IU Human Resources & Healthy IU

SupportLinc Employee Assistance Program (EAP)
Manager and Supervisor Tools
Indiana University’s New Employee Assistance Program (EAP)

Services provided by CuraLinc Healthcare
Call SupportLinc
24/7/365
1-888-881-LINC (5462)
SupportLinc Employee Assistance Program (EAP)

Overview
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
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

*Some services may have fees (e.g. initial 30-minute consultation with attorney is free)
Short-Term Counseling

• Up to six (6) face-to-face counseling sessions per presenting concern:
  – In-person
  – Virtually over secure video platform

• Over 22,000 licensed clinicians in the U.S.

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

• Clinician completes ‘Smart Referral’:
  – Verify provider is accepting new patients
  – Match provider with mental health/substance abuse (MHSA) network
  – Verify proximity to participant
  – Demographic requests

• Offer to schedule first appointment
Enter the username “iu” (lowercase), then click Submit to enter IU site.
Select a subject to access topic-specific content and tools through the SupportLinc web portal
Confidentiality

SupportLinc upholds strict confidentiality standards

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

• You specifically grant written permission, or
• Express a concern that presents SupportLinc with a legal obligation to release information (such as threat to harm self or others)
SupportLinc Employee Assistance Program (EAP)

Tools for Managers & Supervisors
Manager Tools

Access directly through SupportLinc:
- Management Consultations
- Management Training & Toolkit

Coordinate with IUHR Employee Relations:
- Critical Incident Response
Management Consultations

Confidential source of guidance and information to discuss concerns, brainstorm options, and create a plan of action:

• Provide encouragement and support during difficult situations
• Address issues as they arise and before they escalate into bigger concerns
• Develop a plan to address performance issues
• Address behaviors that interfere with workplace functioning and productivity

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Management Training

Comprehensive library of expert resources and educational materials, including tip sheets, audio lessons, short educational modules, and topical webinars:

- Interpersonal Communication
- Effective Time Management
- Conflict Resolution
- Navigating Team Dynamics
- Cultural Diversity in the Workplace


*University-wide presentations/training will also be provided – watch for communications from IUHR and Healthy IU.*
Toolkit

- Go to eaptoolkit.com/coronavirus (scroll to bottom of the page)
- Go to www.SupportLinc.com (select ‘Career’ then select topic from drop-down)

New manager/supervisor website landing page coming soon!
Critical Incident Response

Use for major change, loss, or traumatic workplace event:

• Available around the clock
• Request in-person or telephonic group meeting led by professional counselor (e.g. loss of a co-worker)
• Pre- and post-response action plans

Contact IUHR Employee Relations at hremprel@iu.edu to request this service.
When to Contact IUHR Employee Relations

Managers/supervisors should reach out to IUHR Employee Relations instead of EAP if:

• Suspect someone is under the influence of alcohol or illicit drugs
• Receive a formal grievance
• Need to discuss a policy exception
• Need to request an involuntary termination
• Critical incident response request

Contact IUHR Employee Relations at hremprel@iu.edu.
Learn More

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

IU Human Resources Employee Relations:
hremprel@iu.edu or 812-856-1234