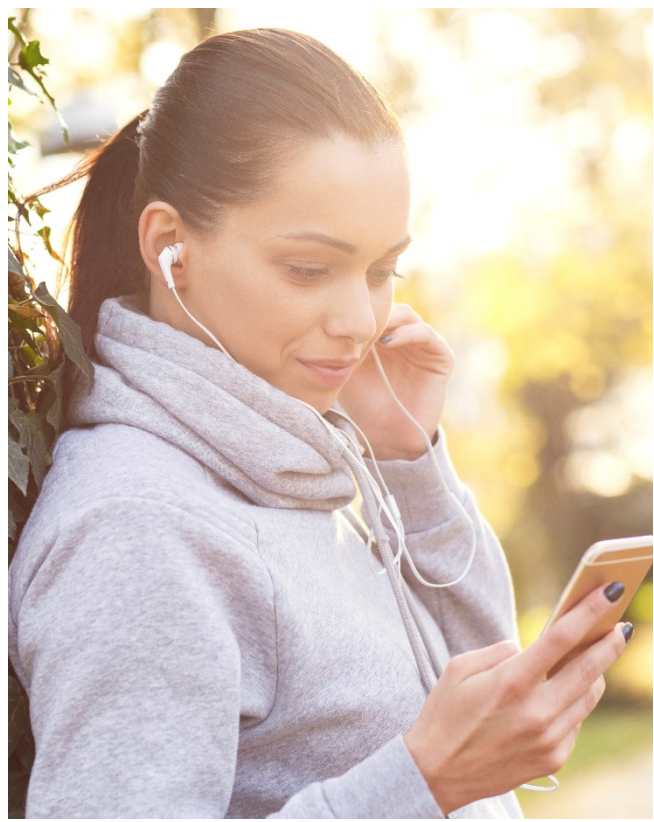




Your
Employee
Assistance &
Work-Life
Program



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
- LiveCONNECT Instant Messaging
- iConnectYou



Eligibility

- Employees
- Dependents
- Household members
- Coverage extends for 12 months post-employment



Short-term Counseling

- Sessions: **1- 6**
- Telephonic intake & assessment
- Referral provided to a local clinician for short-term counseling within 2 days
- Call the referred provider to schedule an appointment at your convenience
- Affiliate/Counselor rematch if needed

