



City of Kingsport, TN

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Executive Summary

eni's innovative NexGenEAP promotes total employee well-being across an entire workforce. This total well-being EAP is a comprehensive solution that offers 8 distinct benefits that work together synergistically to make your workforce more present and vibrant. These benefits include short-term counseling, virtual concierge services, financial resources, legal support, wellness coaching, health advocacy, entertainment discounts, and e-learning. Employees are connected to each one of these services via 1 toll-free phone number and a proprietary integrated platform accessible on all mobile devices and desktops.

Comprehensive Integration

When an individual contacts **eni** via the toll-free phone line or the integrated mobile platform, an Intake Specialist immediately assesses their current situation and need and connects them with all the services they may benefit from. This process works in conjunction with **eni's** proprietary administrative software, which allows each **eni** specialist to immediately input and access data while assisting the caller. All information is confidential, and all data is securely stored under multiple layers of protection. **eni** takes the security of our clients' data seriously; successfully completing the SOC 2 Type II examination, maintaining our long-standing commitment to the highest standards for protecting sensitive data and information.

A Focus on Total Well-Being

With individual total well-being in mind, **eni's** NexGenEAP caters to employees' needs in the most beneficial and appropriate ways. Eligible employees and their family members have round-the-clock access to all comprehensive program services via a dedicated toll-free number and an integrated mobile platform. Ultimately, **eni's** NexGenEAP is a comprehensive offering that increases productivity by connecting employees with the tools they need to become healthier and more engaged members of your workforce.

Utilizing the 10 forms of well-being outlined below, **eni** provides resources, research, and guidance to support employees and their family members:

10 Forms of Well-Being:

- Clinical
- Emotional
- Social
- Spiritual
- Fitness
- Nutrition
- Stress Management
- Lifestyle and Balance
- Financial & Legal
- Rest and Recovery

Critical Incident Stress Debriefings and Organizational Training via Web conference are also available to provide additional support to City of Kingsport, TN and your employees.

- Acknowledging the wide breadth and depth of individuals' well-being needs allows City of Kingsport, TN to connect employees with the care they need, minimizing administrative burden and risk.

Short-Term Mental Health Counseling

eni's confidential Customer Service Center is staffed with professionals who will assist with issues and challenges employees and their family members may be facing.

Confidential Assistance and Short-term Counseling

Features:

- **24/7/365 Access to the EAP** – Access is available any time via a dedicated, confidential 800-number, an integrated web and mobile platform, and text messaging service, allowing employees to seek assistance whenever and however it is most convenient for them.
- **Assistance for Any Concern** – eni's EAP can assist employees and their family members with a variety of issues, including but not limited to:
 - Depression and other behavioral health concerns
 - Family and relationship concerns
 - Grief counseling and medical illness anxiety
 - Concerns related to substance abuse
 - Managing stress and anxiety
- **Immediate Assessment** - eni's proprietary intake process is structured to immediately assess and refer employees and their family members to the most appropriate resource, allowing them to efficiently and effectively deal with life events and challenges while remaining productive at the workplace.
- **Individual Guidance** – Continuity of care is conducted by one Intake Specialist from initial contact to follow-up, ensuring accuracy of information and access to assistance.
- **Client-Focused Referrals** – Intake Specialists refer employees to a provider based upon location and therapeutic appropriateness to ensure every individual receives the appropriate level of care.
- **Confidential Assistance** – eni is HIPAA compliant and all contact with the EAP is handled with utmost confidentiality adhering to professional guidelines.
 - Employee information is only provided in accordance with specific legal guidelines to a third-party. Guidelines are as follows: a Request for Information form must be signed by the employee and on file with eni. The only other acceptable release of information is if the caller is assessed as being a danger to themselves or someone else.
- **Pre-Paid Sessions** – Employees and their family members are more likely to access the EAP benefit once it is provided free of charge by their employer.
 - All eligible individuals have access to the number of counseling sessions determined by the employer, options are **a maximum of three (3) or six (6) short-term counseling sessions per each distinct issue for an unlimited number of issues per year.**

- **Highly Qualified Professionals** – Employees and their family members can be confident that all calls are handled by highly qualified master’s level Mental Health Professionals with at least a minimum of 5 years’ experience.

