

**EXHIBIT "A-2"**  
**EAP – Employee Assistance Program**

**COMPANY** \_\_\_\_\_

**COMPANY REPRESENTATIVE** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP CODE:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

Provide three (3) Texas client references (preferably public entities):

Name of Client	Contact Person	Telephone Number	Number of Employees

What is your company's tax status?

- C corporation \_\_\_\_\_
- S corporation \_\_\_\_\_
- Limited partnership \_\_\_\_\_
- Limited liability corporation (LLC) \_\_\_\_\_
- Sole proprietorship \_\_\_\_\_
- Other \_\_\_\_\_

The required contents for the RFP are presented below in the order they should be incorporated into the submitted document.

**UNDERSTANDING OF THE PROJECT:**

This section should demonstrate the proposers understanding of the project needs, the work required, and any local issues or concerns. Briefly explain how long you have been organized and your corporate business objectives. Explain how long you have been in business. This description should be concise, candid, and limited to 3 pages in length.

**PERSONNEL AND STAFFING:**

The proposers should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the firm's credentials, education and experience with other government entities is required and will be scored accordingly during the evaluation process.

**REQUIRED CERTIFICATES AND SUBMITTAL:**

This section will contain any licenses, registrations and certifications as required by the STATE OF TEXAS and HIDALGO COUNTY that you possess that deem you as a qualified provider.

If proposer/company cannot meet any of the following services/responsibilities, such exceptions must be noted on the company's cover letter.

**NUMBER OF COPIES TO BE SUBMITTED:**

Hidalgo County requires one (1) original submittal, five (5) copies and one submittal on a USB Thumb Drive.

## **Scope of Work and Services.**

**E**mployee **A**ssistance **P**rogram provider agrees to provide to Hidalgo County's employees, their dependents and anyone residing in their household (collectively, "Clients") all of the services described in EAP's proposal to Hidalgo County, including, but not limited to, the services described below.

(1) **Intake (Telephonic Triage):** This service will be immediately available during regular business hours and in emergency situations via the 24-hour, 7 day a week emergency on-call system. Basic demographic information will be gathered. Client needs will be assessed. Those in crisis will be connected to a clinician.

- a. What is the professional level of the Intake Triage staff?
- b. What is the professional level of the "clinician" contacted?
- c. In case of a critical emergency how quickly can a client member be contacted after Intake Triage has determined the call to be in crisis?
- d. Do you have on staff crisis management clinicians?

(2) **Initial Diagnostic Assessment:** Following the intake, a Face-to-Face or Telephonic consultation appointment is offered. During the assessment the clinician will gather information regarding the presenting problem in order to create a diagnosis and develop a treatment plan for short- term counseling. This session does not count as one of the EAP visits included in the plan. Telephonic Assessments in lieu of face-to-face assessments should only be conducted at the request of the Client.

- a. Do you have a network of clinicians?
- b. What is their level of professional designations?
- c. Are clients directed to a specific clinician?
- d. May client select a clinician provider from a list of providers?
- e. Does the list of providers contain information about the clinician that will provide professional designations, appointment availability, and specialty?

(3) **Short-Term Therapeutic Counseling:** Provide a quote for a 3 visit and a 6 visit EAP counseling benefit per Client, per issue, per calendar year (not including the initial appointment). The EAP provider will be fully responsible for the clinical care provided to Clients. The specific number of sessions and treatment plans will be determined by the EAP's clinician and will be based on clinical presentation, need, and suitability for a short-term counseling model of treatment. Telephonic counseling should be made available in lieu of face-to-face counseling only at the request of the Client. If a Client possesses clinical symptomatology that requires longer-term and/or a different psychotherapeutic approach to treatment, the EAP will work with the Hidalgo County's medical benefit plan to either make a referral to another provider and/or provide these services under the umbrella of the employee's medical benefit.

- a. Do you have a report that demonstrates the number of times a clinician extends the number of treatment sessions to the County's medical plan?

b. Do you provide a report showing the success of treatment plans?

**(4) Range of Counseling Types:** Counseling may include individual, family, marital, and/or group interventions for issues suitable for a short-term counseling approach. Common presenting problems include, but not limited to stress, family problems, marital problems, sadness/grief, worrying, parent/child problems, work-related difficulties, interpersonal problems with co-workers and supervisors, anger management problems, drug or alcohol use, workplace violence, single parenting problems, legal and financial difficulties, coping with medical problems, and crisis counseling.

- a. Do you have sufficient clinical provider network staff to address these issues?
- b. Do you refer specific issues to third party clinicians?
- c. Do you refer to low cost or free Community Services?
- d. Under what circumstances would you refer to Community Services?

**(5) Case Management Follow-Up:** EAP shall attempt to follow-up with all Clients accessing services to ensure their satisfaction. EAP shall conduct comprehensive case management and follow-up for any Employee referred to the EAP on a mandatory basis due work-place violence, sexual harassment, or suspicion of substance abuse or other Hidalgo County group policy violations or concerns.

- a. How do you report mandatory EAP visits with an Employee that does not attend required clinical sessions?
- b. Briefly describe your experience in dealing with work related mandated EAP treatments.

**(6) Referrals:** For cases requiring medical or longer term/more intensive behavioral health intervention, referrals should be made by the EAP to the Hidalgo County's Medical Plan when indicated, or to another qualified professional that is within the financial means of the Client if the Client is not covered by the Hidalgo County's major medical plan.

- a. Do you have access low cost and free community services for extended services that are not covered by the County's health plan?

**(7) Work/Life Services:** EAP will assist Clients with balancing personal and work life concerns, coping with maternity and return to work, time management, childcare/eldercare services, and other work/life issues such as assistance with adoptions, relocations, college planning, and adjusting to retirement.

- a. Do you have sufficient network clinicians to provide these services?
- b. What is the wait time to have a face to face meeting for these services?

**(8) Hidalgo County Group Services:** EAP will provide assistance to Hidalgo County as needed. These services include immediate response to any employees coping with a trauma or critical incident in the workplace within 24 hours of the request of

Hidalgo County or at a time and place of Hidalgo County's choosing. Unlimited assistance should be included as part of your services. Your contract for services should include unlimited telephonic management consultation and account management services.

Does your contract include these services? Yes \_\_\_\_\_ No \_\_\_\_\_

- (9) Online Services:** EAP will maintain comprehensive online services, available 24/7 to employees and their family members seeking tools, tips, articles, videos, and resources to help them cope with balancing personal and work-related issues. Health and Wellness topics, a Chat Room, Discussion Board, and online Library are available through the website. Trainings regarding Orientation to the EAP benefit are available online as well.

Does your contract include these services? Yes \_\_\_\_\_ No \_\_\_\_\_

- (10) Confidentiality:** Issues of confidentiality will be handled with the utmost sensitivity and protection for the employee's rights to privacy. The EAP is fully HIPAA compliant. Where appropriate, consent forms will be obtained to provide written authorization to exchange information with any Hidalgo County benefits director or supervisor.

Does your contract include these services? Yes \_\_\_\_\_ No \_\_\_\_\_

- (11) Utilization Reports:** The EAP will provide confidential Utilization Review Reports to the Hidalgo County on a quarterly basis. The reports will include: the number of EAP Clients seeking assistance, the reasons for accessing the EAP, basic demographics for the EAP Clients, the job classification, and the number of calls, in services, and referrals provided. These reports will be provided quarterly and can be individually tailored to meet the needs of the Hidalgo County. Client Satisfaction data should be included.

Does your contract include these services? Yes \_\_\_\_\_ No \_\_\_\_\_