

Employee Assistance Program

Getting the Most out of Your Employee Assistance Program

An Employee Assistance Program (EAP) is a benefit that helps employees during key points of their lives that may impact their job performance, health, mental and emotional well-being. Alliance Work Partners is Obsidian HR's EAP that offers legal and financial services, resources, skill-building tools, counseling sessions, and more. This document explains eligibility, assessments, and referrals, accessing benefits, as well as advantageous times that employers can reference the EAP.

Full Benefits Eligibility

- Employee, retiree, married/divorced spouse, partner, significant other
- Any household member, regardless of age or relationship, residing in employee's home, including significant other and their children
- All covered employees may bring anyone with them to their authorized/covered sessions regardless of relationship to employee.
- Children and grandchildren, age 26 or under, residing in US or Puerto Rico. This includes children and grandchildren of significant other or partner.
- Any person meeting benefit eligibility prior to lay-off or termination of an employee will continue to be eligible for benefits up to 6 months from the date of employee's lay-off or termination. Benefits are extended for 6 months from date of employee's call within this timeframe.

Assessment and Referral Benefits Eligibility

- Children and grandchildren the age 27 and over of employee, married/divorced spouse, partner, or significant other living outside employee's home
- Employee instructed by law to receive court- ordered counseling
- All crisis cases (suicidal/homicidal, domestic violence, chemical dependence, substance abuse, child/elderly abuse) not otherwise covered
- Any person meeting benefit eligibility prior to lay- off or termination of an employee will continue to be eligible for assessment and referral after 6 months and up to 1 year from the date of employee's lay-off or termination. Benefits are extended 1 year from date of employee's call within this timeframe.

Anyone contacting Alliance Work Partners regardless of contract status is eligible for information and referral benefits. Children under the age of 18 must have a written, signed release by their guardian who has custody (whether living in the home or not) to attend counseling on their own. This release is given to their affiliate provider. Divorced parents who bring their children in for counseling must bring a copy of their divorce decree or have signed permission from the other parent before bringing a child into counseling. Grandparents who bring their grandchildren into counseling must have proof of guardianship or written permission from the child's parents.

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Accessing Benefits

All benefits can be accessed by calling 1-800-343-3822, TDD 1-800-448-1823, or the teen line at 1-800-334-TEEN (8336). AWP is available 24/7 to take your call. Benefits can be accessed online at awpnow.com. Create a customized account and access your benefits online using Registration Code: AWP-OBSI-4468.

Advantageous Times for Employers to Reference EAP/AWP

As an employer, it is appropriate to reference your EAP with AWP when onboarding a new hire to ensure they are aware of the benefits. Supervisors may reference the EAP during normally scheduled performance reviews as a reminder of the resources available that may help the employee reach their professional and personal goals. At times, there may be performance issues that a supervisor or employer notices and providing information about the EAP during feedback session may be appropriate. If an employee discloses personal issues to their employer or supervisor, the employee is usually directed to the EAP to help them with challenges.