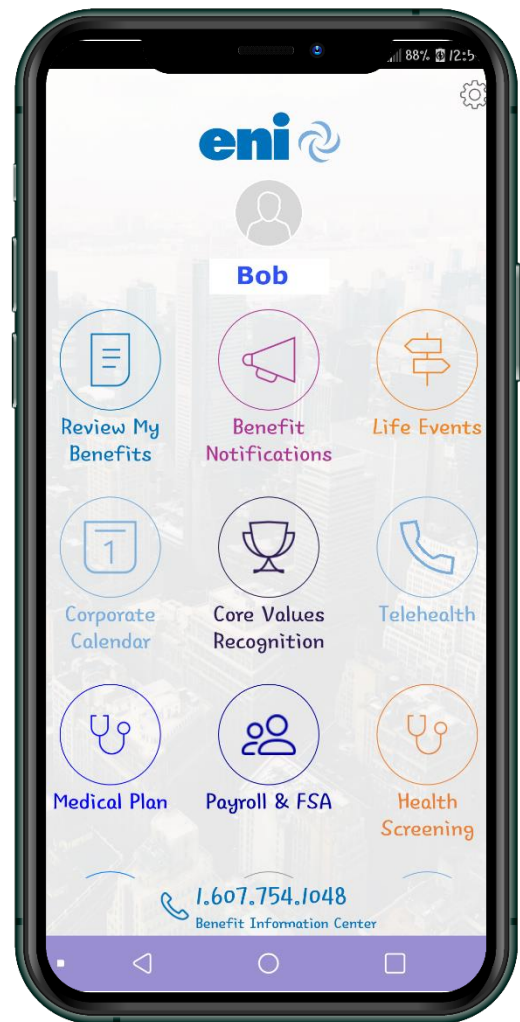
Integrated Mobile Platform

eni’s NexGenEAP fully integrates comprehensive emotional, financial, and physical wellness services into a user-friendly mobile platform that can be accessed on any device. The web portal and mobile app allow employees and their family members to make efficient use of their time during and after work from a computer, tablet, or phone.

Assistance and Access from Anywhere at Anytime

Features:

- **Round-the-Clock Access** – Employees and their family members can access resources and submit requests whenever and wherever it is most convenient, ensuring a consistent and user-friendly experience every time.
- **Request Management** – Users can submit concierge, financial, legal, health advocacy, and wellness requests quickly and easily. Employees and their family members can also begin the counseling intake process from their phone via text messaging, or from the mobile app or web portal.
- **Life Event Connectivity** – Program benefits and services are arranged by the specific events and challenges that an employee or their family member may be facing.
- **Integrated Benefits** – All program benefits are synergistically integrated into the easy-to-use mobile app and web portal.
- **Wellness Resources** – Employees and their family members can conveniently access resource materials on topics ranging from financial wellness to personal development.
- **Notifications and Updates** – Push notifications educate employees and their family members on available services and how these services can support current life events.



- **Discounts** – A partnership with Working Advantage connects employees and their family members with discounts on products and services with a single sign-on through the web-portal.
- **E-Learning** – An extensive learning library of hundreds of courses connects employees with compliance and professional development education. These courses may be accessed by individuals for personal development or assigned by HR to meet compliance requirements.

Certified Coaches

eni's NexGen EAP now includes eni's newest innovation, 100% barrier-free access to certified coaches. This fully virtual coaching component includes self-scheduling tools.

These tools provide the member with their own calendar to view availability with coaches by specialty, or other criteria that may be important to the member depending on whatever life event they are experiencing. When it is time for the member's session, they join right in the app or through the web portal.

- Specialties include relationships, career, life, grief, love & sex, wellness, mental health and more.
- Proven to enhance self-awareness and lower stress levels.
- Benefit from improved communication skills, time management, and decision making.
- Empower yourself to overcome self-doubt, negative thoughts and eliminate your fears.

Virtual Concierge Services

eni's Virtual Concierge Services will assist employees and their family members in accomplishing more outside of work, thus helping to reduce workday distractions and interruptions.

Employees and their family members have **unlimited access** to research on virtually any topic, from identifying the best product to purchase to locating a math tutor. eni's specialists provide in-depth research on a variety of topics, allowing employees to focus on work and personal relationships.

Save Time and Minimize Stress

Features:

- **Concierge Services** - Specialists can provide resources for local pet care, entertainment, and automotive care, just to name a few examples, saving employees and their family members time and energy.
- **Renter Resources** – Employees and their family members can request research on topics ranging from locating a rental property to understanding local landlord-tenant laws.
- **Simplified Travel Planning** - Vacation/travel planning and event coordination research are the top services requested by most individuals.
- **Parental Resources** - Employees and their family members have access to valuable information that can minimize family care burdens, such as back-up care options, tutoring services, babysitters, and immunization information, as well as assistance programs and financial aid.

