correcting them)

Housing

- buying a home
- understanding insurance coverage

Phone consultations with financial experts are available to help you address all of your financial concerns.

LifeAdvisor

CONCERN's online member resource center is designed to provide 24/7 immediate access for any plan member (or family member/dependents/ domestic partner). You'll find a wealth of information, education and skill-building tools from contributors such as Harvard Medical School, Nolo Legal Press and FinanCenter, National Institute of Mental Health, Healthwise and many others, in the following Life

Center areas:

- Balanced life
- Financial
- Health
- Legal
- Mental health
- Wellness on the web
- Personal growth

CONCERN offers resources and referrals to address work/life problems in addition to its traditional short-term counseling services.

CONCERN's confidential services are available nationwide and at no cost to you within your CONCERN benefit limit. To access any of the work/life services described in this brochure, call us Monday through Friday, 6:30 a.m. to 5:00 p.m. (PST) or visit us online at www.concern-eap.com.

800-344-4222

CONCERN:EAP

Ohlone Community College District

Ever feel stressed? Have problems communicating with co-workers or loved ones? Do you think counseling is only for other people, people with *serious* problems?

In fact, anyone can benefit from talking with a professional about:

- Relationship Issues
- Parent/Child Conflicts
- Anxiety and Depression
- Work-related Stress
- Alcohol or Drug problems

CONCERN can also refer you to specialized resources including:

- legal referrals
- parenting & childcare resources
- financial counseling
- eldercare resources
- wellness coaching

Ohlone Community College District is pleased to provide you with:

- CONCERN: EAP counseling for up to 8 visits per issue per 12-month period. Counseling and Work/Life services are available to all employees working 20 hours per week or more, their spouse or domestic partner and dependents.

CONCERN

Employee Assistance Program

Free, confidential counseling and work/life resources

1-800-344-4222

www.concern-eap.com

CONCERN:EAP

- All services are available throughout the United States.
- There is no cost to you or your family. The EAP is a benefit paid for by your employer.
- In a crisis, you can reach a CONCERN counselor 24 hours a day at the telephone numbers listed below.
- For information or to schedule an appointment, call Monday - Friday, 6:30 a.m. to 5:00 p.m. (Pacific Time).

Our telephone number:

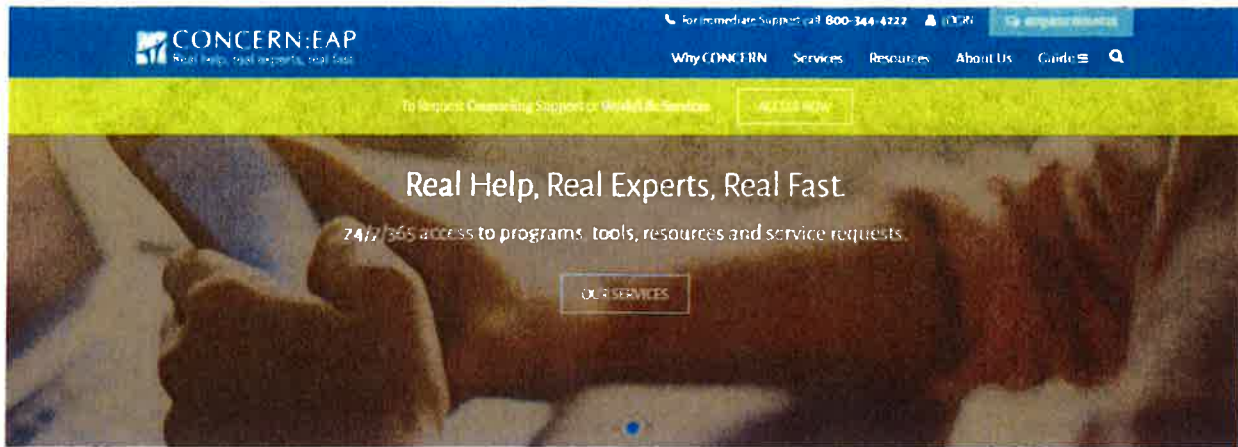
1-800-344-4222

or look for us on the web at:
www.concern-eap.com

CONCERN offers free, confidential counseling and work/life resources to you and your family for most personal issues, including:

- stress
- depression
- grief and loss
- legal questions
- parenting resources
- relationship problems
- alcohol or drug abuse
- retirement planning
- managing money
- eldercare resources

Log in instructions for www.concern-eap.com



How can we guide you?
Choose a path below for your desired destination.

Gain access to practical resources and multi-media content to help employee and their families live healthier, happier lives.

800-344-4222
www.concern-eap.com