

# EMPATHIA

LifeMatters®

National and International EAP and Work/Life Programs





## We Focus on Your Employees

It's not about rules and limits. It's about providing the best possible care experience.

The behavioral health of your employees has a dramatic effect on your workplace culture and productivity. Ensuring every employee has easy access to the resources they need for life's challenges, big and small, is not only the smart thing to do...

*...it's the right thing to do.*

Reaching out for help is never easy, particularly if you are struggling with a personal or work-related issue. That's why, from start to finish, we exceed member expectations. We start by staffing our phones 24/7 (always live answer) with our own master's prepared counselors who are trained to establish rapport and personalize the experience for every caller. And we've spent over 30 years honing our call center into one of the best always-live client access systems in the industry. In fact, when you call us, one of our welcoming professionals will answer, on average, in six seconds flat. Not only is that hard to find in our industry, it's hard to find in any industry.

The exceptional service experience doesn't stop there. Once connected with a counselor, we'll

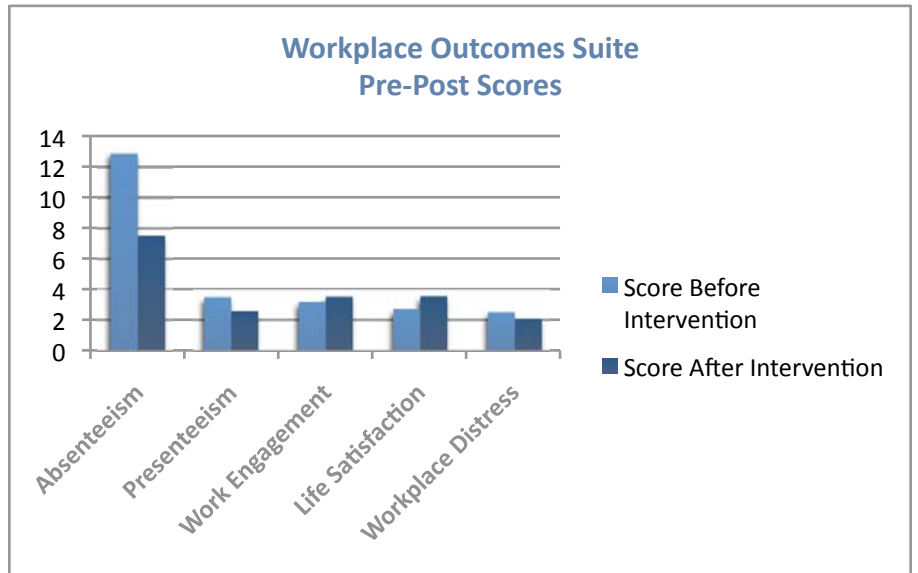
help identify not just the primary issue of concern, but any secondary issues as well. Our counselors are so adept at assessing client needs that, on average, five issues are identified for every caller. Treating all issues, not just those that are most evident, helps reduce recidivism and improves the overall experience and outcome.

Our mantra — “When in Doubt, Serve” — typifies our client care philosophy. To ensure the best possible outcome, our counselors have the authority to make autonomous decisions about the services we provide. As a result, we routinely approve additional sessions, even beyond what is included in the client's plan design to provide an added level of support.

## A Measurable Value

### Outcomes That Matter

If you're like most companies, you want to know if your benefit programs are delivering what they promise. For nearly every client, we measure outcomes both at the beginning and end of the service experience. Our scientifically validated Workplace Outcomes Suite provides pre-post measurements of the impact of EAP services. The results speak for themselves.



In addition to providing reliable metrics on the impact of LifeMatters on your employees and their family members, we also provide all the traditional utilization and customer satisfaction data. We think you'll be equally impressed with our performance on those measures as well.



### Knox-Keene

Empathia Pacific is licensed under the Knox-Keene Act to provide clients in California with an unlimited number of presenting issues per year for in-person counseling services, as well as options for short-term counseling programs.

Results



## Human Services in the 21<sup>st</sup> Century

Being a human services firm in the 21<sup>st</sup> century means delivering person-to-person services through sophisticated technology, but always with a personal touch.

We don't believe in using auto attendants to take the place of a friendly person on the other end of the phone. But, we do make sure that your employees can access us in whatever mode they feel comfortable — from phone to email to chat and video.

We're on social media sites and we blog. In a nutshell, we get high tech, and we use it to deliver high touch.

That's the LifeMatters experience.

## Access

Our Care Center is always open – 24/7. When you reach out for help, we'll be there – no auto-attendants, no voicemail, no pagers – you will always get a live person, no matter when you call.

## Why Empathia?



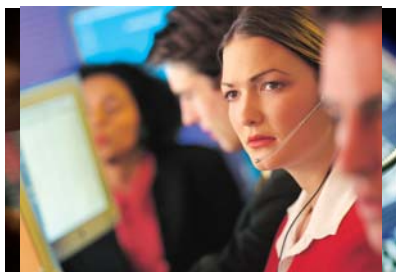
### Vendor of Choice

As a leading provider of customized behavioral solutions, we boast a client list that includes some of the most high profile, prestigious organizations in the world. From large multi-faceted corporations to smaller entrepreneurial firms, we serve a diverse spectrum of businesses and workplace cultures.



### Experience

Our staff members are highly experienced professionals with diverse backgrounds in organizational and leadership development, behavioral science, trauma and disaster management, coaching, employee assistance, skill-based training and management consultation. Our people are the “product,” and we cultivate their engagement and expertise by practicing what we preach in leadership development.



### A Unique Continuum of Services

We offer a wide array of tools and behavioral solutions focused on promoting workforce well-being, workplace safety and organizational productivity. What’s more, we design our services around evidence-based best practices with measurable impacts and outcomes. Never content with traditional approaches, we consistently seek out new and better ways of providing value to individuals and organizations.



### A Commitment to Measurable Results

We utilize a variety of instruments and methods for demonstrating the impact of our efforts. As a partner in behavioral science research focused on new methodologies, we are committed to measuring the efficacy and value of the services we provide.



### National and International Scope

Operating in all 50 states, Canada and numerous other international locations, we partner with smaller, local organizations and larger, multi-national corporations.

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## Empathia, Inc.

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