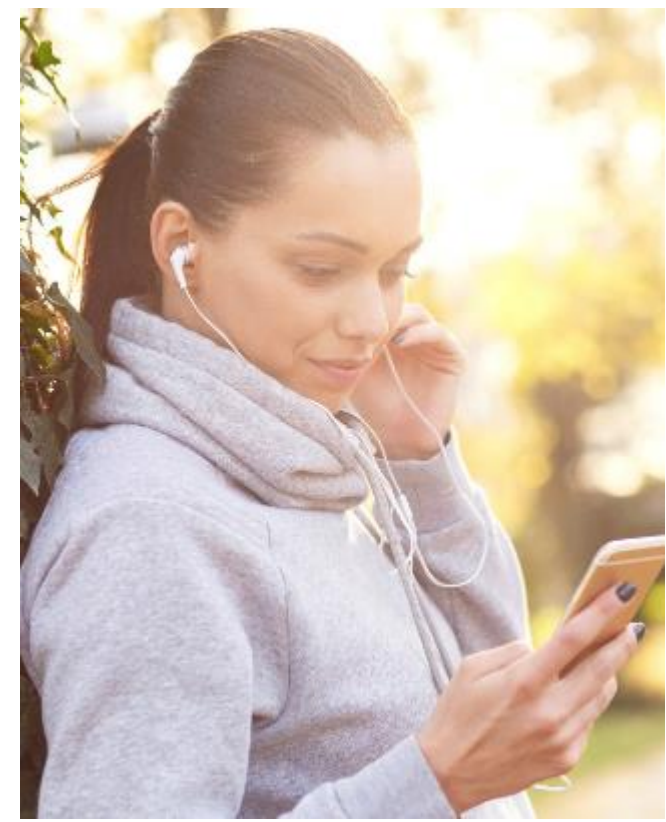




Making a Difference in Your Life
Makes a Difference To Us

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
- iConnectYou App
(call, instant message, video, SMS text with a counselor)



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 3 days
- Call the referred provider to schedule an appointment at your convenience

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.

