

Optum Virtual EAP Consultant



Virtual EAP Services

Dedicated EAP Consultant Services – FBISD Employees Only

EAP Consultation

Visits with employees

- Risk screening
- Solution focused consultation
- Resource and provider referrals
- Coping strategies
- De-escalation and safety planning

Management Consultation

Visits with HR, Management, others:

- Employee performance management
- Workplace trauma
- Organizational change
- WorkLife issues

Critical Incident Response

Response to critical incidents (if schedule allows):

- Crisis intervention
- Workplace support
- Reduction In Force
- Trauma or death of an employee
- Violence in workplace

Note: Suicidal ideations or situations are to be handled by HR

Training/Groups

Provide formal or informal training (if schedule allows):

- Wellness seminars
- Lunch & Learns
- Health fairs
- Skills training such as managing stress or coping
- Educational/support groups



Services Delivery Options:



In-person



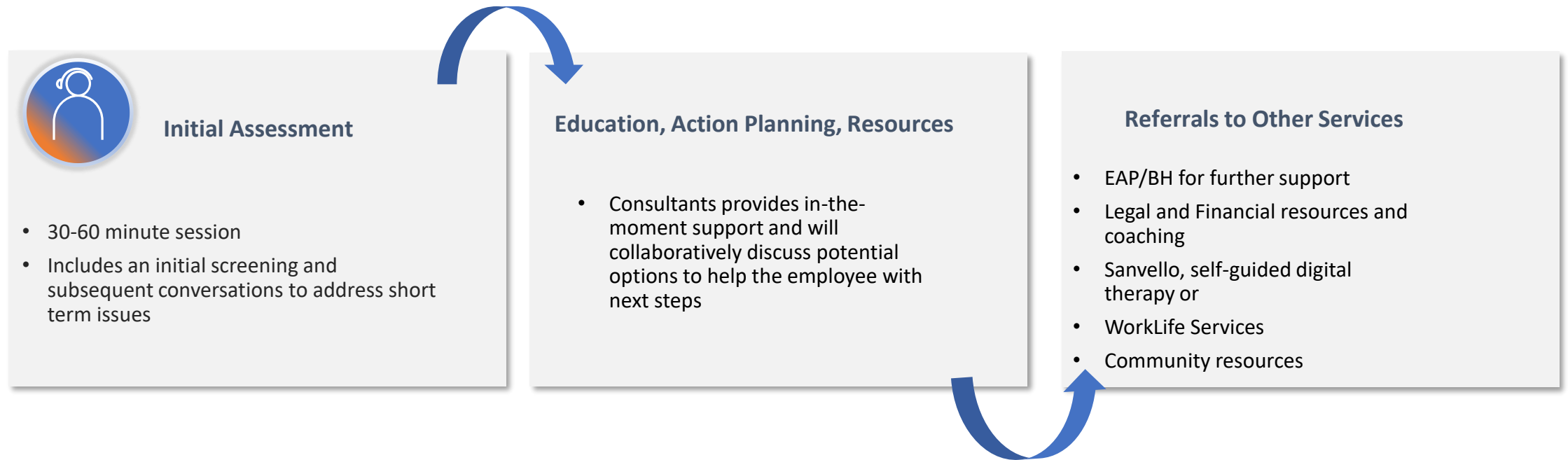
By phone



Via video

Virtual EAP – Roles & Responsibilities

Solution Focused Consultations



Virtual EAP – Roles & Responsibilities

Potential Topics to be Addressed:

- ☐ Stress
- ☐ Anxiety
- ☐ Depression
- ☐ Family or relationship problems
- ☐ Concerns about substance use for yourself or someone you care about
- ☐ Work-related concerns
- ☐ Managing conflict

Note: Services do not count against the employee EAP benefit of 6 free counseling services per year.

100% CONFIDENTIAL!!!

The Virtual EAP Consultant will never share personal information with your employer or anyone else without your permission.

All services are confidential in accordance with federal and state laws.

FBISD Employee Scheduling Tool

Online scheduling tool makes it easy to book appointments and is available 24/7 from any computer or mobile device.

Custom web-based portal link will be provided

Link can be placed on intranet sites

Specialized marketing pieces will also be created to distribute to your employees via email

District-wide Employee Communication Launch: August 1

Link to Online Scheduling Tool: [EAP Consultant Schedule](#)

The screenshot shows the 'Employee Portal' interface for the 'OPTUM' brand. At the top, there are links for 'View Scheduled Sessions', 'Hello', 'Profile', and 'Log off'. Below the header, there are navigation buttons: 'Onsite Service', 'My Details', 'Appointment' (highlighted in blue), and 'Finalize'. A large orange button labeled 'Select Appointment Time:' is prominently displayed. Below this, the 'Location' is set to 'New Test Location' and 'Duration' is 'Please Se'. A calendar for 'June 2021' is shown, with dates 1 through 11 highlighted in green, indicating 'Available Appointment Time'. To the right of the calendar, there is a 'Modality' dropdown menu with the text 'How would you like to access your session?'. At the bottom of the interface, there are 'Previous' and 'Next' buttons.

Employee Portal View Scheduled Sessions Hello Profile Log off

OPTUM

Onsite Service My Details Appointment Finalize

Select Appointment Time:

Location: New Test Location Duration: Please Se

Select a Date

Mon	Tue	Wed	Thu	Fri	Sat	Sun
22	31	1	2	3	4	5
23	7	8	9	10	11	12
24	14	15	16	17	18	19
25	21	22	23	24	25	26
26	28	29	30	1	2	3
27	5	6	7	8	9	10

Today

Modality: How would you like to access your session?

Available Appointment Time

Previous Next

Virtual EAP Consultant Information

Kris Hooks, LPC, LMFT

Virtual Schedule

Tues 1:00 p.m. – 5:00 p.m.

Wed 8:30 a.m. – 5:00 p.m.

Thurs 9:00 a.m. – 1:00 p.m.

- ☐ **Email:** Kristen.Hooks@Optum.com
- ☐ **Office Number:** 612.632.2722
- ☐ Virtual Appointments Only (telephonic or video)
- ☐ **24/7 EAP Call Center:** Call 866-248-4096 to speak with an EAP Specialist
- ☐ Online Assistance: Click <http://www.liveandworkwell.com> **(Use Company Access Code: FBISD)**

Have Questions?

Please contact your FBISD Benefits Team

benefits@fortbendisd.com