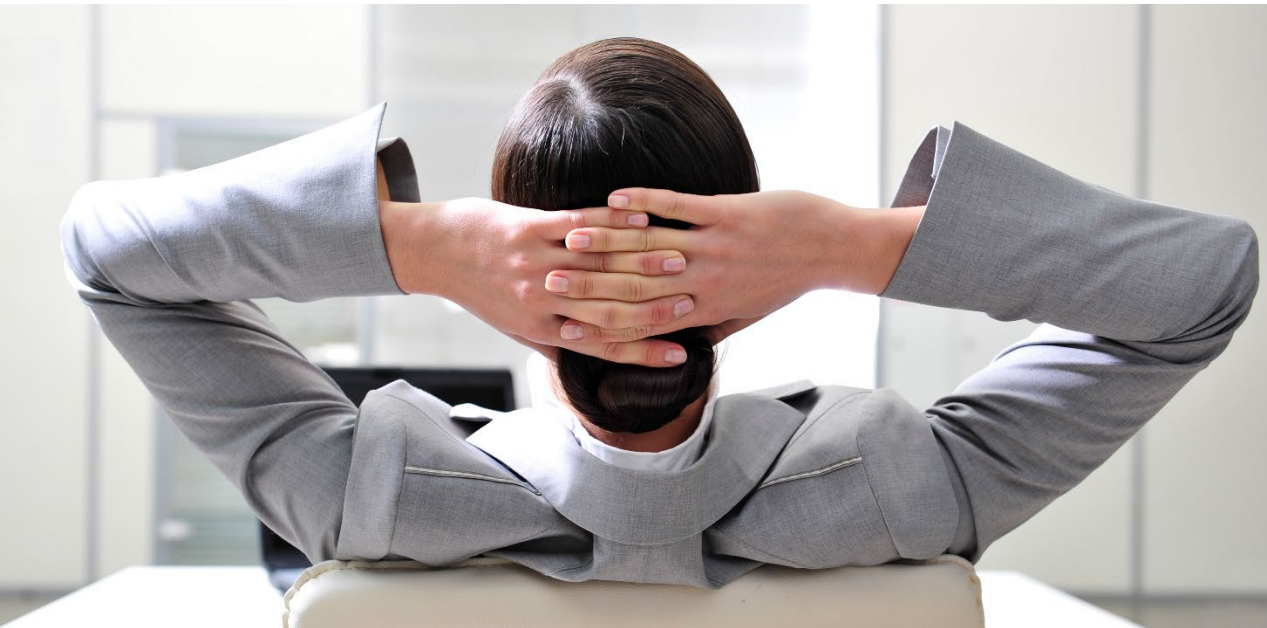
Referrals

- 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
- 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.txdfpseap.com
- Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes

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 7/8/8.1/10 or macOS 10.11 or higher



FAVORITE CONTENT

- 5.0★ [Evaluating Providers](#)
- 5.0★ [What Babies and Toddlers Need to Thrive in Child Care](#)
- 5.0★ [Creating Your Birth Plan](#)
- 5.0★ [Surviving Your Child's Suicide](#)
- 5.0★ [Allergies to Pets](#)

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 and 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

Take the High Road Ride Reimbursement Program



Critical Incident Support Service

- 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-grouped on-site meetings



Secondary Traumatic Stress Support

- STSS is available to assist staff and units/divisions in coping with ongoing stress due to work and life related high - risk stress and trauma exposure.
- STSS may be used with or without a connection to a specific critical incident
- Sessions may occur individually or in a group up to two (2) hours long.



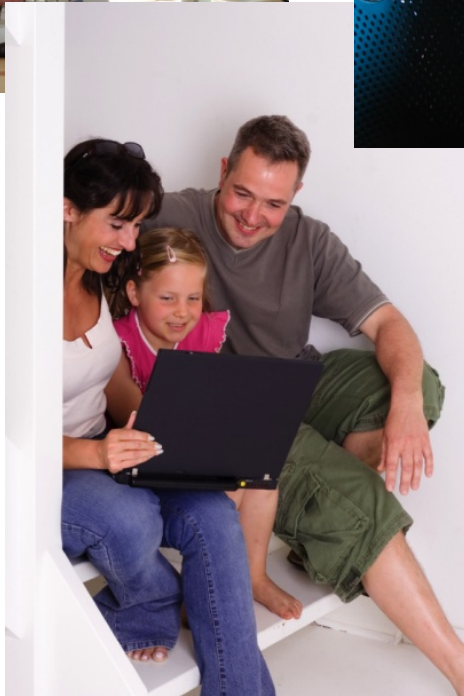
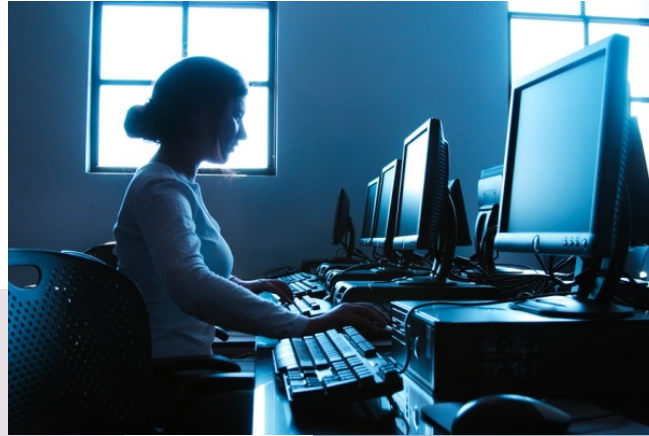
Orientation/Training

- 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

Unlimited hours for DFPS



Online Resources



www.txdfpseap.com



Texas Department of Family and Protective Services

Employee Assistance Program

Your EAP provides 24/7/365 professional consultation and referral to assist with a wide spectrum of work, family, and personal issues. Services are always confidential and are provided at no cost to you, your dependents, and household members. There is no limit to the number of issues for which you may use the service. Call or log on to get started!

