

CLAREMONT

Powered by  uprisehealth

Employee Assistance Program (EAP)

EAP with Coaching: Employee Orientation

San Mateo County Community College District



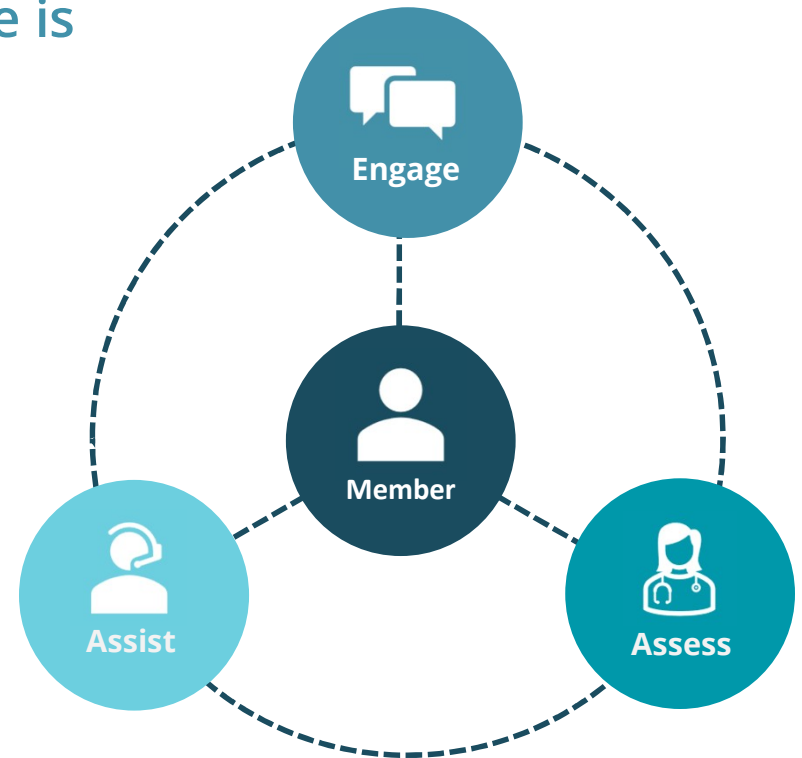
Welcome to Your EAP

- Overview of Your EAP
- Key EAP Benefits
 - Counseling
 - Coaching
 - Peer Groups
- How to Access your EAP Benefits
- Uprise Health App
- Work Life Resources
- Access Demonstration

