

We help organizations build and support a culture of productivity.

We are a human capital partner who builds *trust*, reduces *stress* and manages *change* through our Employee, Student and Member Assistance Program as well as through our consulting practice.

Experienced: 32 years' experience. Founded as an EAP in 1987, we require the highest level of credentials in the industry: State Licensure, a graduate degree, and five years of post-graduate clinical experience. We also offer a CEAP scholarship each year to our corporate staff.

Independent: 80% resolution rate. In 2019, 80% of McLaughlin Young cases were resolved within our program models, incurring no additional health insurance costs for the employer or employee. A standalone program, we objectively connect clients to the most clinically appropriate, cost effective resources and can coordinate care with any insurance carrier.

Global: 40,000 providers. We offer our services in 196 countries and over 140 languages through our global network of 40,000 providers.

RETURN ON INVESTMENT

We use an evidence-based tool, endorsed by EAPA, to measure the effects of our programs on changing client's behavior and quantify return on investment.

ABSENTEEISM

Survey Question: Please total the number of hours your personal concern caused you to miss work.



MYgroup decreased missed work hours by
35%

LIFE SATISFACTION

Survey Question: So far, my life seems to be going very well.



MYgroup improved life satisfaction by
33%

PRESENTEEISM

Survey Question: My personal problems kept me from concentrating on my work.



MYgroup improved presenteeism by
24%

WORK DISTRESS

Survey Question: I dread going to work.



MYgroup improved work distress by
11%

WORK ENGAGEMENT

Survey Question: I am often eager to get to the work site to start my day.



MYgroup improved work engagement by
23%
3X the industry average of 7%

PERFORMANCE ISSUE

Survey Question: Is the person still employed by your organization?



75%
of employees who participated in our formal management referral process to address a performance issue retained employment

High-Touch Services

McLaughlin Young differentiates itself as a MAP through our high-touch services. Clients are impressed by the exceptional customer service, clinical experience, knowledge of resources, and streamlined processes. We have sustained long-term partnerships with our member partners because they trust us with their most complicated human capital issues.

24/7 Clinical Care

We do not use customer service representatives, but instead our experienced clinicians are available 24/7/365 through our 1-800 number, which can be critical in an emergency. Callers always hear a live voice when they call our toll-free number.

Personalized Case Management

We provide hands-on case management for all cases. While some MAPs have moved toward a model where clients search for their own providers and experience outdated provider networks with long wait times, we ensure that all clients are connected to timely, local services that meet our access standards.

Connection to Resources

We know that long-term therapy is not always the most appropriate, cost-effective option for some issues. We ensure that our providers are familiar with local community resources as referral options. This is true to the MAP model and can help control insurance costs.

Resolution within the MAP Model

In 2018, 80% of McLaughlin Young cases were resolved within our program models, incurring no additional health insurance costs for the client organization or the client. 12% of clients opted to continue a professional relationship with the clinical provider beyond the session model and 7% were referred to community/external resources. Only 1% of clients were referred to medical or in-patient treatment.

Proactive Account Management

Account managers check-in on a quarterly basis to ensure you have everything you need. We believe in proactive, not reactive, account management to ensure that we are building trust with the HR and management team. Our account managers offer free webinars to HR and management.

Multi-Media Promotion of Services

Why have a MAP if no one is using it? We take a multi-media approach to promoting MAP services. This includes electronic distribution of standard promotional materials. In addition, we push out monthly communications such as newsletters and online seminars on various work-life topics. Additional resources are available on our website or through our app.

SATISFACTION

Survey Question: I am very satisfied with the EAP.



92%

of employees who used MYgroup's EAP were very satisfied

Member Resource



24/7 Telephonic, Clinical Support

Help is available 24 hours a day, 7 days a week, and 365 days a year through McLaughlin Young's toll-free 1-800 number. All callers immediately hear a live voice when they call. At no time are our phones answered by automation (i.e. voicemail). Our clients experience the same level of service after hours and on weekends. We have Master's level clinicians, not customer service reps, taking all calls for assistance and can provide in-the-moment support even after hours. We are equipped to handle calls in more than 140 languages.