Financial Resources and Legal Support

Employee Assistance Programs assist individuals with complex issues that cause conflict at work and home. In today's tumultuous economy, with loan debt and default on the rise, many individuals are struggling with issues related to financial worry or legal stress. These concerns can gravely affect an individual's mental health and productivity.

To assist your employees and their family members with these concerns, **eni** provides a wide range of services to minimize anxiety and build financial and legal wellness.

Manage Stress with Legal and Financial Assistance

Features:

- **Free Consultations** – Employees and their family members have access to **90-minute for Financial, no-cost, telephonic consultations with a Financial advisor and 30-minute for Legal, no-cost, telephonic or face-to-face consultations with a Legal advisor** for each distinct issue, and a **60 minute, no-cost consultation for Identity Theft**.
 - Legal issue topics include civil, consumer, criminal, immigration, real estate, landlord/tenant, bankruptcy, and motor vehicle. Services cannot be used against **eni** or your organization.
 - Financial matters include credit counseling, debt management, pre- & post-bankruptcy, housing counseling, student loan counseling.
- **Emergency Legal Services** – Employees and their family members can contact an attorney through the toll-free EAP number.
- **Low-Cost Continued Assistance** – Discounts are available for additional services.
- **Legal and Financial Resources** - Calculators, guides, state-specific fillable legal forms, and a legal library are available via the mobile platform.

Health Advocacy Services

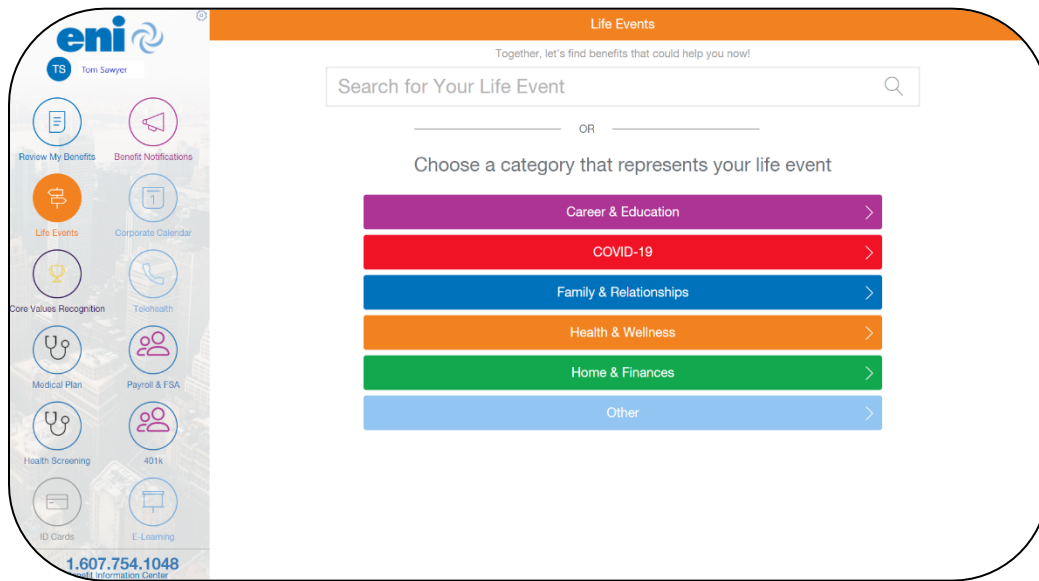
Throughout our 35+ years of experience supporting employees across all industries, **eni** has found that most individuals are unaware of the depth and breadth of their healthcare plan. To fill this gap, the NexGenEAP provides **unlimited use** of comprehensive Health Advocacy support.

Research demonstrates that it takes an employee approximately 4 hours during the workday to resolve a health insurance issue, ultimately affecting your bottom line. With an average call time of approximately 15 minutes and a first call resolution rate of 80%, our Care Guides quickly and efficiently assist employees and minimize productivity loss.

Manage Benefit Issues Quickly and Easily

Features:

- **Healthcare Navigation** - Care Guides provide answers to questions, explain the full scope of their healthcare benefit, locate prescription drug costs, and offer coverage verification.
 - Employees and family members may request health insurance clarification and assistance with ID Card Replacement.
- **Healthcare Provider Search** - Care Guides locate in-network providers and identify costs for out-of-network providers and procedures.
- **Healthcare Billing Assistance** - Employees and family members may contact **eni** to request assistance with bills and claims.
 - Care Guides explain out-of-pocket expenses, coordinate claims grievance, and submit documentation throughout the appeals process.



