

6/15/16

**PROFESSIONAL SERVICES CONTRACT
BETWEEN
COUNTY OF GLOUCESTER
AND
PENN BEHAVIORAL HEALTH CORPORATE SERVICES**

THIS CONTRACT is made effective this 26th day of June, 2016 by and between **THE COUNTY OF GLOUCESTER**, a body politic and corporate, with offices in Woodbury, New Jersey, hereinafter referred to as "**County**", and **PENN BEHAVIORAL HEALTH CORPORATE SERVICES**, with offices at 3535 Market Street, 4th Floor, Philadelphia, PA 19104, hereinafter referred to as "**Vendor**".

RECITALS

WHEREAS, there exists a need by the County of Gloucester for professional employee assistance to benefit the employees of the County; and

WHEREAS, this contract is awarded pursuant to and consistent with Gloucester County's fair and open procurement process and the terms and provisions of N.J.S.A. 19:44A-20.4; and

WHEREAS, Vendor represents that it is qualified to perform said services and desires to so perform pursuant to the terms and provisions of this Contract.

NOW, THEREFORE, in consideration of the mutual promises, agreements and other considerations made by and between the parties, the County and Vendor do hereby agree as follows:

TERMS OF AGREEMENT

1. **TERM.** This Contract shall be effective for a period of one year from June 26, 2016 to June 25, 2017.
2. **COMPENSATION.** Contract shall be for estimated units of service, in an amount not to exceed \$25,000.00.

It is agreed and understood that this is an open-ended contract, thereby requiring the County to use Contractor's services only on an as-needed basis. There is no obligation on the part of the County to make any purchase whatsoever.

Vendor shall be paid in accordance with this Contract document upon receipt of an invoice and a properly executed voucher. After approval by County, the payment voucher shall be placed in line for prompt payment.

Each invoice shall contain an itemized, detailed description of all work performed during the billing period. Failure to provide sufficient specificity shall be cause for rejection of the invoice until the necessary details are provided.

It is also agreed and understood that the acceptance of the final payment by Vendor shall be considered a release in full of all claims against the County arising out of, or by reason of, the work done and materials furnished under this Contract.

3. **DUTIES OF VENDOR.** The specific duties of the Vendor shall be as set forth in the County's RFP #016-028, and Vendor's responsive proposal, which are incorporated in their entirety and made a part of this Contract. Should there occur a conflict between this form of contract and RFP #016-028, this contract shall prevail.

Vendor agrees that it has or will comply with, and where applicable shall continue throughout the period of this Contract to comply with, all of the requirements of the bid documents.

4. **FURTHER OBLIGATIONS OF THE PARTIES.** During the performance of this Contract, the Vendor agrees as follows:

The vendor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the vendor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The vendor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The vendor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the vendor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The vendor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the vendor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The vendor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The vendor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

5. LICENSING AND PERMITTING. If the Vendor or any of its agents is required to maintain a license, or to maintain in force and effect any permits issued by any governmental or quasi-governmental entity in order to perform the services which are the subject of this Contract, then prior to the effective date of this Contract, and as a condition precedent to its taking effect, Vendor shall provide to County a copy of its current license and permits required to operate in the State of New Jersey, which license and permits shall be in good standing and shall not be subject to any current action to revoke or suspend, and shall remain so throughout the term of this Contract.

Vendor shall notify County immediately in the event of suspension, revocation or any change in status (or in the event of the initiation of any action to accomplish such suspension, revocation and/or change in status) of license or certification held by Vendor or its agents.

6. TERMINATION. This Contract may be terminated as follows:

A. Pursuant to the termination provisions set forth in RFP #016-028, which is specifically referred to and incorporated herein by reference.

B. If Vendor is required to be licensed in order to perform the services which are the subject of this Contract, then this Contract may be terminated by County in the event that the appropriate governmental entity with jurisdiction has instituted an action to have the Vendor's license suspended, or in the event that such entity has revoked or suspended said license. Notice of termination pursuant to this subparagraph shall be effective immediately upon the giving of said notice.

C. If, through any cause, the Vendor or subcontractor, where applicable, shall fail to fulfill in timely and proper manner his obligations under this Contract, or if the Vendor shall violate any of the covenants, agreements, or stipulations of this Contract, the County shall thereupon have the right to terminate this Contract by giving written notice to the Vendor of such termination and specifying the effective date thereof. The effective date of said termination shall not be less than thirty (30) days from the date of notice of such termination.

D. The County may terminate this Contract for public convenience at any time by a notice in writing from the County to the Contractor, providing 30 day notice of termination to the Contractor. If the Contract is terminated by the County as provided herein, the Vendor will be paid for the services rendered to the time of termination.

E. Notwithstanding the above, the Vendor or subcontractor, where applicable, shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the Contract by the Vendor, and the County may withhold any payments to the Vendor for the purpose of set off until such time as the exact amount of damages due the County from the Vendor is determined.

F. Termination shall not operate to affect the validity of the indemnification provisions of this Contract, nor to prevent the County from pursuing any other relief or damages to which it may be entitled, either at law or in equity.

7. **NO ASSIGNMENT OR SUBCONTRACT.** This Contract may not be assigned nor subcontracted by the Vendor, except as otherwise agreed in writing by both parties. Any attempted assignment or subcontract without such written consent shall be void with respect to the County and no obligation on the County's part to the assignee shall arise, unless the County shall elect to accept and to consent to such assignment or subcontract.

8. **INDEMNIFICATION.** The Vendor or subcontractor, where applicable, shall be responsible for, shall keep, save and hold the County of Gloucester harmless from, and shall indemnify and shall defend the County of Gloucester against any claim, loss, liability, expense (specifically including but not limited to costs, counsel fees and/or experts' fees), or damage resulting from all mental or physical injuries or disabilities, including death, to employees or recipients of the Vendor's services or to any other persons, or from any damage to any property sustained in connection with this contract which results from any acts or omissions, including negligence or malpractice, of any of its officers, directors, employees, agents, servants or independent contractors, or from the Vendor's failure to provide for the safety and protection of its employees, or from Vendor's performance or failure to perform pursuant to the terms and provisions of this Contract. The Vendor's liability under this agreement shall continue after the termination of this agreement with respect to any liability, loss, expense or damage resulting from acts occurring prior to termination.

9. **INSURANCE.** Vendor shall, if applicable to the services to be provided, maintain general liability, automobile liability, business operations, builder's insurance, and Workers' Compensation insurance in amounts, for the coverages, and with carriers deemed satisfactory by County, and which shall be in compliance with any applicable requirements of the State of New Jersey. Vendor shall, simultaneously with the execution of this Contract, deliver certifications of said insurance to County, naming County as an additional insured.

If Vendor is a member of a profession that is subject to suit for professional malpractice, then Vendor shall maintain and continue in full force and effect an insurance policy for professional liability/malpractice with limits of liability acceptable to the County. Vendor shall, simultaneously with the execution of this Contract, and as a condition precedent to its taking effect, provide to County a copy of a certificate of insurance, verifying that said insurance is and will be in effect during the term of this Contract. The County shall review the certificate for sufficiency and compliance with this paragraph, and approval of said certificate and policy shall be necessary prior to this Contract taking effect. Vendor also hereby agrees to continue said policy in force and effect for the period of the applicable statute of limitations following the termination of this Contract and shall provide the County with copies of certificates of insurance as the certificates may be renewed during that period of time.

10. **SET-OFF.** Should Vendor either refuse or neglect to perform the service that Vendor is required to perform in accordance with the terms of this Contract, and if expense is incurred by County by reason of Vendor's failure to perform, then and in that event, such expense shall be deducted from any payment due to Vendor. Exercise of such set-off shall not operate to prevent County from pursuing any other remedy to which it may be entitled.

11. **PREVENTION OF PERFORMANCE BY COUNTY.** In the event that the County is prevented from performing this Contract by circumstances beyond its control, then any obligations owing by the County to the Vendor shall be suspended without liability for the period during which the County is so prevented. Any interruption of this contract by the County shall be made in writing to the Vendor immediately. The County shall be obligated to pay the Vendor for any services rendered by the Vendor until said notice is received by the Vendor from the County.

12. **METHODS OF WORK.** Vendor agrees that in performing its work, it shall employ such methods or means as will not cause any interruption or interference with the operations of County or infringe on the rights of the public.

13. **NON-WAIVER.** The failure by the County to enforce any particular provision of this Contract, or to act upon a breach of this Contract by Vendor, shall not operate as or be construed as a waiver of any subsequent breach, nor a bar to any subsequent enforcement.

14. **PARTIAL INVALIDITY.** In the event that any provision of this Contract shall be or become invalid under any law or applicable regulation, such invalidity shall not affect the validity or enforceability of any other provision of this Contract.

15. **CHANGES.** This Contract may be modified by approved change orders, consistent with applicable laws, rules and regulations. The County, without invalidating this Contract, may order changes consisting of additions, deletions, and/or modifications, and the contract sum shall be adjusted accordingly. This Contract and the contract terms may be changed only by change order. The cost or credit to the County from change in this Contract shall be determined by mutual agreement before executing the change involved.

16. **NOTICES.** Notices required by this Contract shall be effective upon mailing of notice by regular and certified mail to the addresses set forth above, or by personal service, or if such notice cannot be delivered or personally served, then by any procedure for notice pursuant to the Rules of Court of the State of New Jersey.

17. **COMPLIANCE WITH APPLICABLE LAW.** Vendor shall at all times during the course of the effective period of this Contract comply with and be subject to all applicable laws, rules and regulations of the State of New Jersey and of any other entity having jurisdiction pertaining to the performance of Vendor's services.

18. **INDEPENDENT CONTRACTOR STATUS.** The parties acknowledge that Vendor is an independent contractor and is not an agent of the County.

REQUEST FOR PROPOSAL FOR
EMPLOYEE ASSISTANT PROGRAM

COUNTY OF GLOUCESTER

AND

PENN BEHAVIORAL HEALTH CORPORATE SERVICES' REPLY

**REQUEST FOR PROPOSAL FOR
EMPLOYEE ASSISTANCE PROGRAM**

RFP # 16-028

COUNTY OF GLOUCESTER

**SUBMISSION DEADLINE
AT WHICH TIME PROPOSALS WILL BE OPENED IS**

**May 19, 2016
10:00 AM**

ADDRESS ALL PROPOSALS TO:

**PETE MERCANTI, DIRECTOR
PURCHASING DEPARTMENT
COUNTY OF GLOUCESTER
TWO S. BROAD STREET
WOODBURY, NJ 08096**

GENERAL INFORMATION & SUMMARY

ORGANIZATION REQUESTING PROPOSAL

COUNTY OF GLOUCESTER
TWO S. BROAD STREET
WOODBURY, NJ 08096

CONTACT PERSON

PETE MERCANTI
Director, Purchasing Department
(856) 853-3420

PURPOSE OF REQUEST

The County of Gloucester is requesting proposals from qualified individuals and firms to provide Employee Assistance Program services.

PERIOD OF CONTRACT

One year from date of award

METHOD OF PAYMENT

Contractor shall be paid in accordance with the Contract document upon receipt of an invoice and a properly executed voucher. After approval by County, the payment voucher shall be placed in line for prompt payment.

Each invoice shall contain an itemized, detailed description of all work performed during the billing period. Failure to provide sufficient specificity shall be cause for rejection of the invoice until the necessary details are provided.

PROCEDURE FOR PAYMENT OF BILLS

The Contractor shall bill on a monthly basis for work performed pursuant to this contract, including interim bills, final bills and bills for the release of retainage.

The Contractor shall submit its bill only on the County's periodic billing date.

The periodic billing date for such bills shall be that date which is 20 days prior to the second monthly meeting of the Gloucester County Board of Chosen Freeholders, (the "Bill Approval Meeting"). At each such Bill Approval Meeting, the Board of Freeholders shall approve and certify the submitted bills, and direct that payment be made within 10 days of such meeting date.

The County shall examine the bills submitted on the periodic billing date prior to the Bill Approval Meeting. In the event that the County shall determine that all or some portion of the payment should be withheld, the County shall notify the Contractor in writing of the amount withheld and of their reasons for withholding payment.

