IU Human Resources & Healthy IU

SupportLinc Employee Assistance Program (EAP)
Indiana University’s New Employee Assistance Program (EAP)
Call SupportLinc 24/7/365 1-888-881-LINC (5462)
Eligibility

Services provided at no cost for:

• All IU employees (regardless of eligibility for benefits)
• IU Residents
• IU Graduate Appointees (GAs)
• IU Fellowship Recipients

AND

• The household members of the eligible individuals listed above
Confidentiality

SupportLinc upholds strict confidentiality standards

Nobody, including Indiana University, will know you have accessed the program unless:

• You specifically grant permission, or
• Express a concern that presents SupportLinc with a legal obligation to release information (such as threat to harm self or others)
SupportLinc’s Services

All services provided at no cost to eligible individuals:

• Unlimited 24/7/365 Telephonic Counseling
• Short-Term Counseling
• Legal Services
• Expert Referrals
• Financial Services
• Technology Resources
SupportLinc EAP

Short-Term Counseling
Short-Term Counseling

SupportLinc’s licensed counselors provide **short-term counseling** for reasons such as:

• grief and loss
• substance abuse
• marriage and relationship problems
• depression
• work-related pressures
• stress and anxiety
Stage 1: Clinical Assessment

• Every call answered directly by a licensed masters or doctorate level mental health clinician

• Comprehensive clinical evaluation
  – In-the-moment support, guidance, and advocacy

• Referrals to external programs, when appropriate
Stage 2: Referral & Education

- Clinician completes “Smart Referral”:
  - Over 22,000 licensed clinicians in the U.S.
  - Verify provider is accepting new patients
  - Match provider with mental health/substance abuse (MHSA) network
  - Verify proximity to participant
  - Demographic requests

- Offers to schedule first appointment
Stage 3: **Short-Term Counseling**

- Up to six (6) face-to-face counseling sessions per issue, per year:
  - In-person
  - Virtually over secure video platform

- Active case management
Stage 4: Clinical Advocacy

- Make final recommendations
- Follow-up and advocacy
- Measure satisfaction and outcomes
SupportLinc EAP

Access Points
Enter the username “iu” then click Submit to enter IU site.
Web Portal

www.SupportLinc.com
Web Portal

Select a subject to access topic-specific content and tools through the SupportLinc web portal

www.SupportLinc.com
Web Portal

www.SupportLinc.com

Click to view IU Benefits and Work+Life Resources
eConnect® Video Counseling

- Confidential and secure technology-based counseling platform
- Video/web chat with licensed clinicians
- Must register with personal username and password

At some point in our lives, each of us faces a problem or situation that is difficult to resolve. When these instances arise, eConnect® will be there to help.

eConnect® is a convenient and confidential distance counseling platform that can help you deal with concerns such as stress, anxiety, family issues, grief, work-life balance, relationship issues, work or school-related pressures, depression, substance abuse, and anger management.
eConnect® Mobile App

Access services directly through app:

- Call clinicians
- Synchronous chat with clinicians
- Schedule a call back
- Schedule video counseling

Enter the username "iu" then click Login to access IU app.
eConnect® Mobile App

Well-being Blog

WELLBEING PLACE
THE SYMPTOM OF DEPRESSION WE DON’T OFTEN TALK ABOUT

Resources & Tips

Resource Center
Thank you for using eConnect® Mobile from SupportLine. After completing the form below, a professional from SupportLine will contact you within one business day. If this is a life-threatening emergency, please contact emergency services or 911 for assistance.

Addictions

Anxiety

Tension and Worry
Social Anxiety
Signs and Symptoms Of Social Phobias
Phobias
How To Relax
Helplines Your Child Can Use With

Counselor Connect

Chat
End chat

Email a transcript!
Before you end this chat, would you like to email a transcript?

email@address.com

Don't send
Send

would benefit from talking with a counselor about this. Would you like to work with me or set up a face to face appointment with a local clinician?
Manager Tools

IU supervisor and manager services and tools available:

- Critical Incident Response
- Management Consultations
- Management Training

Call 24/7 1-888-881-LINC (5462)
Learn More

IU Human Resources Website: 
hr.iu.edu/benefits/eap

IU Human Resources: 
askhr@iu.edu or 812-856-1234

Healthy IU: 
healthyu@indiana.edu or 317-274-6470
Resources for Elderly Household Members
Care@Work by Care.com

- Separate benefit for IU employees (not affiliated with SupportLinc EAP)
- Learn more: hr.iu.edu/benefits/care.html

Upcoming Webinars:

May 5 at 12:30 PM ET
Couples That Work: At Home Survival Guide (Register)

May 5 at 1:00 PM ET
Dad Wants to do it Alone: When a Parent Won’t Accept Help (Register)