



Resources For Living
Employee Assistance Program (EAP)
Proposal for
Platte County R-3 School District

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Executive Summary

Thank you for considering Resources For Living in the search for the best mental well-being partner for Platte County r-3 School District your employees and their household members. Our offering is not your traditional “assess and refer” EAP model.

We offer the only program in our industry that fully supports each individual. This includes those who are healthy, but whose anxiety interferes with daily living and work responsibilities. It also includes those whose complicated co-morbid health conditions require immediate in-the-moment care from a Master’s-level clinician.

We meet over 25 million people where they are with the resources they need to face a personal, financial or some other challenge.

More than a phone

The trend today is to push for digital-only solutions. A phone app to navigate people through anxiety, substance use disorder, autism and eating disorders. Much the same way you would find the next level of a video game.

Behavioral health is complex, intimate and personal. An app cannot assess all that a member is experiencing or guide us to an appropriate resolution. Every person experiences mental health differently. Each of us is influenced by factors such as geography, social network, income, past mental health history or family life. To be alive today means to be complex and rich in differences.

Digital is not for everyone, all the time, and for all conditions. Many people are unsure of what they need, who can support them or what kind of support is best for their presenting issue.

This is where we take the complexity away, guide the member to the right modality, the right provider, the right service and at the right time. We fully coordinate Platte County r-3 School District’s programs, vendors and services to help your employees and their families access the full spectrum of care available to them.

Choices for care delivery

We provide choices for members to receive emotional well-being support:

- Unlimited 24/7 in-the-moment support with licensed clinicians telephonically
- In-person, tele-video, telephonic, text and chat sessions
- Website with live webinars, the ability to identify counselors for sessions, and much more

Mental well-being matters

Mental well-being can affect mood and energy level. It can even make a difference in physical health. We're here to help with:

- Stress
- Anxiety and depression
- Relationship issues and more

We deliver a complete and connected approach that empowers people to seek treatment for mental health, find quality care and confidently face life's challenges.

We do this by putting the member at the center of our approach and delivery capabilities that matter. We seamlessly integrate with other benefits such as behavioral health and medical, and offer one of the largest comprehensive, culturally competent and diverse provider networks. Our EAP has a network of over 129,000 EAP providers. Over 99 percent of our EAP providers also participate within our network of over 360,000 behavioral health providers



Engagement across the health continuum

Engage members and employers in solutions from prevention to intervention to improve mental well-being



Population & condition excellence

Apply our clinical expertise to address the specific needs of high-risk populations and conditions impacting members



Cohesive member experience

Make the discovery and navigation to care, benefits and solutions easy and connected



Innovate and optimize solutions

Deliver innovative solutions to challenges in engagement, experience and treatment



Easy connection to care

Provide easy access to a spectrum of solutions that address clinical & non-clinical needs



Talent & culture

Deliver our services with a talented team of employees with expertise and passion for improving mental well-being

Description of services – Resources For Living

Emotional support with unlimited telephonic consultation

Members can talk with a licensed behavioral health professional anytime 24/7/365, as often as they wish. It's always free and confidential.

We help our members, and their families, enhance their well-being through a holistic, personalized, easy-to-navigate community-based experience. Our service center team acts as consultants, educators, case managers and advocates for members in accessing and using services that build resilience and help with life's challenges.

We make the quality of the services we offer and positive outcomes for our members our priority. We make it our goal every day to focus on what is most important for the members we serve.

Comprehensive provider network

Resources For Living has a nationwide provider network of more than 129,000 EAP clinicians for counseling sessions. The network uses the same credentialing standards applied to all participating network providers. Providers include counselors, social workers, marriage and family therapists and other licensed clinicians who can assist with issues as varied as eating disorders to substance use disorder.

We offer enhanced access and search options for providers with Access Plus. With Access Plus, members have quick and easy access to a provider through self-service scheduling and automated authorizations. Members can search and filter based on their individual preferences, view provider biographies online and schedule a consultation to find a best fit provider. Access Plus is an outcomes-driven clinical network partnering with diverse counselors who offer a broad range of clinical interventions using best-in-class assessments.

Counseling sessions

Members can access counseling in person, telephonically or through tele-video at no cost. There's no limit to the number of issues. Common issues include:

- Stress
- Family conflict
- Coping with change
- Work-life balance
- Anxiety
- Depression
- Substance use disorder
- Relationships

Members choose the counseling method that works best for them. This varies from person to person. In addition to immediate help, members can access a counselor from the comfort of

their own homes. This eliminates the need to miss work, as well as any fears concerning privacy or embarrassment. Our experience and data show us that providing the least invasive method of intervention results in the most significant improvement in quality of life and work productivity.