MAP Consultation

McLaughlin Young provides confidential and professional MAP services for members and household members who may be experiencing personal, medical, or work-related concerns. Problems addressed by the MAP include but are not limited to: emotional, family, marital, alcohol, drug, financial, legal and other personal issues. MAP services include providing information, assessment, short-term problem resolution, and crisis intervention.

Unlimited Number of Issues per Year

Clients, including members and household family members, may access services for an unlimited number of issues per year if they are not interrelated. For example, if a member accesses the MAP for marital counseling in January and then experiences a death in the family in June, the member can receive services again in June.

Video & Telephonic Counseling Sessions

McLaughlin Young offers video and telephonic counseling sessions as an additional means of accessing MAP services. Clients may opt for either instead of face-to-face counseling if more convenient for them.

Extension of Services

Family members of a deceased member are eligible for bereavement services up to 90 days after the member's death.

The Member Assistance Program is the most valuable and important benefit we can offer to our colleagues and their families: valuable because the scope of the benefits is so great and the price so reasonable.

-- Kelly Gottschalk, DVM, 2019-2020
President, Virginia Veterinary Medical Association

Provider Network



Diverse, Global Network

Since 1987, we have been developing our provider network, which currently includes 40,000 clinicians and consultants in more than 200 countries. Our provider network database permits us to search by language, insurance panels, and specialties, such as practice, treatment, age, and demographic. When locating a provider for a client, we take into consideration the nature of the problem, location of the client, appropriateness of male or female counselor, primary language spoken by the client, and appointment availability.

Highest Clinical Credentials

McLaughlin Young MAP providers must have the following requirements/credentials:

- Doctorate or master's degree in the counseling field
- Minimum of five years post-graduate clinical experience
- State licensure (LPC, LCSW, LMFT, LCAS)
- Forty hours of professional training and development, including at least three hours of ethics training, every two years
- Substance Abuse Professional (SAP) required when dealing with substance abuse issues
- Documented professional liability insurance
- Knowledge of available community resources for referrals

Timely Response & Local Access

We are committed to timely response to all calls or requests for assistance.

Response Standards:

- Life threatening emergencies directed to the most appropriate level of care within 1 hour of call.
- Non-life threatening emergencies offered face-to-face appointment within 6 hours of call.
- Urgent issues offered appointment within 48 hours of call.
- Routine issues offered appointment within 5 business days (majority within 3).

Access Standards:

- Normal access for face-to-face is within 25 miles or 30 minutes.
- Rural access for face-to face is within 40 miles or less.
- Telephone access is immediate and available 24/7.

McLaughlin Young Group is the finest EAP company I have the pleasure of working with. The communication between company and provider, the timeliness of documentation, and the professionalism toward client and provider are unsurpassed.

-- Provider since 2012

Work-Life Services



Balancing the competing demands of work and family life can be a very difficult and frustrating task. Work-life services provide extra support to manage life's frequent challenges. They are available 24 hours per day, 7 days per week via a toll-free number and website. Help is available 24/7 and calls are answered by degreed and highly trained care consultants; we do not employ customer service representatives. The website is kept current and up-to-date by a team of dedicated staff.

Online Resources

McLaughlin Young's state-of-the-art website features an extremely comprehensive level of resource articles, assessments, and audio and video files covering emotional well-being, health and wellness, and workplace issues as well as child care, elder care, adoption, and education. The search feature allows for instant retrieval of relevant articles, tip sheets, tools, and resources specific to a particular work-life topic. Throughout the website, a range of content types are provided—articles, resource links, calculators, self-assessments, audio and video files, online courses, and online seminars—to appeal to different types of learners and web customers.

