



EAP FAQs



Q: What is an EAP?

A: The purpose of an Employee Assistance Program is to connect employees with the best resources for handling personal challenges that can impact their ability to manage stress and remain productive while at work. The City's EAP is 100% confidential and allows for up to 10 sessions of no-cost counseling per employee, per issue, per year.

Q: What kinds of things can the EAP help me with?

A: Emotional challenges, including depression, substance abuse, relationships, and work-related issues.

Q: Who can use it?

A: You and your eligible family members, (spouse or domestic partner and dependents up to 26 years old who are unmarried and living with you), regardless of whether they are covered on any other benefits.

Q: How do I access the EAP?

A: Call 1.800.327.2255 | Register at www.nexgeneap.com | Mobile App: NexGenEAP (Company ID: 8755)

Q: What other services are available online?

A: Once you register and log in you will have access to:

- Immediate connection to a Mental Health Professional
- Wellness resources including unlimited coaching calls with a licensed health coach
- Virtual Concierge services to conduct research, or plan tasks and projects such as event planning, travel, childcare and eldercare resources, and DIY projects
- Digital mental health platform, (Bree Health), with over 2,000 resources supporting over 100+ life events
- No cost Legal and Financial Consultations with licensed attorneys and financial advisors
- Online access to work/life tools and resources via your personal web portal
- Mindfulness resource platform to support a better mental well-being mindset

Meet the City's onsite provider, Kristy Manresa. She has an office located on the first floor of the Public Works Complex, outside The Center.



Kristy earned her Bachelor's degree in psychology followed by a Master's of Science degree in Social Work from the University of Tennessee. Kristy has years of experience working with those struggling to navigate through anxiety, depression, crises, and everyday life. She is passionate about helping others become the best version of themselves. Kristy builds a therapeutic relationship with her clients by creating a space for them to feel safe, seen, heard, and empowered. Kristy utilizes a variety of treatment modalities such as Cognitive Behavior Therapy, Solution Focused, and Motivational Interviewing.

Q: How do I schedule an appointment with Kristy?

A: Call 1.800.327.2255 (Company ID: 8755)