



EMPLOYEE ASSISTANCE PROGRAM

EAP services are available to all Sonoma County Law Enforcement permanent employees and their dependents.

An EAP is a service designed to help you manage life's challenges. At MHN, we customize EAP solutions by understanding your unique needs and then offering the appropriate assistance or referrals. The following services, paid for by your employer, are available to eligible members. Your EAP services are **confidential** and cannot be revealed to anyone, including your employer, without your knowledge and written consent.

Eligible members are entitled to as many telephonic sessions as needed, and 6 face-to-face clinical consultations per incident, per benefit period.

CLINICAL COUNSELING

Your EAP provides assessment, assistance and, when necessary, referral to additional services. Eligible members may be entitled to face-to-face or telephonic consultations for a wide range of emotional health, family and work issues, including:

- Marriage, relationship and family problems
- Domestic violence
- Alcohol and drug dependency
- Stress and anxiety
- Depression
- Grief and loss

WORK & LIFE SERVICES

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephonic consultations are available in the following areas:

Childcare and eldercare assistance – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and/or to referrals to providers with current, confirmed openings)

Financial services – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues.

Legal Services – Telephonic or face-to-face consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more (excluding disputes or actions between you and your employer or MHN) You are entitled to 30 minutes of office or telephone consultation per separate legal matter, with either a network attorney or mediator.

Identity theft recovery services – Information on ID theft prevention, plus an ID theft emergency response kit and a 60-minute consultation with a fraud resolution specialist if you are victimized. You can get advice on filing the police report, freezing your credit, placing fraud alerts, closing affected accounts, etc.

Daily living services – Referrals to consultants and businesses that can help with everyday errands, travel, event planning and more (does not cover the cost nor guarantee delivery of services).

ONLINE MEMBER SERVICES

Go to www.members.mhn.com Access Code: **scle**

- A monthly homepage feature to highlight timely, useful information you can use to improve your well-being
- Tons of new, relevant emotional health content from Mayo Clinic, and expert financial and legal information
- Wellness programs to help you with: Weight Management, Nutrition, Fitness, Smoking Cessation, and Stress Management and Wellness tools and trackers to help calculate resting heart rate, body fat percentage, daily step count and more
- An MHN counselor search and referral tool, searchable online childcare and eldercare directories and "Ask Our Expert" for emotional health questions

Call toll-free, 24 hours a day, seven days a week: (800) 227-1060

A BURGLAR ALARM CAN'T STOP AN IDENTITY THIEF

Identity theft is a real and growing threat to your financial security: in 2003, two separate studies (one by Gartner Research, the other by Harris Interactive) found that approximately 7 million people were victims of identity theft in the previous year.

Identity theft, which includes credit card, phone, utility and bank fraud, as well as other types of fraud, can hurt you financially, damage your credit and cause legal troubles. Resolving identity theft is almost always difficult, time-consuming and stressful.

Luckily, your Employee Assistance Program (EAP) from MHN is here for you. You can call our toll-free number any time for identity theft prevention tips and tools, and in the unfortunate event that you are a victim, we can help.

IF YOU ARE VICTIMIZED

Call MHN as soon as you suspect you've been a victim of identity theft. As an MHN member, you and your eligible dependents are entitled to:

» **Fraud resolution consultation** – a 60-minute consultation with a fraud resolution specialist, who can help you evaluate your situation and advise you on how to:

- Place fraud alerts
- Freeze credit
- Close affected accounts
- File police reports
- Conduct other activities necessary to resolve fraud
- Receive an ID theft emergency response kit (as appropriate)

If you are victimized by an identity thief, MHN can help. But prevention, of course, is even better. Call MHN today for information on how to lower your risk of being victimized, and to request your free ID theft emergency response kit.

(MHN Identity Theft Recovery Services do not constitute legal counsel for issues arising from identity theft and do not guarantee resolution.)



IDENTITY THEFT RECOVERY SERVICES

**Call today for
more information:**

(800) 227-1060
TDD: (800) 327-0801

or visit us at:

members.mhn.com
access code: sclc

TIP THE SCALES IN YOUR FAVOR

Every year, one out of three people in the U.S. is confronted with a legal problem. MHN can help you resolve your legal problems quickly and confidentially, saving you both time and money, and minimizing stress and anxiety.

WHAT OUR LEGAL SERVICES COVER

You are entitled to 30 minutes of office or telephone consultation per separate legal matter, with either a network attorney or mediator. Our attorneys deal with almost all types of legal matters, while mediators typically cover divorce and child custody, contractual and consumer disputes, real estate and landlord-tenant issues, and car accidents and insurance disputes. If you want to retain an attorney or a mediator after your initial consultation, you'll receive 25 percent off the normal hourly rate.