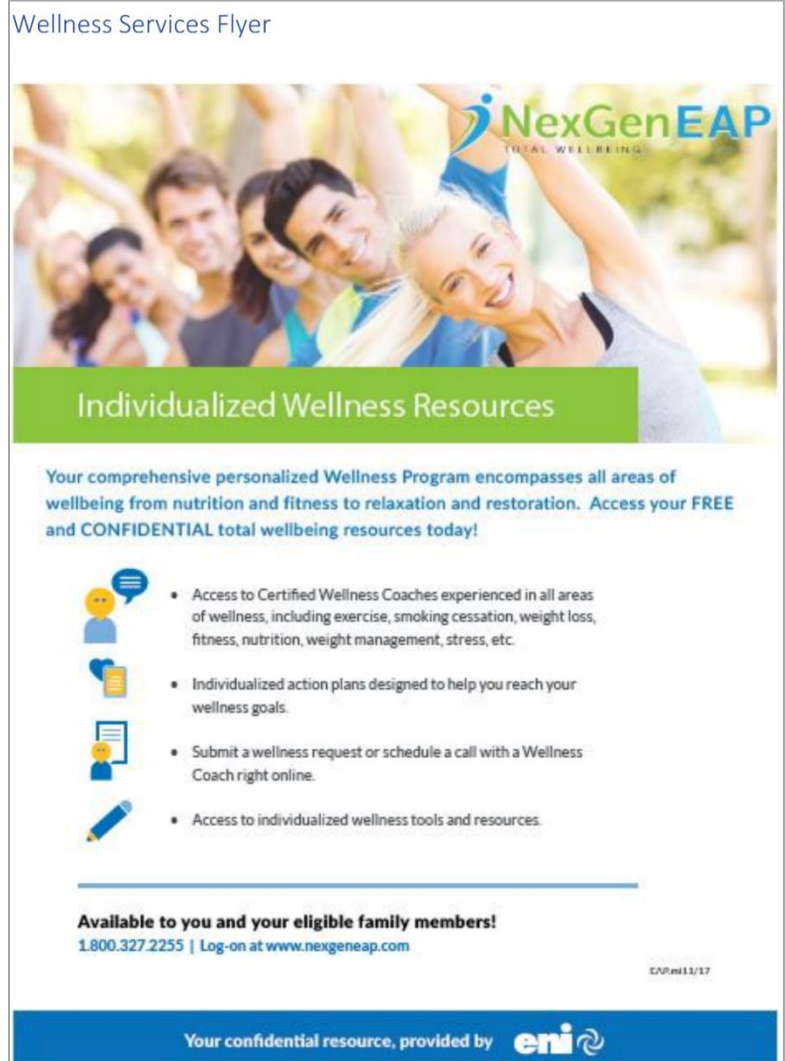
Individualized Total Wellness Support

Personal challenges are typically not isolated to one issue. As one example, individuals seeking counseling for depression may also be struggling with budgeting or weight loss. **eni's** NexGenEAP offers **unlimited use** of an expansive wellness program that synergistically connects with all traditional aspects of the EAP to provide a total well-being offering.

Support for Total Employee Well-Being Features:

- **Wellness Coaching** – Employees and their family members have access to calls with a Certified Health Coach to create individual action plans to guide them toward reaching their goals.
- **Wellness Referrals** - Employees and their family members may request referrals to locate facilities, programs, and specialists.
 - Referrals may include local nutritionists, gyms, yoga, studios, spinning and/or Zumba classes, Weight Watchers groups, and more.
- **Fitness and Lifestyle Research** - **eni** will perform research on behalf of the employee and their family members to locate fitness and lifestyle topics, reviews, and recommendations.
 - Employees may request assistance with locating information on diets, procedures, supplements, ergonomics, focus, fitness hacks, and workout ideas.
- **Nutrition Tips and Tools** – To save an individual's time and energy, **eni** will research recipes, online tools, and subscriptions that relate to the individual's needs and goals.
 - **eni** will locate online tools that may benefit the individual and improve exercise techniques, time management, financial wellness, and physical performance.