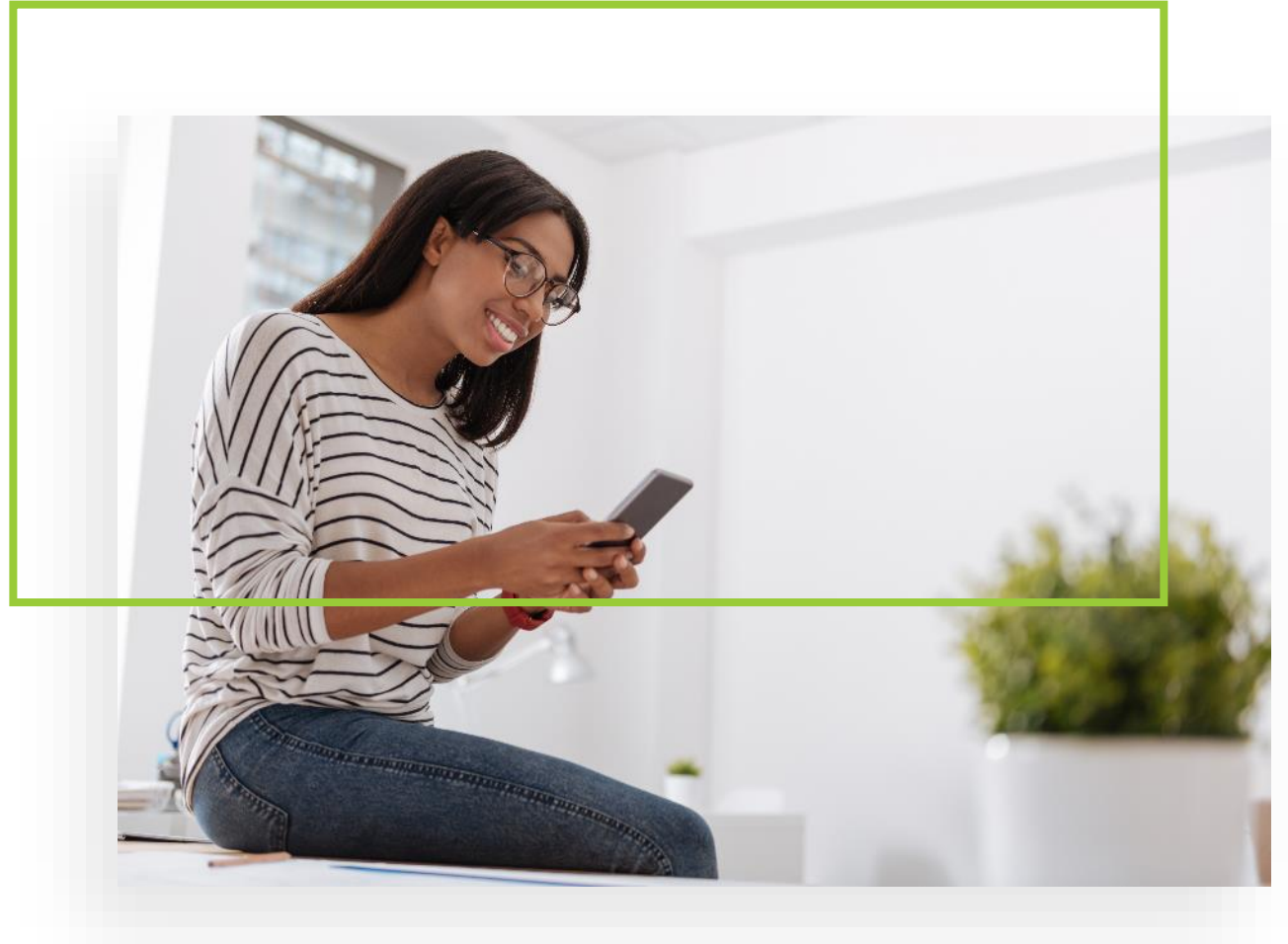
Alternate Modes of Support

AWARE Mindfulness-Based Stress Reduction Program (6 sessions)

- Support for participants experiencing life stress, pain, and challenges with focus and concentration and who want to increase their awareness of and commitment to intentional living
- Through six (6) weekly sessions, MBSR-trained health and wellness professionals provide one-on-one support and supply electronic resources for self-guided individual practice.

Telephonic Life Coaching (6 sessions)

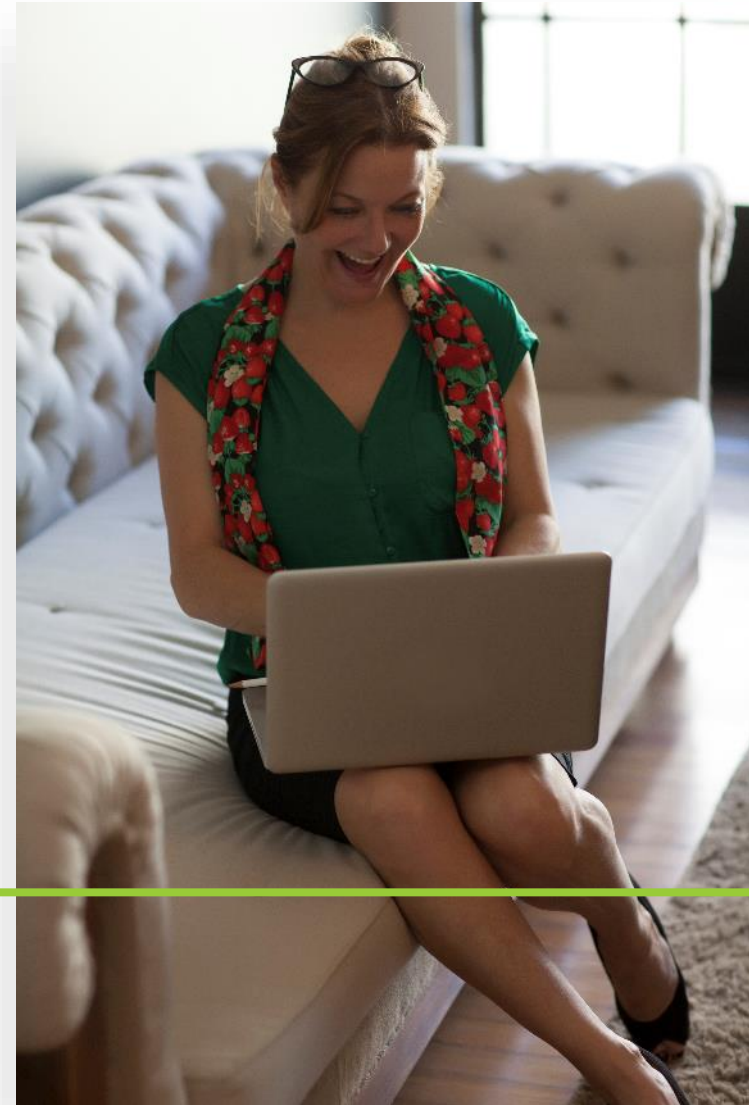
- 6 telephonic sessions
- Coaching usually lasts 3-4 months
- Initial 45-minute session: the participant works with the coach to establish a vision, determine goals, and create an action plan.
- Subsequent 20-minute follow-up coaching sessions ensure the participant is on track to achieve the desired goals.