HOW WE CAN HELP YOU

You can use this program for:

Civil and consumer issues - Retail transactions, warranty and other consumer product matters, governmental entitlements and benefits, advice on small claims court and other general legal matters

Personal and family legal services - Adoption and guardianship, custody and support matters, divorce, separation and annulment issues, name changes as well as other domestic or family law issues

Financial matters - Bankruptcy representation and defense for lending-related legal issues by appropriately qualified attorneys

Business legal services - Advice, consultation and representation for contracts, incorporation, partnerships and other commercial activities

Real estate - Assistance in the acquisition or sale of property, lease and rental agreements, property boundary disputes and other matters surrounding personal real property

Criminal matters - The defense of both misdemeanor and felony criminal acts of all kinds

IRS matters - Former senior-level IRS employees can advise and negotiate with the IRS on the member's behalf, whether in an audit environment or to assist with a lien or a balance

Organizing life's affairs - Advice on organizing vital documents and arranging final details for a loved one

Online estate planning - Create a will, financial power of attorney, living will or record of your preferred final arrangements

Note: Matters involving disputes or actions between members and their employer or MHN are specifically excluded from this plan. Also excluded are matters that, in the attorney's opinion, lack merit. Court costs, filing fees and fines are the responsibility of the member.



LEGAL SERVICES

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) 227-1060

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: sclc

LIFE LOOKS BETTER WITH MHN

IT'S ABOUT YOU

An EAP is a service designed to help you manage life's challenges. At MHN, we customize EAP solutions by understanding your unique needs and then offering the appropriate assistance or referrals. The following services, paid for by your employer, are available to eligible members.*

CLINICAL COUNSELING

Your EAP provides assessment, assistance and, when necessary, referral to additional services. Eligible members may be entitled to face-to-face or telephonic consultations for a wide range of emotional health, family and work issues, including:

- » Marriage, relationship and family problems
- » Domestic violence
- » Alcohol and drug dependency
- » Stress and anxiety
- » Depression
- » Grief and loss

WORK & LIFE SERVICES

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephonic consultations are available in the following areas:

Childcare and eldercare assistance – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and/or to referrals to providers with current, confirmed openings)

Financial services – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues.

Legal services – Telephonic or face-to-face consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more (excluding disputes or actions between you and your employer or MHN)

Identity theft recovery services – Information on ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized

Daily living services – Referrals to consultants and businesses that can help with everyday errands, travel, event planning and more (does not cover the cost nor guarantee delivery of services)



EMPLOYEE ASSISTANCE PROGRAM

(continued)

ONLINE MEMBER SERVICES

Access helpful information and powerful emotional health and work-life tools online. You can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find helpful tips, tools and articles

To access these services, go to: **members.mhn.com** and register with the company access code listed on this flyer.

For a referral to a counselor, you will be prompted to supply additional information.

* Please note that the product features offered under your plan may vary from those described above. Please consult MHN (at the number to the right), your benefits manager or your benefits documentation (such as an Evidence of Coverage booklet or Summary Plan Description) for detailed product and employee/dependent eligibility information.

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) 227-1060

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: sclc

Eligible members are entitled to as many telephonic session as needed and 6 face-to-face clinical consultations per incident, per benefit period.

HAVE YOU GOT MONEY ON YOUR MIND?

Are you struggling to curtail your debt or develop a monthly budget? Working toward major financial goals – like buying a house, sending kids to college or ensuring a comfortable retirement?

Expenses seem to grow faster than income, while complex financial decisions arise and retirement looms. It's not uncommon to lose sleep, have difficulty focusing at work, or even find your marriage breaking up over money.

WE'RE HERE TO HELP

With personal financial counseling, pre-retirement services and tax advisory sessions, MHN can help you gain control of your financial life. Our certified financial counselors can help you overcome financial distress and meet your goals with telephone assistance and referrals to professional services. Issues covered include:

- » Tax planning
- » Credit counseling
- » Debt and budgeting assistance

For each separate financial issue, you are eligible for 30 to 60 minutes of consultation, at no cost to you. You're also entitled to a 25 percent discount on additional services.

SPECIALIZED TAX ASSISTANCE

Seasoned financial professionals and licensed CPAs will provide you with:

- » Telephonic income tax planning assistance (30 minutes per separate issue)
- » Income tax preparation services (at a 25 percent discount)
- » Tax levy resolution consultation (30 minutes per separate tax problem)
- » Discounted tax levy resolution services, such as negotiation with tax authorities, stopping tax collections and interfacing with HR/payroll

ONLINE TOOLS, TIPS AND MORE

For an array of helpful financial tools, calculators, worksheets and information, log on to MHN's Online Member Services at members.mhn.com and click the Financial & Legal button.

MHN does not offer specific investment advice or counseling. If you are seeking these services, please contact a certified financial planner or investment counselor.



FINANCIAL SERVICES

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) 227-1060

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: sclc