Wellness Services Flyer



The flyer features a group of diverse people smiling and raising their arms in a celebratory gesture. The NexGenEAP logo is in the top right corner. Below the image is a green banner with the text "Individualized Wellness Resources". The main text reads: "Your comprehensive personalized Wellness Program encompasses all areas of wellbeing from nutrition and fitness to relaxation and restoration. Access your FREE and CONFIDENTIAL total wellbeing resources today!". There are four bullet points with icons: 1. Access to Certified Wellness Coaches experienced in all areas of wellness, including exercise, smoking cessation, weight loss, fitness, nutrition, weight management, stress, etc. 2. Individualized action plans designed to help you reach your wellness goals. 3. Submit a wellness request or schedule a call with a Wellness Coach right online. 4. Access to individualized wellness tools and resources. At the bottom, it says "Available to you and your eligible family members! 1.800.327.2255 | Log-on at www.nexgeneap.com". The footer includes "Your confidential resource, provided by eni" with the eni logo.

- Employees and their family members may request tips and information on identifying and eliminating poor habits, improving air quality, creating a workout schedule, or developing meal plans with dietary restrictions.
- **Financial Well-Being Resources** – Financial wellness is attainable, but many individuals may need guidance to understand and manage their finances.
 - Specialists are available 24/7 to locate tools and resources, such as apps, classes, subscriptions, videos, and community services to assist individuals with building financial strength.

Entertainment Discounts

eni partners with Working Advantage to provide a unique benefit that offers convenient access to hundreds of offers for theme parks, hotels, sporting events, shows, and shopping discounts. SaveAround delivers access to localized discounts on dining, retail, travel, recreation, and more. Additional information and pricing on SaveAround are available upon request.

eLearning

Leadership and employees have 24/7 access to hundreds of interactive courses via the NexGen web portal or mobile application at no cost to them. Course categories include workplace safety, harassment, compliance and legal, and customer service. For each course there is a description, outline, list of objectives, and an estimated time of completion. Once the entire course is completed, participants will earn a certificate. Courses are updated regularly to reflect the latest changes in legislation and/or industries to ensure that the content is always relevant and accurate.

Mindfulness Training

NexGenEAP offers Mindfulness Training to support employees and their family members in building the mental resilience, cognitive skills, and emotional management tools to navigate today's challenging world. Mindfulness Training includes quarterly recorded masterclasses on mental wellness and a content library full of educational videos and exercises for the mind. These resources are accessible through the NexGenEAP portal and available via mobile app and desktop.

International & Translation Services

eni is able to provide assistance to individuals in more than 230 languages. Examples of these languages are Spanish, Mandarin, French and French Canadian, Tamil, Swedish, and Danish. When an individual contacts the EAP line speaking a language other than English, a translator is brought into the conversation, allowing a flow of conversation between the individual and the Intake Specialist, and ensuring confidentiality of the information shared during the initial and subsequent calls. International sessions are telephonic and available for eligible employees and their immediate family members.

Health-Care Provider Referral & Continuity of Care

In the event an employee or their family member needs additional sessions after exhausting the EAP, **eni** (in cooperation with the employee) will assist the individual in verifying insurance coverage with their insurance plan to identify any existing provider or service limitations prior to providing a referral to a specific provider.

NexGen EAP is designed for short-term care. If a provider recognizes that after initial visits that an individual needs long-term care, they will notify **eni** of the prognosis. Our Health Advocate will work to identify potential facilities, providers, and resources that are therapeutically appropriate for the individual. Once the providers or facilities are shortlisted, our Health Advocate will then work with the individual to ensure that the resources are accepted by their insurance, find out co-pay amounts, and assist with paperwork to initiate long-term care.

Confidentiality

eni is dedicated to ensuring that each individual's data is managed confidentially and securely. Utilizing multiple layers of data encryption, position-based permissions, and HIPAA-compliant processes and procedures, **eni** takes pride in our security levels which outpace many other employee solution providers. These security processes are implemented and monitored by a team of highly skilled Information Technology specialists focused on providing the most user-friendly, secure support solution to all your employees and their family members.

Network Coverage

eni has a well-established counseling network of over 42,000 mental health counselors across the US. Once an RFP is received, the RFP Team sends the Geographic locations and zip codes of an organization to our Network Management Team. The Network Management Team conducts a network search to review coverage and to establish additional counseling coverage if necessary.

HR Support and Training

Today's Human Resource Professionals are juggling more than ever before. As the competition for talent increases due to retirement and a culture of job-shifting, talent acquisition and retention have become a primary focus for most employers. Today, HR Specialists are tasked with attracting, educating, and supporting talent across all generations, ages, stages, and locations.