Alternate Modes of Support

In My Hands – Computerized Cognitive Behavioral Therapy (cCBT)

- Complement to the traditional telephone and face-to-face counseling services
- Self-paced online program encourages participants to interact with the application on a weekly basis
- 7 online CBT sessions are delivered over the course of seven weeks, with scheduled e-mail and/or telephone support from qualified counselors and additional support as needed.
- Several modules are available, including Introduction to CBT; Self-Esteem and Thinking Styles; Low Mood and Depression; Stress and Anxiety; and Coping and Resilience.





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 <http://www.deeroakseap.com/>
- Excluded Issues: Employment as it relates to employees and family members, one's own business, class action lawsuits, taxes

NOLO Interactive Online Will Preparation

- Free legally binding state-specific simple will and living trust software
- Step-by-step process composed online under the Legal/Financial portion of our website at www.deeroakseap.com
- Is designed for typical assets such as a house, car, savings and investments
- Some situations may require more than a simple will. You should get expert advice, or at the least, investigate your options



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, 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 another 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
- May submit receipt up to 60 days from date of service



**Take the High Road Ride
Reimbursement Program**

Critical Incident Response

- 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-led on-site group 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
- Supervisor Excellence Webinar Series





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 EAP Liaison

Renatta Kost
Statewide Wellness Coordinator
713-319-5778 Renatta.Kost@dfps.texas.gov

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.

Request forms, catalogs and promotional items are available below. Please note: We require a three business day cancellation notice from the date of the event for orientations, presentations, trainings, webinars, and health fair/event attendance and a 24-hour cancellation notice from the date of event for Critical Incident Stress Debriefing (CISD) and Secondary Traumatic Support Sessions (STSS).



[Submit a Training or Webinar Request through JIRA](#)



[Deer Oaks 2021 Training Catalog](#)



[Deer Oaks EAP Promotional Materials](#)



[JIRA How to Guide](#)



[Deer Oaks 2021 Webinar Catalog](#)



[Deer Oaks Webinar Series Videos](#)



[Accessible EAP Training Request Form](#)



[Deer Oaks 2021 Webinar Series Flyers](#)



[Authorization to Obtain/ Exchange Attendance Information](#)



[Deer Oaks EAP Orientation](#)



[Deer Oaks Website Map](#)

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:

Login: DFPS
Password: DFPS

Choose Language ▼

Go

Search

Go

[Advanced Search](#)



DEER OAKS EAP SERVICES



Texas Department of
Family and Protective Services

Call us for assistance 24/7/365!

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

✉ Email: eap@deeroaks.com

[Homepage](#)

[Parenting](#)

[Aging](#)

[Balancing](#)

[Thriving](#)


[Working](#)


[Living](#)

[International](#)

News For You

 July

 Trial Verdict

 Racial Equity

 Stand Against Anti-Asian Hostility



July is Social Wellness Month, and 2021 might be different from past years.

[Read the Full Article](#)

Activate Windows
Go to Settings to activate Windows.

Interactive Online Will Preparation

Homepage	Parenting	Aging	Balancing	Thriving	Working	Living	International
----------	-----------	-------	-----------	----------	---------	--------	---------------

Homepage



Centers

Legal/Financial/ID Recovery

Welcome to the Legal and Financial Resource Center. Here you will find those legal and financial items from this website that are deemed most helpful pulled into one place for your convenience.

