

IMPACT EMPLOYEE ASSISTANCE & WORK/LIFE PROGRAM

A program for Youngstown State University



Overview

The IMPACT Employee Assistance (EAP) & Work/Life Program is a program available to you and your family offering access to confidential professional support 24 hours a day, 365 days a year. All IMPACT counselors are qualified masters/ doctoral level professionals.

Program Features

The IMPACT program includes access to:

- Unlimited phone consultation
- 6 complimentary face-to-face counseling sessions per person per occurrence
- Numerous resources

Live, Immediate Assistance

Call toll-free, 24/7:

800-227-6007

Speak with an IMPACT professional for guidance and support related to:

- General day-to-day issues
- Stress
- Depression or anxiety
- Job performance difficulties
- Alcohol/drug abuse
- Legal/financial matters
- Identity theft recovery assistance
- Child/eldercare and other family issues
- And More...

Frequently Asked Questions

Who pays for the program?

The IMPACT Employee Assistance & Work/Life Program is available to you *free of charge*, courtesy of your employer.

Please note: Certain professional treatment services, such as medical care, long-term counseling/ psychotherapy or testing are not included in the EAP offerings. In the event that such services are needed, refer to your health care plan for an explanation of covered services.

Will my employer know when I use the program?

All services are confidential and governed by federal and state laws. Information will not be shared without your consent or as mandated by law. Using the program will not affect your job security or advancement and all organizational policies and procedures remain in effect.

Who is eligible for the program?

All employees, household members, dependents in and away from home, and parents/parents-in-law are eligible.

For additional support, log on to the web for access to a wide range of articles, resources, and interactive features visit

www.myimpactsolution.com Member Login: YSU



800-227-6007

IMPACT EMPLOYEE ASSISTANCE & WORK/LIFE PROGRAM

The **IMPACT** program includes quick, convenient access to:

Legal Assistance

Providing legal support over the phone, featuring:

- » General advice and preventive counseling
- » Local referral with complimentary appointment
- » Discounts for on-going legal services
- » Educational resources on the web

Financial Assistance

Providing comprehensive financial support over the phone, featuring:

- » Financial counselors and educators, available Monday-Saturday
- » Nationwide referral database
- » Access to certified financial planners
- » Debt management/bankruptcy prevention
- » Housing education
- » Credit report review
- » Educational materials

Identity Theft Recovery Assistance

Providing identity recovery support over the phone:

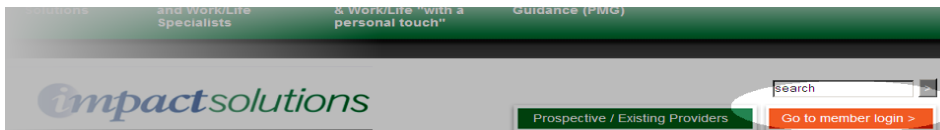
Includes a 30-minute consultation with an identity recovery professional who will work with you to assess the situation, create an action plan, and equip you with tools to independently resolve your issue

Comprehensive Work/Life Web

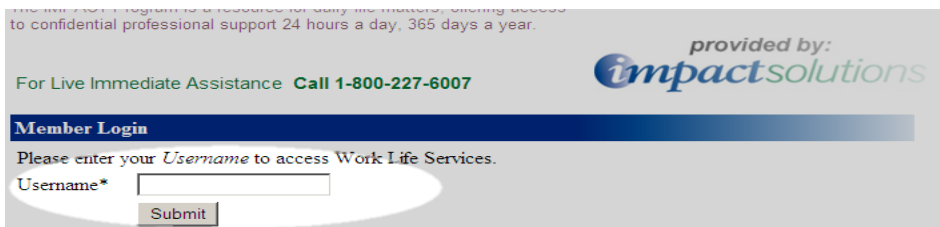
Providing a host of self service information on everyday living issues and concerns via:

- » Articles, tip sheets and other resources
- » Webinars
- » Workplace leadership tools
- » Referral Locators including child, elder and pet care
- » Self-assessments and surveys
- » Legal documents
- » Financial calculators

To access the site visit www.myimpactsolution.com, click on **Go to Member Login**



then enter your username: **YSU** and click on **Submit**



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