

Member Assistance Program (MAP) Leader Training

800.456.6326

Perspectivesltd.com





**“The MAP is
only for
people with
mental
health issues
or substance
abuse
problems”**

**Common
Misconceptions**



PROGRAM OVERVIEW

WHO

- Members
- Family members
- Significant others

WHAT

- Voluntary
- Confidential
- Professional assistance to help people with daily life issues
- No cost

WHEN

- 24/7/365
phone or text
access to
emotional
support,
resources &
information

HOW

- Telephone
- Text
- In-person
- Online
- App
- Chat



What we do

- We offer help with challenges of daily living
 - Free and confidential benefit
 - Your connection to licensed professionals for support
 - Additional resources and tools for personal growth
 - Training Skillbuilders and webinars



Program Highlights

1

Emotional well-Being

- Mental health assessments
- Grief and loss
- Anxiety, depression and stress

2

Resilience

- Assessments
- Articles
- Case studies

3

Webinars and Skillbuilders

- New topic each month
- Access to archived webinars
- Ask the expert during the new monthly topic

4

Informational Articles and Forms

- Legal forms
- Financial calculators
- Relationship articles
- Recipe finder



Legal and Financial Services

Legal Benefits

Meditation

Identity Theft

24 Hour
Emergency
Services

Financial Benefits



Legal and Financial Resources

Legal Benefits

- One 30-minute consultation per separate legal matter
- Retaining attorney at 25% discount

Mediation

- One 30-minute consultation (per legal matter) | Network Mediators for divorce, contracts, and consumer disputes
- Retaining mediator at 25% discount

Core Identity Theft

- 60-minute consultation | Fraud Resolution Specialist™ (FRS)
- “Emergency Response Kit”
- Professional coaching to dispute fraudulent debts

Financial Benefits

- One 30-minute consultation (per financial matter)
- Additional tax services beyond initial consultation at 25% discount



WorkLife Information and Resources

Nutrition

Eldercare

Health

Childcare

Convenience
Services

CHILDCARE

Childcare Consultation & Referrals:

- Before/After School Care
- Childcare Centers
- Family Day Care
- Nannies & In-home Care
- Summer Camps

Information & Support:

- Adolescence & Child Development
- Adoption
- New Parents
- Pregnancy
- Special Needs

- Special Education Consultant
- Lactation Specialist

ELDERCARE

Consultation & Referrals:

- Assisted Living Facilities
- Caregiver Support
- Community Services
- Home Health Care
- Hospice Providers
- Nursing Homes
- Respite Care Providers
- Transportation Services

CONVENIENCE SERVICES

Information & Referrals:

- Community Education Classes
- Fitness Programs & Trainers
- Home Cleaning
- Home Repair Services
- Moving Services
- Organizer Services
- Pet Care
- Relocation Information
- Yoga Classes

LEGAL

Consultation & Referrals:

- Bankruptcy
- Child Custody & Support
- Consumer Issues
- Elder Law
- Estate Planning
- Immigration
- Landlord Tenant Disputes
- Real Estate Concerns
- Restraining Orders
- Separation & Divorce
- Wills & Trusts

NUTRITION

Resources & Referrals:

- Child Friendly Meals
- Diabetes
- Food Allergies
- Gastrointestinal Problems
- Healthy Eating
- High Blood Pressure
- High Cholesterol
- Lactation
- Weight Management

- Registered Dietitian

HEALTH

Resources & Referrals:

- Complementary Medical Providers
- Health Coaches
- Health Spas
- Meditation Programs
- Mindfulness Programs
- Sleep Programs
- Smoking Cessation Programs
- Support Groups for Chronic Illness
- Twelve Step Programs

WORK

Resources & Referrals:

- Career Exploration
- Interest Testing
- Job Performance Concerns
- Job Search Strategies
- Resume Review
- Volunteer Work

- Career Coach

FINANCIAL

Consultation & Referrals:

- Budgeting
- Credit Problems
- Debt Management
- Financial Wellbeing
- Financial Aid
- Homebuying Information
- Insurance Planning
- Retirement Planning
- Tax Resources