Overview

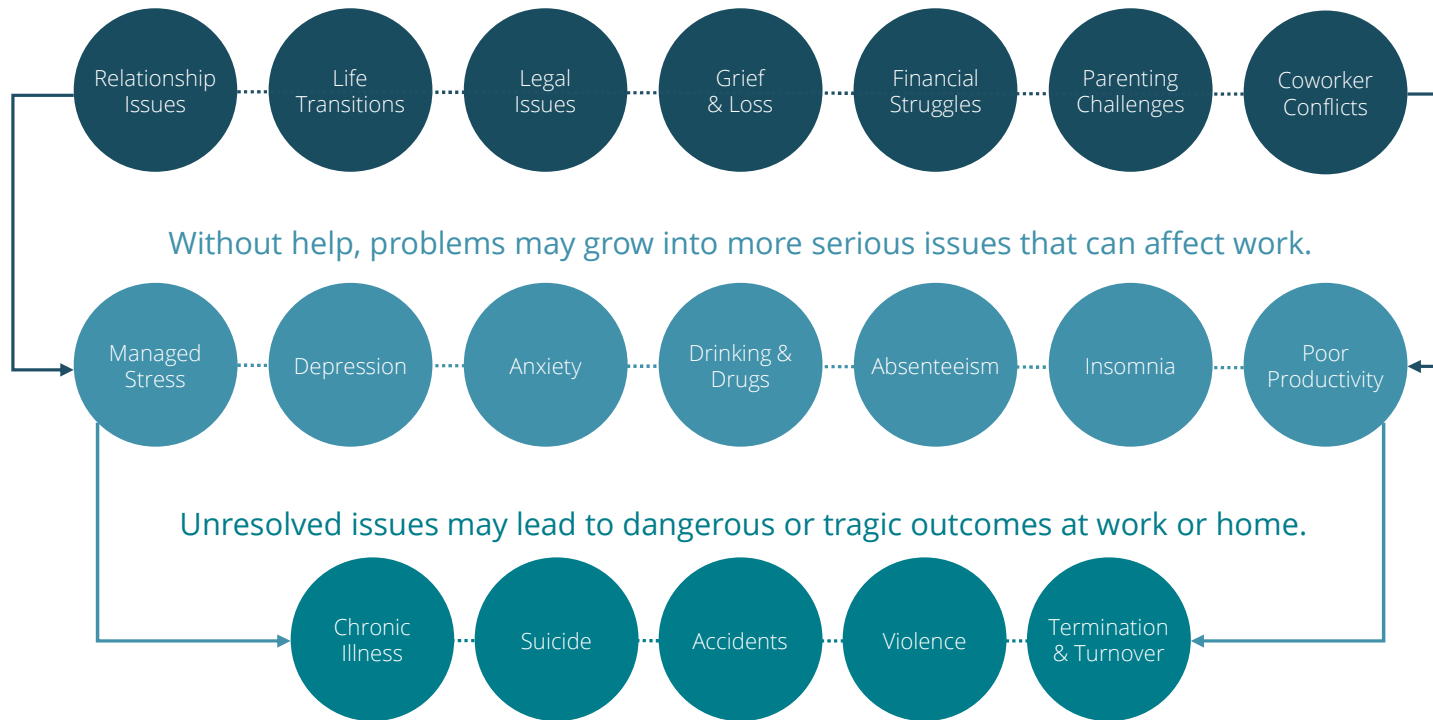
We all face challenges - and every employee is different.

- Sometimes just a phone call or access to resources are needed
- Other times, counseling services are a better solution
- We connect your employees with the level of care they need
- Services are available to employees and dependents
- Round-the-clock, confidential access



Early Intervention is Critical

We all have problems. Usually, they affect our personal lives first.





Key EAP Benefits

Short-Term Counseling

- **Convenient, secure access to short-term counseling**
- **Phone and face to face sessions**
- Member will be asked about their needs to be matched with a counselor
- Eligible for 3 **counseling sessions per incident per year** for each member of the household, including employee, spouse and unmarried dependents up to age 26





Coaching

Our Uprise Health app brings professional coaching directly to you—anytime, anywhere. Integrated with your EAP, this powerful tool offers confidential, one-on-one telephonic coaching sessions designed to support mental, emotional, and professional growth.

Key Benefits:

- Personalized Coaching
- Real-Time Scheduling
- Seamless Access
- Confidential and Secure

You are eligible for 3 Coaching Sessions per year.

Online Peer Support Groups

Employees can join online support groups with others who have similar issues to share ideas, support, and encouragement.

Offering a wide variety of groups, which are confidential and led by certified peer specialists or recovery coaches:

- Addiction Recovery
- Anxiety
- Depression
- Front Line Employees/First Responders
- Grief and Loss
- Parenting



