

Section III D – Cost

The table that follows is a detailed version of the summary that is provided in Form D of Section III G. The following detailed services will be offered to all eligible participants under the EAP program.

EAP Program Features	Cost* \$15.50 per employee per year
<p>Short-Term Assessment and Referral Services: <i>Full service core technology Employee Assistance Program (EAP) providing assessment, referral, and problem focused counseling sessions for employees and their family members to help identify problems and develop a plan for resolution.</i></p> <ul style="list-style-type: none"> ▪ Centralized intake assessment and screening ▪ Assessment, referral and short-term problem resolution for concerns including, but not limited to: <ul style="list-style-type: none"> ○ Alcohol Abuse ○ Coworker Conflict ○ Depression and Anxiety ○ Domestic Violence ○ Drug Abuse ○ Relationship Issues ○ Grief Counseling ○ Marital Matters ○ Mental Health ○ Stress ▪ 24-hour counselor availability ▪ Referrals to community resources and follow-up ▪ In-person counseling/assessment sessions 	<p style="text-align: center;"><u>Included</u></p> <p>Each employee and eligible family member is entitled to six (6) in-person assessment per issue.</p>
<p>Management Consultation: <i>A confidential telephonic consultation between management and a licensed clinician that can address a variety of challenging situations in the workplace affecting one or more employees.</i></p> <ul style="list-style-type: none"> ▪ Unlimited, 24/7 access to a credentialed counselor specializing in management of workplace behavior and performance issues. ▪ Common topics for consultation include reasonable suspicion, preparation for difficult conversations, employee attitude, among others 	<p style="text-align: center;"><u>Included</u></p>
<p>Management Referrals: <i>Referral of employee clients for assistance with performance-based issues for diagnosis, treatment, and assistance, plus case monitoring and follow-up services. This process includes:</i></p> <ul style="list-style-type: none"> ▪ Release of information enabling limited communication about the employee to the referring manager, supervisor or HR rep. ▪ Employee assessment ▪ Counseling sessions (not limited by per-issue limit for voluntary referrals) ▪ Supervisor or human resources consultation and feedback with case manager (EAP clinical staff Liaison) ▪ Referral linkage to services or programs ▪ Compliance monitoring and reporting ▪ Return-to-work assessment 	<p style="text-align: center;"><u>Included</u></p>
<p>Fitness for Duty Evaluations: <i>Assistance for Client regarding Client's assessment and determination of an employee's Fitness for Duty.</i></p> <ul style="list-style-type: none"> ▪ Obtain and review documentation regarding recent work-related behaviors and performance concerns ▪ Assess current workplace issues with manager/supervisor 	<p style="text-align: center;"><u>Included</u></p>

<ul style="list-style-type: none"> ▪ Return to work coordination ▪ Monitor and report employee's compliance with Fitness for Duty examination/evaluation recommendations 	
<p><u>Critical Incident Services:</u> <i>Immediate deployment of personnel during traumatic or life-threatening events at the workplace.</i></p> <ul style="list-style-type: none"> ▪ Consultation when traumatic incident occurs ▪ Onsite services including professional consultation for human resources and other staff and individual or group counseling sessions for employees (CISD) ▪ Follow up consultation ▪ Materials/information for participants <p><i>Additional onsite hours are billed at \$280.00 per hour.</i></p>	<p><u>Four (4) on-site hours Included</u></p>
<p><u>Work / Life Services:</u> <i>Information and resources to increase productivity and decrease turnover by improving employee work / life integration.</i></p> <ul style="list-style-type: none"> ▪ <u>Legal consultation</u> with attorney one hour per issue/year ▪ <u>Financial consultation</u> services up to one hour per year ▪ Online legal and financial information and resources ▪ <u>Childcare Resource</u> and Referral including unlimited telephone consultations with a Child Care Specialist, customized provider recruitment and thorough follow up. ▪ "<u>Class Act</u>" resource and coaching program for support of employees with school aged children. ▪ <u>Elder Care Resource</u> and Referral including unlimited telephone consultations with an Elder Care Specialist, customized provider recruitment and thorough follow up. ▪ Assistance and advocacy for special needs children and adults ▪ The region's largest database of family dependent care providers allows us to provide detailed profiles of potential providers, including vacancy information. ▪ <u>Retirement Coaching</u> for employees preparing for retirement 	<p><u>Included</u></p>
<p><u>Employee Wellness Coaching:</u> <i>Information and resources to increase productivity and decrease turnover and healthcare costs by improving employee wellness.</i></p> <ul style="list-style-type: none"> ▪ One on one nutritional consultation by a certified nutrition coach, up to six one-hour sessions ▪ One on one fitness consultations by a certified fitness instructor, up to six one-hour sessions ▪ One on one smoking cessation counseling, up to six one-hour sessions 	<p><u>Included</u></p>
<p><u>Interactive Website / EASEy Access</u></p> <ul style="list-style-type: none"> ▪ Explanation of counseling services, information on scheduling via telephone or secure e-mail. ▪ Wellness page with articles and information on mind, body and spirit ▪ Information and links on a variety of mental health topics ▪ Access to an extensive database of legal articles, downloadable legal forms and links ▪ Child Care and Eldercare provider database search ▪ Information and links on a variety of dependent care topics ▪ Information and links on a variety of financial topics ▪ FAQ and articles to help employees with a wide variety of common problems outside of the areas previously listed ▪ Supervisors and Managers can access additional information on management referrals, consultations, CISM, drug free workplace training, seminars, organizational development, newsletters and tip sheets. 	<p><u>Included</u></p>

Account Management Services:

A dedicated contact person to assist with developing, implementing, and monitoring EAP program details and service utilization.