The balance of the bill will be presented for payment at the Bill Approval Meeting.

Either party to this Contract may demand that a dispute concerning whether a party has failed to make payments pursuant to the provisions of N.J.S.A. 2A:30A-1 et. seq., be submitted to non-binding mediation.

CONTRACT FORM

The successful proposer shall be required to execute the County's form contract, which includes the indemnification, insurance, termination and licensing provisions set forth in this RFP.

It is also agreed and understood that the acceptance of the final payment by Contractor shall be considered a release in full of all claims against the County arising out of, or by reason of, the work done and materials furnished under this Contract.

**DETAILED REQUIREMENTS OF THE
REQUEST FOR PROPOSAL FOR**

1. **GLOUCESTER COUNTY FACTS AND FIGURES** – Gloucester County is a legal, governmental entity. Its governing body consists of seven freeholders, elected at large by eligible voters of Gloucester County.

The County's population is approximately 288,000 and it consists of approximately 329 square miles of area.

It employs approximately 1,365 people in about 40 departments. It owns administration buildings, courthouse buildings and parks and recreation facilities.

Its operating budget is approximately \$212 million. It provides significant and diverse services to its residents, including those in the senior, disabled, veterans, and other communities.

2. Purpose of Request

The County of Gloucester is requesting proposals from firms to act as provider of an Employee Assistance Program needs for all County employees and their families. Proposals will be evaluated in accordance with the criteria set forth in this RFP. One or more individuals/firms may be selected to provide services.

The County is seeking a service provider for the Employee Assistance Program (EAP) to offer short-term counseling and referral services to employees, their family members and/or members of their household, in dealing with personal problems that might adversely impact their job performance, health, and well-being. Furthermore, the EAP provider will provide services in the event a supervisor refers an employee (supervisor referral) based upon unacceptable performance or conduct issues.

STANDARD REQUIREMENTS OF TECHNICAL PROPOSAL - Proposers should submit a technical proposal which contains the following:

- A. The name of the proposer, the principal place of business and, if different, the place where the services will be provided;
- B. The age of the proposer's firm and the average number of employees over the past three years;
- C. The education, qualifications, experience, and training of all persons who

would be assigned to provide services along with their names and titles;

- D. A listing of all other engagements where services of the types being proposed were provided in the past ten years. This should include other County governments and other levels of government. Contact information for the recipients of the similar services must be provided. The County may obtain references from any of the parties listed;
- E. A detailed plan for providing the proposed services;
- F. Proof of professional liability insurance;
- G. Proof of any necessary professional license or certification from the State of New Jersey for all professionals assigned to the engagement;
- H. Statement that the firm has Workers' Compensation and Employer's Liability Insurance in accordance with New Jersey law;
- I. Statement that neither the firm nor any individuals assigned to this engagement are disbarred, suspended, or otherwise prohibited from professional practice by any federal, state, or local agency;
- J. A description of the proposer's office location and an explanation of the proposer's availability for meetings, conferences, training and emergency response at the County's facilities;
- K. An Affirmative Action Statement (copy of form attached);
- L. A completed Non-Collusion Affidavit (copy of form attached);
- M. A completed Owner Disclosure Statement (copy of form attached);
- N. A statement that the proposer will comply with the General Terms and Conditions required by County and enter into the County's standard Professional Services Contract;
- O. A copy of the proposer's Business Registration Statement.
- P. A representation that all services will be performed within the United States of America.

4. **SPECIALIZED REQUIREMENTS OF TECHNICAL PROPOSAL –**

The proposers must demonstrate the ability to:

1-Account Management

Performs such functions as:

- a. Contract management
- b. Communication
- c. Reporting (At a minimum, quarterly reports shall be provided to the employer that document the number of referrals and the category of referrals as well as an annual summary of the contract year's activity).
- d. Arranging trainings & Orientations
- e. Professional providers must be licensed in the State of New Jersey

2-Professional Staff

- a. Qualified counselors
- b. Licensed Master's level Clinicians
- c. Average 10 years experience in field

3-Special Needs Capability

- a. Must have translation ability for non-English speaking employees.
- b. Must provide for the hearing and visually impaired.

4-Wellness Training and Orientation shall include

- a. Supervisory orientation
- b. Employee orientation

5. Basic Services:

- a. The EAP shall deliver the following services to individual employees: 24-hour crisis telephone response; confidential assessment and counseling services; referral support, tracking and follow-up; emergency intervention/critical incident stress management; substance abuse expertise (**PLEASE NOTE: the Substance Abuse Professional must demonstrate compliance with 49 CFR Parts 40 Subpart O and 655.52 and this compliance should be clearly and specifically addressed in the proposal**); access to qualified EA clinical providers; dependent coverage; and guaranteed confidential recordkeeping.
- b. The EAP shall deliver the following organizational services: EAP orientation for all employees; supervisory-leadership training; EAP communication/awareness materials; supervisory consultation; annual and quarterly utilization reports; EA program evaluation; and Client/Company satisfaction evaluations.
- c. Proposal should identify what services are available during business hours and non-typical business hours.
- d. Successful candidates must be able to meet to address various employees' personal problems in confidence.
- e. Shall be able to offer consultation service, tracking of the case, and act as liaison for communication among the employer, employee and treatment program.
- f. Shall have concise and thorough communications materials designed to

promote understanding and use of their services. The types of publicity and promotion of EAP services that will be offered should be disclosed.

- g. Must be available twenty-four (24) hours a day, Seven (7) days a week for Assessment and Referral Services for all regions of the Country.
- h. Shall use a toll-free number, must have a referral network with sufficient in-county practitioners, an on-site service, and a website.
- i. Shall return calls shall be made within 24 hours.
- j. Shall disclose rationale for making referrals.
- k. Shall provide a list of referral sources and must update list annually.
- l. Shall detail the type of training is provided including details on employee orientation, supervisory training, and on-going education programs for employees.
- m. Shall have follow-up or utilization review service.

6. The successful vendor must be able to assess and have experience in the following areas:

- a. Substance abuse
- b. Mood disorders
- c. Anxiety
- d. Stress management
- e. Gambling disorders
- f. Occupational stress
- g. Emotional distress
- h. Major life events, including births, accidents and deaths
- i. Health care concerns
- j. Financial or non-work-related legal concerns
- k. Family/personal relationship issues
- l. Work relationship issues
- m. Concerns about aging parents

7. Networking

The successful vendor shall have a network of professional providers throughout the Country. All must be licensed in the state where they practice. They must have a master's level or above and at least two (2) years of experience plus additional experience according to their degree. All specialists must meet at least the same requirements as the successful proposal's employees.

5. PAYMENT SCHEDULE:

The services provided under this agreement shall be paid for monthly by the County, payable after the services are completed and the invoice is submitted and approved by the County. Purchasing will then match the invoice with the voucher, receiving report and purchase order. After all paperwork is reviewed the voucher will be prepared for payment.

6. LICENSING:

If the successful proposer or any of its subcontractors is required to maintain a license in order to perform the services which are the subject of this contract, then prior to the effective date of this contract, and as a condition precedent to its taking effect, the successful proposer shall provide to the County a copy of all current licenses to operate in the State of New Jersey. All licenses shall be current and in good standing and shall not be subject to any current action to revoke or suspend.

Successful proposer shall notify the County immediately in the event of suspension, revocation or any change in status (or in the event of initiation of any action in status) of license or certification held by the successful proposer or its agents and/or subcontractors. The successful proposer shall during the term of the contract, provide County with proof of renewal of any license for any of proposer's employees, which renewals occur during the term of the contract.

7. INDEMNIFICATION:

The successful proposer shall be responsible for, shall keep, save and hold the County of Gloucester harmless from, and shall indemnify the County of Gloucester against any claim, loss liability, expense (specifically including but not limited to costs, counsel fees, and/or experts' fees), or damage resulting from all mental or physical injuries or disabilities, including death, to employees or recipients of the successful proposer's services or to any other persons, or from any damage to any property sustained in connection with this contract which results from any acts or omissions, including negligence or malpractice, of any of its officers, directors, employees, agents, servants or independent contractors, or from the successful proposer's failure to provide for the safety and protection of its employees, or from the successful proposer's performance or failure to perform pursuant to the terms and provisions of this contract.

The successful proposer's liability under this agreement shall continue after the termination of this agreement with respect to any liability, loss, expense or damage resulting from acts occurring prior to termination.

8. INSURANCE:

The successful proposer shall maintain general liability, automobile liability, and Worker's Compensation Insurance in amounts and with companies deemed satisfactory by the County.

The insurance company must be licensed to do business in the State of New Jersey and be in compliance with any and all applicable requirements of the State of New Jersey.

The successful proposer shall, simultaneously with the execution of a contract, deliver certifications of said insurance to the County, naming the County as an additional insured.

9. **APPLICABLE LAW:**

The terms and provisions of this contract shall be construed pursuant to the laws of the State of New Jersey.

10. **INDEPENDENT CONTRACTOR STATUS**

The parties acknowledge that the successful proposer is an independent contractor and is not an agent of the County.

11. **TERMINATION:**

Any contract entered into by and between the County and the successful proposer may be terminated as follows:

- A. If successful proposer and/or any of its employees and/or agents are required to be licensed and/or registered in order to perform the services which are the subject of this or any agreement thereof, then the agreement shall be terminated in the event that the appropriate governmental entity with jurisdiction has instituted an action to have the contractor's license and/or registration suspended or revoked, or in the event that such entity has revoked or suspended said license or denied such registration. Notice of termination pursuant to this subparagraph shall be effective immediately upon the giving of said notice.
- B. The County shall have the right, in its sole discretion, to declare this agreement terminated in the event of any material breach of this agreement by the successful proposer. Such termination shall be effective upon the expiration of ten calendar (10) days' notice to the successful proposer. However, the County shall not have the right to declare the contract terminated in the event the vendor cures said breach within the notice period.

Note: Supplemental information may be requested and an interview may be required.

12. **COST PROPOSAL** - Proposers should submit a cost proposal which would include all details of any fees to be paid to proposer.

The Cost Proposal should provide one fee for Per Employee per Month (PEPM) which covers all of the following services:

- 24 hour crisis toll-free telephone response
- 3 face-to-face assessment, counseling, and referral services per employee per year as needed
- 1 on-site manager/supervisor training
- 1 on-site wellness seminar
- 1 on-site critical incident
- Telephonic Management Consultation

- 3 Substance Abuse Professional Services
- Quarterly and Annual Service Utilization Summaries
- On-site management/supervisor orientation to be provided within 30 days of contract award (4 four-hour sessions at 2 locations for the County of Gloucester)
- Promotional materials (500 business cards and 200 brochures identifying Employee Assistance Program, Company Name and toll free number)
- Web-based work/life services regarding issues that impact one's daily life
- Consumer Legal services

Additional fees for additional support services (as listed below) should also be provided in the cost proposal if these services are charged over and above the PEPM fee:

- On-site health/benefit fairs/program promotion
- On-site conflict mediation
- On-site workgroup intervention
- On-site Management consultation
- Additional services
 - Substance Abuse Professional Services
 - On-site Wellness seminars
 - On-site manager/supervisor training
 - On-site critical incident

The County does not provide payment for or reimbursement for travel expenses.

13. DISCUSSIONS WITH PROPOSERS – An oral presentation by a proposer to clarify a proposal may be required at the sole discretion of the County. However, the County may award a contract based on the initial proposals received without discussion with the proposer. If oral presentations are required, they will be scheduled after the submission of proposals. Proposer will not be compensated for making the presentation.

14. PROPOSAL EVALUATION - County will select the most advantageous proposal based on all of the evaluation factors set forth at the end of this RFP. However, cost is important to the County. The County may, if deemed useful, attempt to negotiate an acceptable fee with the most qualified proposer. The County will make the award that is in the best interest of the County based on cost and other considerations.

Each proposal must satisfy the objectives and requirements detailed in this RFP. The features of the proposal, considered together with its economic and other benefits, will form the basis for the evaluation process.