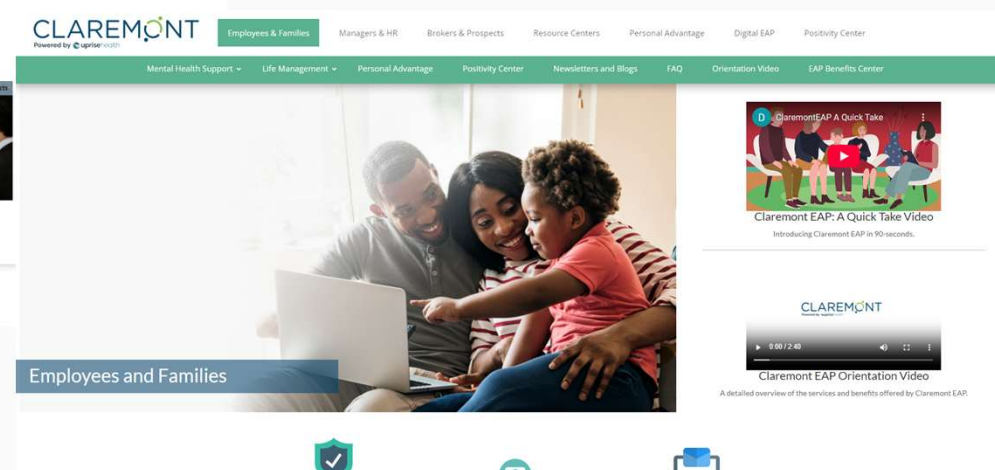
The background features three overlapping, wavy, teal-colored shapes that create a sense of movement and depth. The top shape is the largest and most prominent, with a pointed left edge and a curved right edge. Below it, two smaller, similar shapes are positioned, one to the left and one to the right, creating a layered effect.

Accessing Your Benefits

How to Get Started

Visit the Claremont EAP website: claremonteap.com

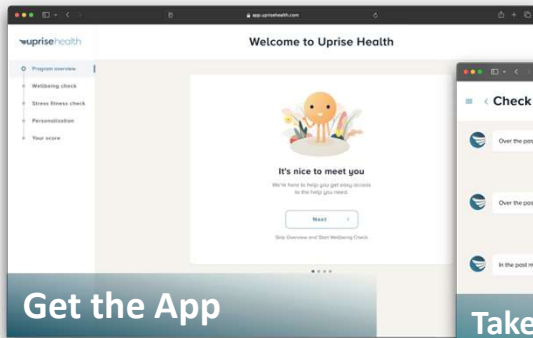
Or call the EAP at 800.834.3773



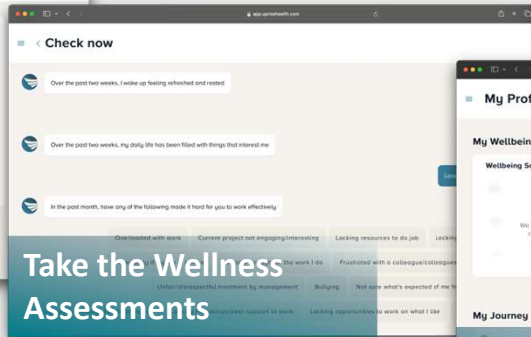
The background features three overlapping, wavy, light green shapes that create a sense of movement and depth. The top shape is the largest and most prominent, with a soft, rounded edge. Below it, two smaller, similar shapes are positioned, creating a layered effect. The overall aesthetic is clean and modern, with a focus on organic, flowing forms.

Uprise Health App

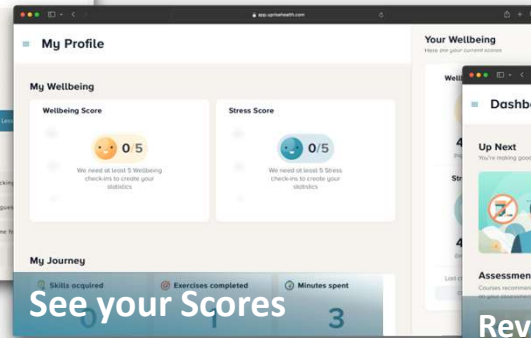
The App enables access to wellness assessments, resources, and coaching



