



EMPLOYEE ASSISTANCE PROGRAM

EAP Features	Minimum	Vendor
EAP Established	1 year	1972
Number of Annual Sessions Per Individual	6	Minimum of 8 sessions per household and a total of four sessions per household member. The number of sessions are combined to be used as needed within the scope of EAP (for example, a household of four would have 16 sessions and one person could use all 16 if needed)
Number of Annual Sessions Per Incident	6 (Full Individual Minimum)	No household will have fewer than 8 sessions (in office or web-based sessions)
Coverage	Employee and Dependents	All employees, employee dependents, and employee household members
Staffing	Licensed Social Workers	Master's degree in a human services field, licensed in the state they practice and meet requirements to be an approved Village network provider
Appointment Timing	Within 72 hours	Within 72 hours
Emergency Appointments	Within 24 hours	Within 24 hours
Weekend/Holiday Appointments	Emergency	Emergency
1-800 number	Minimum one line	23 Lines
Phone Counseling	Minimum one staffed line	7 staffed for emergencies-mental health Phone staffed financial counseling Law phone staffed
24 hour Crisis 'Hot' Line Staffing	Minimum one staffed line by LSW	7 staffed lines by Master's level LSW mental health professionals
On-site Employee Orientation	1 per year (Smaller groups may be combined)	1 minimum, also as necessary throughout the year
On-site Seminars	None, except as noted in IV, A, 1, c & d	All as noted in IV,A, 1, c & d IN-PERSON On-site orientations for employees & supervisors PLUS: -1 hour of web-based on-demand training from the Village training library per agency per year, 1 additional hour for every 500 FTE per agency. -The Villlage EAP employs a professional trainer -Participate when requested in organizational on-site Health Fairs
Off-site Seminars	None, except as noted in IV, A,1, c & d	None, except as noted in IV, A,1, c & d

EAP Features	Minimum	Vendor
Management Training	Minimum Requirements: Stress, Conflict, Crisis, Change Management	Stress, Conflict, Crisis, Change Management. See unique features below or visit: TheVillageFamily.org/Training
Management Consulting	Available to all supervisory/management staff	Supervisor Help-Line available to all Supervisor/Management Staff
Additional/Specialty Services Available	@ Additional Cost	Formal Referrals for Drug Free Work Place (DFWP)/D.O.T. Violations or Performance Issues, Crisis Service Management, Human Resources Services Consulting, Job Coaching, Leadership Coaching, Employee Engagement Surveys. All services at a reduced NDPERS EAP rate.
Employee Newsletters Supervisory Newsletters Internal Marketing Material (i.e., payroll stuffers, posters, etc.)	Quarterly Biannually As needed	Monthly (electronic) Quarterly (electronic) Payroll Stuffers/Internal Ads (electronic) Supervisor Guide (electronic) Posters - Minimum annual - As Needed (electronic)
Agency/NDPERS Reporting - Utilization	Agency annual to report on utilization to NDPERS.	Semi-annual Utilization Reports -100% ongoing currently - Utilization numbers are based on direct services to clients, face-to-face counseling sessions, complete financial assessment, conversation with an attorney, and education class attended.
Agency/NDPERS Reporting - Survey	Aggregate annual report on member satisfaction to NDPERS	Workplace Outcome Suite (WOS) Individual Client Satisfaction survey data collected per clients' permissions. Annual Agency Satisfaction Survey (primary agency contact/EAP liason.)
Price	\$1.54 Maximum	\$1.54
OTHER UNIQUE FEATURES		1 step access, Statewide service network, Accredited by Council on Accreditation; Wellness offerings – Health Risk Assessment, Nutrition Counseling, Web-Based Counseling Available in ND

OTHER UNIQUE FEATURES

1. The Village EAP is a full-service, comprehensive program with access to our statewide network of Village offices and affiliate providers through our professional intake staff toll free at 800-627-8220. All clinical, mental health counseling staff

providing EAP services in Village offices are Master's level mental health professionals, far exceeding the LSW requirements of the RFP. The 24-hour crisis staff also carries these credentials. The Village Family Service Center staff includes over 100

mental health professionals.

2. We offer a barrier-free intake process to make appointments for EAP services. Highest confidentiality standards are in place. We are in full compliance with all Federal Health Insurance Portability and Accountability Act (HIPAA) regulations. A counselor is available 24 hours a day, 365 days a year.
3. We are licensed in the state of North Dakota to deliver web-based counseling services as an option for our clients.
4. The Village EAP offers a full range of financial counseling for all employees and their household members through our financial partner, CCCS of Rochester. Financial counseling may be accessed face-to-face, via the internet, or telephone. All financial counselors are Certified Consumer Credit Counselors under the National Foundation for Credit Counseling (NFCC), the highest certifying board of the credit counseling industry.
5. Individual wellness programs and educational workshops are available to employees and their household members. The Village's EAP plans are designed with wellness and productivity in mind. Employees and their household members access services by request. Identified problems are not required to obtain services. EAP services are available to assist employees in improving their wellbeing and reduce the potential of problems occurring or worsening. Examples of these individual wellness education classes are: Stress Management, Anger Management, Parenting the Love & Logic Way, Relationships 101, Mindfulness, Drug & Alcohol Education, and Money Control. The Village EAP also offers a Health Risk Assessment in addition to nutrition counseling.
6. We also offer an EAP website - VillageEAP.com, a resource for many areas of wellness. This site offers a variety of assistance and resources for employees, employers, and affiliates. The website is comprehensive with an archive of The Village EAP newsletters and provides the user the opportunity to contact The Village EAP with questions, comments, and feedback.
7. The Village EAP provides organizational support services. The Village EAP staff is available for intervention, assessment, referrals, consultations, and case management with supervisors or employees regarding problems in the work place. This staff stands ready to work with agencies in areas of alternative dispute resolution, harassment, critical incidents, work performance, and change in management.
8. Management consultation through the Supervisory Help Line is unlimited under The Village Employee Assistance Program. Issues related to supervision, management, human resources, human behavior, etc. can all be addressed with our Help Line staff. We also offer consulting services and management coaching. Again, on-site supervisor orientation is included in the program. Other supervisor/employee training is available, and includes one hour of on-demand training for each agency, and one additional hour of on-demand training per 500 covered employees per agency. Check out the The Village EAP training link for additional information: TheVillageFamily.org/Training. Additional training hours can be purchased from The Village EAP for a reduced EAP rate.

Topics include but are not limited to:
Team Training & Development – Conflict Resolution; Effective Communication; Team Building; Intergenerational Teams; Dealing with Difficult Personalities; Workplace Diversity; Unconscious Bias

Supervisory Training & Development – Supervisor Basics; Leading Effective Teams; Developing the Leader in You; Creating a Culture of Accountability; Performance Management

Compliance Training – Drug-Free Workplace; Reasonable Suspicion; Preventing Harassment; Handling Harassment Complaints; Bullying

Employee Training & Development – Overcoming Negative Attitudes; Understanding Your Communication Style; Serving the Difficult Customer; Providing Exceptional Customer Service; Emotional Intelligence

Wellness Training – Stress Management; Handling Personal Change; Work/Life Balance; Money Management; Mindfulness; Compassion Fatigue/Burnout; Sleep Wellness