Centers

- > Employee Assistance Program
- > Legal/Financial
- > Newsletters
- > Satisfaction Survey



Click here to download *Quicken WillMaker & Trust 2021* and create your estate plan, whether you're just getting started or you want to update your previous arrangements. This powerful software guides you through the process from beginning to end, giving you practical and legal information that you need to make the best decisions for you and your family at no cost to you. Enter **201601A** as the **COUPON CODE** on the *Checkout* screen after clicking on the **Add to Cart** button for your free download. This coupon code is available only to members. Please do not share this coupon code with others. This software is provided through our partner Nolo, a leader in do-it-yourself legal products since 1971.

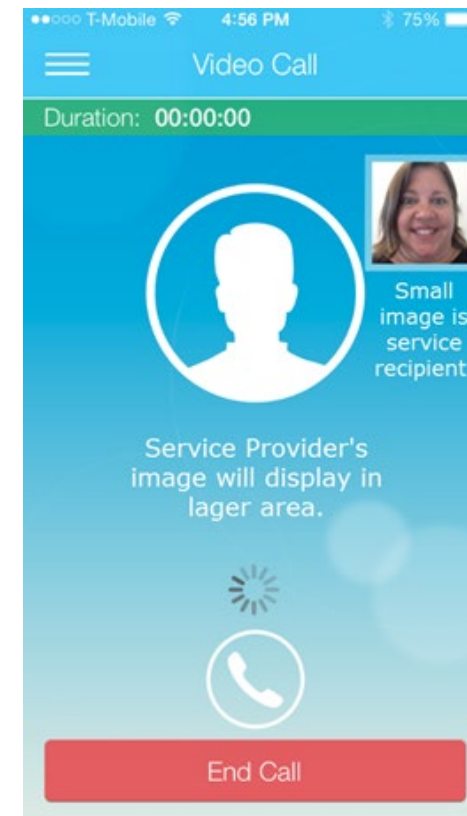
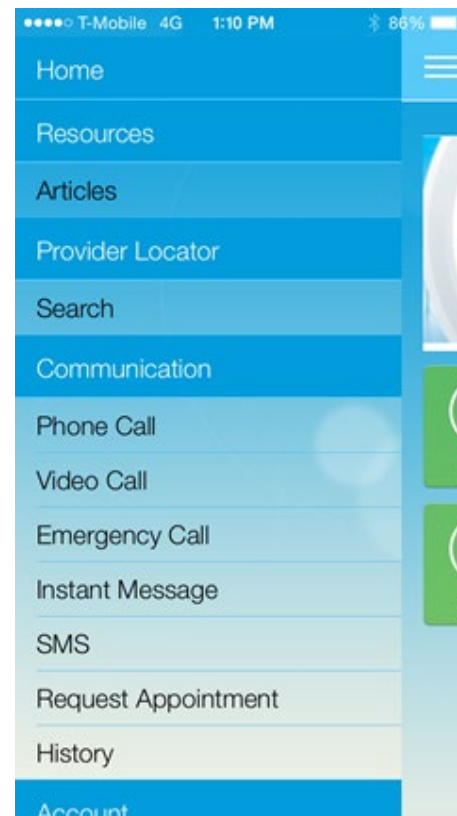
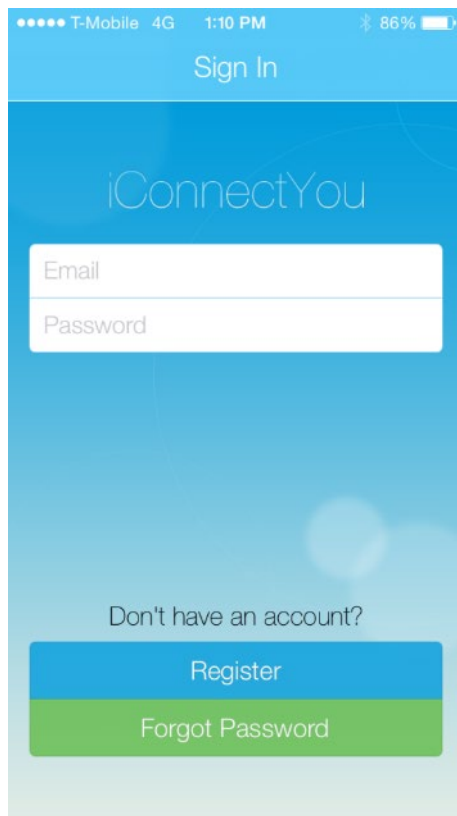
Quicken WillMaker & Trust 2021 is the absolute easiest way to create your own legally valid estate plan. Supported and updated through 2021, it provides every basic estate planning document, tailored to the laws of your state*.