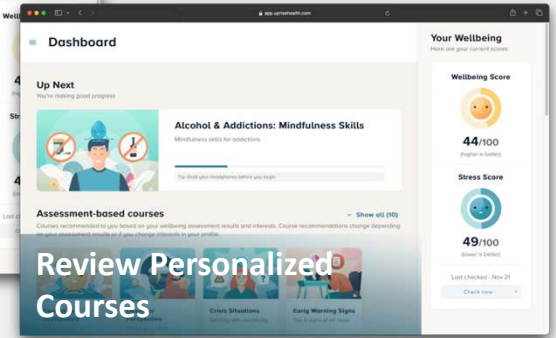
Get the App



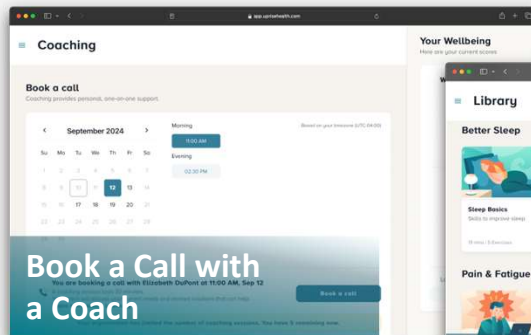
Take the Wellness Assessments



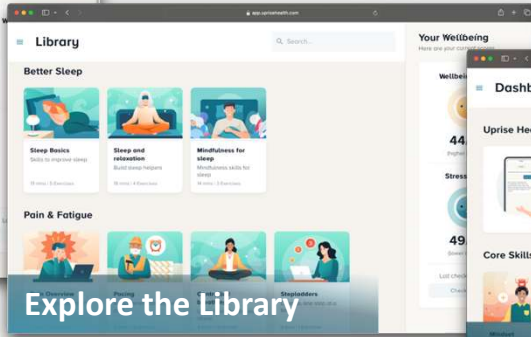
See your Scores



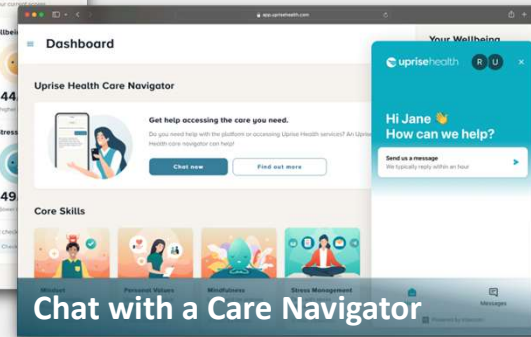
Review Personalized Courses



Book a Call with a Coach



Explore the Library



Chat with a Care Navigator

Digital Health

Wellbeing Check

- 11 questions assess wellbeing
- Less than 5 minute to complete

Digital Programs

- Access via the app or online
- Videos and interactive exercises

Coaching

- Self-guided CBT and skill building modules
- Online scheduling with a coach

Proactive Outreach

- Opt into Uprise reaching out for support

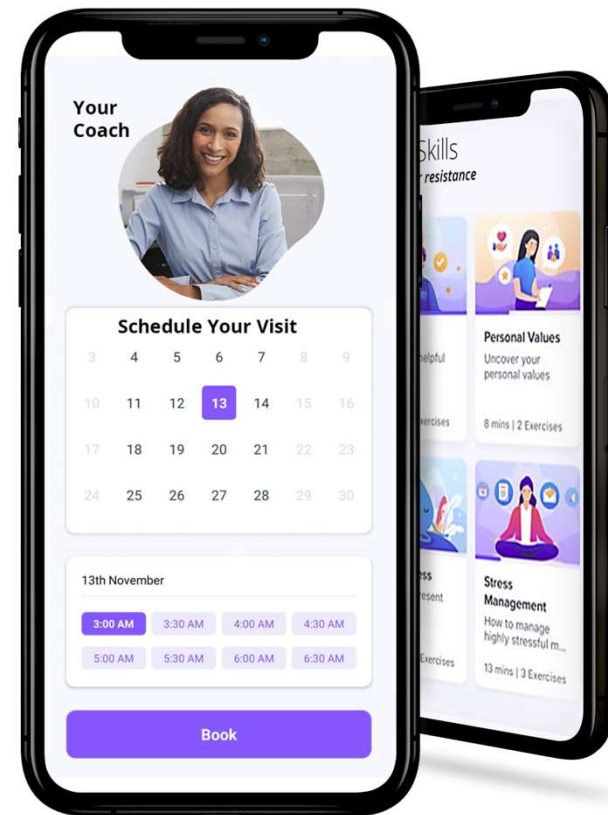
Care Navigation

- Customer guidance with questions or solutions for next steps



Scheduling a Coach

- Coaches support employees through the skills modules
- All coaching is accessed and booked online
- Employees choose their level of support
- Options for chat or phone-based coaching
- Eligible for up to **3 coaching sessions**



Coaching vs. Counseling

Coaching

Learn skills to cope, feel better and manage stress

Well-being Need

30-minutes

Time Taken

Phone

Type of Support

Therapy

Work through an issue or treatment

50 minutes

Phone, video, and face-to-face

How to book coaching

1. Download the Uprise Health app or visit app.uprisehealth.com
2. Register your unique company code
3. Check your wellbeing score

How to book therapy

Request therapy by phone at **1.800.834.3773**. Share essential information along with your needs and preferences.

- If a member calls in crisis, they will be connected with a clinician for immediate help.
- Members can schedule their own appointment using a list of providers from Claremont's care team.

The Uprise Health App is seamlessly integrated into your Claremont EAP!



Access Code: SMCCD

1. Visit app.uprisehealth.com or scan the code.

You can also visit claremonteap.com/digital-eap/ to find more information.

2. Create an account with your email and access code.

3. Take the assessment and check your wellbeing score.

4. Get started on your first mental fitness skill.

Watch videos, listen to audio, and complete interactive exercises for the recommended skills determined by your personal preferences.

5. Speak with a coach via phone or asynchronous chat.