- Onsite employee and supervisory staff orientations
- Employee orientation DVDs
- Bi-Monthly newsletters and tip sheets for supervisors and employees on current /seasonal issues
- Promotional flyers representing program services
- Promotional wallet cards with service and EAP contact information
- Utilization Review and Trend Analysis
- Assistance with EAP Policy Development
- Discuss training needs through preliminary needs assessments

Included

Assumptions*

- *Based on 5,000+ eligible employees anticipated by the effective date of January 1, 2013*
- *The compensation is tiered to adjust as the number of covered employees changes. The compensation structure is as follows:*
 - a. *Up to 3,499 employees \$18.00 per employee per year*
 - b. *3,500 to 4999 employees \$17.00 per employee per year*
 - c. *5,000 to 7,499 employees \$15.50 per employee per year*
 - d. *7,500 employees at \$14.75 per employee per year*

This annual rate of structure will be guaranteed for a 3-year period

OPTIONAL SERVICES:

Additional services offered by ease	Cost
<p><u>Workplace Seminars:</u> <i>On site seminars delivered by professional presenters addressing a variety of workplace issues including, but not limited to:</i></p> <ul style="list-style-type: none"> ▪ Dealing with Difficult People ▪ Managing Your Work Style to Reduce Stress ▪ Business Communications & Etiquette ▪ Customer Service Essentials ▪ Getting More From Your Day/Time Management Strategies ▪ Maximizing Your Memory in the Workplace ▪ Conscious Eating/Food for Life. <p><i>*Hours can be applied to any services offered through the Ease@Work Training & Organizational Development Catalog including Drug Free Safety Program, EASEy Weigh, Smoking Cessation, Mediation and Organizational Development described below.</i></p>	<p><u>*20 hours per year included for Summit County</u></p> <p><u>*1 hour per year for each sub-group sold under this agreement</u></p> <p><u>2 additional hours per year for sub-groups over 250 employees, 3 above 500, 4 above 750 and 5 above 1000</u></p> <p>Additional seminar/training hours are billed at \$250.00/hour</p>
<p><u>Drug Free Safety Program Training:</u> <i>Onsite Training for Employees & Supervisors/Managers as mandated by Ohio Bureau of Worker's Compensation for Drug-Free Workplace Compliance.</i> Training Content includes:</p> <ul style="list-style-type: none"> ▪ Effects of drug/alcohol abuse in the workplace/information & facts ▪ Disease Models/signs and Symptoms associated with use ▪ Instituting Reasonable Suspicious procedures ▪ Referring employees to testing and treatment 	<p>\$175.00 per hour</p>
<p><u>EASEy Weigh: Group Weight Management Program</u> <i>Onsite health & weight management program facilitated by credentialed wellness professionals who focus on not just weight, but overall health!</i></p> <ul style="list-style-type: none"> ▪ 12 weekly 1-hour sessions facilitated by a Registered Dietician and /or Certified Fitness coach. Sessions are tailored to the needs of the group. ▪ Participants receive biometric measures before, during and after the program, journals, recipes, questionnaires, and more ▪ Company receives documented results. Upon completion, an aggregate report is presented addressing program results, key findings and recommendations for next step. 	<p>\$2600.00</p> <p><i>Group is limited to 25 participants per program</i></p>
<p><u>Smoking Cessation: An 8-week behavior modification program</u> <i>Participants take a thorough look into the emotional, physiological and psychological impact of smoking, with the group support and motivation needed to end nicotine use.</i></p> <ul style="list-style-type: none"> ▪ 8 weekly 1-hour sessions; Ease provides all written materials & evaluations ▪ Explores nicotine replacements, stress management and relaxation techniques, craving control, the importance of diet and exercise, and relapse prevention. ▪ Curriculum is interactive incorporating surveys, quizzes, exercises and discussion. Facilitator offers support & discusses individual concerns. ▪ Facilitator check-ins: in between sessions & post 30-days with each person. 	<p>\$2000.00 <i>1-12 participants</i></p> <p>\$2400.00 <i>13-24 participants</i></p>
<p><u>Mediation Services:</u> <i>A credentialed mediator assists in resolving a dispute between parties.</i></p> <ul style="list-style-type: none"> • Non-adversarial approach to conflict resolution 	<p>From \$175.00 per</p>

<ul style="list-style-type: none"> Identifies solutions that work for everyone. <p><i>*Rates vary depending upon consultant expertise.</i></p>	hour*
<p><u>Organizational Development:</u> <i>Customized services to facilitate change and enhance performance.</i></p> <ul style="list-style-type: none"> Leadership Coaching/Organizational Advancement Train-the-Trainer Programs – Policy Training Project Management Custom Management Training Series Change Management Organizational Assessment, including but not limited to Social Styles, DiSC, 360 Assessments, <p><i>*Rates vary depending upon consultant expertise.</i></p>	From \$175.00 per hour*