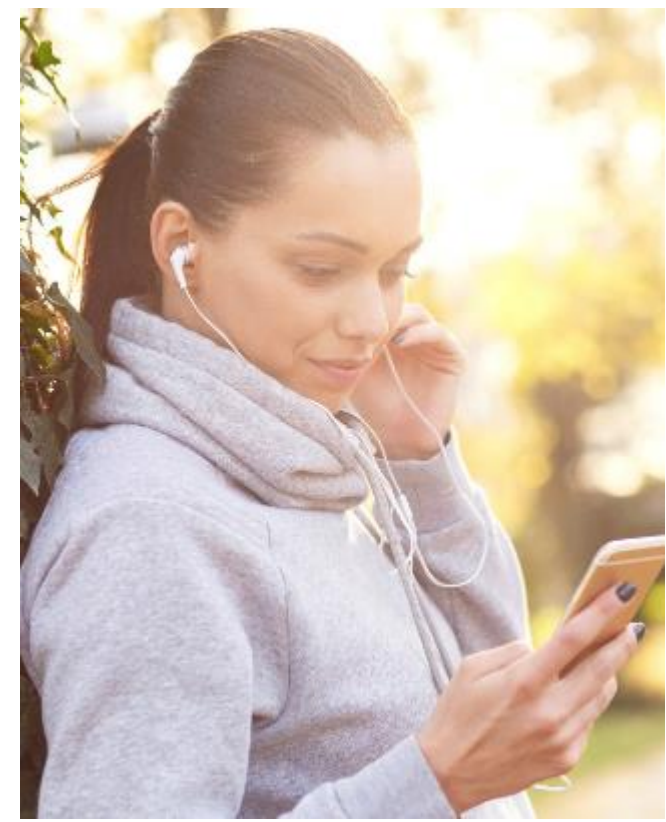




Making a Difference in Your Life
Makes a Difference To Us

Your Employee
Assistance & Work-
Life Program



How Can The EAP Help You?



Stress, Anxiety



Time Management



Relationships



Financial Challenges



Health & Wellness



Daily Living/Convenience



24-Hour Program Access

- Helpline: (866) 327-2400
- LiveCONNECT Instant Messaging



Eligibility

- Employees
- Dependents
- Household members
- Coverage extends for 12 months post-employment



Short-term Counseling

- Sessions: 1-6
- Telephonic intake & assessment
- Referral provided to a local clinician for short-term counseling within 3 days
- Call the referred provider to schedule an appointment at your convenience
- Affiliate/Counselor rematch if needed

Referrals

- Some issues are not appropriate for short-term counseling. In these cases, a referral is provided to local community resources or to your health plan for further assistance
- Referrals may also be provided to local support groups, the United Way, attorneys, financial planners, etc.

