

A photograph of a man with a beard, wearing a plaid shirt, holding a young child who is laughing joyfully. The scene is set outdoors with bright sunlight, creating a warm and happy atmosphere. The image is partially obscured by a dark blue diagonal overlay on the right side of the slide.

FirstEnergy's Life Resources Program

*Employee Assistance Program (EAP)
and Work/Life Services*

A free service for employees and
their household members



WHAT IS THE LIFE RESOURCES PROGRAM?

At times, we all experience challenges at work or at home that affect our well-being and make it difficult to concentrate on our daily tasks. The Life Resources Program is an employee assistance program (EAP) that provides short-term counseling and referral services to help address these challenges.

Services are:

- Confidential
- Available around the clock every day of the year
- Free to employees and their household members
- Accessible by:
toll-free number: **888-745-0714**
online: **www.firstenergycorp.com/liferesources**



BENEFITS INCLUDE

- Assessment with a qualified representative
- Short-term counseling with a counselor
 - 5 sessions per problem per year
- Referrals to needed community resources
- Work/Life resources
- Unlimited management/HR consultations
- Easy-to-use website
www.firstenergycorp.com/liferesources



WHY DO PEOPLE USE THE PROGRAM?

People contact the program because of:

- Emotional problems
- Stress
- Marital or family conflict
- Drug or alcohol problems
- Other addictive behaviors
- Grief
- Caregiving responsibilities
- Legal or financial problems
- Other personal issues



HOW DO I CONTACT THE PROGRAM?

Professional counselors are available 24/7, 365 days per year and can be contacted:

- By telephone using the confidential, toll-free number: **888-745-0714**
- Via the Life Resources website which has unlimited video counseling

Counseling sessions can be provided telephonically or in person with counselors located near home or work.



WHO CAN USE THE PROGRAM?

The Life Resources Program is available to all employees and their household members.



HOW MUCH DOES IT COST?

Services provided are completely free of charge to employees and their household members.

- The program is a short-term benefit which offers up to five sessions per problem per year.
- If your counselor determines you need additional counseling services, he or she may refer you to counseling in your community. You would be responsible to pay for these services, but they might be covered or partially covered by medical insurance.



ARE THE SERVICES REALLY CONFIDENTIAL?

*Your contact with the Life Resources Program is confidential to the fullest degree provided by law.**

- Your employer is never notified of your involvement with the program without your written permission.
- Confidentiality does not extend to cases of child or elder abuse; if you are a threat to yourself or others; or if you are under a court order.

****Must follow Federal NRC/
DOT regulations***



CHILD CARE RESOURCE AND REFERRAL

Child Care Resource and Referral:

- Referrals to local care providers to include family child care, day care centers, nannies, and babysitters
- Back-up care options
- Camps, schools, tutors, recreational activities, and more
- An online, comprehensive library of articles and tip sheets on every aspect of raising children



ELDER CARE RESOURCE AND REFERRAL

Elder Care Resource and Referral:

- Referrals to local care providers to include housing options, day care, in-home care, and short term day to day services
- Referrals to community resources such as meal programs and transportation
- Referrals to caregiver support groups
- An online, comprehensive library of articles and tip sheets on every aspect of elder caregiving, successful aging, adjusting to retirement, and senior health concerns



DAILY LIVING RESOURCE AND REFERRAL

Daily Living Resource and Referral:

- Referrals to assist with daily living such as home maintenance, pet care, travel, dining, and entertainment
- Referrals to community resources such as churches, government offices, recreation facilities, and volunteer opportunities
- An online library of resources to include articles and tip sheets on home repair, disaster preparedness, travel, holiday planning, and more



LEGAL AND FINANCIAL SUPPORT

Legal and Financial Support:

- Free consultation with attorneys on civil or criminal matters with 25% discounted fees for ongoing legal services
- Free consultation with financial specialists regarding budgeting, credit, financial planning, and more
- Assistance with ID theft and recovery
- Comprehensive online resources to include full library of legal and financial articles, downloadable legal forms, and a variety of financial calculators



LEGAL AND FINANCIAL RESOURCES

▪ Family Law	▪ Free consultation	▪ Credit Counseling
▪ Housing & Real Estate	▪ 25% discount	▪ Debt Management
▪ Will & Estate Planning	▪ Telephone support	▪ Bankruptcy
▪ Consumer Law	▪ Attorney/Certified Financial Planner/CPA network	▪ Tax Planning
▪ Accident Law	▪ Mediation program	▪ Savings & Spending Plans
▪ Elder Law	▪ Identity fraud program	▪ Refinancing
▪ Government & Administrative	▪ Financial literacy	▪ Investments
		▪ Retirement Planning

Comprehensive Scope of Work/Life Services

CHILD CARE	ELDER CARE	EDUCATION	DAILY LIVING
<ul style="list-style-type: none"> Child care centers 	<ul style="list-style-type: none"> Assisted living facilities 	<ul style="list-style-type: none"> Preschools 	<ul style="list-style-type: none"> Pet sitters
<ul style="list-style-type: none"> Family day care centers 	<ul style="list-style-type: none"> Nursing homes 	<ul style="list-style-type: none"> Public-private schools 	<ul style="list-style-type: none"> Apartment rentals
<ul style="list-style-type: none"> Back-up care 	<ul style="list-style-type: none"> Adult day care programs 	<ul style="list-style-type: none"> Colleges and universities 	<ul style="list-style-type: none"> Relocation support
<ul style="list-style-type: none"> Summer camps 	<ul style="list-style-type: none"> Caregiver support 	<ul style="list-style-type: none"> Technical schools 	<ul style="list-style-type: none"> Caterers
<ul style="list-style-type: none"> Adoption 	<ul style="list-style-type: none"> Retirement homes 	<ul style="list-style-type: none"> Continuing education 	<ul style="list-style-type: none"> Consumer information
<ul style="list-style-type: none"> Schools 	<ul style="list-style-type: none"> Elder hostels 	<ul style="list-style-type: none"> Adult education support 	<ul style="list-style-type: none"> Travel information
<ul style="list-style-type: none"> Nanny agencies 	<ul style="list-style-type: none"> Meals-on-wheels programs 	<ul style="list-style-type: none"> Boarding schools 	<ul style="list-style-type: none"> Wedding planners
<ul style="list-style-type: none"> After school care 	<ul style="list-style-type: none"> Hospice 	<ul style="list-style-type: none"> Test prep 	<ul style="list-style-type: none"> Home helpers
<ul style="list-style-type: none"> Drop-in care 	<ul style="list-style-type: none"> Geriatric care manager referrals 	<ul style="list-style-type: none"> Tutors 	<ul style="list-style-type: none"> Plumbers

THE LIFE RESOURCES PROGRAM IS HERE TO HELP

*Call the toll-free number if you need assistance
or if you have any questions about your
EAP benefits or work-life support.*

TOLL-FREE: 888-745-0714

WEBSITE:
www.firstenergycorp.com/liferesources