Message your coach through asynchronous chat. You will receive a message back within one business day. Or select your coach and schedule a phone appointment directly through the mobile app or web portal. You can also change your coach based on your preferences.

The background features three overlapping, wavy, light green shapes that create a sense of movement and depth. The top shape is the largest and most prominent, with a pointed left edge and a curved right edge. Below it, two smaller, similar shapes are positioned, one to the left and one to the right, creating a layered effect.

Work-Life Resources

Work-Life Resources

Support for work-life issues that impact a members' ability to stay present and productive at work, including:

- Legal Services
- Financial Services
- Online Legal Forms
- Child and Parenting Resources
- Adult and Elder Care Services
- Training and Webinars

The screenshot displays the CLAREMONT website interface. At the top, there are navigation links: HOME | CONTACT US | SITE FEEDBACK | ENGLISH | MY ADVANTAGE | PROFILE | SIGN OUT. A search bar is located on the right. The CLAREMONT logo is prominently displayed, with the tagline "Powered by OptimaHealth". A red banner indicates a "NEWS ALERT" about "Floods & Flooding". Below this, a featured section for "Enhancing Emotional Intelligence" includes tabs for "Webinar", "Epic", and "More Resources". The main content area is a grid of 16 resource tiles, each with an icon and a "go" button:

- Provider Lookup (green tile with cursor icon)
- Webinars (dark grey tile with person at podium icon)
- Savings Center (green tile with person and dollar sign icon)
- Recipes (light blue tile with fork and spoon icon)
- Personal Growth (green tile with person icon)
- Relationships (light green tile with speech bubbles icon)
- Emotional Wellbeing (yellow tile with head and gears icon)
- Legal (red tile with scales of justice icon)
- Financial (dark grey tile with dollar sign icon)
- Resilience (orange tile with mountain icon)
- Health (teal tile with heart and pulse icon)
- Legal Forms (red tile with clipboard icon)
- Calculators (green tile with calculator icon)
- Assessments (blue tile with stethoscope icon)
- Health Videos (light green tile with monitor icon)
- Training Center (light blue tile with lightbulb icon)

At the bottom, there are links for "PRIVACY & SECURITY | TERMS & CONDITIONS | SITE INDEX" and a copyright notice: "© 2020 CLAREMONT EAP. All rights reserved."