HR professionals are facing more tasks than ever before, from managing benefit administration and education to handling concerns that affect productivity, such as opioid addiction, sexual harassment, or personal issues. **eni** understands these unique challenges and, through the NexGenEAP, supports Human Resource Specialists in addressing them.

Minimize Burdens and Maximize Productivity

Features:

- **Risk Management** – Human Resource Professionals are encouraged to contact the EAP to receive guidance on how to address a variety of employee issues that are impacting the workforce, thus helping to mitigate risks to their organization.
 - Employees who feel they are valued, and their issues are being addressed are more likely to be productive members of the workforce.
- **Digital Program Management** – HRDirect is the NexGenEAP's HR web portal, which is complete with learning tools, benefit information storage, an HR-focused newsfeed, and Service Report generation.

Organizational Training

The **eni** Corporate Training department offers innovative, challenging, and leading-edge training on a variety of workplace issues. Conducted both in-person and via web conference, **eni**'s trainings offer insight, skills, and tools for professional, managerial, and organizational improvement and development. A training catalogue outlining numerous trainings is available; in addition, specific trainings can be created and customized at City of Kingsport, TN's request. City of Kingsport, TN has access to **1 hour of Corporate Training Sessions per contract year** at no additional cost.

eni also provides employee and supervisory orientations onsite or via web conference at your organization's convenience, at no charge. These orientations provide an overview of the full EAP benefit and explain how to utilize and access its services. Employee and Supervisory EAP Orientations are unlimited throughout the life of the contract.

Onsite Trauma Response

With over three decades of experience supporting clients during emergency situations, **eni** assists you and your employees to proactively cope with critical issues that may affect employee morale and productivity.

eni's Critical Incident Stress Debriefing (CISD) Coordinator works closely with our point of contact at your organization and our providers to schedule the CISD in an expedited manner and ensure all employees receive the highest level of care.

To fully support City of Kingsport, TN and your employees, **eni** will provide **1 hour of CISDs per year at no additional cost**. Additional hours are billed at the rate outlined in the included fee schedule.

Efficient Responses to Critical Incident Needs

Features:

- **Immediate Response available 24/7/365** – Our crisis response protocol allows us to respond to traumatic incidents quickly and efficiently by providing on-site CISDs within an average of **24 hours**.
 - Since most providers within **eni**'s network are available outside of traditional "office hours," we can select the most appropriate clinician to accommodate your request.
- **Highly Qualified Clinicians** - Therapeutically appropriate counselors are available to ease the stress and anxiety customary in emergencies.
 - In partnership with you, we assess the needs of your organization and determine the most appropriate level of response to meet the needs of your employees.
- **Positive Feedback** – **eni** consistently receives 100% positive feedback with respect to CISD services.

DOT-SAP Services

eni maintains a qualified Substance Abuse Professional (SAP) in good standing on our clinical team. This person operates as the internal point of contact for the coordination of all DOT-SAP referrals. **eni** has provided DOT-SAP services for many employers including municipalities, school systems, governmental entities, transportation, and utility management. When an employee tests positive for illegal substances, **eni**'s SAP will manage the mandate and provide updates on the employee's progress. Updates will only be provided to the authorized contact if a signed ROI is on file.

- DOT-SAP services, at a per case rate, provided by an on-staff, credentialed Substance Abuse Professional.
- When an employee tests positive for illegal substances, **eni**'s SAP will manage the mandate and provide updates on the employees' progress.
- Highly qualified, licensed clinicians have been individually recruited and credentialed by **eni**'s Provider Network Team.

Mediation Services

Mediation Services are available to resolve conflicts between employees. These services are accessed in the same manner as the EAP, with sessions scheduled within 3 days and taking place within 1 week of the initial call.

Bree Health

eni's newest innovation is a barrier-free mental wellness benefit, Bree Health. This offering combines four decades of employee mental health experience with the smartest and most innovative healthcare and life event technology available at no additional cost.

- Barrier-free access to mental health professionals and life coaches via phone, video, web, text, and chat
- An ever-expanding library of over 5,000 Personal, Self-Guided Mental Health tools and resources, such as clinical and well-being assessments and courses
- AI supported custom Pathway recommendations based on the user's actual life events
- Personalized support for the entire spectrum of life's challenges

Promotional Activities

An EAP is only as successful as its utilization. Through a variety of employee-focused, well-developed promotional campaigns, **eni** creates ongoing awareness of the EAP benefit. This deliberate promotional effort results in a higher-than-average national EAP utilization rate.