The successful proposer shall be determined by an evaluation of the total content of the proposal submitted. The County reserves the right to:

- a. Not select any of the proposals.

- b. Select only portions of a particular proposer's proposal for further consideration (however, proposers may specify portions of the proposal that they consider "bundled".)
- c. Award a contract for the requested services at any time within 60 days of the selection of the most advantageous proposal. Every proposal should be valid through this time period.

The County shall not be obligated to explain the results of the evaluation process to any proposer.

The County may require proposers to demonstrate any services described in their proposal prior to award.

15. PROPOSAL LIMITATIONS - This RFP is not intended to be an offer, order or contract and should not be regarded as such, nor shall any obligation or liability be imposed on the County by issuance of this RFP. The County reserves the right at the County's sole discretion to refuse any proposal submitted.

16. USE OF INFORMATION - Any specifications, drawings, sketches, models, samples, data, computer programs, documentation, technical or business information and the like ("Information") furnished or disclosed by the County to the proposer in connection with this RFP shall remain the property of the County. When in tangible form, all copies of such information shall be returned to the County upon request. Unless such information was previously known to the proposer, free of any obligation to keep it confidential, or has been or is subsequently made public by the County or a third party, it shall be held in confidence by the proposer, shall be used only for the purposes of this RFP, and may not be used for other purposes except upon such terms and conditions as may be mutually agreed upon in writing.

17. PROPRIETARY INFORMATION - Any proposal submitted may become public information. Proprietary information such as client lists and non-public financial statements may be protected under limited circumstances. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Proposers must clearly identify in the proposal any specific proprietary information they request be protected. Proposals may be reviewed and assessed by any person at the discretion of the County. All materials submitted become the property of the County of Gloucester and may be returned only at the County's option.

18. GENERAL TERMS AND CONDITIONS -

- A. The County reserves the right to reject any or all proposals, if necessary, or to waive any informalities in the proposals, and unless otherwise specified by the proposer, to accept any item, items or services in the proposals should it be deemed in the best interest of the County to do so.

- B. In case of failure by the successful proposer, the County of Gloucester may procure the articles or services from other sources, deduct the cost of the replacement from money due to the proposer under the contract, and hold the proposer responsible for any excess cost occasioned thereby.
- C. The Proposer or subcontractor, where applicable, shall be responsible for, shall keep, save and hold the County of Gloucester harmless from, shall indemnify and shall defend the County of Gloucester against any claim, loss, liability, expense (specifically including but not limited to costs, counsel fees and/or experts' fees), or damage resulting from all mental or physical injuries or disabilities, including death, to employees or recipients of the proposer's services or to any other persons, or from any damage to any property sustained in connection with this contract which results from any acts or omissions, including negligence or malpractice, of any of its officers, directors, employees, agents, servants or independent contractors, or from the proposer's failure to provide for the safety and protection of its employees, or from proposer's performance or failure to perform pursuant to the terms and provisions of this Contract. The proposer's liability under this agreement shall continue after the termination of this agreement with respect to any liability, loss, expense or damage resulting from acts occurring prior to termination.
- D. The proposer shall maintain sufficient insurance to protect against all claims under Workmen's Compensation, General and Automobile Liability and shall be subject to approval for adequacy of protection.
- E. Each proposal must be signed by the person authorized to do so.
- F. Where applicable, payments will be made upon the approval of vouchers submitted by the successful proposer in accordance with the requirements of the Board of Chosen Freeholders and subject to the Board of Chosen Freeholder's standard procedures.
- G. The County of Gloucester is exempt from any State sales tax or Federal excise tax. In submitting its proposal, the proposer certifies that its total base proposal does not include any NJ State Sales Tax.
- H. The contract shall be in effect for one (1) year from date of award unless otherwise stated.
- I. Proposals may be hand delivered or mailed consistent with the provisions of the legal notice to proposers. In the case of mailed proposals, the County assumes no responsibility for proposals received after the designated date and time and will return late proposals unopened.

- J.** In accordance with Affirmative Action Law, P.L. 1975, c.127 (N.J.A.C. 17:27) with implementation of July 10, 1978, successful bidder must agree to obtain individual employer certification and number and complete Affirmative Action employee information report (form AA-302). Also, during the performance of this contract, the contractor agrees as follows: (a) the contractor or subcontractor where applicable, will not discriminate against any employee because of age, race, creed, color, national origin, ancestry, marital status or affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex or handicap. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and section for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause: (b) the contractor or subcontractor, where applicable, will in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex or handicap; (c) the contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or worker's representative of the contractor's commitments under this act and shall post copies of the notice; (d) the contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the treasurer pursuant to the P.L. 1975, c.127, as amended and supplemented from time to time.
- K.** All services shall be performed within the United State of America.
- L.** All proposals submitted shall include in the price any applicable permits or fees required by any other government entity that has jurisdiction to require the same.
- M.** By submission of the proposal, the proposer certifies that the service to be furnished will not infringe upon any valid patent, trademark or copyright and the successful proposer shall, at its expense, defend any and all actions or suits charging such infringement, and will save the County harmless in any case of any such infringement.
- N.** No proposer shall influence, or attempt to influence or cause to be influenced, any county officer or employee to use his/her official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.

- O. No proposer shall cause or influence, or attempt to cause or influence, any county officer or employee to use his/her official capacity to secure unwarranted privileges or advantages for the proposer or any other person.
- P. Should any difference arise between the contracting parties as to the meaning or intent of these instructions or specifications, the county purchasing agent's decision shall be final and conclusive.
- Q. The County of Gloucester shall not be responsible for any expenditure of monies or other expenses incurred by the proposer in making its proposal.
- R. Any prospective proposer who wishes to challenge a proposal specification shall file such challenges in writing with the County Purchasing Department no fewer than Three (3) business days prior to the opening of the proposals. Challenges filed after that time shall be considered void and have no impact on the contracting unit or the award of the contract.
- S. The checklist, affidavits, notices and the like presented at the end of this Request for Proposal are a part of this Request for Proposal and shall be completed and submitted as part of this proposal.

END OF GENERAL INSTRUCTIONS

BASIS OF AWARD

(To be completed by County evaluation committee)
(100 Point total will be used to determine the Award)

The County will select the vendor deemed most advantageous to the County, based on price and other factors considered.

<p style="text-align: center;">EVALUATION FACTORS</p> <p>Points awarded will be based on the information contained in the technical proposal, any supplemental information obtained and information gathered during the interview, if one is conducted.</p>	<p style="text-align: center;">SCORE</p>
<p>A. Proposal contains all required checklist information _____ points</p>	
<p>B. <u>Relevance and Extent of Qualifications, Experience, and Training of Personnel to be assigned</u> _____ points</p>	
<p>C. <u>Relevance and Extent of Similar Engagements performed</u> _____ points</p>	
<p>D. <u>Plan for performing engagement is realistic, thorough, and demonstrates knowledge of requirements and personnel availability</u> _____ points</p>	
<p>E. Reasonableness of Cost Proposal _____ points</p>	
<p>TOTALS</p>	

REQUEST FOR PROPOSAL CHECKLIST

THIS CHECKLIST MUST BE COMPLETED AND SUBMITTED WITH YOUR PROPOSAL:

Please initial below, indicating that your proposal includes the itemized document.
A PROPOSAL SUBMITTED WITHOUT THE FOLLOWING DOCUMENTS IS CAUSE FOR REFUSAL.

INITIAL
BELOW

- A. An original with Five (5) signed copies of your complete proposal,
Including compliance with cost proposal specifications in item 12 of RFP. _____
- B. Non-Collusion Affidavit properly notarized _____
- C. Public Disclosure Statement, properly notarized, listing
The names of all persons owning ten (10) percent or
More of the proposing entity. _____
- D. Authorized signatures on all forms. _____
- E. Business Registration Certificate(s) **Must be submitted prior to award** _____

Note: N.J.S.A 52:32-44 provides that the County shall not enter into a contract for goods or services unless the other party to the contract provides a copy of its business registration certificate for the State of New Jersey, and the business registration certificate of any subcontractors, at the time that it submits its proposal. The contracting party must also collect the state use tax where applicable.

THE UNDERSIGNED HEREBY ACKNOWLEDGES
THE ABOVE LISTED REQUIREMENTS.

NAME OF PROPOSER:

Person, Firm or Corporation

BY: _____ (NAME) TITLE)

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127) N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to afford equal employment opportunities to minority and women workers consistent with Good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2, or Good faith efforts to meet targeted county employment goals determined by the Division, pursuant to N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges,

universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

The undersigned vendor further agrees to furnish the required forms of evidence and understands that their contract/company's bid shall be rejected as non-responsive if said contractor fails to comply with the requirements of N.J.S.A. 10:5-31 and N.J.S.A. 17:27

Representative's Name/Title (Print): _____

Representative's Signature: _____

Name of Company: _____

Tel. No.: _____ Date: _____

NON-COLLUSION AFFIDAVIT

STATE OF NEW JERSEY
COUNTY OF GLOUCESTER

ss:

I AM _____

OF THE FIRM OF

UPON MY OATH, I DEPOSE AND SAY:

1. THAT I EXECUTED THE SAID PROPOSAL WITH FULL AUTHORITY SO TO DO;
2. THAT THIS PROPOSER HAS NOT, DIRECTLY OR INDIRECTLY ENTERED INTO ANY AGREEMENT, PARTICIPATED IN ANY COLLUSION, OR OTHERWISE TAKEN ANY ACTION IN RESTRAINT OF FAIR AND OPEN COMPETITION IN CONNECTION WITH THIS ENGAGEMENT;
3. THAT ALL STATEMENTS CONTAINED IN SAID PROPOSAL AND IN THIS AFFIDAVIT ARE TRUE AND CORRECT, AND MADE WITH FULL KNOWLEDGE THAT THE COUNTY OF GLOUCESTER RELIES UPON THE TRUTH OF THE STATEMENTS CONTAINED IN SAID PROPOSAL AND IN THE STATEMENTS CONTAINED IN THIS AFFIDAVIT IN AWARDING THE CONTRACT FOR THE SAID ENGAGEMENT; AND
4. THAT NO PERSON OR SELLING AGENCY HAS BEEN EMPLOYED TO SOLICIT OR SECURE THIS ENGAGEMENT AGREEMENT OR UNDERSTANDING FOR A COMMISSION, PERCENTAGE, BROKERAGE OR CONTINGENT FEE, EXCEPT BONA FIDE EMPLOYEES OR BONA FIDE ESTABLISHED COMMERCIAL OF SELLING AGENCIES OF THE PROPOSER. (N.J.S.A.52: 34-25)

SUBSCRIBED AND SWORN TO

BEFORE ME THIS _____ DAY

OF _____ 20 _____.

(TYPE OR PRINT NAME OF
AFFIANT UNDER SIGNATURE)

NOTARY PUBLIC OF

MY COMISSION EXPIRES: _____

STOCKHOLDER DISCLOSURE CERTIFICATION
N.J.S.A. 52:25-24.2 (P.L. 1977 c.33)
FAILURE OF THE BIDDER/RESPONDENT TO SUBMIT THE REQUIRED
INFORMATION IS CAUSE FOR AUTOMATIC REJECTION

CHECK ONE:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check which business entity applies:

- | | | |
|--|--|--|
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Corporation | <input type="checkbox"/> Sole Proprietorship |
| <input type="checkbox"/> Limited Partnership Corporation | <input type="checkbox"/> Limited Liability Partnership | <input type="checkbox"/> Limited Liability |
| <input type="checkbox"/> Subchapter S Corporation | <input type="checkbox"/> Other _____ | |

Complete if the bidder/respondent is one of the 3 types of Corporations:

Date Incorporated: _____ Where incorporated: _____

Business Address:

Street Address	City	State	Zip
----------------	------	-------	-----

Telephone #	Fax#	Email
-------------	------	-------

Listed below are the names and addresses of all stockholders, partners or individuals who own 10% or more of its stock of any classes, or who own 10% or greater interest therein.