Below is a comprehensive listing of the features of the website:

- English and Spanish sites available
- Entirely customizable layout and content options
- 7 content divisions: Parenting, Aging, Balancing, Thriving, Living, Working, and International
- 61 content modules – feature article updated monthly on each module page and homepage
- Searchable databases and resource links for child care providers, elder care and related services, adoption resources, attorneys, certified financial planners, pet sitting, private and public high schools and colleges, and volunteer opportunities
- 40 financial calculators
- Over 100 streaming audio files and 100 video files covering a range of health topics
- Live, monthly, online seminars each month with archiving of past seminars
- More than 11,000 regularly updated articles
- News for You updated at least monthly, now featuring the option to add customized tabs
- Rotating features on module pages
- Monthly interactive polls
- Optional access to TaxACT
- Search and Advanced Search features
- A new homepage featuring new articles and resources each month
- Savings Center: discount shopping program offering up to 25% discounts on name-brand goods and services
- Relocation Center: an interactive program that allows users to preview communities across the United States, providing vital statistics and a comparison feature
- 106 ready-to-use legal forms provided by Nolo
- Access to Mayo Clinic licensed medical and health information
- Many options available to include client-specific benefits information

Legal & Financial Services

Some of the key differentiators/unique capabilities of our legal and financial services include:

- 24/7 live access to work-life consultants
- Immediate telephonic access to our own network of attorneys who cannot self-refer
- Referrals made to in-person attorneys are confirmed before being shared with the member
- There is no limit to the length of the financial consultation
- Legal services include a comprehensive “Next Steps” letter
- Fastest turnaround time in the industry: less than 12 business hours or 6 for emergencies

Legal Services

McLaughlin Young contracts with a nationwide network of attorneys to provide consultation to employees and family members regarding their legal concerns. Callers can obtain consultation for any legal issue, with the exception of those involving disputes or actions between an employee/dependent and their employer or the MAP or for business issues. Using our unique case management system, the caller initiates contact with a legal consultant who conducts the intake, confirms appropriateness and availability of the attorney, and follows up to ensure client’s satisfaction and resolution. Our in-house legal consultants hold a bachelor’s degree in a related field, plus two to three years of related experience as a law clerk, paralegal, or legal assistant.

Two types of legal services are offered:

1. **Advice:** More than 50% of clients requiring legal assistance do not want or need to retain a lawyer. Their concerns can be resolved through a free telephonic advice service.
2. **Local Referral:** For clients who have an immediate need for in-person legal consultation, we refer the client to a conveniently located lawyer with the appropriate expertise. These local lawyers provide a free 30 minute consultation, and, in most instances, agree to discount their hourly fees by 25% if additional assistance is required.

Financial Services

Bankruptcy, budgeting, buying a home, college fund planning, and retirement planning are just some of the issues that our financial services can address. McLaughlin Young’s qualified financial counselors and educators are available without an appointment Monday through Friday with pre-scheduled counseling sessions available on Saturday, during the day or evening. Counselors do not sell or endorse specific products and make referrals only to nonprofit services. If desired by the caller, an appointment may be scheduled for a detailed consultation (usually lasting about 60 minutes) regarding the caller’s most pressing financial issues. After the appointment is finished, McLaughlin Young will e-mail and/or mail a summary of goals and steps to the caller, along with any additional, applicable, educational materials, as well as a quality survey.

ID Theft Recovery

Integrated ID theft recovery provides members with unlimited, toll-free, telephonic consultation with a certified consumer credit counselor. The professional will objectively assess the caller’s situation, create an action plan, and provide the knowledge and tools to implement that plan most effectively. The consumer credit counselor helps the caller assess his or her risk level and identify steps to resolve potential identity theft. The service also provides appropriate educational materials.

Training & Development

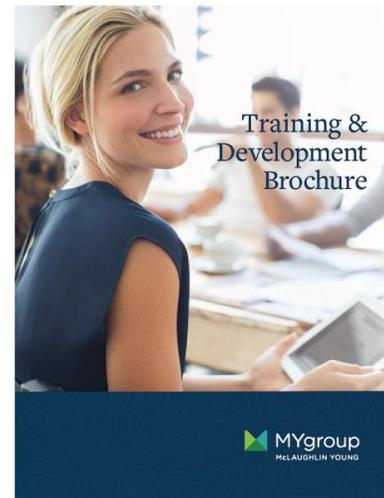


Online Training

Online training modules with certificate of completion are available 24/7 at mygroup.com. Members can take at their own free will or organizations can require certain training programs be completed. The member can show proof through the certificate of completion.