Benefits of using Quicken WillMaker & Trust 2021 include:

- A customized estate plan, including a will, revocable living trust (individual and shared), health care directive, durable power of attorney for finances, and 20+ other essential

iConnectYou Smartphone App

- Users are able to engage with a counselor via phone, video, instant messaging, or SMS text, serving as both an access and delivery tool.
- Additional features include interactive self-assessments and informational resources.
- The app is available for free in iTunes and Google Play stores.



Deer Oaks EAP Did you know?

The Deer Oaks Employee Assistance Program (EAP) is a free service that offers a wide variety of counseling, referral, and consultation services for up to six (6) months post-employment.

Eligibility: All employees and their household members/dependents are eligible to access the EAP. Retirees and employees who have recently separated from the employer will continue to have access to services for up to six (6) months post-employment.

Program Access: Members may access the EAP by calling the toll-free Helpline number, downloading the iConnectYou Smartphone App, or instant messaging with a Work/Life Consultant through LiveCONNECT available on our website. Please contact HR for your organization's iConnectYou login information.

Telephonic Assessments & Support: All clinical EAP cases receive thorough telephonic clinical assessment. In-the-moment telephonic support and crisis intervention are also available 24/7.

Short-term Counseling: Referrals are made to our mental health provider network in the United States for in-person short-term counseling. Counseling is also available via structured telephonic sessions, video, and SMS text.

Tele-Language Services: Deer Oaks has the ability to provide therapy in a language other than English if requested. Services are available for telephonic interpretation in 200 of the most commonly spoken languages and dialects.

Referrals & Community Resources: Counselors provide referrals to community resources, member health plans, support groups, legal resources, and child/elder care services.

Advantage Legal Assist: Free 30 minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; interactive online Simple Will preparation; access to state agencies to obtain birth certificates and other records.

Advantage Financial Assist: Unlimited telephonic consultation with a financial counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning; supporting educational materials available; objective, pressure-free advice; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).

YOUR EAP CAN HELP YOU QUIT SMOKING.

If you or someone you love is struggling with smoking, our EAP can help. We have experts on quitting smoking, available 24/7. Call us today at 1-800-451-4511 or visit www.deeroakseap.com.

DEER OAKS EAP SERVICES

YOUR EMPLOYEE ASSISTANCE PROGRAM

WHATEVER YOU NEED, WE ARE HERE TO HELP.

Promotional Calendar

	THEME	ONLINE SEMINAR	DESCRIPTION
JAN	Workplace Relationships	<i>Building Positive Relationships at Work</i> Available on Demand Starting Jan 15th	Seminars can be found on your home page, or you can search for them by title. Examine patterns in our workplace relationships and how we can alter our approach to make them positive.
FEB	Recognizing a Need for Support	<i>Mental Health First Aid</i> Available on Demand Starting Feb 15th	Recognize the signs of someone who might be facing emotional concerns, and learn best practices for offering support.
MAR	Respecting Each Other	<i>Interpersonal Communication: Social Skills for Success</i> Available on Demand Starting Mar 15th	Explore verbal and nonverbal communication to better understand how interpersonal communication may be interpreted by others.
APR	Resilience	<i>Understanding Resilience</i> Available on Demand Starting Apr 15th	Delve into techniques for becoming more resilient, and understand that the first step is acknowledging one's own feelings.
MAY	Prioritizing Wellbeing	<i>Healthy Mind Toolkit</i> Available on Demand Starting May 21st	Learn practices for restful sleep, balanced nutrition, healthy relationships, regular mindfulness practice, and more, as practical tools in your "healthy mind toolkit."
JUN	Mindfulness and Focus	<i>Mindfulness Matters</i> Available on Demand Starting Jun 18th	Explore basic mindfulness principles and learn some techniques that you can put to immediate use.
JUL	Managing Pressure and Balancing Priorities	<i>Making a Life While Making a Living: Work-Life Balance</i> Available on Demand Starting Jul 16th	Identify strategies to be more effective and more satisfied with both home and work lives.
AUG	Tools for Financial Wellbeing	<i>Effective Budgeting</i> Available on Demand Starting Aug 20th	Develop better skills for tracking spending, reducing debt, and developing a personal plan for financial success.
SEP	Making the Best Use of Your Time	<i>Maximizing Your Day: Effective Time Management</i> Available on Demand Starting Sep 17th	Better understand basic time management principles and what characteristics make effective time managers.
OCT	Positive Emotional Health	<i>Emotional Wellness: Building Better Mental Health</i> Available on Demand Starting Oct 15th	Gain coping strategies for dealing with adversity in a constructive way, and develop structured mechanisms for building better mental health.
NOV	Support for Caregivers	<i>The Sandwich Generation: Meeting the Challenges of Multigenerational Caregiving</i> Available on Demand Starting Nov 19th	Identify common family dynamics, gain insight on knowing when it's time for additional caregiving support resources, and explore self-care techniques.
DEC	Creating Stronger Relationships	<i>Examining Relationships: Healthy vs. Unhealthy</i> Available on Demand Starting Dec 17th	Examine different types of relationships – from family and friendship, to romantic and professional – while learning to recognize healthy and unhealthy relationships.

