

ATTACHMENT A

LIST OF SERVICES

EMPLOYEE ASSISTANCE PROGRAM [EAP], WORK-LIFE AND RELATED SERVICES

CITY OF SAN LUIS

Summary of Benefits Included:

- Coverage for the **63** current employees and their household members
- Client Location- **City of San Luis** and surrounding areas
- A **twelve[12]clinical session model** [per incident per person per year]; EAP Preferred to define what constitutes a separate incident
- Work-Life Services [detailed below] and Employer benefits
- EAP Preferred estimates 5% annualized utilization
- Effective Date: January 1, 2017

Clinical Features	INCLUDED												
24 hours/7 days, 365 days per year live answer for crisis response. Non-emergency appointments can be scheduled through the business office Monday through Friday, 8:00 AM to 5:00 PM [Arizona time]. Clinical appointments are available in the evenings, as well as Saturdays at some locations.	YES												
Up to TWELVE [12] face to face counseling sessions per problem per employee and/or family member per contract year.	YES												
Eligibility for EAP Services: Employee, spouse or partner, and minor children. <i>*family household members:</i> dependent children and grandchildren up to the age of 25 years old and college student, living in the employee's home.	YES												
Solution-focused/brief therapy & counseling areas include, but not limited to: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>• Family/relationship issues</td> <td>• Emotional challenges</td> </tr> <tr> <td>• Separation and divorce</td> <td>• Stress, anxiety and/or depression</td> </tr> <tr> <td>• Parenting</td> <td>• Work concerns</td> </tr> <tr> <td>• Child and adolescent problems</td> <td>• Career pressures</td> </tr> <tr> <td>• Coping with elderly parents</td> <td>• Grief and loss</td> </tr> <tr> <td>• Substance (alcohol/drug) misuse</td> <td>• Gambling</td> </tr> </table>	• Family/relationship issues	• Emotional challenges	• Separation and divorce	• Stress, anxiety and/or depression	• Parenting	• Work concerns	• Child and adolescent problems	• Career pressures	• Coping with elderly parents	• Grief and loss	• Substance (alcohol/drug) misuse	• Gambling	YES
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Face-to-Face clinical counseling provided near employees/household members live or work. EAP Preferred maintains a network of credentialed therapists in each of the areas in which The City of San Luis operates. Further, EAP Preferred has an extensive network of licensed therapists – 1,100 across Arizona and 27,000 throughout the United States.	YES												

<p>Post-EAP referrals; EAP Preferred will facilitate and monitor treatment of these referrals and provide where appropriate, post-treatment EAP services.</p>	<p align="center">YES</p>
<p>Work-Life Features – Legal, Financial, Child Care, and many other issues</p>	
<p>24 hours/ 7 days, 365 days per year live answer and consultation with a work-life expert [an unlimited service].</p>	<p align="center">YES</p>
<p>Multiple service points: Telephone, Internet chat or website. Professional response is available 24 hours/7 days.</p>	<p align="center">YES</p>
<p>Rapid turnaround time for work-life cases – 12 business hours for regular cases or six business hours for urgent cases - the fastest turnaround time in the industry.</p>	<p align="center">YES</p>
<p>Work-life areas covered for consultation, resource, and referrals include, but not limited to:</p> <ul style="list-style-type: none"> • Adoption • Parenting • Elder/Adult care • Prenatal and postnatal care • Summer care • Travel Resources • Child care • Education • Pet care • Wellness • Special needs • Household services 	<p align="center">YES</p>
<p>Educational materials to support each customized consultation include:</p> <ul style="list-style-type: none"> • Tip sheets on specific topics • Checklists to help evaluate resources • Interactive CDs • Selected resources that are available in Spanish • Provider profiles • Handbooks filled with consumer information 	<p align="center">YES</p>
<p>Customized web site offering 5,000+ articles, tip sheets, interactive self-assessments, personal plans, audio files, and articles with resources available in English and Spanish.</p>	<p align="center">YES</p>
<p>Legal, Financial, and ID Theft Recovery:</p> <ul style="list-style-type: none"> • Divorce/custody issues • Estate planning/wills/trusts • Landlord/tenant issues • Small claims • Bankruptcy • Buying a home for the first time • Major life event planning • Retirement planning • Criminal • Real Estate • Personal injury/malpractice • Adoption • Budgeting • Foreclosure prevention • College fund planning • Will preparation 	<p align="center">YES</p> <p>LEGAL SERVICES INCLUDE 30 MINUTE FREE APPOINTMENT WITH AN AVAILABLE LOCAL ATTORNEY AND 25% DISCOUNT ON ATTORNEY FEES</p>
<p>Service Features</p>	