Name	Home Address
------	--------------

Name	Home Address
------	--------------

Name	Home Address
------	--------------

CONTINUE ON ADDITIONAL SHEETS IF NECESSARY: Yes No

Signature: _____ Date: _____

Printed Name and Title: _____

Sworn and subscribed
 Before me this _____
 Day of _____ 20____

Penn Behavioral Health Corporate Services

- I. Penn Behavioral Health Corporate Services – Overview
- II. Penn Behavioral Health Corporate Services -Offerings
 - A. Employee Assistance
 - B. Orientation, Training, and Support Services
 - C. Crisis Management Services
 - D. Intake Assessment and Referral
 - E. Network of Quality Provider
 - F. Quality Assurance and Customer Satisfaction
 - G. Account Management
 - H. Employee and Management Training
 - I. Program Promotion
 - J. Reporting Capabilities
- III. Productivity Management and Return on Investment
 - A. Advantages of Penn Behavioral Health Corporate Services
- IV. Pricing – EAP and Work-Life Resources
- V. Conclusion

I. Penn Behavioral Health Corporate Services – Overview

Penn Behavioral Health Corporate Services has provided clients with customized solutions to behavioral health needs since 1996. Built on the solid foundation of clinical, research and organizational capabilities of the University of Pennsylvania, our professional staff brings years of unparalleled experience to develop effective behavioral services and solutions that fit the unique needs of individual organizations.

We apply the same high standards of clinical and educational excellence to our Employee Assistance Program, with a strong emphasis on customized solutions to serious behavioral health and organizational issues that would impact The County of Gloucester's missions and objectives. It is a multifaceted resource that provides cost-effective customized programs and services that reinforce your organizational objectives and improve safety, morale, well-being, and financial performance. Utilizing the depth of clinical and organizational expertise available at the University, Penn Behavioral Health Corporate Services provides its clients with:

- Initial Needs Assessment and Organizational Analysis
- Human Resources, Management and Supervisory Consultations
- Customized Management and Supervisory Training
- Management Coaching on Workplace or Employee Issues
- Customized Employee Training
- Extensive Individual and Family Behavioral Health Resources
- On-Site Critical Incident Management

Penn Behavioral Health Corporate Services offers distinctive advantages over other EAP programs. We bring an informed and innovative perspective to our clients and a wealth of experience that understands the difference between a well integrated, clinically sound program that is employer-focused versus only an employee benefit.

Penn Behavioral Health Corporate Services' EAP offers The County of Gloucester an alternative to large, impersonal employee assistance programs pervasive in the field today. Investing in an EAP provider, is investing in the well-being of your organization, its managers and supervisors, employees, and their families. Penn Behavioral Health Corporate Services will examine the organization; learn its specific culture and dynamic and then identify the organization's particular issues and concerns, utilizing this information to design initiatives that address the organization's precise needs. For example, Penn Behavioral Health Corporate Services is currently working with many organizations such as Philadelphia Gas Works (PGW), Burlington County Courts, The Philadelphia Police Department (PPD), The City of Philadelphia, and SEPTA. Our experience with these organizations ideally positions us to bring a great benefit to The County of Gloucester.

II. Penn Behavioral Health's Services

A. Employee Assistance

Penn Behavioral Health Corporate Services' EAP services provide pro-active, professional assistance to the whole organization – in order to address the systemic professional and personal issues that can negatively impact the organization's resilience and success in meeting its primary objectives. Our approach is the key differentiator in creating and maintaining a highly successful EAP program. It starts with a Senior Account Manager taking the time during implementation to understand the organization and its needs, then developing customized strategies to meet the agreed upon objectives.

The initial implementation process and ongoing account management provides the program with high visibility and ensures customized training. There are no hidden or additional charges on any of the services provided. Penn Behavioral Health Corporate Services believes that by maintaining high visibility, awareness of the program and promoting its benefits will increase utilization and health throughout the organization.

Currently, most Employee Assistance Programs act primarily as an additional employee benefit, simply providing counseling services to employees, which in most cases duplicates coverage (without employee co-pay) the employer is already paying for through their health care premiums. Utilization is generally low and any real return-on-investment (ROI) is marginal, at best. Penn Behavioral Health Corporate Services has taken an approach that runs counter to that trend, believing that through high visibility, quality education and training the trust can be established that truly integrates the program into the fabric of the organization so that, effectively utilized, it achieves true and positive ROI.

Penn Behavioral Health Corporate Services' concept, therefore, is divided into three strategic components:

Corporate Assistance (CAP) - Our services begin with the organization.

We emphasize a strategic alignment of behavioral health policies and practices with organizational objectives. Corporate Assistance provides:

- Organizational behavioral health audit or needs assessment
- Integration of EAP into policies, practices with manager and supervisory training
- Policy related Human Resources consultations, briefings and trainings
- Critical Incident Stress Management (CISM) with certified CIS counselors that are available whenever there is a serious behavioral health issue
- Quarterly utilization and trend analysis
- Organizational development and interventions
- Educational materials on behavioral health issues developed at the University of Pennsylvania
- Creating support groups and mentoring programs
- Creating wellness centers

Management Assistance (MAP) - At Penn Behavioral Health Corporate Services we believe that managers and supervisors need the behavioral health tools and training to address the complex issues of the modern workplace. Our Management Assistance provides:

- Consultations with Human Resources, managers and supervisors regarding specific behavioral health issues and policies
- Behavioral health trainings for managers and supervisors
- Face-to-face or telephonic coaching for managers on specific issues

- A collaborative approach that fosters a partnership with managers and supervisors so that they think of Penn Behavioral Health Corporate Services whenever there is an issue
- Management mentoring and support groups
- Educational materials on behavioral health issues developed at the University of Pennsylvania
- Management interventions and follow-up
- On-going management communications and resources

Employee Assistance (EAP) - Our standard is a strong clinical focus that emphasizes professional assessment, a direct connection to an outstanding network of therapists, coordination and monitoring of progress. Program design includes:

- Employee and management orientations
- Toll-free 24 hour access to Masters level Intake Counselors
- Comprehensive network of credentialed, clinically licensed providers
- Face-to-face or telephonic counseling for employees and their dependents
- Customized employee training and educational materials
- Educational materials on behavioral health issues developed at the University of Pennsylvania
- On-going employee and family communications and resources

Penn Behavioral Health Corporate Services' clients benefit from this integrated approach to Employee Assistance that coordinates its strategies throughout the organization with specific emphasis on policies, mission and organizational goals including building cohesive teams, developing resilience and managing conflicts. In effect, Penn Behavioral Health Corporate Services puts the employer back in the Employee Assistance Program.

EAP Counseling Services – Penn Behavioral Health Corporate Services provides easy, confidential access to EAP services for any and all personal problems an employee or dependent may face including: resources for support groups; financial, legal, family, and personal problems. Penn Behavioral Health Corporate Services professional counselors are trained to assess and assist with the following mental health and substance abuse issues.

Typical EAP Counseling Issues			
ADDICTIONS	GENERAL	DOMESTIC	WORK
Drugs	Depression	Separation and Divorce	Stress
Alcohol	Sleep Disturbances	Parenting	Time Management
Food/Eating	Sexual Dysfunction	Adoption	Coworker Relationships
Gambling	Anxiety and Stress	Aging	Workplace Violence
Tobacco	Self-esteem	Day Care	Harassment
Sexual	Personality Disorders	Finances	Job Changes
Co-Dependency	Grief	Aging Parents	Company Changes
	Anger	Physical Abuse	Manager Relationships

Optional Work-Life Services - Penn Behavioral Health Corporate Services offers an optional Work-Life Referral service for organizations trying to assist their employees in balancing work and family demands. In today's highly complex world, a work-life program not only tells employees that the organization recognizes and is concerned with these issues but addresses one of the significant causes of unscheduled absenteeism and turnover.

Penn Behavioral Health Corporate Services work-life program is designed to assist diverse employee populations that live in both traditional and non-traditional family units. Our Work-Life referral service provides multiple referral options and resources to address the life continuum. The program provides updated information on a wide variety of programs nationwide including:

Typical Work-Life Consulting Issues			
Child Care	Elder Care	Legal	Financial
Day Care Centers	Home Health Care	Wills	Consumer Assistance
Family Day Care Homes	Assisted Living	Advanced Directives	Buying / Selling a House
After School Programs	Adult Day Care	Divorce	Credit and Debt Issues
Summer Camps	Transportation	Power of Attorney	Lease versus Purchase
Back-up Care	Case Management	Bankruptcy	Landlord -- Tenant Issues
Special Needs	Respite Care	Custody	
Nannies and In-home	Hospice Care	Guardianship	
		Small Claims	

Work-Life Services are provided by a team of highly professional care consultants who help clients find solutions to pressing work-life issues that impact their work performance and their overall health and well-being.

Care counselors have access to a national database of current child care services, schools, special needs programs, colleges, adult services, elder care services and caregiver support. The centralized database is continuously updated to ensure the integrity of the information in the system. In addition they offer an extensive work-life resource library including guide books, references, and topic letters.

B. Orientation, Training, and Support Services

Awareness of the EAP and the benefits it provides is critical to its success. A company cannot benefit from the program unless employees know about it, understand it and use it if there is a need. During implementation, Penn Behavioral Health Corporate Services provides employee orientations and supervisory training to explain the EAP program. These programs are available to employees, spouses, and any other dependents. Orientations are performed on-site and take about 30 minutes. We recommend initial and additional orientations every year as well as periodically throughout the year for new hires. We also accommodate shift work and conduct our presentations at union meetings if requested.

Employee Orientations - Employee orientations give employees an understanding of the Penn Behavioral Health Corporate Services program and how it benefits them. Our orientations are designed to familiarize and acquaint employees with the following information:

- Purpose of the Employee Assistance Program and Work-Life Services Program
- Available services
- Confidentiality of the program
- Expertise of the clinical and professional staff
- Accessing the program and scheduling an appointment
- Eligibility

Orientations are also used to build trust and respect for our services. We emphasize the program's easy access to professional, caring counselors for strictly confidential assistance regarding any kind of personal problem.

Supervisor and Manager Orientation - Penn Behavioral Health Corporate Services professional training staff has designed orientation sessions for managers:

- Outline the benefits of the Penn Behavioral Health Corporate Services program
- Provide a broad range of basic EAP service information
- Provide an understanding of the employer's EAP policies and procedures
- Help attendees understand their role and responsibilities in the program
- Enhance management skills that facilitate helping troubled employees
- Provide Penn Behavioral Health Corporate Services' Supervisory Information and Referral Procedures that includes sample cases illustrating the above objectives
- Implement a process of observation, documentation, corrective intervention, and referral

It is vital that managers, supervisors, and Human Resource specialists become aware of all of the services available through the EAP. Supervisory and Management Training is a critical component of the program because managers and supervisors are generally the first confronted with performance issues related to medical, behavioral, and personal problems. Because of this, our training programs focus on methods managers and supervisors can use to manage troubled employees in conjunction with Penn Behavioral Health Corporate Services.

Penn Behavioral Health Corporate Services educates supervisors and managers in the early identification of employee performance problems and connecting them with appropriate resources, when needed. The early identification of performance issues often moderates or eliminates the development of more serious issues; Penn Behavioral Health Corporate Services' EAP puts particular emphasis on recognizing signs and symptoms of substance abuse in the workplace.

Penn Behavioral Health Corporate Services Intervention Program - The Penn Behavioral Health Corporate Services intervention program helps Human Resources and additional key personnel handle severely troubled employees. The program is designed to help participants understand their role in using and accessing the program in cases where an employee's personal problems not only affect work performance but also may threaten others' well-being and the safety of the workplace. These include: aberrant behaviors, impairment, violence, substance abuse and advanced performance decline.

Management Referrals and Consultations - To manage the diverse concerns of managers and supervisors about work environment issues; Penn Behavioral Health Corporate Services has developed a customized management consultation process. The intake clinician responds immediately to the manager to discuss the situation and determine what resources or assistance is needed. Each consult is handled in a clinically sound, effective manner. Throughout this process, managers and supervisors have access to early help, with the option for additional expertise or intervention if needed.

