



# EMPLOYEE ASSISTANCE PROGRAM

## Summary of Benefits

### 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 **Public Utility Commission of Texas** 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.helpwhereyouare.com](http://neelyeap.helpwhereyouare.com)  
*Company Code: PUCT*
- 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: 318013**



**Orientation Page**

- [www.neelyeap.com/PUCT](http://www.neelyeap.com/PUCT)
- Download flyers
- Recorded EAP orientation
- Explore additional EAP features

