Deer Oaks EAP Services

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: (888) 993-7650
- iConnectYou App
  (call, instant message, video, SMS text with a counselor)
- LiveCONNECT Instant Messaging

Eligibility

- Employees
- Dependents
- Household members
- Coverage extends for 6 months post-employment
Short-term Counseling

- Sessions: 5
- 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

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.
**Aware: Mindfulness-Based Stress Reduction**

- Sessions: 1 telephonic session/week for 6 weeks
- Alternate to face-to-face counseling as clinically suggested
- Personalized approach to applying mindful practices to life; teaches participants how to be engaged, diminish distractions, and counteract stress
- MBSR-trained health and wellness professionals provide one-on-one support; supply electronic resources for self-guided individual practice

**Virtual Group Counseling**

- Sessions: 1 telephonic session/week for 8 weeks
- Referred to a group based on a clinical assessment
- 90 minute clinician-led sessions
- We will not refer individuals from the same organization to the same group in order to preserve confidentiality
- Sample topics: bereavement, work-life balance, anxiety, stress
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.deeroakseap.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 other 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
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
• Online Skill Builder E-Learning Courses
• Supervisor Excellence Webinar Series & Leadership Certificate
• Quarterly Stress Management Webinar Series
Member Login

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

Username: 
Password: 

Login: tamu
Password: tamu
Interactive Online Will Preparation

Click here to download Quicken WillMaker Plus 2019 and create a customized estate plan with a Will, Living Trust, Health Care Directive, Durable Power of Attorney for Finance and 20+ other useful documents at no cost to you. Easy interview format lets you complete documents at your own pace. Enter 1601 as the COUPON CODE on the Checkout screen after clicking on the BUY NOW button for your free download. This software is provided through our partner Nolo, a leader in do-it-yourself legal products since 1971.

Quicken WillMaker Plus 2019 is the original will-writing software, created and updated regularly by Nolo's experts.

Benefits of using Quicken WillMaker Plus 2019 include:

- A customized estate plan for you and each member of your family, including a Will, Living Will, Health Care Directive and other essential documents
- Free Living Trust software (requires registering your software at Nolo.com)
- Print your legal Will and other documents in the comfort of your home
- A user-friendly legal manual answers common questions
- A team of Lawyer-Editors work to ensure each document included reflects the laws of your state*

* Estate planning documents are not valid in Canada, Louisiana or US Territories

Platform: Requires Windows 7/8/10/11 or macOS 10.11 or higher
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 26% 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.
iConnectYou App – Video, IM, SMS

Login Screen

Home Screen

Navigation Screen

Menu Bar
Program Promotion

- Topical flyers
- Monthly employee e-newsletter
- Monthly supervisor e-newsletter
Call us day or night for confidential assistance.

Helpline: 888-993-7650
Email: eap@deeroaks.com
Website: www.deeroakseap.com
Login/Passcode: tamu
iConnectYou App Passcode: 127592