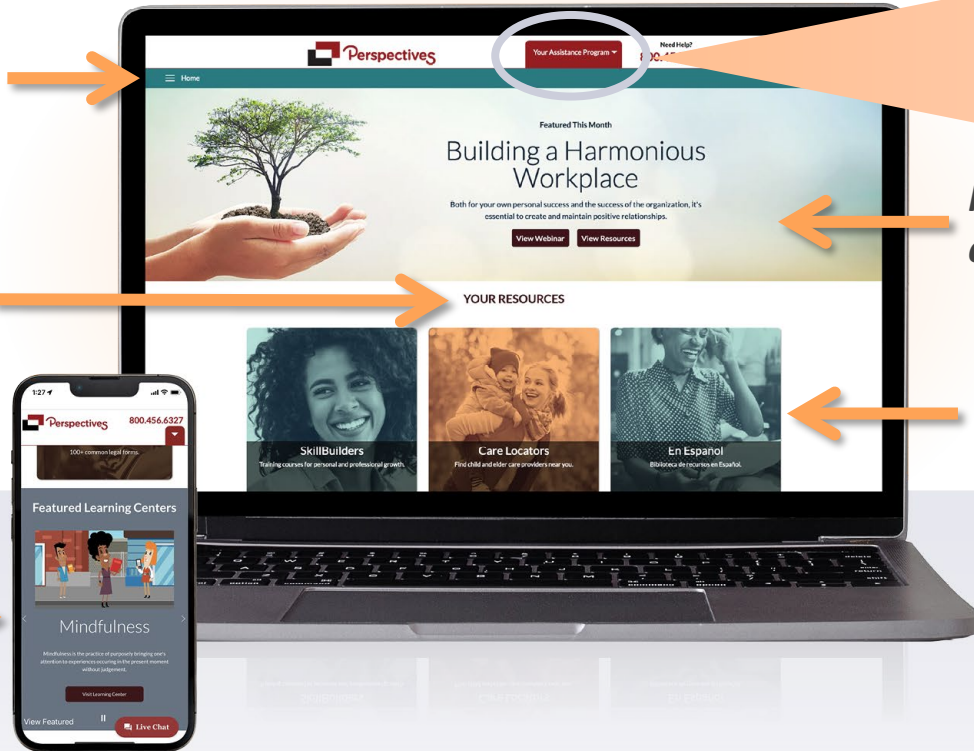
WorkLife Online Portal

Anytime access to skill-building courses, assessments, forms, calculators, quizzes, videos, articles, and more.

Comprehensive navigation and search

Most used resources

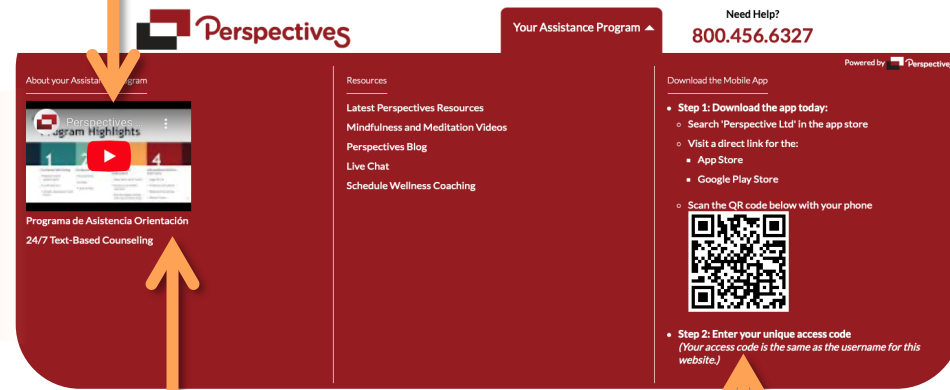
NEW Learning Center



New features every month

Biblioteca de recursos en Español

NEW 5-minute orientation video



NUEVA orientación en Español

Easy instructions for downloading our NEW mobile app



YouTurn Overview

YouTurn Health is a virtual solution that helps the members and their family with behavioral health challenges, substance misuse, or suicidal ideation

YouTurn Health can bridge the support through an online learning management system that has an extensive video library that is inspirational and insightful

YouTurn compliments your MAP services by supporting employees and their family with on demand information, care and peer coaching to be an additional resource in recovery

YouTurn provides peer coaching and understands the unique challenges of behavioral health and recovery through lived experience





Connect with Your Assistance Program



Call or Text 24/7 | 800.456.6327



Login into the Perspectives Ltd App to speak with a counselor or for other resources



Make an appointment for video or phone counseling support with an MAP Counselor



Or chat with a counselor - Login to your Worklife online portal and click “Live Chat” button at the bottom right.



