

What does my EAP include?

ACCESS TO 24/7. Our services are available 24/7. We are staffed to support incoming calls at night, on weekends, and holidays. Services are offered in English and Spanish. We offer *In The Moment Counseling* for urgent issues. We provide an ADA-compliant telephone line.

Counseling Services. 1 to 8 *Free, confidential*, In-person, and Virtual sessions of structured counseling per employee/family member per issue per year; available modes of counseling: telephonic, face-to-face, or online (video.) All services are available for household family members.

Flourish Features. Helping your mental health flourish with services that go beyond counseling! Explore Computerized Cognitive Behavioral Therapy (cCBT), our AWARE mindfulness program, and Life Coaching designed for everyday growth.

Legal and Financial Support. We contract with a nationwide network of service providers to provide consultation to employees regarding their legal and financial concerns.

Member Website. Our website features comprehensive resource articles, assessments, and audio/video files. The site also covers emotional well-being, health and wellness, workplace issues, child care, elder care, adoption, and educational content. Online Resources that support different languages (Spanish) and access to assessments, seminars, and live chat (LiveCONNECT.)

Newsletters. Monthly employee and supervisor newsletter with wellness articles and other resources. In addition, the newsletter will allow employees to register for upcoming events.

Nutritional Wellness Program. Professional consultations to help improve diet and lifestyle habits. A Certified Functional Nutritionist will assess eating patterns, address concerns, and answer questions to support healthy change. Initial consultation is complimentary.

Secure the Wheel. Emergency cab fare reimbursement for situations when you're unable to drive yourself.

Wellness App. Balancy, allows users to engage with a counselor via phone, video, instant messaging, or SMS text, serving as both an access and delivery tool.

Wellness Training/Development. Onsite and live online training for employees and supervisors. The training topics are derived from seven core themes related to workplace well-being, including Leadership and Development. Close Captions added to all video content.

Work-life resources. Our work-life consultation and resource service provides practical assistance around a wide variety of issues, including but not limited to Child Care, Elder Care, Pet Support, and Daily Living Resources.

Access Neely EAP Services

Your Employee Assistance Program (EAP) provider is **Neely EAP**. We understand that dealing with stressors in your personal and family life, as well as work-related stress, can be challenging. That's why the **Capital Metro** has partnered with Neely EAP to provide Employee Assistance Program services for you. We offer several convenient ways for you to access your free and confidential support.



All benefits can be accessed by calling our 24/7 helpline

- 866-212-6096
- 800-735-2989 (TDD)



Member Website

- neelyeap.helpwheretheyouare.com
Company Code: CAPM
- Register for Seminars and view On-Demand content
- Download forms and read articles
- LiveCONNECT, Real Messaging Service, response within 2 hours



Balancy

- Smartphone app for easy access
- Engage in your benefits through phone, instant messaging, and video options
- AI features provide personalized recommendations
- **Access Code: 255030**



Orientation Page

- www.neelyeap.com/capm
- Download flyers
- Recorded EAP orientation
- Explore additional EAP features

