



MAZZITTI & SULLIVAN
EAP

Our Passion is *Your* Success.

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Mazzitti & Sullivan
EAP maximizes
the potential
of employers'
greatest assets:
their employees.





Always There When You Need Us

We equip employees with the right tools and resources to manage everything from day-to-day stressors to life-altering events. Decreased absenteeism, reduced turnover and improved work performance all add to your bottom line, making Mazzitti & Sullivan EAP a valuable asset for your organization.

KEY FEATURES:

- Nationwide provider network with thousands of clinicians
- Dedicated Client Solutions Specialist for your organization
- On-site services
- 24/7/365 availability
- Promotional materials
- Quarterly utilization reports

CUSTOMIZABLE SERVICES INCLUDE:

- Pre-hire assessment tools and consulting
- Professional development and training
- Leadership development and succession planning
- Organizational development surveys
- Retirement consultation and outplacement services

6 Ways Mazzitti & Sullivan EAP Saves You Money:

1

REDUCED TURNOVER

We help employees deal with personal issues affecting their performance. We help supervisors recognize and address performance issues.

2

DECREASED ABSENTEEISM, TARDINESS & SICK LEAVE

At least 25 percent of employee healthcare costs are associated with emotional or mental health problems related to stress, depression and anxiety.

3

REDUCED RISK OF LITIGATION

We help employees resolve issues in the workplace effectively and quickly through early intervention by providing training to effectively respond to harassment or discrimination. We provide mediation and individual counseling before employees feel compelled to seek legal action.

4

INCREASED PRODUCTIVITY & JOB SATISFACTION

Our EAP provides confidential support to assist employees and their household members in specific areas of need, including elder care, child care, financial planning and budgeting, substance use and emotional problems.

5

IMPROVED SUPERVISOR EFFECTIVENESS

We provide supervisor training and unlimited supervisor telephone consultations.

6

DECREASED RISK OF WORKPLACE VIOLENCE

According to a Northwestern National Life Insurance Study, putting an EAP in place is one of the top 10 actions an organization can take to prevent workplace violence.



Introducing: Compass

Compass helps you build the most effective teams, create a positive and productive work environment and inspire individuals to not only invest in the organization, but to invest in one another.

Mazzitti & Sullivan EAP
is proud to introduce



HIRE RIGHT THE FIRST TIME

By creating a superior job benchmark, you are setting your organization up for a successful hire. The benchmarking process takes into account the intangibles of a job and its candidates to allow you to select the applicant who will fit best. This process increases engagement and reduces turnover.

BLUEPRINT FOR SUCCESS

Through our tools and services, we can provide insight into an individual's talents through multiple avenues: behaviors, competencies and driving forces such as cultural motivators. Understanding strengths and identifying areas for improvement leads to personal and professional development and a higher level of job satisfaction, engagement and productivity.

MEASURE STRESS AT WORK

Stress costs organizations more than \$300 billion in lost productivity and medical costs each year. Tackle stress in your organization head-on to increase productivity and employee engagement.

ORGANIZATIONAL DEVELOPMENT SURVEYS

Keep your fingers on the pulse of your organization and employees through our employee engagement surveys and customer/client satisfaction surveys. We offer other surveys, and we'll brainstorm and consult with you to create a customized survey designed to capture data for every need.

REFINE EMOTIONAL INTELLIGENCE

Emotional quotient measures emotional intelligence, or your ability to sense, understand and effectively apply the power and acumen of emotions to facilitate a high level of collaboration and productivity. With EQ training, you will develop the skills and knowledge to better understand yourself, your staff and your customers. This skillset helps you to manage their expectations and, ultimately, meet their needs.

Virtual and On-Site Trainings

Mazzitti & Sullivan EAP provides on-site and virtual trainings on various topics. To continue exceeding the expectations of our clients, we update and add new programs on a daily basis to ensure their employees are able to stay on top of current trends.

COMMON TRAINING TOPICS INCLUDE:

- Communication
- Teambuilding
- Conflict Management
- Resiliency
- Leadership
- Stress Management
- Chemical Dependency
- Wellness
- Emotional Intelligence

We focus on
quality and
relationships.

What Our Clients Say

“Mazzitti & Sullivan EAP always goes above and beyond with helping [us] solve a problem for an employee or program with quick and deliberate actions.”

- Diane, Human Resources Professional

“Mazzitti & Sullivan helped us out by providing on-site grief counseling during a very difficult time. Employees expressed much gratitude for the comfort the grief counselor provided them. I have recommended M&S EAP to my colleagues and they, too, have been pleased.”

- Michele, Human Resources Manager



What Sets Us Apart?

WE'RE PROUD TO SAY THAT WE HAVE A 98% RETENTION RATE FOR CURRENT CLIENTS

- Our utilization rates are twice as high as our competitors' and the national average for direct services
- Demonstrated savings to group health insurance costs
- Critical incident stress management and the best traumatic stress experts
- Access to Mazzitti & Sullivan Compass services: hiring procedures, assessment tools, professional development services, conflict resolution, training
- Provider network with thousands of therapists nationwide
- Calls are answered by a Client Solutions Specialist or a master's-level therapist, 24 hours a day, 7 days a week, 365 days a year
- Immediate assistance with any employee-related need through your organization's own Client Solutions Specialist
- Ease of startup—on-site meetings with staff, benefits explanation, supervisor orientations and our exclusive handbook
- Services available 24/7/365
- Coverage for all eligible employees
- Dedicated toll-free number for HR and supervisors with 24/7/365 accessibility
- Monthly newsletter for HR and supervisors
- Complimentary promotional materials
- Spanish-speaking services available
- HR/supervisory section of our website, www.mseap.com



Mazzitti & Sullivan EAP Mission

Our mission is to provide excellent customer service to each employee in their area of need, producing a healthy and engaged workforce for our corporate clients.

CORE VALUES



DEDICATION

Unwavering commitment to the Pyramid Healthcare mission: to always provide exceptional care and support to those we serve.



PASSION

Genuine, compelling and relentless desire to improve lives.



COLLABORATION

Steadfast, team-focused approach; working together to achieve excellence.



INTEGRITY

Every behavior with others is always honest, transparent and ethical.

Our 98% client retention rate speaks for itself.

Our History

Mazzitti & Sullivan was formed in 1983 out of a desire to help people and provide excellent client care. Since then, the business has only grown stronger and more dedicated to its clients with the addition of innovate services and solutions to common problems faced by employers.

Today, Mazzitti & Sullivan EAP contracts with hundreds of employers and covers hundreds of thousands of lives across the nation.

In 2016, Mazzitti & Sullivan joined the largest behavioral healthcare organization in the state of Pennsylvania, Pyramid Healthcare, Inc.



MAZZITTI & SULLIVAN
EAP

Our Dedication Spans 30+ Years

Questions?

Call 1-800-543-5080

www.mseap.com