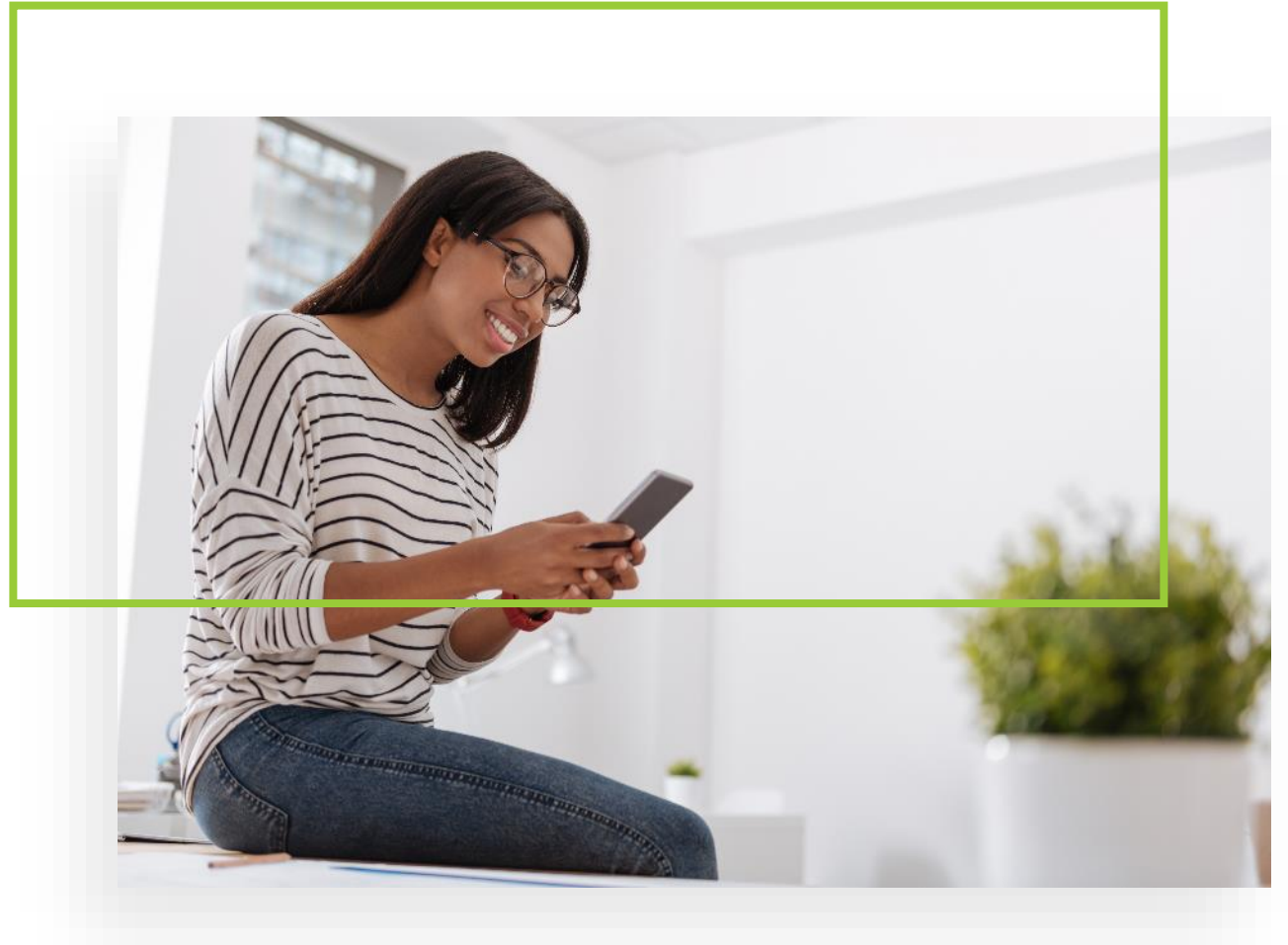
Alternate Modes of Support

AWARE Mindfulness-Based Stress Reduction Program (6 sessions)

- Support for participants experiencing life stress, pain, and challenges with focus and concentration and who want to increase their awareness of and commitment to intentional living
- Through six (6) weekly sessions, MBSR-trained health and wellness professionals provide one-on-one support and supply electronic resources for self-guided individual practice.

Telephonic Life Coaching (6 sessions)

- 6 telephonic sessions
- Coaching usually lasts 3-4 months
- Initial 45-minute session: the participant works with the coach to establish a vision, determine goals, and create an action plan.
- Subsequent 20-minute follow-up coaching sessions ensure the participant is on track to achieve the desired goals.





Legal Services

- 30-min. telephonic or in-person consultation with an attorney
- In-person meetings are scheduled; telephonic consultation is often immediately available
- Consultation consists of an analysis of the situation and advice on how to proceed
- 25% discount off the attorney's hourly fee
- Access to over 100 legal forms online at www.txhhsseap.com
- Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes

NOLO Interactive Online Will Preparation

- Free legally binding state-specific simple will and living trust software
- Step-by-step process composed online under the Legal/Financial portion of our website at www.deeroakseap.com
- Is designed for typical assets such as a house, car, savings and investments
- Some situations may require more than a simple will. You should get expert advice, or at the least, investigate your options



Financial Services

- Free telephonic financial counseling and education with an Accredited Financial Counselor on issues related to consumer debt and budgeting
- Counselors address issues via the help line, and follow up by emailing supporting educational materials
- Counselors are available without an appointment Monday through Friday, or through pre-scheduled Saturday sessions
- All counselors are knowledgeable in a wide range of financial topics
- Examples: budget preparation, debt consolidation, college planning, retirement