A Customized Approach to Promotions

Features:

- **Materials** – **eni** provides digital copies of promotions created to target employee’s needs, such as:
 - Posters
 - Member Guides
 - Monthly newsletters
 - Flyers Promoting Specific Benefit Components
- **Orientations** – **eni**’s Customer Relations staff will conduct orientation sessions for employees and supervisors.
 - These sessions introduce the benefit components, outline what to expect when contacting the EAP, and highlight the value of this valuable, pre-paid, confidential benefit.

Mindfulness Training Flyer

NexGenEAP
TOTAL WELLBEING

SELF BY DESIGN

Mindfulness Training for greater awareness, stronger resilience, and higher mental well-being.

Mindfulness Training is now included in your NexGen EAP program, making it a truly holistic EAP supporting all areas of wellness including mental, emotional, spiritual, and physical.

To support you in building the mental resilience, cognitive skills, and emotional management tools to navigate today’s challenging world, our Mindfulness Training includes quarterly live masterclasses on mental wellness/mindfulness and a video content library full of educational videos and exercises for the mind. All of these resources are accessible through the NexGen EAP portal and available via mobile app and desktop.

1.800.327.2255 | Log-on at www.nexgeneap.com | Mobile app: NexGenEAP

Your confidential resource, provided by **eni**

April 2021

TOTAL WELLBEING NEWSLETTER

eni APR 2021

RETURNING TO THE WORKPLACE? HOW TO EASE BACK IN

By Nick DeGianna at enl.com

COVID-19 restrictions saw a large percentage of the workforce quickly transition to working from home. In the months since, many people have come to appreciate the benefits of flexible working, including improved productivity, work-life balance and perceived safety.

These professionals have become so comfortable with working from home that, according to findings in our recently released *Hybrid Workforce Report*, over half of those who are currently working remotely feel anxious about returning to the workplace.

However, with restrictions lifting and many regions virtually eliminating COVID-19, employers are formulating plans for a safe return to the office as they look to regain some sense of “normality.”

So, if your employer is starting to call staff back into the office, whether permanently or in a hybrid working arrangement, here are our tips for easing back into office working.

1. Assess your working style

Firstly, take some time to understand if the post-COVID-19 workplace will suit your working style. While unlikely to see the same level of pre-pandemic flexibility (at least at work, with in-person meetings and conversations limited due to staggered start and finish times and continuing physical distancing measures). So, if you are someone who requires in-person interactions to perform at your best, adapt your working style now so that your motivation, energy and output still remain high in today’s office environment.

2. Don’t judge yourself

It’s okay to feel anxious or uncertain about returning to the workplace. Or perhaps you have enjoyed the greater freedom and work-life balance of remote working and feel sad about losing those benefits. Take note of your feelings, understand them and accept them. Once you accept how you are feeling right now, consider how you can move your mindset forward – and what changes you can implement to help improve yourself mentally for your return to the workplace. For example, do you need to rebook children into before school care, plan your commute or find a new time for your daily walk? Or do you need to re-eval journal that it’s fine to feel uncomfortable with change at first and that wanting to adapt to change at work can take time?

3. Consider a flexible transition

Most employers are offering a slow transition back to the workplace. There is an understanding that those employees who have enjoyed working from home need to shift their mindset back into office-based working, which can take time.

Many employers are also implementing a hybrid working model, where staff work some days in the office and others from home. For many employees, this offers the ideal transition as it provides the flexibility to balance office and home working, which allows you to slowly and steadily readjust with the office.

4. Take care of your mental health

If you feel a high level of anxiety and stress at the thought of returning to the office, prioritise your mental health and wellbeing during this transition. Remember the foundations of good mental health and wellbeing at work: set a routine, switch off from work at the end of each day, sleep well, exercise, take regular breaks at work, spend some time by yourself and back out for the warning signs.

5. Restore office rituals

Take a moment to consider what you have missed about office life. Perhaps, for example, you’ve missed your favourite coffee shop, meeting a friend for lunch, casual conversations with colleagues or celebratory team successes after work. Re-establishing such elements of your former office life will help you feel comfortable back in the workplace and restore a sense of normality to your working week.

