



**EMPLOYEE ASSISTANCE PROGRAM  
REQUEST FOR PROPOSAL RESPONSE**

**FOR  
North Dakota Public Employees Retirement  
System  
NDPERS**

**March 31, 2023**

**Presented by CHI St. Alexius Health  
Company Care  
Employee Assistance Program**

## **EAP Service Summary**

Company Care's mental and behavioral health services are provided by the Employee Assistance Program (EAP). EAP provides quality clinical services, professional consultation and training opportunities in a manner that presents solutions for employees, enhances workplace productivity, and promotes teamwork.

### **Short Term Counseling –**

Goal orientated counseling utilizes multiple modalities including but not limited to support, management strategies, available resources, and if necessary referral. Eight (8) sessions are provided for each independent episode of care for the employee and direct family member.

### **Orientation -**

Orientation is provided so that all are aware of available services and how to access them. Orientation is offered twice a year, additional sessions may be requested.

### **Substance Use Counseling –**

Counseling provides necessary input and direction to those that struggle with emotions and behaviors that may lead to or be caused by substance abuse. SAP evaluations for DOT requirements are also available.

### **Substance Abuse Training -**

Supervisors are instructed on how to recognize the signs and symptoms of substance abuse along with additional guidelines intended to help with effective intervention and management of “for cause behavior”.

### **Supervisory Training for Work Place Issues & Relationships -**

Knowing how to use constructive confrontation while addressing negative behavior is a valuable tool for the supervisor. When requested supervisory training or intervention is available.

### **24/7 Crisis Line –**

The EAP crisis line is manned by CHI St. Alexius Health EAP counselors. This direct connection to a local counselor will assure appropriate referral to health care facilities without delay.

### **Crisis Intervention Stress Management (CISM) –**

When significant events occur that disrupt employee wellbeing as well as organizational operations an intervention may be appropriate. The most appropriate time for a CISM will be determined by EAP and the organization.

### **Digital & Self Service Resources –**

The recent emphasis on mental health has created an abundance of resources that lack common standards and licensure requirements. It is essential that the counselor directs or participates in the administrations of these resources. This will assure the most appropriate treatment plan for the individual.

### **Financial Wellness & Legal Assistance -**

Focus will be placed on the behaviors or mental stressors related to financial or legal troubles. Referral to experts for practical strategies or specific legal advice may be indicated.

## **Resources –**

The EAP is fully committed to provide quality, licensed clinical services to the employee and employee's family members covered by the EAP benefit. It is equally committed to assist the organization with professional consultation and training opportunities that present solutions for employees among all staff levels, enhance workplace productivity and promote team work.

### ❖ **Enhancing Excellence**

An ongoing series of educational presentations focused on professional development and supervisory skills. The series is designed to strengthen leadership skills and to enhance motivation and productivity among all staff levels through the creation of a more positive work environment. Occurs three times a year, presentation are provided weekly during the designated presentation months of January, May, and September.

### ❖ **Health @ Work**

This electronic bi-monthly publication is made available to all customers. The focus is to present further information on professional development and supervisory skills. In addition relevant information is provided on occupational medicine, wellness, ergonomic, and other requested topics of interest. This publication can be made available in print for a nominal cost.

### ❖ **Program & Contact Information**

EAP staff will work with the designated representative to establish a desired method of creating & maintaining program awareness. Employee lounge posters, brochures and assorted materials are made available so that confidential access to services is promptly available.

### ❖ **Presentations**

Two topical Zoom presentations are offered gratuitously per year. The topic is dependent on the needs of the organization. If in person presentations are preferred time and travel costs apply.

### ❖ **Quarterly Reports**

With each billing cycle quarterly utilization reports are provided. Utilization, reasons for visits, and types of visits are recorded. The specificity of the report may vary at times due to HIPPA concerns. If utilization is low it is possible for the employee's confidentiality to be put at risk requiring the report to be modified. Additional data may be requested at any time.

## **Access**

Access is as easy as a phone call. There are no online profiles needed, no additional resources offered as an alternative, no surveys, no hoops just direct access to someone that can schedule with an appointment at the earliest availability.