Some management consults lead to "management referrals." In these cases, the intake clinician coaches the manager or supervisor to make either an informal employee referral or a more formal referral. Formal referrals are usually made by the Human Resources Department and generally involve a more extensive conversation, during which performance issues and organizational concerns are discussed and recommendations made, with follow-up.

Penn Behavioral Health Corporate Services Implementation Process - Penn Behavioral Health Corporate Services will meet consistently with The County of Gloucester representatives, throughout the year, and will be flexible and creative in addressing the needs of the workplace. Below we articulate our formal implementation plan that includes

sample data and the principles and concepts used by Penn Behavioral Health Corporate Services on an ongoing basis to service and re-orient managers and employees per the needs of The County of Gloucester.

Penn Behavioral Health Corporate Services' implementation procedure is divided into the following elements:

- Contracting and Deliverables
- Needs Assessment, Health Plan Linkage and Behavioral Health Policy Review
- Provider Network Match Based on Employee Work Site and Home Demographics
- Introduction to Key Communicators and Liaisons
- Implementation program
 - Orientation
 - Communications
- Training Schedule for Year One
- Reporting Requirements

The purpose of the implementation component is to establish expectations for the program and gain an understanding of the organization's specific needs / requirements, in order to develop an appropriate communication plan that will help maintain a high level of visibility for the program throughout the year. The following is a sample implementation timeline based on the contract being awarded and a start date of July 1, 2016. Each year Penn Behavioral Health Corporate Services will conduct this implementation process with The County of Gloucester to ensure the quality and match of service deliverables.

<i>Implementation Task</i>	<i>June</i>	<i>July</i>	<i>August</i>
<i><u>Contract</u></i>		START DATE	
<i><u>Needs Assessment</u></i>			
• <i>Health Insurance Plans</i>	■		
• <i>Behavioral Health Policies</i>	■		
• <i>Identify Needs</i>	■		
○ <i>Organization</i>	■		
○ <i>Management</i>	■		
○ <i>Employees</i>	■		
<i><u>Provider Network Match</u></i>			
• <i>Create Disruption Report</i>	■		
• <i>Review employee demographics</i>	■		
• <i>Contact additional providers as needed by:</i>			
○ <i>Specialization</i>	■		
○ <i>Location</i>	■		
• <i>Credentialing</i>	■		
• <i>Add new providers to the PBH network</i>	■	■	
<i><u>Key Staff Identification</u></i>			
• <i>Human Resources / Sr. Management</i>	■		
• <i>Training Department</i>	■		
• <i>EAP Internal Staff</i>	■		
• <i>PBH Staff Director</i>	■		
<i><u>Implementation Program</u></i>			
• <i>Meet with HR / Senior Management</i>	■		
• <i>Review Mandatory/Formal Referral Process</i>	■		
• <i>Coordinate with Internal EAP</i>	■		
• <i>Develop communication schedule</i>	■		

<i>Implementation Task</i>	<i>June</i>	<i>July</i>	<i>August</i>
<ul style="list-style-type: none"> • <i>Schedule orientations</i> <ul style="list-style-type: none"> ○ <i>Management</i> ○ <i>Employee</i> 	<ul style="list-style-type: none"> ■ ■ 		
<u><i>Orientation and Communications</i></u>			
<ul style="list-style-type: none"> • <i>Introductory Letter from Senior Management</i> • <i>Orientation Meetings</i> • <i>Brochure</i> • <i>Posters</i> • <i>Periodic Flyers</i> • <i>E-Mail Messaging</i> • <i>Care Notes®</i> • <i>Web Access</i> 		<ul style="list-style-type: none"> ■ ■ ■ ■ ■ ■ ■ ■ 	
<u><i>Training</i></u>			
<ul style="list-style-type: none"> • <i>Manager and Supervisor Trainings</i> • <i>Sr. Management Trainings</i> 		<ul style="list-style-type: none"> ■ ■ 	<ul style="list-style-type: none"> ■
<u><i>Account Management</i></u>			
<ul style="list-style-type: none"> • <i>Introductions</i> • <i>Implementation</i> • <i>Coordination of All Services</i> • <i>Review of Needs Fulfillment</i> 	<ul style="list-style-type: none"> ■ ■ 	<ul style="list-style-type: none"> ■ ■ 	<ul style="list-style-type: none"> ■ ■
<u><i>Review Reporting Requirements</i></u>			
<ul style="list-style-type: none"> • <i>Report format</i> • <i>Reporting Customization</i> • <i>Set up Quarterly Report Generation</i> 	<ul style="list-style-type: none"> ■ ■ ■ 		

C. Crisis Management Services

For employers, a key element of Penn Behavioral Health Corporate Services' EAP is our Critical Incident Stress Management Service, which includes critical incident stress debriefings and emotional incident stress debriefings. In case of a serious situation, such as the death of a staff person, Penn Behavioral Health Corporate Services integrates a crisis response service with our EAP program that includes on-site Critical Incident Stress Management and post-incident consulting, interventions, training, counseling referrals, and resources.

Our team members will work with you to design a group crisis intervention protocol individually tailored to fit your needs and organizational requirements. We integrate our service and procedures with the needs of other departments in your organization, such as Human Resources, Legal, Health and Safety, Security, and labor union representatives. As soon as Penn Behavioral Health Corporate Services is notified of a critical incident, we follow the established protocol, assess the clinical needs, deploy clinical personnel with CISD/EISD expertise, and coordinate on-site intervention and any additional counseling with your Human Resource Department or other designated department. Penn Behavioral Health Corporate Services' team can be counted on to respond promptly, effectively, and compassionately to the needs of your people.

For workplace violence issues, Penn Behavioral Health Corporate Services has designed internal protocols that are shared with our corporate clients to assist them in determining the appropriate level of intervention before and after a violent or traumatic incident. Training is also conducted for managers. Penn Behavioral Health Corporate Services' workplace violence protocols focus on addressing not only the needs of victims but also the concerns of supervisors, managers, and high-level executives within an organization.

As part of our customized approach, we build close relationships with Human Resources Departments and front-line managers so that we can determine and proactively address workplace issues that could cause serious incidents. We then plan for various types of crises and use Penn Behavioral Health Corporate Services' wellness programs to support the employees' awareness of EAP services.

A key component of Penn Behavioral Health Corporate Services' CISM program is the involvement of the CISM Coordinator and the Account Manager, whose hands-on partnership with corporate clients promotes an informed, timely, and sensitive response to any crisis. In the event of a crisis, our CISM Coordinator is contacted, the Account Manager is notified, and a CISM intervention is scheduled through our team of clinicians. The CISM Coordinator works on the clinical aspects of the intervention while the account manager assists with the corporate issues, such as providing support to the management and sending out materials or setting up additional resources.

Fast, Responsive CISD/EISD Services - The Penn Behavioral Health Corporate Services CISM coordinator ensures that facilitators and associates have immediate access to information relevant to any CISM. The Penn Behavioral Health Corporate Services CISM coordinator is available 24 hours a day, 7 days a week via the toll-free Penn Behavioral Health Corporate Services number to respond to crisis situations.

After CISM interventions, the CISM team debriefs with providers, the providers complete a case record of the intervention, and the account manager and/or CISM clinician follows up with the customer's corporate contact to review the intervention and schedule any necessary follow-up care. Later evaluations are conducted with those involved in the CISM event to determine the effectiveness of the intervention and any ongoing concerns or problems that need to be addressed.

D. Intake Assessment and Referral

Immediate Access and Response -- Penn Behavioral Health Corporate Services offers employees and their dependents easy, convenient and confidential access to both EAP and Work-Life Services through a single toll-free intake hotline available 24 hours a day, 7 days a week. Phones are answered by Licensed Master's-level clinicians and social workers.

Intake Assessment and Process - The first step in Penn Behavioral Health Corporate Services' intake process is an EAP initial assessment. During this critical initial stage of the process, we emphasize quality, concern, and accuracy. Our intake clinicians are all trained in crisis counseling and have experience in mental health and chemical dependency treatment. Our intake clinicians have the expertise to recognize the type and severity of callers' problems and the skills for making referrals appropriate for each caller's needs.

Penn Behavioral Health Corporate Services' intake clinicians first assess the urgency of the call and the primary presenting problems, and then address the caller's personal needs and concerns. The following accessibility standards apply:

- *Emergency cases* receive immediate care.
- *Urgent cases* receive care within 24-hours.
- *Routine cases* receive an appointment within 72 hours.

If there is an emergency or clinically urgent case, the intake clinician triages the call and consults with the clinical director. Arrangements are made for a further telephone assessment and/or immediate crisis intervention. If the caller's presentation is not an immediate crisis but the caller expresses a general urgency for a visit, a same day or next day appointment is offered.

Most incoming calls are not crisis-oriented and require a referral to a qualified clinician close to where the client lives and matched to the clinical and cultural needs of the participant. For every referral, an electronic record is initiated and a unique identification and case number is created. An on-line screen detailing the client's EAP benefit plan is automatically accessed to enable the intake clinician to educate callers about their specific benefits and encourage them to utilize their EAP as appropriate. All treatment referrals are made according to the client's benefit plan.

Intake clinicians use a clinically sound protocol to screen clients for the severity of presenting problems. The intake provides a calm, compassionate and professional response.

For issues such as domestic violence, rape, child or elder abuse, the case is handled immediately as an emergency by the intake clinician and then entered into a daily tracking log. This alerts the clinician on a daily basis to provide ongoing monitoring and complete follow-up. If the issues are of a higher clinical risk level, such as suicidality, homicidality or severe depression the intake clinician consults and monitors the case in conjunction with Penn Behavioral Health Corporate Services' medical and clinical director. This occurs until the crisis is averted and the case is stabilized.

For drug and alcohol problems, each client is assessed through questions about substance abuse history. When clients present chemical dependency issues, intake clinicians ask additional questions to ascertain both the intensity and frequency of the use, as well as the need for additional clinical assistance outside of the chemical dependency.

Penn Behavioral Health Corporate Services selects facilities that offer a comprehensive treatment approach to substance abuse by matching the special services a client needs with the most appropriate facility and following up to ensure that those special services are received. By utilizing this approach Penn Behavioral Health Corporate Services helps ensure that clients have all the resources available to complete their treatment.

Our intake clinicians offer direct, expedient referral for chemical dependency treatment, which often eliminates the need for a face-to-face evaluation so a client can get treatment immediately. If HMO coverage is involved, the primary physician may also be bypassed so that a client can get immediate assistance within the network gatekeeper system.

If a client has exhausted the EAP benefit, but still needs additional counseling, a Penn Behavioral Health Corporate Services intake clinician assists in contacting his or her health plan and initiating care through that program.

It is essential to establish an effective working relationship with managed care program administrators to maximize the results of the EAP. Before program implementation, we work with our clients to develop efficient program interfacing mechanisms, including the procedures for referrals to the managed care program, case consultation, and transfer of information.

Clinical Referrals - After completing the initial assessment, Penn Behavioral Health Corporate Services intake clinicians begin the process of obtaining clinical face-to-face assessments furnished by a local counselor or a treatment facility that matches the client's cultural, clinical, and geographic needs. For emergency or urgent cases, the clinician gives the caller continuous support while making arrangements for the client. For routine cases, the intake clinician makes the call directly to the provider to relay the information, check ability, availability and clarity regarding the benefit. If several providers match the client's needs, the client can choose which provider to contact. Selected providers are required to schedule an appointment within 72 hours of the client's call (unless the client agrees to schedule for a later date). Our policy is to identify suitable providers who are within a 15 to 20 minute drive from the client.

After the initial session, providers complete evaluation forms that are returned to Penn Behavioral Health Corporate Services. These forms are used to assess medical and mental health issues and ensure appropriate continuity of care for the client. There is flexibility between Penn Behavioral Health Corporate Services and their providers regarding the number of sessions for each case. If a provider determines that clients could benefit by extending their EAP sessions to resolve their issues or provide transition into ongoing care, they are encouraged to call and ask for additional sessions at no charge to the client.