Login to www.perspectivesltd.com/login WorkLife Online resources

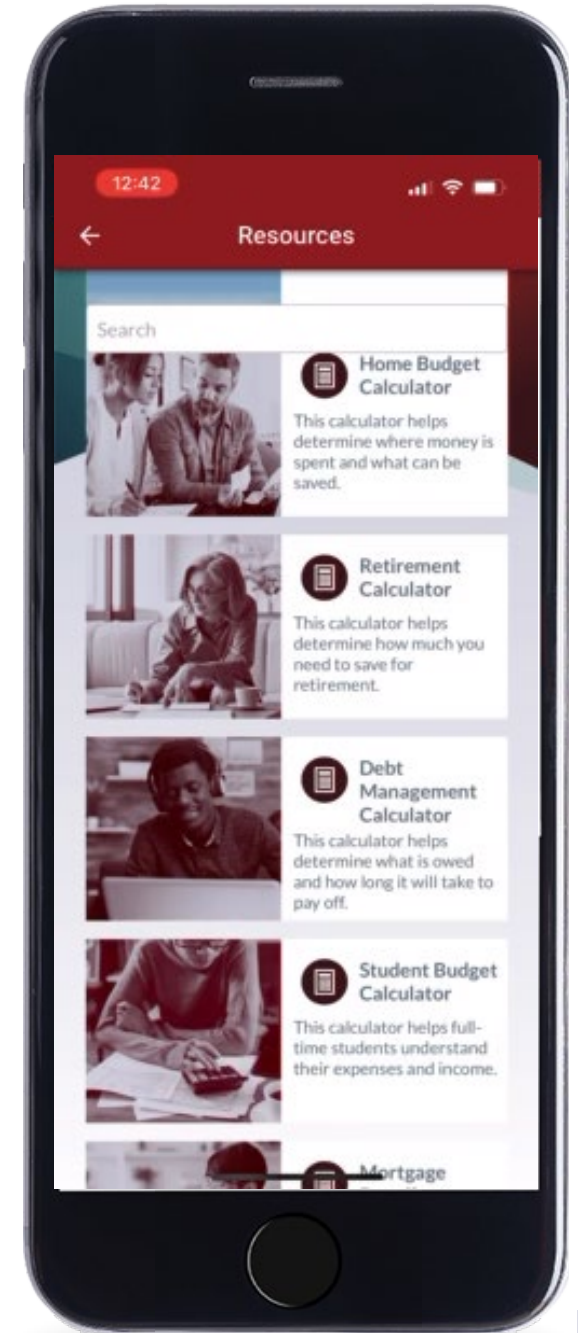
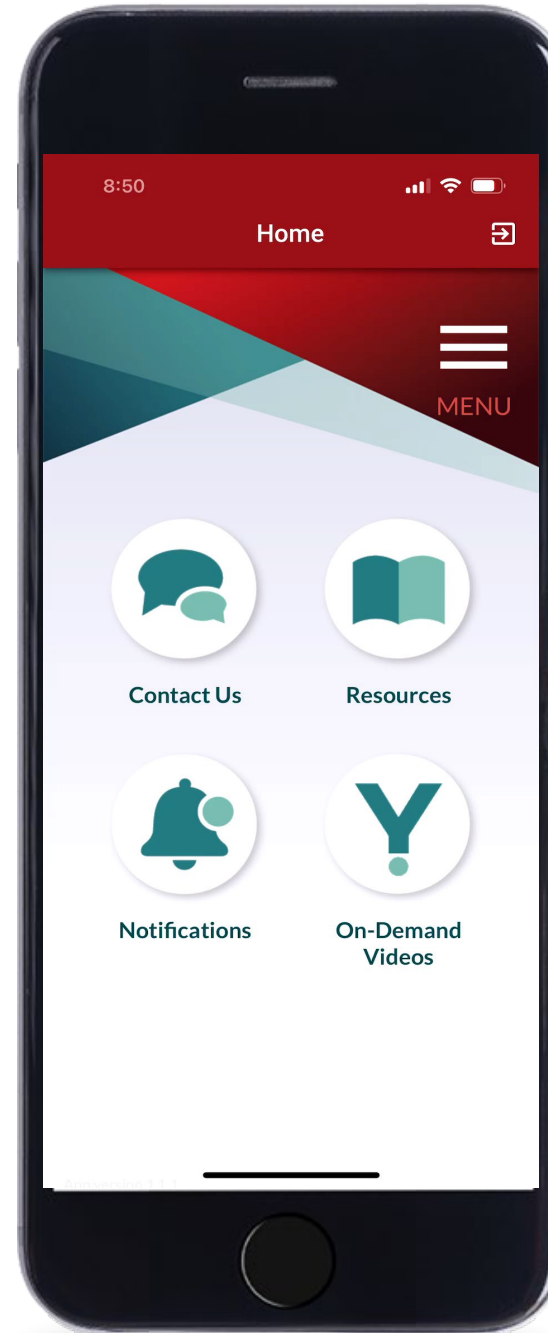
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Password: **perspectives**

