



1654 South King Street
Honolulu, Hawaii 96826-2097
Telephone: (808) 941.0556
Fax: (808) 945.0019
Web site: www.hcul.org
Email: info@hcul.org



July 7, 2021

To: Credit Union Presidents/CEOs
From: Tracy Aiwohi, Engagement Manager
Re: Employee Assistance Program (EAP) Open Enrollment

For several years, credit unions banded together to enroll in a group plan to offer an Employee Assistance Program (EAP). For the past five years HCUL retained the service of WorkLife Hawaii (WLH), a program of Child and Family Service. We continue to receive positive comments on quick response and quality service credit union employees receive from WLH. For these reasons, HCUL will continue to partner with WLH.

WLH prides itself on customizing all of its services to meet the unique needs of the employee, family member, and employer. What differentiates WLH from its competitors is flexibility, responsiveness and creativity in finding the most effective and timely solution(s) for any given situation, employee, or organization. WLH recognizes there is no “one size fits all” solution for employee assistance programs.

WLH is the only locally-owned EAP that is nationally accredited by the Council on Accreditation (COA). Its parent organization, Child and Family Service, has been COA accredited since 1980. As a division of CFS, WLH has undergone multiple rigorous reviews of policies, procedures and practices during the accreditation process to ensure the highest quality of service delivery.

When you enroll in EAP, your credit union will receive two monthly newsletters, one is for supervisors and the other for employees. The employees’ newsletter can be shared on your intra-net (internal portal).

Why continue or join EAP? Here are just a few reasons:

- In response to the COVID-19 pandemic, WLH expanded its services to include telehealth or remote individual and/or family counseling. Employees may use any device to connect with a counselor from the convenience and privacy of their own homes or offices;
- Legal and financial consultation is available to all employees and their household members. The free initial consultation is 30 minutes and longer-term services are available at a 25% discounted rate. Identity theft restoration services are also included;
- WLH provides confidential assessment, short-term counseling and referral services to employees and their household members who are experiencing personal or job-related problems. WLH counselors facilitate problem solving with employees regarding relationship issues, family and elder care concerns, parenting, grief/loss, alcohol or drug abuse and enabling, domestic violence, and work-related issues. Household members who reside with the employee may attend individually or together, but the employee must schedule the

appointment. Complex financial and legal assistance is provided by referrals to qualified and reliable professionals and community resources;

- The cost of the EAP is very probably the lowest cost in the benefit package;
- This is a time of great uncertainty. This stress affects relationships, both at home and at work, folks are irritable, substance misuse increases, relationship problems and domestic violence increase, worry and fear increases. People need their EAP now more than ever.

What is EAP? There are times when problems that affect our employees' private lives adversely affect their ability to perform at work. EAP provides confidential, professional assistance to help them deal with problems that can affect their well-being, happiness, job performance, and relationships, including but not limited to the following situations:

- Relationships with family, friends, and co-workers
- Personal and emotional problems
- Drug and alcohol misuse
- Marital, family, and parenting issues
- Gambling
- Domestic violence
- Financial and legal concerns
- Stress at home and at work
- Death of a loved one
- Other concerns you and your family may have

How does EAP work? A qualified EAP counselor will discuss with an employee his or her particular situation and help the employee explore ways of finding solutions. Discussions with the EAP counselor are confidential. No information will be released unless the employee provides written consent.

EAP is voluntary and most employees call on their own to schedule an appointment. Household members of the employee are also eligible for EAP counseling.

A supervisor may also refer an employee into EAP to help resolve any personal problems that may be interfering with job performance.

How much does this service cost? In this group plan, participating credit unions pay a flat fee of \$18 per employee per year for EAP. No increase from last year. The employee pays nothing unless referred for specialized treatment.

Why is EAP needed? Participating credit unions are providing EAP services as an investment in their most valuable resource, their employees. By offering a service that assists employees resolve difficulties they experience from time to time, employers can affirmatively communicate genuine interest and concern in the overall well-being of their staff. Credit unions also benefit by having happier, healthier and more productive employees, as well as decreases in recruitment and training costs.

Supervisors and managers receive unlimited telephone consultation from EAP to assist them in working with employees whose work performance has deteriorated. They can also refer employees who have difficulty working together. Additionally, EAP provides crisis intervention and unlimited debriefings when accidents, deaths, robberies, violence, and other unexpected incidents occur which may be disruptive to the workplace.

Who can enroll in EAP? Any credit union can enroll during the open enrollment period. Enrollment requires payment of a one-time fee based on the number of employees on the payroll at the time of enrollment. No enrollments will be accepted for the plan year after the deadline date. Employees and their household members are eligible for service. Employees may continue to receive service up to 90 days after termination. This is a great service because sometimes termination may be due to lay-off and you can offer this service to your employees. Volunteers are not eligible because EAP is considered an “employee benefit.”

Where is EAP provided? On Hawaii Island, Kauai, Maui, Molokai, Lanai, and Oahu. EAP can also provide information at home. As an EAP participant, WLH welcomes you to its website where your employees will find plenty of resources to help them in a variety of situations. For example:

- Addictions, Substance Abuse, and Help Groups,
- Parenting and Children
- Self-help Tools and Self-assessment
- Domestic Violence
- ElderCare
- Grief and Loss
- And much, much more

The group rate is valid only if we can sustain our minimum of 800 credit union employees. Our plan year begins September 1, 2021, so please complete and submit the attached enrollment form no later than August 13, 2021.

Employee Assistance Program

Send this form with payment to:
Hawaii Credit Union League
Attention: Tracy Aiwohi
1654 South King Street
Honolulu, HI 96826-2097

Credit Union: _____

Name: _____ Title: _____

Signature: _____

Interested credit unions can begin using EAP from the start of the plan year, September 1, 2021. A credit union cannot enroll once the plan year is in effect. If your credit union would like to participate this plan year, please respond no later than **August 13, 2021**.

Number of employees eligible for EAP services as of the date you remit your payment. It is the credit union's option whether to include part-time employees or not.

\$18.00 x _____ total employees = \$ _____

Please include share draft in the above amount payable to Hawaii Credit Union League. (Indicate in the memo field or on the stub that is for "EAP.")