Identity Theft & Recovery

- Accredited Financial Counselor provides telephonic consultation and information on steps that should be taken upon discovery of identity theft
- Consultation may include: how identities can be stolen and common warning signs; how to obtain one's credit report(s) to look for indications of identity theft; how to read and understand one's credit report; and steps to take if identity theft is indicated
- Free credit monitoring service available through Credit Karma via the website
- Resource links, tip sheets, and brochures on avoiding and identifying identity theft are available along with referrals to full-service credit recovery agencies



Child/Elder Care

- Daycare
 - Preschool & nursery schools
 - Before and after school care
 - Parenting skills & classes
 - In-home care
 - Adoption
 - Sick child care
 - Summer programs
 - Sports camps
 - Special needs camps
 - Play groups
-
- Assisted living facilities
 - Nursing homes
 - Cancer care centers
 - Alzheimer's support
 - Retirement communities
 - Elder substance abuse programs
 - Adaptive transportation services
 - Medicare & Medicaid questions





Daily Living/Convenience Services

- Apartment locators
- Chore services/house cleaners
- Home repair (handymen, plumbers, electricians, contractors, etc.)
- Entertainment services
- Pet obedience training
- Transportation & travel services
- Volunteer opportunities
- Tutors
- Fitness and wellness centers/programs
- Moving/relocation services
- Pet sitters/kennels
- Event planning
- Veterinarians

- Call a cab, Uber, Lyft, Fasten, or another ride-sharing program
- Keep your receipt
- Call the helpline for instructions on receiving reimbursement for your ride
- Reimbursement up to \$45.00- excludes tip
- Available once per calendar year per person
- May submit receipt up to 60 days from date of service



**Take the High Road Ride
Reimbursement Program**

Critical Incident Response

- Any traumatic event that occurs in the workplace, community, or globally that affects employees
- Examples: employee death or injury, reduction in force, accidents, environmental disasters
- EAP offers various responses i.e., information, practical support, telephonic crisis support, management consultation, clinically-led on-site group meetings



Orientation/Training

- Onsite & Webinar Training
- Onsite & Webinar Orientation
- On-demand Online Seminars – a new topic added monthly
- Supervisor Excellence Webinar Series

Unlimited Hours for HHSC and DSHS



Employee Assistance Program

Access your EAP

Username / password is
your agency.

Example
Username: HHSC or DSHS
Password: HHSC or DSHS

Login Here

Call your EAP today!

The EAP provides confidential, **24/7/365 assistance** for all of life's challenges. From stress, addiction, and change management, to locating child care facilities, legal assistance, and financial challenges, our qualified professionals are here to help. The EAP is **free** and available for you, your dependents, and household members.

- [Accessibility Policy](#)
- [Accessible EAP Training Request Form \(PDF\)](#)
- [Authorization to Obtain/Exchange Attendance Information \(PDF\)](#)
- [Deer Oaks 2021 EAP Training Catalog \(PDF\)](#)
- [Deer Oaks 2021 EAP Webinar Catalog \(PDF\)](#)
- [Deer Oaks Webinar Series Videos](#)
- [Deer Oaks 2021 EAP On-Demand Seminar Calendar \(PDF\)](#)
- [Deer Oaks 2021 EAP Webinar Series Flyers \(PDF\)](#)
- [Deer Oaks 2021 EAP Promotional Materials \(ZIP\)](#)
- [JIRA How To Guide \(PDF\)](#)
- [Submit a Training or Webinar Request Through JIRA](#)

HHS Contract Managers

Susana Olmos
512-424-6666

Pollett Jones-Reasonover
512-407-3284

EAP Agency Coordinators

Theresa McShan, HHSC

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512-438-2280

Ted Manning, DSHS

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HHS Wants to Know

[Email us your suggestions or complaints](#)



Engagement Engine Work-Life Website

[HOME](#)[ABOUT US](#)[PRODUCTS & SERVICES](#)[WHY DEER OAKS?](#)[REQUEST A QUOTE](#)[PROVIDERS](#)[CONTACT](#)[MEMBER LOGIN](#)

Member Login

Please enter your *Username* and *Password* to access Work Life Services.

