



Introducing Your Assistance Program

Presented by: Tamara Houston, LISW-CP/S, BC-TMH
for The City of Anderson, South Carolina
and their employees

Life Comes with Challenges

Your Assistance Program is here to help.

Providing the support you need to:

- Improve mental health
- Reduce stress
- Support whole health

[Information](#) | [Resources](#) | [Referrals](#)



All Services Are:

- Free
- Confidential
- Available to you and your family or household members
- Accessible 24/7/365





Services Include:

- Mental health sessions
- Life coaching
- Financial consultation
- Legal referrals
- Work-life resources and referrals
- Personal assistant
- Medical advocacy



We're Here to Help

Whether you're looking for mental health support or simply wanting to talk, your assistance program is here to help.

- **Professional & Private:** Counseling is confidential, HIPAA-compliant and provided by Master's Level Clinicians
- **Convenient & Accessible:** Request support anytime by phone, online, or member portal with live chat
- **Free to Get Started:** Short-term counseling sessions are included at no additional charge
- **Available to Family Members:** The assistance program is open to family members too
- **Personalized:** Our care connectors will match you with counseling support that fits your needs

Member Experience

Receive **care your way** with convenient options for mental health support.



In-the-Moment Counseling Support

Instantly connect to a clinician by phone for urgent clinical matters



Video Counseling

Schedule a
video session



Telephonic Sessions

Schedule a
telephonic session



In-Person Sessions

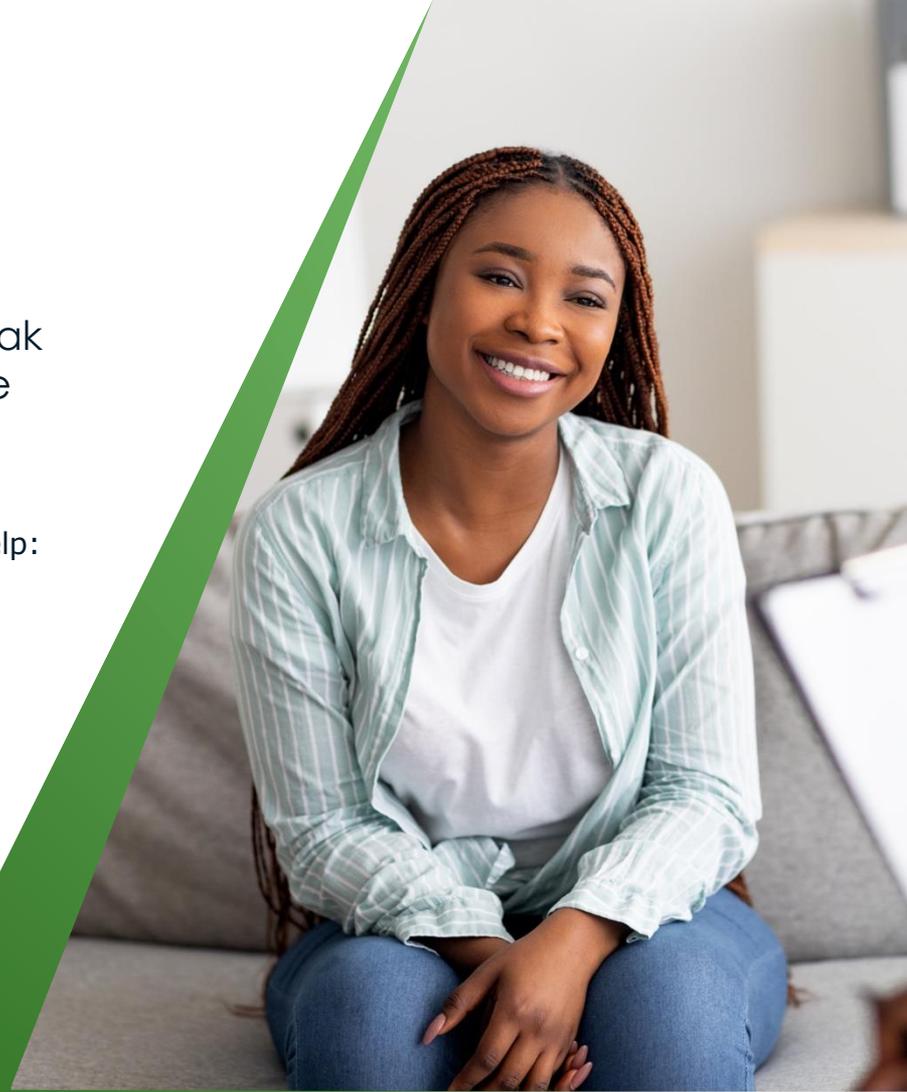
Meet with a
local clinician from
our network

