

The Employee Assistance Program (EAP) is a personal counseling service provided as an employee benefit. Charles Nechtem Associates (CNA) has been contracted to provide your EAP services to help you manage work/life problems and achieve a healthy work/life balance. Think of EAP as your professional support system. Whatever your concern or worry might be, CNA counselors are here to help. Your EAP program is completely **confidential** and is a benefit for you and your eligible household members, **fully paid** for by Newark Public Schools (NPS).

Newark Public Schools EAP and Work/Life and Self-Help wellness library Services

- **1-800-531-0200** Phone counseling services available 24 hours a day, 7 days a week, 365 days a year with immediate access to master's and Ph.D. level clinicians without using hold or transfer services. Access to English, Spanish and French-speaking therapists with other languages upon request
- Text via the CNA app and website
- Unlimited phone and e-counseling for all employees and household members
- 1-5 Face-to-face counseling sessions for all employees and household members per issue
- Provider network of over 100,000 social workers, psychologists and psychiatrists
- Wellness Library is an interactive resource. you and your family members can access over 25,000 trustworthy self-help resources to help resolve personal problems or improve your personal and professional lives. Please login to the member site to see all resources that offer your assistance and answers.
- *EAP can help with many concerns, such as:*
 - Anger Management
 - Anxiety/Panic/Stress
 - Depression
 - Grief
 - Marital/Relationship/Family
 - Phobias
 - PTSD
 - Substance Abuse
 - Suicidal Ideation
 - Workplace Violence
- *Work/Life assistance on a variety of topics including:*
 - Smoking Cessation
 - Stress Management
 - Creative Visualization
 - Alcohol /Substance Abuse
 - Meditation and Relaxation
 - Time Management
- *Financial Referral services on issues such as:*
 - Budgeting
 - Foreclosure
 - Bankruptcy
 - Credit Counsel
- *Legal Referral services on issues such as:*
 - Divorce
 - Child Support
 - Family Law
 - Will and Probate
- *Child and Elder Care Referral services for assistance with:*
 - Adoption
 - Parenting and Childcare
 - Education and School Age Programs

Employee Assistance Program FAQ's

What can I expect when I call?

When you call the EAP phone line (**800-531-0200**) a CNA professional counselor will answer your call and immediately provide assistance. This is what you can expect:

- The CNA counselor will begin by helping you sort out your problem or concern
- Then, the counselor will help you identify your options and guide, support and coach you in exploring ways to resolve the situation
- Finally, the counselor will help you develop a specific, concrete plan to solve your problem
- A live CNA counselor is available to you and your dependents 24 hours a day, 7 days a week, 365 days a year. You can also email inquiries@charlesnechtem.com

I'd rather see a counselor near my home. How do I set up my face-to-face counseling sessions?

- CNA professionals can refer you to a counselor near your home or workplace. Your company pre-pays for this service, so you pay nothing out-of-pocket.
- To set up face-to-face counseling sessions, simply call your EAP, anytime day or night, at 1-800-531-0200 and request to see a counselor.
- NPS offers EAP benefits that cover the cost of up to 5 visits per issue to a therapist for you and your household member.

How do I get EAP services?

It's easy. You can:

- **By Phone** - Call CNA anytime day or night at 1-800-531-0200
- **E-mail** counselor at inquiries@charlesnechtem.com
- **Text** us from the Mobile app and website

Why would I choose E-Counseling?

Some people find that e-counseling has the following advantages:

- You may feel freer to be yourself
- You may feel more comfortable connecting through your computer
- You may feel more comfortable writing about problems than talking about them
- Writing may help you to think through your problems and to feel your emotions
- Writing enhances your relationship with yourself
- You can fit emails into your schedule - anytime, day or night
- You can take as long as you want to write

Will my employer find out I've contacted the EAP?

No. There is no way for NPS HR Department or managers to know that you've contacted CNA. CNA EAP is completely confidential. None of your information will be shared with anyone except for these two exceptions, in which we must notify authorities in accordance with state laws:

- If we believe that your life is in danger or you are putting someone else's life in danger
- We become aware of a child or elder abuse

How do I know if my problem is covered by EAP services?