CareSpaceSM: Web-based social network connecting caregivers with one another as a means of support, encouragement, and advice; includes weekly video blogs, and an active presence on the site monitored by dependent care specialists.	YES
The Savings CenterSM: The Saving Center, It's a free program for savings on name-brand, every day, and luxury items; plus discounts on your cellular bill. Employees and family members qualify for quality name brands at discounts of 25 to 70 percent off regular retail prices by registering for free on our employee support website.	YES
ID Theft Prevention and Recovery: A Free telephonic session, an advisor, will follow up by mailing supporting educational materials. Free registration to Control Your ID, an online ID monitoring program. If your identity is stolen while you are registered with Control Your ID, an ID theft professional will help you restore it.	YES
TaxACT: Specializes in free tax preparation software and many Web-based services are available. File your Federal & State Taxes. Review your taxes. Filing an extension. Check your E-File Status When can I expect my return?	YES
Marketing and promotional support included; EAP Preferred standard printed brochures/wallet cards [70], employee instruction sheets [70], and worksite posters [10]. EAP Preferred will deliver printed materials to one location for distribution to the Customer. Monthly webinar invitations and quarterly news magazines submitted in electronic format.	YES
Unlimited telephonic management consultations included: Onsite services available at <u>additional fees</u> [provided below].	YES
Unlimited supervisory referrals.	YES
One Orientation per year.	YES
Training from a current inventory of topics: Customer can access the training webinars from EAP Preferred's Work-Life website, and new Monthly webinars will be emailed monthly via email.	YES
Annual utilization reports submitted electronically.	YES
Seamless transition from current vendor.	GUARANTEED
Additional Services	FEE
On-site Critical Incident Response [CISD]. EAP Preferred invoice at \$275.00 for the first hour then \$175 for any additional hours. Hours are invoiced portal-to-portal.	\$275/175
Training from a current inventory of topics. Training are one or two hours in length, provided on-site. EAP Preferred invoice at \$275.00 for the first hour then \$175 for any additional hour. Hours are invoiced portal-to-portal.	\$275/175
Supervisory Leadership Trainings. Training are one or two hours in length, provided on-site. EAP Preferred invoice at \$275.00 for the first hour then \$175 for any additional hour. Hours are invoiced portal-to-portal. Hours are invoiced portal-to-portal.	\$275/175
Network Providers and Locations	

- EAP Preferred EAP Preferred has an extensive network of licensed therapists - 1,100 across Arizona and 27,000 throughout the United States.
- All counselors are graduate-degreed, trained and experienced in EAP issues, licensed in the state in which they practice, and fully insured.
- Callers for EAP services are assisted quickly through the intake and scheduling process; emergency situations are dealt with during the call.

EAP and Work-Life Services Website Demo

- EAP Preferred's website - www.eappreferred.com
- Work-Life Services for help on many issues people face in their work and home lives; available by internet, email, instant messaging, or telephonic counseling; for the demonstration, follow these instructions:
www.eappreferred.com;
- For **Work-Life Services**, continue;
- Lower left side of EAP Preferred Home Page;
- Enter **username**, EAPP123, and **password**, eappreferred;
- On the top of the Work-Life page are general topic tabs - **Parenting, Aging, Balancing, Thriving, Working, Living, and International**. Clicking on these opens sub-topics, and clicking on the sub-topics provides significant detail;
- On the right side is **Site Search** which allows entry of a topic and direct access to all the site information on that topic;
- In the center of the page is a **Monthly Topic**, with supporting materials;
- Below, in the center, is **News For You**;
- Continuing in the center are the list of **Online Seminars** ["webinars"], planned and archived; clicking on the planned seminar allows registration for the scheduled date; clicking on archived seminars provides instruction on how to open the seminar of choice and review it;
- For **Spanish translation** of most materials, click on the Spanish flag at the top far left corner of the Work-Life home page;
- For an **instant message dialogue** with a work-life consultant, click on the **LIVECONNECT** graphic, complete the brief inquiry form and stay online to continue the dialogue; *unlimited instant message dialogues are included each contract year*

Potential- Certified Treatment and Mental Health

ATTACHMENT B

Fee Schedule

Client agrees to compensate as follows:

For a program of up to **twelve [12]** face-to-face clinical sessions, work-life services, and other additional services

\$6.30 per employee/family per month

Invoice paid monthly in advance of service.