The screenshot shows a chat window titled "Tess" with a close button (X) in the top right corner. The chat history includes a message from a user: "Hi there, ready to begin?". At the bottom, there is a text input field labeled "Write a message..." and a send button (paper plane icon).

Access Your Work-Life Resources

Website:

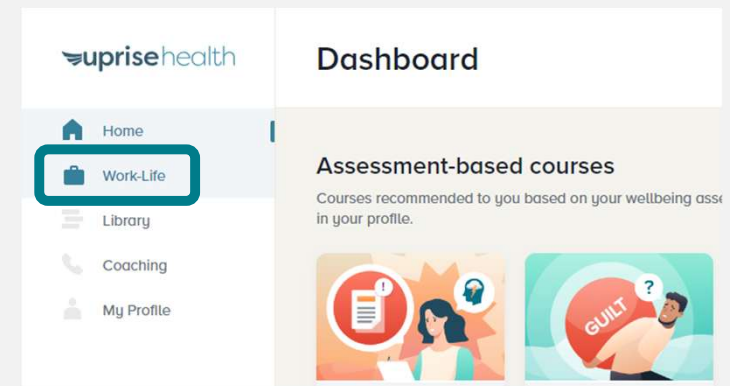
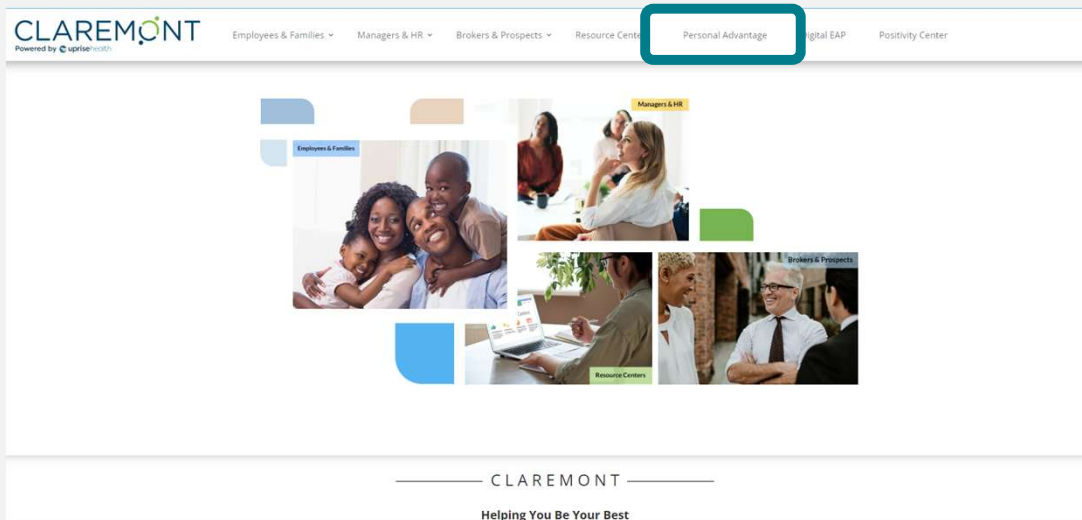
- claremonteap.com
- >> Personal Advantage

Claremont Intake:

- Call: **800.834.3773**

App:

- app.uprisehealth.com
- Single Sign-On Option





Your EAP is for you AND your family!

- Call: **800.834.3773**
- Visit: claremonteap.com
- Download: app.uprisehealth.com

Don't forget, you have **FREE** sessions waiting for you!

- 3 Counseling Sessions
- 3 Coaching Sessions
- 3 Online Peer Group Sessions

Access code: SMCCD



CLAREMONT

Powered by  uprisehealth

Thank you!

**Company Code:
SMCCD**

We're here to help.

Call: 1.800.834.3773

Go to claremonteap.com

Download our app:

