FEAP to TeleFEAP

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What is FEAP?

- **FREE** & **Confidential** resource for
- Employees, their family members & retirees
- 1-3 session model for
  - Assessment,
  - Brief counseling,
  - Problem-solving,
  - Crisis intervention,
  - Resource identification,
  - Referral,
  - Case management and
  - Follow-up
- And for managers – consultation on employee situations of concern
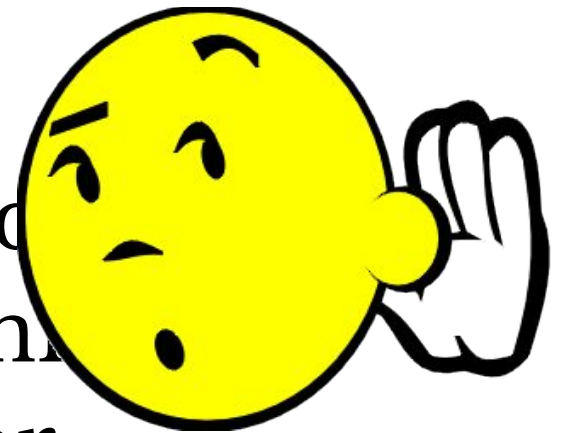- By Virginia based licensed mental health providers

Lesser known FEAP services:

- Financial & Legal Referrals
- Eldercare Consultation
- Substance Abuse Assessment, Referral & Case Management
- Workplace Mediation
- Workplace & WorkLife

- Mindfulness & Resiliency Coaching
- Depression/anxiety assessment & referral
- Relationship & Communication
- Parenting

TeleFEAP differences...or not?

- Technology as the first interface
- Experience helps – both provider & consumer
- Resource links
- Aesthetics to consider:
  - sound quality & sound
  - visuals behind the clini
  - distance from monitor,
  - ambient noise in the halls

TeleFEAP considerations

- Professional organization best practice guidelines
- ASWB Model Social Work Act: "those services provided to an individual in the state where the client is located."
- Policy development for provision of services
- Clear instructions
- Informed Consent: privacy can't be 100%, how to reach to follow-up & maintain confidentiality, method to gain ROI or other signatures

Additional Considerations

- Clear website info regarding services, limitations, privacy too
- Client Demographics ahead of time: client name/address/location/phone/emergency contact – confirm it
- Ensure identification – both parties
- Resource development for regions covered: emergency mental health services, 911

TeleFEAP Advantages

- Saves time, more efficient: travel
- Scheduling options & flexibility enhanced
- Enhances clinical options in remote areas
- Access for the disabled snowbound
- Reduces stigma around health care