Member Advocacy - Penn Behavioral Health Corporate Services is required by the University and the Health System to provide thorough and ongoing advocacy, meaning that we focus on making sure the process helps resolve the presenting issue, sometimes making secondary or even tertiary referrals or linkages to affect quality outcomes.

We monitor referrals and remain actively available to employees for ongoing advocacy. Again our commitment has been to “hang in there” with callers for the purposes of resolving their presenting issues – not just offer the services – but actually resolve the issues. This is to be distinguished in terms of quality, from just insuring that callers get their sessions. Our goal has always been to return healthy employees to the workplace, and healthy family members to their homes.

Member Advocacy is the core philosophy of the Access Center. Staff interview caller requesting services, provide information on available options, provide network descriptions and to assess for additional service needs. Callers may access Penn Behavioral Health Corporate Services just for information, and are asked the basic Access Registration questions. Those seeking one of the remaining benefit options, (EAP, Work/Life Benefits, and Mental Health/Substance Abuse Coordination) will complete benefit registration intake with a therapist designed to elicit the information necessary to effect optimum disposition, based on the real time evaluation of member needs. The grid below describes the Access flow.

Member Advocacy System	Info Only	Work-Life	EAP Session	MH Benefit
determine benefit need	x	x	x	x
conduct access registration	x	x	x	x
benefit registration intake		x	x	x
give out provider information	x	x	x	x
make direct referrals			x	x
make direct authorizations or assist with authorizations to MH benefits			x	x
benefit determination				x
patient resource/troubleshooting	x	x	x	x
coordination of care			x	x

A Brief Description of the Referral Process for Providers

EAP Treatment Referrals:

1. If your assessment determines that a referral to another level of care is required, your assistance with the selection of the specific referral source is considered a crucial element of your role as an EAP provider. Your role in this regard is to ensure a smooth transition to the referral source. Follow-up sessions or contacts may be indicated after you make the referral to another resource if it will help ensure a successful outcome.
2. It is imperative that you provide relevant clinical information to all appropriate referral sources. If a referral for clinical services is required, it is your responsibility to request that the client sign a release of information and verbally communicate any relevant information. Documentation of the linkage to the referral is required on the Closing Summary Form.

3. Your role also includes case management (e.g., follow-up and tracking of your clients' progress in the program to which they were referred). As appropriate, you may see your client while they are in a level of care higher than outpatient (including intensive outpatient, partial, and inpatient) but no more frequently than every two weeks. Exceptions may be requested through the EAP Manager.
4. As an EAP provider you are encouraged to consider linking the client to community and company resources, self-help programs (and the like) during or subsequent to EAP Services. For example, you may encourage your client to attend a company sponsored work/life program concurrent with the EAP sessions. We encourage you to be creative with the scheduling of the EAP sessions for the best possible outcome. For example, you could elongate the duration of the EAP contact by alternating EAP sessions every other week with a community resource.

Community Resources - Our intake clinicians use a web-based search engine to identify and access extensive on-line files that contain detailed community resources for a variety of issues including child welfare, domestic violence, alcohol and substance abuse, living arrangements and wellness. Additionally, Penn Behavioral Health Corporate Services' clinicians use network providers to locate the community mental health resources in the areas in which clients live. Through the community health resources, our clinicians find precisely what services are available, such as support groups, agencies, and shelters to meet specialized client needs.

Chemical Dependency Referrals - Penn Behavioral Health Corporate Services uses special chemical dependency protocols for clients who call on their own or who are referred to us by their employers. For clients who are referred to a chemical dependency treatment facility, our intake counselors implement the following protocols:

Voluntary Self-Referrals

- ◆ Rule out the need for detoxification.
- ◆ Conduct a thorough assessment.
- ◆ Facilitate a face-to-face evaluation within 24-hours.
- ◆ Verify that the participant connects with the referral provider and document comments in the intake notes.
- ◆ Document the referral in the substance abuse log.

Human Resources Referrals

- ◆ Corporate client makes initial call to the intake clinician.
- ◆ Clinician opens intake file. Management consult conducted. Contact person is established.
- ◆ Case is documented by the clinician in the substance abuse log.
- ◆ If/when the employee calls, the intake clinician:
 - Rules out the need for detoxification.
 - Conducts a thorough assessment.
 - Facilitates an evaluation within 24 hours.
- ◆ The intake clinician calls the corporate contact person immediately after the employee calls or within 24 hours if the client does not call.
- ◆ The corporate contact person is told that the employee has been scheduled for an evaluation and arranges a date and time to call and give the corporate contact person additional information after a Release of Information Form is signed.
- ◆ The intake clinician calls the evaluation provider and/or facility to coordinate the Release of Information Form.
- ◆ The intake clinician verifies that the employee connects with referral provider and documents the connection in the online intake comments.

- ◆ If needed, the intake clinician facilitates return-to-work arrangements among the provider(s), facility, employer/supervisor, and employee.
- ◆ The Penn Behavioral Health Corporate Services clinician updates substance abuse log for each step of the process.

Follow-up Care - Continued sobriety and/or mental health depends on a good support system. After treatment of critical problems, it is important to ensure that care follows the client's benefit plans and that follow-ups are undertaken to reduce the risk of recidivism. Penn Behavioral Health Corporate Services' program is in an optimal position to help clients establish and maintain post-treatment support within their benefit plans. Our intake clinicians access benefit plans to ensure that adequate care is given within the plan structure. Penn Behavioral Health Corporate Services clinicians follow-up with patients telephonically during the six months immediately following the recovery period and for a period of two years at regular intervals.

Penn Behavioral Health Corporate Services strongly believes in the importance of the return-to-work conference and follow-up after a person has been away from the job for treatment for mental health or substance abuse problems. Often the presence of a counselor in the meetings can be helpful, when appropriate, to provide support to the client and information, through a signed release, to the organization regarding past compliance and suggested recommendations. Our staff is available to participate in these conferences as directed by the organization.

E. Network of Quality Providers

The core of any Employee Assistance Program is its network of providers. Penn Behavioral Health Corporate Services' provider network is distinctive because referrals by our intake clinicians are not made to just any provider in a network. We have the unique ability to refer clients to recognized, quality providers whom we *know* are effective in dealing with each client's problems.

A Centralized Provider Database - To accomplish this, Penn Behavioral Health Corporate Services has created a file for each Penn Behavioral Health Corporate Services network provider directly accessible by our intake clinicians. This database contains demographic data and information about the provider's past history and skill in dealing with the EAP cases referred to them by Penn Behavioral Health Corporate Services.

These profiles document providers' EAP assessment and short-term counseling proficiency, compliance with the standards and professional guidelines for EAP counselors, and client satisfaction ratings. This information allows us to determine which providers are most effective in providing services for specific problems and to match clients with an appropriate choice of providers quickly and efficiently, based on their clinical needs and benefits plan.

The intake clinicians also assist providers in coordinating benefits and advise them of any special circumstances about each referral. Because this information is captured online, each intake clinician has access to the data, which enables each of them to discuss problems raised by clients and providers at any time.

Focus on Provider Diversity - Penn Behavioral Health Corporate Services works diligently to provide excellent network coverage. Coverage is defined by size, location, and provider quality, skill level, and topical breadth of the mental health professionals in the network. We also maintain a gender and racial provider mix that includes a significant number of male and female providers of African-American, Asian, and Hispanic descent appropriate for our client populations.

We have the following types of providers in our network:

Professionals

- Psychologists (PhDs)

- Licensed clinical social workers (LCSW or MSW)
- Marriage, family and child counselors (MFCC)
- Master's-level counselors (MA)
- **Substance Abuse Professionals (SAPs)-who will demonstrate compliance with 49 CFR Parts 40 Subpart) and 6.55.52**
- Crisis Intervention Specialists (CISMs)
- Group Practices

Programs and Facilities

- Outpatient and inpatient alcoholism and drug abuse programs with aftercare
- Alcohol and drug abuse detox programs
- Day treatment centers
- Psychiatric inpatient treatment centers
- Residential treatment programs for adults and adolescents
- Partial hospitalization programs for adults and adolescents
- Major hospital and facility networks

Provider Credentials - Penn Behavioral Health Corporate Services enjoys an exceptional reputation in the therapeutic community, resulting from collegial relationships and mutual respect. In support of our providers, a team of Penn Behavioral Health Corporate Services -licensed clinicians provides ongoing review of cases in quality assurance audits to help providers maintain high-quality standards. Our providers have gone through a rigorous adherence to national and state requirements and statutes, areas of practice and expertise, and ability to perform the required EAP services. During the process, each provider is reviewed and must receive full approval from Penn Behavioral Health Corporate Services' Credentialing Committee, which includes the Medical Director, the Clinical Director, a licensed Psychologist, and a licensed clinical social worker.

To ensure that our therapists provide high-quality care, they must meet the following minimum standards:

Clinical license or certification for MSW or Ph.D. psychologists, or related Master's-level professional with appropriate license and certification:

- Positive reference check and clean malpractice history
- Three years of post-graduate experience in mental health and substance-abuse counseling
- Thorough knowledge of community-based resources
- Child-abuse Check

These standards are the *minimum professional qualifications* necessary for counselors in the Penn Behavioral Health Corporate Services network -- most of our provider professionals have credentials that exceed these stringent baseline standards.

Penn Behavioral Health Corporate Services also uses psychiatrists as clinical advisors. These network providers and staff must have the following qualifications:

- Current, valid license
- Board-certified in adult and/or child psychiatric services
- Background in dealing with addictions
- Regionally recognized as an expert in his/her area
- Positive reference check and clean malpractice history
- Valid DEA certification

- Specialty Areas

Penn Behavioral Health Corporate Services has also established a complete network of Substance Abuse Professionals (SAPs) who can rapidly provide DOT assessments, recommendations for treatments, and follow-up evaluations for testing requirements (all Penn Behavioral Health Corporate Services account managers are SAP certified). Penn Behavioral Health Corporate Services will often utilize SAPs not only for DOT required cases but also for most cases involving the potential of substance abuse treatment to gain a clear snapshot of the intensity and required treatment follow-up.

F. Quality Assurance and Customer Satisfaction

Penn Behavioral Health Corporate Services is committed to providing employers with high quality EAP services. Customer satisfaction is achieved through a partnership of providers, members, and Penn Behavioral Health Corporate Services care managers. The program features ongoing monitoring and evaluation of patient care and services and measured through a continuous and effective case review. The care provided by Penn Behavioral Health Corporate Services meets and exceeds the requirements of accepted medical practice. The surveys also measure how EAP services are perceived by the customers and health care professionals. The results of the monitoring and evaluation process are documented through regular quality management reporting.

Our quality assurance and customer satisfaction program also reviews risk management situations in accordance with Penn Behavioral Health Corporate Services' policies and procedures. These procedures reference criteria for treatment, organizational response options, documentation procedures, and procedures for designating a risk manager.

Commitment to Customer Satisfaction - Penn Behavioral Health Corporate Services' customer service philosophy focuses on three fundamental principles:

- Accurate patient assessment and referral at intake
- Timeliness of client access to care
- Effective collaboration among Penn Behavioral Health Corporate Services care managers, network providers, and customers

Penn Behavioral Health Corporate Services is committed to getting people into care as quickly as possible. We consistently provide timely access to our services and our provider matching helps ensure that clients connect with a provider with demonstrated success in treating the problems for which they need assistance.

Client Satisfaction Surveys - Penn Behavioral Health Corporate Services administers client satisfaction surveys using techniques proven to result in high response rates. Eight levels of satisfaction are measured:

- Intake clinician's response time to calls
- Establishment of a caring and concerned relationship by access counselor
- Professionalism of the access counselor
- Clear explanation of process and procedures from the access counselor
- Timeliness and convenience of appointment with face-to-face counselor
- Professional appearance of the EAP counselor's office
- EAP counselor's understanding of a problem
- EAP counselor's suggestions for dealing with the problem

We carefully consider the results of all surveys because reliable and consistent customer service sets Penn Behavioral Health Corporate Services apart from our competitors. The feedback we receive from these surveys (in addition to the

other clinical data we collect both during and subsequent to the process) allows us to measure both the reality and perception of the providers' care and to make changes in our network. The survey information also affords us the opportunity to make changes in our internal staffing and systems to improve service by our intake clinicians, if necessary.

