



To Our Valued Participants,

I am excited to introduce myself to you as the Executive Director of TEAM, your new EAP service provider beginning on April 1<sup>st</sup>, 2020. TEAM is looking forward to building a trusting relationship with you to help you navigate and find support when life's challenges arise for you and your family. Trust is at the foundation of everything that TEAM does and we pride ourselves in helping you and your family receive confidential care, no matter what you may be facing. Your story is valuable and I want you to know that each individual that accesses our services will have their story and circumstances treated with the value that is inherent in each one. To that end, TEAM provides the most relevant and proven evidence-based care to our clients. The purpose of this letter is to introduce you to TEAM, and our services that we provide to you and your families. I look forward to meeting you face to face as I attend upcoming local membership meetings later this spring and summer. We also look forward to a formal introduction at your upcoming benefits conference in Green Bay in April of this year.

Our main focus continues to be holistic health, understanding that there are many areas that contribute to total health and wellness in a person's life. TEAM has a staff of highly experienced, skilled, and deeply caring clinicians that are ready to meet with all who walk through our doors, or reach out by phone or video conference. Our team provides counseling for issues such as depression, anxiety, grief/loss, broken relationships, substance abuse, and workplace issues. You will always reach a live person on the phone, day or night, to help you get connected to a care professional, whether that be with our team, or a local provider that can provide face to face services in your area. You will also have the opportunity to work with a dedicated Clinical Case Manager, Angela Koster, who can walk alongside you for ongoing support as you get connected to short or long term resources. Her direct line is (651) 204-4027. Please feel free to reach out to her directly during business hours, or call our main hotline to be connected to someone 24/7.

Each benefit package includes up to 6 counseling sessions at no additional cost to clients. We understand that it is not always possible for our clients to meet with a counselor in-person here in our Roseville or Duluth offices. As such, we have expanded our services to offer phone and video sessions as additional options, not as a replacement for face-to-face sessions, but as a supplement or additional option. If a local provider is preferred, TEAM will provide the resources for a referral for your sessions and follow up with you with our case management services.

When tragedy strikes, TEAM will be there for support. We will send a team of professionals to the location when a critical incident happens, whether that be a sudden death or injury, workplace violence, sudden passing or departure of a beloved member or employee, or

anything else that has a deep impact on the local team or group that is impacted. We want to be there for you during those tragic events, and walk alongside the individuals and families that have been affected. When these events occur, please reach out to your Business Representative to coordinate the TEAM response. Our trained staff will help groups and individuals process the event in a safe and secure manner. Crisis is defined differently for each individual, as such, we will respond in person for individual crisis situations as needed and as requested.

TEAM also helps with chemical dependency issues. If an employee does not pass a drug test or shows up to work intoxicated, we have a formal referral process to receive counseling and to return to work as recommended. We also assist with getting Participants into treatment when appropriate and can do so rather quickly.

In addition to behavioral health needs, we also assist with work/life resources. We are able to get individuals in contact with legal and financial aid, child and elder care, adoption services, educational needs, medical resources and more. When legal assistance is needed, each client will be matched with an attorney for a free 30-minute consultation in their area. If the client chooses to hire the attorney, the hourly rate will be discounted at 25%. You can access these benefits and many more through our website or by phone. If there is ever a question of whether or not your individual need can be met by TEAM, give us a call and we will assist you or point you to the right provider for your individual need.

TEAM is here and ready to assist you and your family. We are available 24/7 at 651-642-0182 or 1-800-634-7710.

Thank you for the opportunity to be a part of your story. I am truly honored to play a role in your lives and to provide support to you and your families so that you can resume what you do best, living your life, and providing for your family through the hard work that you do each and every day. I look forward to meeting you all and building a lasting relationship as we navigate the challenges of day-to-day life, together.

Sincerely,

Trent Williams

Executive Director

TEAM Corporation