Mental Health Sessions

Reach out to your Assistance Program to speak with a mental health clinician about any issue impacting your well-being.

Mental health sessions provide short-term counseling to help:

- Manage stress, anxiety, grief, depression
- Cope with change or challenges
- Build self-awareness and practice self-care
- Resolve conflict and improve relationships
- Address substance misuse and recovery
- Talk through any personal issue



Life Coaching

Short-term coaching to help you and your family members:

- Achieve personal and professional goals
- Manage life transitions
- Improve stress and time management
- Live a more purposeful life
- Overcome obstacles
- Strengthen relationships
- Improve communication
- Manage multiple projects and demands





Financial Consultation

Connect with a certified financial counselor for help with:

- Coping with financial stress
- Building financial awareness
- Learning budgeting strategies
- Identifying financial goals
- Addressing financial challenges
- Understanding financial planning



Legal Referrals

Receive legal referrals for personal matters, including:

Eldercare

Estate
planning/wills

Real estate

Adoption

Bankruptcy

Divorce
/custody

Work-Life Resources and Referrals

Connect with knowledgeable consultants who can help provide referrals and information for family, caregiving and work-life balance needs:

- Child care
- Elder care
- Pet care
- Adoption
- Special needs support
- Education
- Enrichment activities
- Housing
- Transportation
- Community resources and referrals





Personal Assistant

Save time with help from our specialists who provide information and referrals for a variety of personal needs:

- Home care, renovation, and repair services
- Grocery and meal delivery services
- Transportation, car maintenance and repair
- Travel research, planning and itineraries
- Self-care, spas, gyms, and local services
- Theatre, concerts, and sporting events referrals
- Children's sports, programs, and activities
- Donations and volunteer opportunities



Medical Advocacy

Work with a Medical Social Worker to receive personalized assistance for you and your loved ones:

- Interpreting information related to claims, coverage
- Navigating healthcare
- Obtaining doctor referrals
- Securing medical equipment
- Planning for transitional care or discharge



Member Portal

Visit your member landing page at allonehealth.com/support and sign-in with your email address and company code: **COAEAP** to start accessing your benefits:

- **Connect** via live chat, phone, or online requests
- **Explore** the online financial wellness center
- **Enhance** your well-being with self-care assessments & soft skills courses
- **Access** 1,000+ articles, podcasts, well-being resources and more
- **Find** exclusive marketplace discounts



INSIGHTS NEWSLETTER

We promote mental health awareness and well-being year-round with our Insights monthly newsletter.

- Watch your inbox for monthly Insights newsletters
- Enjoy monthly articles, videos, and webinar registration links.
- Visit the Insights Newsletter Hub at: allonehealth.com/insights
- Follow us on social for all the latest resources and news



AllOne Health



Join Our Monthly Webinars

Our team of **expert in-house clinicians** produce and present free monthly webinars on topics across all areas of whole health.

How to Access Your Assistance Program:

1. By phone
Call: 1-866-216-1996
2. Your online member portal
Visit: allonehealth.com/support
*Includes Live Chat 8am-5pm EST

To create an account, you will need to enter your company code: **COAEAP**

A confirmation email will be sent to you to complete the process.





Everybody could use a little help sometimes.

Reach out to your Assistance Program
for personalized support.

1-866-216-1996

Allonehealth.com/support

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