Online training topics include:

- Appreciating Personality Differences
- Cultural Diversity in the Workplace
- Nobody Likes a Bully: Bullying in the Workplace
- Recognizing a Troubled Employee
- Sexual Harassment in the Workplace
- Effective Communication
- Drug-Free Workplace
- Compliance Accountability
- Business Etiquette and Professionalism
- Emotional Intelligence for Success
- Estate Planning: Five Essential Documents
- Self-Care: Remaining Resilient
- Caring For Aging Relatives
- Eating Your Way to Wellness
- Maximizing Your Day: Effective Time Management
- Say What You Mean the Right Way: Healthy Forms of Communication
- The Art of Conflict Resolution



Online Seminars

Monthly online seminars are offered live during the month and then archived at mygroup.com. The seminar will address a different topic each month. The online seminar themes for 2020 are:

MONTH	THEME	ONLINE SEMINAR
January	Financial Goals	Your Financial Check-up
February	Setting Realistic Expectations	Managing Workplace Stressors
March	Professional Development	Planning for Professional Growth
April	Practical Parenting	Effective Communication with Children
May	Accepting Aging	Accepting Aging: Yourself and Others
June	Conflict Resolution	Say What You Mean the Right Way
July	Adventuring and Exploring	Explore New Horizons and Expand the Mind
August	Outsource Your To-Do List	Outsourcing Your To-Do List
September	Work and Family Balance	The Secret to Work-Life Balance
October	Mental Strength	The Mental Strength Workout
November	Healthy Ways to Cope with Stress	Building Resilience Muscles
December	Being Grateful	Know Your Strengths

Account Management



Implementation

McLaughlin Young can implement MAP services as quickly as you need them. We have implemented new client organizations with 24 hours upon request. Our implementation process can be customized to meet the needs of your organization but includes **three easy steps** for the client organization:

1. Complete a MAP Client Profile (contact information, locations, etc.)
2. Sign MAP Agreement
3. Distribute electronic promotional materials internally

Once the profile and agreement are complete, your account manager will provide you with an implementation packet to aid in promoting the new program. We will email a digital implementation packet as well and provide instructions to access promotional materials via our website, mygroup.com.

Account Manager

You will be assigned an account manager who will be your primary contact for the MAP. Your account manager will be available by phone or email to answer questions you may have, will distribute monthly communications to you, and coordinate any onsite events. The account manager will proactively check-in on a quarterly basis after you have received your utilization report. This provides you with an opportunity to do a deeper dive into utilization and learn how to best maximize your services.

Utilization Reports

McLaughlin Young's utilization reports provides the organization with an overview of how the MAP is used without breaching confidentiality. McLaughlin Young's MAP software is updated regularly to ensure that we provide our clients with the most comprehensive utilization reports.

Promotion of Services

As a standalone provider, our programs remain a core product for us and we want people to use them. We will promote MAP services through our technology platforms and promotional materials.



Website: mygroup.com

McLaughlin Young's website contains a wealth of information. Easily accessible on the homepage, [My Portal](#) links members to all the tools they need, including a member-specific Member section.

App: **MYgroup**

McLaughlin Young's app, available through the Apple Store and Google Play, provides members with access to [My Portal](#) and other resources to promote utilization.

Promotional Materials

Electronic materials for easy distribution to employees at implementation and upon request:

- MAP poster
- MAP & work-life services flyer
- Online seminar schedule
- Online training programs
- Sample member letter

Emailed monthly communications:

- *Frontline Member* newsletter
- Monthly online seminar flyer

Accessible at mygroup.com and the app:

- Request an appointment online

Timely resources distributed electronically:

- Handouts (back to school, holiday stress, election year talk, etc.)
- Flyer including resources related to real-world events (natural disaster, act of violence, etc.)