The EAP is:

Confidential

Available 24 hours per day, 7 days per week, 365 days per year

Paid for by DFPS at no cost to the employee and their family/household members

DFPS Council Member

Renatta Kost
DFPS Statewide Wellness Coordinator
713-319-5778 Renatta.Kost@dfps.state.tx.us

Accessing your EAP is Easy

Phone: 1-888-993-7650
Teen Helpline: 1-800-396-2467
TTY/TDD access: 1-800-735-2989
iConnectYou Code: 21306

Web: www.txdfpseap.com
Login/Password: DFPS (case sensitive)



Login Here

DFPS recognizes that its employees are its most valuable resource.

In order to complete any form, please download the PDF file.



[Submit a Training Request through JIRA](#)



[Deer Oaks 2019 Training Catalog](#)



[Deer Oaks 2019 On-Demand Seminar Calendar request](#)



[JIRA How to Guide](#)



[Deer Oaks 2019 Webinar Catalog](#)



[Deer Oaks EAP Promotional Materials](#)



[Accessible EAP Training Request Form](#)



[Deer Oaks 2019 Webinar Series Flyers](#)

Phone: 1-888-993-7650 / Teen Helpline: 1-888-396-2477 / TTY/TDD access: 1-888-735-2989



Engagement Engine Work-Life Website

[HOME](#)[ABOUT US](#)[PRODUCTS & SERVICES](#)[WHY DEER OAKS?](#)[REQUEST A QUOTE](#)[PROVIDERS](#)[CONTACT](#)[MEMBER LOGIN](#)

Member Login

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

Username

Password

☐ Remember Me

LOG IN

Passwords are case sensitive

**Username & Password:
DFPS**



Texas Department of
Family and Protective Services

For 24/7 Assistance, Call (888) 993-7650

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- PARENTING
- AGING
- BALANCING
- THRIVING
- WORKING
- LIVING
- INTERNATIONAL

Office Etiquette

Workplace etiquette governs just about everywhere: in the elevator, the boardroom or the boss's back yard.

[READ THE FULL ARTICLE](#)

OFFICE ETIQUETTE



NEWS FOR YOU

Find relevant information about current events. Keep up to date with what is happening now.



TAKE THE HIGH ROAD

Take a Cab and Send the Bill to Us!



IDENTITY THEFT ASSIST

Through the Financial Assist Program, victims of identity theft can receive telephonic consultation that will help them to recover from, and minimize the impact of, a breach of their identity.



CENTERS

► Legal/Financial

Online Will

A Summary of Our EAP Program



- Face-to-Face Short Term Counseling: 1-6 visit model
- Telephone and crisis counseling 24 hours a day, 365 days a year
- National relay toll-free phone number for the hearing impaired
- Professional referrals to health plans and community resources as needed
- Unlimited CISD's and STSS
- Unlimited Educational Seminars/Webinars
- Work-Life Services (Legal, Financial, Child/Elder Care, Daily Living)
- Take the High Road Program
- Post Employment/Retiree Assistance Program (up to 12 months)
- Unlimited EAP Website access
- 508 Compliant

Call us day or night for confidential assistance.



Helpline: 888-993-7650

TTY/TDD: 800-735-2989

Email: eap@deeroaks.com

Website: www.txdfpseap.com

Username/Password: DFPS

iConnectYou: 21306