Critical Incident Stress Management Surveys - Whenever a critical incident intervention is conducted by the Penn Behavioral Health Corporate Services certified staff, an immediate follow-up survey and needs assessment is provided to the organization to determine the effectiveness of the intervention and the need for ongoing support or services. This process has proven to be essential in assuring both the satisfaction of the responses and also identifying any residual needs or concerns that have not been addressed and require further attention. Specific CISM surveys are provided for employees, management, site representatives and organizational leaders to gain a 360 degree analysis of the success and appropriateness of the services and any current or future needs.

Corporate Satisfaction Surveys - Penn Behavioral Health Corporate Services annually conducts a corporate client satisfaction survey to assess our service and performance. The human resource representatives for the EAP services collect the information from various constituencies or departments within the organization. The results of the survey are reviewed and discussed by the human resources representative and the Penn Behavioral Health Corporate Services account manager. A formal action plan with specific tasks, designated time frames, and status reports is then developed.

Optional Work/Life Program Surveys - Penn Behavioral Health Corporate Services has also created evaluations for the client satisfaction regarding the effectiveness and quality of the Work/Life services.

Website Access to Comprehensive Surveys and Program Evaluations - Penn Behavioral Health Corporate Services' website contains an extensive number of quality surveys and evaluations that can be taken and submitted anonymously on line to gather data regarding the quality, timeliness, effectiveness, and professionalism of all related services, trainings, interventions and programs.

Each participant in any aspect of the employee assistance program is asked to fill out a survey or evaluation to measure the impact of the services in meeting their needs. The survey results are reported quarterly to assure client and corporate satisfaction of the program.

Continuous Quality Improvement - Client satisfaction and corporate satisfaction are driving forces behind Penn Behavioral Health Corporate Services' peer review, quality control, and quality improvement activities. We are committed to the concept of continuous learning and have made it a key objective within our organization. Our dedication to quality improvement is reflected in the following time and resource commitments at Penn Behavioral Health Corporate Services:

- Weekday mornings the intake clinicians meet with the clinical director, review calls from the previous day, and discuss general clinical concerns, daily tracking log incidents, management consultations, and follow-up issues.
- Bi-weekly meetings are held by the management staff to discuss or resolve major clinical issues, corporate client needs and services, and internal operational and staff concerns.
- Monthly quality improvement and quality assurance committee meetings are attended by the medical director/physician assistant, clinical directors, operations staff, corporate services staff, and network management.

Interactive customer service and continuous quality improvement training is mandated for each service staff member for at least one hour per month. Training includes all aspects of the professional standards, core technology, quality assurance and codes of ethics.

G. Account Management

Penn Behavioral Health Corporate Services' proactive account management services are a staple of our service delivery. Our skilled and seasoned account managers work with human resources and management to monitor and enhance the EAP services and to assure coordination throughout the various levels and locations in their organization. Penn Behavioral Health Corporate Services' account managers are Master's-level counselors with significant EAP and corporate consulting experience. Included are Employee Assistance Professional Certifications (CEAPs), **Substance Abuse Professional Certification (SAPs) -compliant with 49 CFR Parts 40 Subpart 0 and 655.52**, Critical Incident Stress Management Certification (CISMs) and handle administrative details, solve problems, provide expert clinical advice, and increase program visibility and effectiveness.

Each account is assigned their own team of account managers with a single account coordinator who is responsible for all aspects of service delivery and quality assurance.

Specific Services - Account management services are high-quality, responsive, and professional. They include:

- Complete program implementation
- Ongoing employee orientations
- Supervisory and management training
- Senior management briefing
- Management consultation
- Union representative training
- Policy assistance with substance abuse, sexual harassment, violence in the workplace
- Crisis intervention
- Utilization report and review - quarterly and annual
- Publicity and promotion
- Service satisfaction and follow-up
- Administrative problem-solving
- Initial and ongoing needs assessment
- Wellness programs
- Health fair participation
- Department of Transportation regulation compliance assistance
- Coordination with the organization's representatives
- Employee coaching and consulting
- On-site presence and personal interventions
- Return-to-Work Conferences

Minimum Qualifications - Account Managers must possess the following:

- Master's Degree in Counseling, Administration, Social Work, Nursing or other allied discipline
- Nationally certified as an Employee Assistance Professional and/or Critical Incident Management Counselor or Substance Abuse Professional
- Behavioral health experience with background in administration, sales and marketing, contract standards, policy development and account and network management
- Knowledge of ASO/EAP/WLB and contact center service delivery systems
- Proficient in data management and word processing systems such as ECURA, Desktop Publishing, Excel, Power Point and Word
- Outstanding interpersonal and written communications

H. Employee and Management Training

Penn Behavioral Health Corporate Services provides eight customized supervisory employee training programs developed by our staff. The seminars can be delivered in thirty- minutes, forty-five minutes or one hour time periods. The training topics are divided into five general areas and each area includes seminars related to both EAP and Work-Life Issues:

<p>Communications</p> <ul style="list-style-type: none"> ◆ Assertive Communication ◆ Effective Family Communication ◆ Intergenerational Bonding ◆ Self-Talk ◆ Communicating with Your Child ◆ Talking with Teenagers ◆ Communicating in the Workplace ◆ Communicating with your Partner ◆ Communicating with your Parents ◆ Talking through a Crisis 	<p>Family and Relationships</p> <ul style="list-style-type: none"> ◆ Child Development and Behaviors ◆ Practical Solutions for Everyday Parenting ◆ Family Dynamics with Positive Results ◆ Unusual Families with Usual Problems ◆ Keeping the Fire Alive – Couple Relationships ◆ Dual Career Couples in a Triple Career World ◆ Secrets of Healthier Relationships ◆ Anger and Violence in Relationships ◆ Surviving the Long Road of Care giving ◆ You and Your Aging Parents
<p>Work and Life Skills</p> <ul style="list-style-type: none"> ◆ Improving the Work-Life Balance ◆ Men and Women as Colleagues ◆ Personal and Professional Time Management ◆ Humor in the Workplace ◆ Thriving on Change ◆ Dealing with Difficult People ◆ Conflict Management and Resolution ◆ Work and Workaholics –Burnout Prevention ◆ Handling a Crisis (at work or home) ◆ Personality Styles and Personality Characteristics 	<p>Personal Development</p> <ul style="list-style-type: none"> ◆ Relaxing Ways for a Stressful World ◆ Achieving Stress Hardiness ◆ Personal Goal Setting ◆ Giving and Receiving Respect ◆ Personal Safety ◆ How to Overcome Guilt, Anger, and Fear ◆ Overcoming Bad Habits ◆ Preparing for Life Transitions ◆ Creating a Sensible Lifestyle ◆ Positive Thinking, Attitudes, and Behaviors
<p>Supervisory Development</p> <ul style="list-style-type: none"> ◆ Communicating With and To Your Employees ◆ Setting the Standards for Workplace Attitudes ◆ Team Building and Conflict Management ◆ Building Resilience in a Stressful or Fast-paced Environment ◆ Advanced Substance Abuse Training for Managers ◆ Advanced Violence in the Workplace Training for Managers ◆ Change Management for Managers ◆ Creating Confidence and Enthusiasm in the Workplace ◆ Coaching Employees Through Work-Related Issues ◆ Progressive Discipline ◆ Recognizing and Addressing Anger in the Workplace 	

Additionally, Penn Behavioral Health Corporate Services has a full range of Behavioral Health and Organizational Development programs designed specifically for human resources and personnel to support organizational goals and initiatives. This customizable series has also been designed to assist management, supervisors and employees in developing and maintaining healthy lifestyles and relationships in the workplace and in their personal lives.

These seminars address wide variety of behavioral health and safety issues that can negatively impact The County of Gloucester’s workforce through absenteeism, presenteeism (on the job absenteeism), health care and

disability cost escalation, and risk management issues. The training provides attendees with an understanding of the role that personal and professional problems have on the organization's ability to accomplish its primary educational objectives. The goal of these sessions is to provide education and offer pragmatic strategies and techniques to work effectively in resolving these issues.

The modules can be taken together as a unit or independently (one hour seminars). Each module focuses on the impact of the issue from personal, management and organizational perspectives and provides practical application in the workplace setting. The modules include:

Employee Behavioral and Organizational Health

- Developing Resilience in a Stressful Environment
- Conflict Management and Team Building
- Substance Abuse and Addiction
- Violence in the Workplace and Worker Safety
- Diversity and Sensitivity
- Promoting a Healthy Balance Between Work and Personal Life

Management Behavioral and Organizational Health

- Multiple Management Styles for Maximum Effectiveness
- Performance Problem Management
- Effective Leadership Relationships (Boundaries & Barriers)
- Effective Dialogue in Communication
- Medallion Time Management
- Developing and Sustaining Department Missions
- Managing Change Within Organizations
- From Conflict to Peak Performance
- Managing Different Employees and Difficult Situations
- Effective Customer Service (Internal and External)
- Optimizing Strategies to Improve Morale & Build Trust

I. Program Promotion

Promoting EAP services among management and staff is necessary for successful utilization. Achieving program visibility is critical. The result is early detection and resolution of employee or supervisory problems. It has been shown that when supervisors, employees and dependents believe that Penn Behavioral Health Corporate Services' programs will provide them with quality care, support, resources, and advocacy, program utilization increases, overall health costs decrease and the organization benefits.

Elements - Following a review of your organization, Penn Behavioral Health Corporate Services recommends the most effective promotional methods and frequency of promotion to meet your employees' needs. Your account manager provides you with a promotional notebook, which includes a yearly promotion schedule. Typical promotional materials and support events include:

- *Program Brochures.* Tri-fold brochures, with wallet cards, are furnished for distribution to employees. Brochures will be customized with full integration of the Work-Life Program.
- *Quarterly Newsletter.* Penn Behavioral Health Corporate Services provides customized articles produced by Penn Behavioral Health Corporate Services staff for internal distribution each quarter, via email or home mailing.
- *Flyers.* Penn Behavioral Health Corporate Services will design and produce customized flyers to promote the program and special on-site program-related events.
- *Care Notes.* Penn Behavioral Health Corporate Services provides copy-ready articles produced by Penn Behavioral Health Corporate Services staff for internal newsletters, email distribution or home mailing.
- *Topic Letters.* We have an assortment of nearly 50 full-color one-page sheets with information about various work, family, and life issues available for copying and distribution.
- *Tip Sheets for Supervisors.* We make available a series of one-page tip sheets for supervisors and managers, which cover issues ranging from dealing with their own personal stressors to providing guidance on managing change, reducing conflict, and creatively motivating employees.

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Promoting EAP services among management and staff is necessary for successful utilization. Achieving program visibility is critical. The result is early detection and resolution of employee or supervisory problems. It has been shown that when supervisors, employees and dependents believe that Penn Behavioral Health Corporate Services' programs will provide them with quality care, support, resources, and advocacy, program utilization increases, overall health costs decrease and the organization benefits.

Elements - Following a review of your organization, Penn Behavioral Health Corporate Services recommends the most effective promotional methods and frequency of promotion to meet your employees' needs. Your account manager provides you with a promotional notebook, which includes a yearly promotion schedule. Typical promotional materials and support events include:

- *Program Brochures.* Tri-fold brochures, with wallet cards, are furnished for distribution to employees. Brochures will be customized with full integration of the Work-Life Program.
- *Quarterly Newsletter.* Penn Behavioral Health Corporate Services provides customized articles produced by Penn Behavioral Health Corporate Services staff for internal distribution each quarter, via email or home mailing.
- *Flyers.* Penn Behavioral Health Corporate Services will design and produce customized flyers to promote the program and special on-site program-related events.
- *Care Notes.* Penn Behavioral Health Corporate Services provides copy-ready articles produced by Penn Behavioral Health Corporate Services staff for internal newsletters, email distribution or home mailing.
- *Topic Letters.* We have an assortment of nearly 50 full-color one-page sheets with information about various work, family, and life issues available for copying and distribution.
- *Tip Sheets for Supervisors.* We make available a series of one-page tip sheets for supervisors and managers, which cover issues ranging from dealing with their own personal stressors to providing guidance on managing change, reducing conflict, and creatively motivating employees.