For more information or advice, contact **eni** online at: www.eniweb.com

April’s Book Recommendation

Cognitive Behavioral Therapy Made Simple

by Seth J. Gillham

This book takes the concept of mindfulness to the next level with its 10 strategies for improving individuals’ mental health. Author Seth J. Gillham, Ph.D., focuses on effective tools—like identifying negative thoughts—that allow individuals to find relief from their anxiety and depression. While each tool is thoroughly backed with research, the book serves as an easy-to-read manual full of small, simple steps that lead to success.

Cognitive Health & Wellbeing with Self By Design

Integrated into the NexGen EAP Mobile App

Integrated into our NexGen EAP mobile app, **Self By Design** is a member app created to support you in becoming the best version of yourself. Rooted in neuroscience and psychology, this app was designed to help you inspired and motivated to work towards your wellness goals with curated collections of inspirational quotes, affirmations, and the ability to create your own powerful visual reminders to keep you on track.

Advantages for City of Kingsport, TN

eni's NexGen EAPs connects employees and their family members with the assistance they need when they need it most. This will improve employee morale, increase focus, increase retention, and help to minimize workplace incidents. The NexGen EAP's integrated approach to employee well-being demonstrates to employees that they are valued by your organization, which will positively impact your bottom line.

Unique Benefits:

- **Innovative and Synergistic** – Proprietary administrative, HR, and employee-facing software solutions connect employees with resources and assistance for challenges they may be facing.
 - Whether employees call for assistance or submit a request via the integrated mobile platform, all services connect to provide the most appropriate and personalized solution.
 - **“Wow” Customer Service** – The highest level of customer service is the foundation of eni's NexGen EAP and is exemplified with each employee request.
 - **Unrestricted Attentiveness & Unlimited Assistance** – Specialists spend as much time with each caller as necessary, guaranteeing quality assistance with a minimized wait time. In addition, there is no limit on number of calls or requests.
 - **Flexible and Personalized** – The NexGen EAP is fully customized, offering resources and plans aimed at each employee's specific needs and offering 24/7 access to all the services available to improve employees' overall well-being.
 - **Improved Retention** – Studies demonstrate that employees with customized benefits aimed at meeting their needs have an increased loyalty to their employer. The NexGen EAP's integrated and customized solution is aimed at increasing retention.
 - **Increased Productivity & Engagement** – Providing employees with the NexGen EAP's holistic components assists with increasing talent acquisition efforts, maximizing productivity, minimizing healthcare premiums, and reducing absenteeism.
 - **Minimized Incidents** – The NexGen EAP empowers you to effectively address today's most pressing HR issues which may include sexual harassment, workplace violence, and the opioid crisis.
 - **Total Employee Well-Being** – The NexGen EAP assist employees with setting and achieving their emotional, physical, and financial wellness goals.
- Empowering employees to take control of their health and well-being allows City of Kingsport, TN to bolster workforce safety, productivity, and satisfaction, ultimately improving employee engagement and retention.

City of Kingsport, TN NexGen Program Features & Fees



PROGRAM FEATURES & FEES	
Short-Term Mental Health Counseling (Up to 3 or 6 sessions of Face-to-Face, Online, or Telephonic Sessions per issue, per employee, per year, with an unlimited number of issues) or (Up to 3 or 6 sessions of Online or Telephonic Sessions per issue, per employee, per year, with an unlimited number of issues)	✓
Virtual Concierge Services (unlimited use)	✓
Legal Support (30 mins/issue/year, with an unlimited number of issues)	✓
Financial Support (90 mins/issue/year, with an unlimited number of issues)	✓
Health Advocacy Services (unlimited use)	✓
Wellness Resources & Coaching (unlimited use)	✓
Entertainment Discounts	✓
E-Learning	✓
Self By Design Mindfulness Training	✓
HR Support and Education	✓
Full Promotional Campaign	✓
Mobile App & Web Portal	✓
PEPM Cost for Eligible Employees: 3 sessions	\$1.54
6 sessions	\$1.63
Annual Investment for 700 Employees: 3 sessions	\$12,936
6 sessions	\$13.692

2-year rate guarantee.

**Additional Services continued on the next page. **

Optional Services	Fees
Trauma Response (CISDs) (24/7/365 access to onsite critical incident response services)	1 Hours included Additional hours billed at \$375/hour
Organizational Training Sessions (Organizational or professional trainings delivered via in-person or webinar)	1 Hour included Additional hours billed at \$375/hour
DOT-SAP Management (Substance Abuse Professional referral and case management services)	\$850/case
Mediation Services (Conflict resolution sessions scheduled through EAP within a week of initial call)	\$350/hour
Bree Health	\$2.50 PEPM