Program Promotion

- Topical flyers
- Monthly employee e-newsletter
- Monthly supervisor e-newsletter

THE EMPLOYEE ENHANCEMENT NEWSLETTER

HELPFUL RESOURCES FROM YOUR EMPLOYEE ASSISTANCE PROGRAM

JAN 19

THE SUPERVISOR/HR NEWSLETTER

HELPFUL RESOURCES FROM YOUR EMPLOYEE ASSISTANCE PROGRAM

JAN. 19

January Online Seminar

Building Positive Relationships at Work

Examine patterns in our workplace relationships and how we can alter our approach to make them positive.

Available on-demand starting January 15th at www.deeroakseap.com

About Your EAP

Life Can Be Hectic. The EAP Can Help You Find Your Balance.

Deer Oaks, your EAP, is always available to you and your household members. If you are struggling with children, finances, or just want some practical advice on health or the mind-body connection, contact Deer Oaks by calling the Helpline. Counselors are available 24/7 to provide you with immediate care.

Work-life Services

Need to delegate items on your "to-do" list? Your EAP can help. Our work-life consultants are available day and night to assist you with locating nearly endless resources such as finding care for your pets, personal care, travel, home improvement contractors, education, and managing your day-to-day responsibilities at home, and work.

January Online Seminar

Building Positive Relationships at Work

Examine patterns in our workplace relationships and how we can alter our approach to make them positive.

Available on-demand starting January 15th at www.deeroakseap.com

2018 Supervisor Excellence Webinar Series & Leadership Certificate Program

Managers/supervisors who attend 5 of the 6 webinars will receive the Deer Oaks 2018 Leadership Certificate. Attendance is captured when viewing each recording. There is no other registration needed.

Session Recording Links

Preparing to Lead Effectively
<https://attendee.gotowebinar.com/recording/85712019355381745?asset=live>

Relationship Excellence for Managers
<https://attendee.gotowebinar.com/recording/85288125565269121>

How to Motivate Employees from Different Generations
<https://attendee.gotowebinar.com/recording/6833217767937705729>

How to Effectively Delegate Tasks & Responsibilities
<https://attendee.gotowebinar.com/recording/96089179988535910>

Did you know?

YOUR EAP CAN HELP COMPLETE YOUR "TO-DO" LIST.

Need to delegate items on your "to-do" list? Your EAP can help. Our Work/Life Consultants are available day and night to assist you with locating nearly endless resources such as finding care for your pets, personal care, travel, home improvement contractors, education, and managing your day-to-day responsibilities at home, and work. So whether you need to find a plumber to fix that leaky faucet or a travel agent to plan your next vacation, the EAP can help, leaving you with more time for what matters most.

Available Features

- 24/7 access to a qualified work/life consultant via our Helpline or the LiveCONNECT online instant messaging feature of our website
- Live assistance locating resources and referrals per your request
- Referrals provided within 12 business hours for standard requests and within 6 business hours for urgent requests
- Information-rich website loaded with content and tools for managing work, personal, and everyday issues

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/Passcode: **DFPS**

iConnectYou App Passcode: **21306**