- *Health Fairs.* Penn Behavioral Health Corporate Services will participate in health fairs, benefit meetings, or other special events for employees throughout the year.
- *Posters.* Quality posters are available for the work site.
- *Refrigerator Magnets.* Refrigerator magnets with the Penn Behavioral Health Corporate Services' toll-free number can be ordered for distribution to employees.
- *Payroll Stuffers and Reminder Cards.* Payroll stuffers and reminder cards are available with information on the Penn Behavioral Health Corporate Services services and the toll-free number.
- *Stress Dots.* Bio dots are provided for distribution at trainings and events.
- *E-Mail Messages.* Multiple customized e-mail messages are available for e-mail distribution.
- *Parenting and Elder Care Booklets.* Quality-bound parenting and elder care booklets are available for distribution.
- *Website Hyperlinks.* Links to Penn Behavioral Health Corporate Services' website can be set up within any intranet server to direct employees to more information about their EAP/Work-Life Services.
- *Wellness Programs and Booklets.* Penn Behavioral Health Corporate Services' wellness seminars offer excellent opportunities for employees to learn more about relevant topics pertaining to self, work, and family issues.

J. Reporting Capabilities

EAP Program Reports - Penn Behavioral Health Corporate Services provides standard reports for the Penn Behavioral Health Corporate Services EAP Program each quarter and annually.

EAP Utilization Reports - Penn Behavioral Health Corporate Services reports include:

- Utilization by month, quarter, and year-to-date
- Monthly clinical intake information
 - ◆ Number of contacts
 - ◆ Number of referrals to counseling
 - ◆ Number of information-only requests
 - ◆ Number of management consults
 - ◆ Number of referrals to community resources
- Monthly corporate intervention information
 - ◆ Number of employee trainings
 - ◆ Number of management trainings
 - ◆ Number (and type) of management consultations
 - ◆ Number of critical incident stress debriefings
- Quarterly Reporting
 - ◆ Primary presenting problems (general, work related, and mental health specific)
 - ◆ Intensity of call (emergency, urgency, routine)
 - ◆ Cases by job category
 - ◆ Cases by status (employee, dependent, spouse)
 - ◆ Cases by gender
 - ◆ Cases by age

- ◆ Cases by length of employment
- ◆ Case disposition
- ◆ Summary of estimated cost savings
- ◆ Trend Analysis

Annual Reporting includes a summary of all utilization trends and program interventions with data analysis to provide conclusions, suggestions, and action plans. It also contains an executive summary which highlights projected needs and concerns based on quality assurance and client satisfaction results. This information enables clients' to measure the return on investment and increased impact of all services on productivity, performance, and organizational well-being.

III. Productivity Management and Return on Investment

“More organizations today realize that investing in employees’ health and mental health pays off in terms of workplace productivity. Perspectives shift as studies bring to light employees’ mental health and substance abuse problems as a significant source of indirect costs. These costs may be experienced through reduced productivity, increased absenteeism, short and long term disability, and workers compensation.”

This statement reflects a growing sentiment among organizations across the nation that their current behavioral health benefit structures are inadequate to support the increasing direct and indirect costs of mental health problems in the workplace. This national concern led to the formation of the National Worksite Program – a cooperative initiative of the Washington Business Group on Health and the National Institute of Mental Health. This group published its recommendations for worksites in a booklet entitled “Investing in Workplace Productivity – Innovations in Managing Indirect Mental Health Costs.”

Among its recommendations and case studies, the report argued that employee benefits not be viewed as a cost center but as a catalyzing force for promoting human and intellectual resources. This concept of *productivity management* is not new, but when coupled with the management of behavioral health care, it serves as a guide to organizations seeking to increase employee productivity through investment in their employees.

A. ADVANTAGES OF PENN BEHAVIORAL HEALTH CORPORATE SERVICES

Penn Behavioral Health Corporate Services’ fully integrated program provides distinct advantages to organizations by:

- Optimizing employee health and performance through early effective recognition and resolution of behavioral health problems by directing cases with a greater predisposition of need to appropriate sources of assistance.
- Providing support to the management and supervisory levels of the organization as they wrestle with complex management problems that are often exacerbated by behavioral issues.
- Helping to manage total organizational costs by optimally allocating corporate and community resources.
- Creating customized training that can augment or replace less-effective or more costly training.
- Integrating mental and physical health resources through a direct source of assistance for cases which have co-occurring illnesses.
- Providing clinical evaluative benchmarks based on the client’s own perspective of the care received and ability to perform and function at higher levels.

Penn Behavioral Health Corporate Services also offers a comprehensive and responsive set of services that provide a distinct advantage to the employee by:

- Providing direct access to a master’s level intake clinician 24 hours a day 7 days a week for client advocacy and coordination of care.

- Utilizing Face-to-Face counseling rather than a less expensive, less clinically effective telephonic model.
- Ensuring high visibility through on-going dedicated account management initiatives, communications and on-site interventions and training.
- Rapidly responding to critical issues such as substance abuse, conflict, workplace violence and trauma.
- Having an experienced staff with years of training, education, licensure and certification as experts in their fields, including a medical director, physician advisor and clinical director.
- Providing direct access by warm transfer to an extensive network of highly skilled, experienced and credential providers conveniently located near employees' home and work.

Penn Behavioral Health Corporate Services utilizes the following evaluative tools and guidelines to measure return on investment of the clinical or counseling component and to measure the quality and efficacy of treatment.

During the *initial evaluation* an assessment is made regarding both clinical and behavioral issues, based on the following:

- Has the problem caused the client to miss time from work?
- Has the problem created friction in the client's relationships at work?
- Has the problem made the client less productive at work?
- Has the problem created situations at home that have affected the client's work?
- Has the problem in any way made the client feel like leaving or quitting the job?

During the follow-up call to each client, an assessment is made regarding the change in emotional and behavioral issues. Further referrals and recommendations are made to assist those who need additional resources in resolving their problems, based on the following:

- Did the counseling help the client to be more consistent in getting to work?
- Did the counseling help reduce friction in the client's relationships at work?
- Did the counseling make the client more productive at work?
- Did the counseling help the client cope with home situations at work?
- Did the counseling increase the client's ability to stay at work?

This information may be shared in aggregate form shared with the organization to estimate projected ROI.

In addition, quarterly statements are generated regarding initial interventions, follow-up referrals and resources, and anticipated cost-savings for:

- Higher levels of care (substance abuse, major character/mood disorders, and violence)
- Work-related problems
- Personal problems affecting work
- Cases of medical and mental health disabilities (workers compensation, family medical leave, and inpatient)

The ultimate benefit of this outcomes-based approach is the practical application of these assessments at the beginning and end of the EAP services for employees (and family members) to produce a concrete measure of their improvement or lack of improvement and possible need for additional services. By providing these evaluative snapshots early in the process of care, further interventions can be made to improve outcomes.

IV. Pricing - EAP and Work-Life Services

Pricing is combined for the Penn Behavioral Health Corporate Services EAP Program and the Work-Life Services Program.

EAP Program Pricing - For the EAP Program, the 3 Session Model refer to the number of sessions per topic per year each clinical client is permitted for the price stipulated. Employees, spouses, and dependents are eligible.

EAP Programs-Services as outlined in Section 12- Cost Proposal	Per Employee Per Month Rate	Per Employee Per Year Rate
3 Session Model	\$.93 per employee per month	\$11.16 per employee per year

EAP Program Comprehensive Services:

Clinical Client-Oriented

- 24/7 toll-free telephone access to Master's-level and Licensed intake clinicians
- Referrals to regional network of culturally diverse specialists
- Clinical assessments by Master's level professionals
- Coordination with medical health plan
- On-site confidential, face-to-face brief coaching and consulting
- Critical incident/stress debriefings
- Client intervention services for special clinical cases
- Substance abuse, violence, and suicidality screenings
- Assistance in developing Productivity Management Services for the Organization and the Employees

Employer-Oriented

- Client/Corporate/Event Satisfaction surveys
- On Site and Telephonic-Supervisor/Management assistance and consultations
- 1- On Site-Management and supervisory orientation and training
- 1 –On Site-Wellness Seminars/Trainings for both supervisors and employees
- On Site Critical Incident- 1 or as needed
- Comprehensive promotion campaign and communication materials
- Employee brochures, wallet cards, magnets, and posters
- Senior management briefings
- Personalized account management from dedicated account manager
- Work-Life (optional) full integration with seamless transfer and follow-up
- Human Resources/Occupational health/Safety Intervention Training
- 3-Substance Abuse Professional Services
- Quarterly and annual reports

- 3-Face to Face Counseling Model for Staff and Dependents at Local Sites and Offices with extreme confidentiality, convenience, easy access, and tremendous diversity.
- Twenty-four Hour Access to licensed clinicians and ongoing counseling to provide immediate triage and clinical support for Staff and Dependents to access needs, coordinate care, and set up ongoing advocacy.
- Twenty-four Hour Access to multiple highly trained and certified account representatives for consulting and coaching and intervention support for Supervisors, Management, and other Leadership which is both telephonic and face to face.
- Immediate Coordination of Referrals within the Community/Regional/ National and specifically developed local and national Work life Resources and Wellness programs with special emphasis on local and regional legal and financial advisors to assist city workers with domestic and family related issues.
- Customized Compliance Education and Training Programs for all areas of safety and compliance policies and procedures affecting city government including: Intimate Partner Violence, Violence in the Workplace, Harassment and Valuing Diversity, Substance Abuse (DOT and Drug Free Workplace), Impairment, and Aberrant behaviors, Professionalism, and Personal and Professional Resilience.
- Management Consultations and Individual Case Interventions for Union and Non-Union issues impacting the workplace. Including: Formal and Mandatory Referrals, Fitness for Duty Coordination, Return to Work Conferences, and Disability Management Assistance.
- Access to a Vast Network of Licensed Counselors throughout South Jersey, Credentialed, Certified, Trained in Government Employee counseling and Paid exclusively by PBHCS to Provide: Assessments, Counseling, Consulting, Resourcing, and Referrals.
- Management and Employee Resources and Educational Materials – specifically designed and customized specifically for city employees use – Addressing Issues and dynamics faced by county employees and their dependents and also addressing issues and dynamics faced by the leadership of county employees. This would include newsletters, brochures, flyers, training workbooks, articles, topic letters, and hundreds of printable website behavioral health resources.
- Training and Education for all Employees, Supervisory and Management Staff on Workplace Related Behavioral Health Issues on three levels: personal and professional training, family and wellness training, and leadership and management development training.
- Intervention Training and Education to All Leadership Regarding Identifying Troubled Staff and Providing Intervention, Resourcing, and Referral Services.
- Critical/Emotional Incident Stress Management Services (CISMS and EISMS)) For county workers (union and non-union) we have developed specific emotional incident stress management interventions (on site) for issues involving layoffs and reduction in force, the restructured workplace for survivors, resilience in stressful environments, managing financial and legal issues, and dealing with difficult clients and customers.
- Website Access to Vast Array of Behavioral Health and Work-Life Information – Broken into three major areas – Work life and EAP Resources for county Employees and Dependents, Work life and EAP resources for County Managers and Supervisors and Work life and EAP services for County Government

- Dedicated Seasoned Account Managers for Direct Support, Intervention, and Consulting – Regularly onsite to meet with leadership, senior leadership, directors, managers, unions and human resources. Regularly onsite to meet with divisions, departments, general staffing, union representatives, and troubled employees.
- Quarterly Detailed Utilization Reports with Quarterly and Annual Summaries of Trends, Needs, Outcomes, and further program development (conducted face to face with Human resources)
- Satisfaction and Quality Assurance Measurements for all services, consulting, trainings, programs, and interventions. Quality Assurance and Quality Improvement reporting is included in the quarterly utilization reports for the County to capture corporate and clinical client and dependent satisfaction and improvement.