Scan this QR code to download the Perspectives Ltd App!





App Live Chat/Resources Illustration





MAP Access: Types of Referrals

Self- Referral

- About 90% of cases
- members contacting Perspectives on their own
- Confidential, and not reported to the Organization

Leader Referral

- About 10% of cases
- Three types
 - Leader concern/ Informal referral
 - Job Performance/ Formal Referral
 - Last Chance Agreement/ Violation of union/contractor policy

Leader's Role in a Formal Referral

*Recognize,
Observe,
Document*

*MAP, Union
and
Contractor/
HR
consultation*

*Conversation
with the
member*

*Referral to
the MAP*



Has This Ever Happened to You?

- 1 Do you have a sense of relief when a member goes on vacation?
- 2 Do certain members cause you “after workday” worry?
- 3 Do you pass over certain people in assigning tasks?
- 4 Is it easier to do a member’s assignment yourself, just to make sure it gets done... and done right?
- 5 Is it easier to cover up than to make an issue of bad job performance?
- 6 Do you feel like a “pressure cooker” around certain members and you must control yourself or you’ll blow up?
- 7 Do you ever feel sympathetic to the family problems of a member and that if you made an issue of their issues or performance, you’d be insensitive?



Action Steps



MAP Consultation

- MAP is a member of your support team
- Call MAP *before* speaking to member
- Discuss pattern of behavior with MAP
- Determine if referral to the MAP is indicated



Meeting with the member

- Preparing to meet with the member
- Meeting with the member
 - focus on the issue
 - expectations, timeline and consequences
 - referral to the MAP



Barriers to dealing with the member

- Feeling sorry for the member
- Worrying the member already has enough problems and a confrontation will not help
- Not wanting to upset or "expose" a good member
- Feeling as though an MAP referral is an admission of failure as a leader
- Wanting to avoid conflict
- Fear of retaliation
- Not wanting to be disliked



Scenarios

- What scenarios would you like to share?
- Any situations that worked out well?
- Situations that kept getting worse.
- Frustrations in trying to help?



Guidelines to Making a Referral

Focus on concerns and impact of their choices on family and work.

Remind the member that the MAP may be able to assist with issues impacting their personal life or work life.

Let member know that you have already talked to the MAP and provide next steps



Referral to the MAP

DO

- Take responsibility to intervene
- Be honest, firm and factual
- Document that you have given a member a referral
- Contact the MAP before meeting with the member for consultation and support.

DO NOT

- Diagnose the problem
- Moralize
- Be misled by sympathy evoking tactics
- Accept excuses
- Cover up for the member



MAP Leader Training at 2023
Annual Local Union Officers
Conference



Thank You

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<https://forms.office.com/r/QWhh0Yb5XT>