Username:

Password:

**Username and Password
HHSC/HHSC
Or
DSHS/DSHS**

Passwords are case sensitive



Call us for assistance 24/7/365!

If you are experiencing issues accessing content on the Deer Oaks EAP website, please contact your HHS

EAP Coordinator at

HHS_EAP_Coordinator@hhsc.state.tx.us.

☎ Telephone Number : (866) 327-2400



[Homepage](#) [Parenting](#) [Aging](#) [Balancing](#) [Thriving](#) [Working](#) [Living](#) [International](#)

News For You



August

Immunization Awareness Month is highlighted in August.

[READ MORE](#)



Features

Friendships and Your School-Age Child

Be a Friendship Coach for Your Child

Positive Parenting Tips: Teens

Positive Parenting Tips: Infants and
Toddlers



Friendships in the early school years are an important part of a child's social and emotional development.

Read the Full Article



ONLINE SEMINARS

Online Seminars are an interactive learning experience you can view at your convenience. Learn about upcoming Online Seminars or browse the On Demand archives.

[Read More:
Online Seminars](#)



TAKE THE HIGH ROAD

Take a Cab and Send the Bill to Us!

[Read More:
Take the High Road](#)



IDENTITY THEFT ASSIST

Through the Financial Assist Program, victims of identity theft can receive telephonic consultation that will help them to recover from, and minimize the impact of, a breach of their identity.

[Read More:
Identity Theft Assist](#)

Employee Assistance Program	+
Legal/Financial	+
Newsletters	+
Satisfaction Survey	+

Online Will



Savings Center

Homepage > Centers

Savings Center

Welcome to the Savings Center!

The Savings Center is a discount shopping program that is provided through the Perks At Work website. It offers discounts of up to 25% on name brand, practical, and luxury items.

If you are already a registered user, you can log in to the Savings Center from the link below. (New users will first need to click on "Register for Free" to create a profile.)

[Click here to access the Savings Center.](#)

First-time users will need to register using the company name of **Workplace Options US** and the company code **EAP** in order to access the Savings Center. Visit the link below to create a profile for the Savings Center.

New Users: [Click here to register for the Savings Center.](#)

Savings Center Registration Tips

- While Perks at Work suggests that you use your work email address, you don't have to. You are less likely to run into technical problems if you use a personal email address instead.
- Where it says "Your Company" enter **Workplace Options US** (it may come up automatically).
- A new drop-down field will pop up and auto-fill "United States." (You only need to change this if it says something other than "United States.")
- A second new field will pop up, saying "Company Code." Here, put **EAP**.
- Be sure that you can access your email right away. A system-created message will be sent to that address immediately. You will need to retrieve the email to complete your registration and then log in to begin exploring the site for great discounts.
- Still having problems during registration? Click the **Login Help** link to contact the Customer Service department: <https://www.perksatwork.com/help/loginhelp>.



CENTERS

- ▶ [Legal/Financial](#)
- ▶ [Work/Life Resource Locators](#)
- ▶ [Savings Center](#)

[View all Centers](#)



FAVORITE CONTENT

- [5.0★ Evaluating Providers](#)
- [5.0★ What Babies and Toddlers Need to Thrive in Child Care](#)
- [5.0★ Creating Your Birth Plan](#)
- [5.0★ Surviving Your Child's Suicide](#)
- [5.0★ Allergies to Pets](#)

A Summary of Our EAP Program



- Face-to-Face Short-Term Counseling: 1-6 visit model
- Telephone and crisis counseling 24 hours a day, 365 days a year
- National relay toll-free phone number for the hearing impaired
- Professional referrals to health plans and community resources as needed
- Unlimited CISD's
- Unlimited Educational Seminars/Webinars
- Work-Life Services (Legal, Financial, Child/Elder Care, Daily Living)
- Take the High Road Program
- Post Employment/Retiree Assistance Program (up to 12 months)
- Unlimited EAP Website access
- 508 Compliant

Call us day or night for confidential assistance.



Helpline: 866-327-2400

TTY/TDD: 800-735-2989

Email: eap@deeroaks.com

Website: www.txhhsseap.com

Username/Passcode:

HHSC or DSHS