- Call the CNA EAP Line at **1-800-531-0200** to talk with a professional right away to determine if we can help

Employee Assistance Program

1-800-531-0200

inquiries@charlesnechtem.com

Access EAP - It's Confidential, Fast and Easy

- ✓ **Phone:** 24/7 toll-free 800-531-0200 with master and doctorate level counselors
- ✓ **E Counseling:** inquiries@charlesnechtem.com
- ✓ **Text:** Via website and mobile app to connect with an EAP counselor and/or set up virtual sessions with an EAP counselor
- ✓ **Mobile APP:** Feature
 - Call Us 24/7 at 800-531-2040
 - Email your concern at inquiries@charlesnechtem.com
 - Text us and/or schedule a virtual appointment with an EAP counselor at your convenience
 - Submit your therapist referral questionnaire, and the counselor will send you 3 matched therapists via your preferred contact method
 - Access an interactive self-help wellness library with 25,000 resources

* CNA Assistance Apps are available at Apple App Store and Google Play



To Access Mobile APP:

1. Download Mobile APP -CNA Assistance
2. New User? Sign Up
3. Register as New User, Employer – **Newark Public** - Search

- ✓ **Website:** www.charlesnechtem.com
 - Text us and/or schedule virtual appointments with an EAP counselor at your convenience
 - Submit your therapist referral questionnaire, and the counselor will send you 3 match therapists via your preferred contact method
 - Access an interactive self-help wellness library with 25,000 resources

To Access Website:

4. Go to www.charlesnechtem.com
5. Click Account
6. Register as New User, Employer – **Newark Public**

- ✓ **Self-help wellness library** that provides a wide variety of behavioral healthcare solutions for more balance life. We hope our assessments, videos, quizzes, courses, eBook, webinars,

articles, calculators, and presentations on a myriad of topics will offer your assistance and convenience. Develop many new skills from the digital lessons and exercises.

✓ **To Access the library:**

1. Go to website: www.charlesnechtem.com – Self Help Library Tab –Library
 2. Login to CNA Mobile APP
- Access the special features (webinars, training, courses, etc.). Please register as a new user
 - Enter your company name (**Newark Public**)
 - Once registered, write down your username and password to easily access special features in the future

Website Login Page

The screenshot shows the CNA website's login and registration interface. The top navigation bar includes links for Home, About Us, EAP, Self Help Library, Services, Contact Us, and Account. The page is divided into two main sections: 'Login' and 'Register'. The 'Login' section has fields for 'Username or email address' and 'Password', a 'LOG IN' button, and a 'Remember me' checkbox. A link for 'Lost your password?' is also present. The 'Register' section has an 'Employer' field with a 'FIND EMPLOYER' button and a note 'Employer with EAP benefits'. Below that are fields for 'Email address' and 'Password'. A privacy policy notice at the bottom states: 'Your personal data will be used to support your experience throughout this website, to manage access to your account, and for other purposes described in our privacy policy.'

Wellness Library Login Page

The screenshot displays the Wellness Library's login and registration page. It features the CNA logo at the top left. The 'Register' form includes fields for 'User Name', 'Company Name', 'Password', and 'Verify Password'. It also has a 'Reminder' dropdown menu with the option 'What is your mother's maiden name', a 'Passphrase' field, and checkboxes for 'I agree to the terms of use' and 'Sign me in for 30 days'. 'REGISTER' and 'CANCEL' buttons are at the bottom. The 'Sign in' form has fields for 'User Name' and 'Password', a 'Recover Password' link, and a checkbox for 'Keep me signed in for thirty (30) days unless I sign out. (Uncheck if on a shared computer)'. A 'SIGN IN' button is at the bottom. A copyright notice '© 2022 CHARLES' is visible at the bottom right.

Mobile APP Sign UP Page

The screenshot shows the mobile app's sign-up page. It has a blue header with a 'Back' arrow and a 'Sign Up' title. Below the header is a photo of a woman working at a laptop. The form includes fields for 'Email Address', 'Password', and 'Search For Employer...'. There are 'Search' and 'Reset' buttons, a 'Select Country...' button, and a 'Sign Up' button. At the bottom, a confidentiality notice reads: 'All phone calls are strictly confidential. The only exceptions to confidentiality are situations in which your safety or the safety of others is at risk.'