

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***

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- 24/7 Phone Counseling at 800-531-0200: Call anytime for immediate access to Ph.D. and master's level clinicians, with no holds or transfers.
- E-Counseling: For inquiries, email [inquiries@charlesnechtem.com](mailto:inquiries@charlesnechtem.com)
- Confidential, Professional Counseling – Support for stress, anxiety, depression, grief, family, marital, and work-related concerns
- Website: [www.charlesnechtem.com](http://www.charlesnechtem.com): Submit requests, access the Wellness Library, and use self-help tools in a secure online environment.
- Text Support: Connect with an EAP counselor via text via mobile app and website.
- Mobile App: Enables calls, texts, virtual appointments, and offers interactive library resources. Download the CNA Assistance App from the Apple App Store or Google Play.
- 1-5 therapist Referrals: In-person, onsite, or video counseling is scheduled within four business days for routine needs and within 24 hours for urgent cases. Referrals consider employee preferences (location, language, culture, specialization).
- Wellness Library: Access over 25,000 trustworthy self-help resources to help you resolve problems and improve your personal and professional life, as well as that of your eligible household members.
- EAP Addresses Issue Including:
  - Anger, anxiety, stress, depression, and grief
  - Relationship and family concerns
  - Phobias, PTSD, substance abuse, suicidal thoughts
  - Workplace challenge
- Work/Life Resources For:
  - Child & Elder Care Referrals
  - Financial and Legal Referrals
  - Smoking cessation, stress management
  - Meditation, relaxation, time management

## **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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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. Enter your email and create a password.
3. 3. In the "Search for Employer" box, enter "Newark"
4. 4. Click "Search," and "Newark Board of Education/Newark Public Schools" should then be displayed in the results

- ✓ **Website:** [www.charlesnechtem.com](http://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:**

1. [www.charlesnechtem.com](http://www.charlesnechtem.com) - Account-Register
2. Enter your email and create a password.
3. 3. In the "Find Employer" box, enter "Newark"
4. 4. Click "Search," and "Newark Board of Education/Newark Public Schools" should then be displayed in the results

- ✓ **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:**
- Go to website: [www.charlesnechtem.com](http://www.charlesnechtem.com) – Self Help Library Tab –Library or Login to CNA Mobile APP
- Access the special features (webinars, training, courses, etc.). Please register as a new user Enter your company name (**Newark**)
- 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 main content area is divided into two sections: 'Login' and 'Register'.

**Login Section:**

- Fields: Username or email address, Password.
- Buttons: LOG IN, Remember me (checkbox).
- Link: Lost your password?

**Register Section:**

- Field: Employer.
- Button: FIND EMPLOYER (with subtext: Employer with EAP benefits).
- Fields: Email address, Password.
- Text: 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 shows the CNA Wellness Library's login and registration interface. The top left features the CNA logo. The main content area is divided into two sections: 'Register' and 'Sign in'.

**Register Section:**

- Fields: User Name, Company Name, Password, Verify Password.
- Reminder: What is your mother's maiden name (dropdown menu).
- Field: Passphrase.
- Checkboxes: I agree to the terms of use, Sign me in for 30 days.
- Buttons: REGISTER, CANCEL.

**Sign in Section:**

- Fields: User Name, Password.
- Section: Recover Password.
  - Checkbox: Keep me signed in for thirty (30) days unless I sign out. (Uncheck if on a shared computer).
  - Button: SIGN IN.

At the bottom right, there is a copyright notice: © 2022 CHARLES NECHTEM.

### Mobile APP Sign UP Page

The screenshot shows the CNA Mobile APP's Sign Up page. The top bar includes a Back arrow and the text 'Sign Up'. Below the header is a photo of a woman working on a laptop. The main content area contains the following elements:

- Fields: Email Address, Password.
- Field: Search For Employer... (with Search and Reset buttons).
- Button: Select Country... (dropdown menu).
- Button: Sign Up.

At the bottom, there is a disclaimer: 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.