Talkspace message-based and live session counseling

Members can message their dedicated therapist by text, audio (voice recording) or video as well as schedule a live session through the Talkspace proprietary app or website. The following services are available:

- **Message-based text, audio (voice recording) or video:** Message-based counseling is not appointment based and is powered by a live agent but not in real time. Members can message through the proprietary app or website any time 24/7, and their dedicated therapist will respond daily, during their five working days per week. Communications and scheduling are flexible. Members can message as often as they wish, seven days a week. One week's worth of messaging equals one counseling session.
- **Live sessions through tele-video, telephone or chat:** Live sessions are appointment based and in real time. The member can schedule their appointment within the proprietary app or website at a time that works for their schedule. Live tele-video, live telephonic and live chat are powered by a live agent and are scheduled 30-minute sessions.

Members can change their choice of modality (message-based text, audio or video, live tele-video, live telephonic, live chat) from session to session.

Member website

Members have direct access to a full range of online tools and resources and can log on 24/7 for:

- Articles
- Newsletters
- Live and on-demand webinars
- Video resources
- Self-assessments and more

Please visit:

resourcesforliving.com

Username: demo123

Password: demo

The website is available in English and Spanish and is also available on a mobile device.

Worklife assistance

Members can access a wide range of services including consultation, information, education and referrals related to:

- Convenience/personal services
- Elder care
- Care for people with disabilities
- Caregiver support
- Urgent/daily living needs
- Temporary back-up care
- School/college planning and more
- Child care
- Parenting
- Pet care
- Special needs
- Summer care
- Adoption

Digital cognitive behavioral therapy (CBT)

Online mental well-being program that gives members support where and when they need it. This digital self-paced support program provides access to evidence-based support tools to help manage depression, anxiety, stress, work/life balance, substance use and more.

Emotional Wellbeing Screener

Our digital member experience now includes an Emotional Wellbeing Screener tool. The screener engages members with a brief, easy-to-use online mental health screening, and identifies potential issues someone may be having in targeted areas of mental health including:

- Distress and global functioning
- Social determinants of health
- Substance use disorders

Our goal is to create meaningful connections with our members while promoting an anti-stigma mentality. Through our digital platform, we are providing a transformative experience in worklife and emotional health for our members. The digital platform gives our members alternate options in how they use our services. It complements the telephonic, tele-video and in-person options currently available.

Legal services

- Free 30-minute consultation with a plan attorney for an unlimited number of new legal topics each plan year related to issues such as:
 - General law (not including employment issues)
 - Mediation services
 - Special needs, including emergency matters

- Document preparation and more
- A discount of 25 percent off the hourly rate charged by the plan attorney for any legal services not covered and/or beyond the 30-minute initial consultations referenced above

Financial services

- Free 30-minute consultation on an unlimited number of new financial counseling topics each plan year related to issues such as:
 - Budgeting
 - Retirement
 - IRS matters
 - Credit
 - College funding
 - Buying vs. leasing
 - Debt
 - Mortgages
 - Financial planning
 - Garnishments
 - Tax questions
 - Credit counseling
 - Community services and more

Identity theft services

- One-hour fraud resolution consultation by phone
- Coaching and direction on preventing identity theft and restoring credit after identity theft has occurred
- Free Identity Theft Emergency Response Kit™ for victims of identity theft

Mobile app

Our mobile app is just another way we provide tools and services for our members — on their schedule. The mobile app is available for free. Just download the app – no logon credentials are required. Members always have easy access to:

- Instant tips to improve their mood
- Fresh articles every month from our member and manager newsletters, monthly awareness and lighter side articles

- Member tools section — Quick links to cognitive behavioral therapy (CBT). Plus, discounts on fitness club memberships, brand name products and services powered by LifeMart®. Members can also link to MindCheck® to take a moment to focus on their emotional well-being and watch select “Let’s Talk” videos with information and tips to help them live their best lives.
- Practical pointers for managing stress and anxiety — Information about what causes stress, relaxation exercises, ways to manage stress at work and more
- Critical work-life balance skill-building — Lifestyle management, self-help tips and ideas for better time management
- Contact form — Members can contact us for a call back to access all of their Resources For Living benefits

Our technology suite keeps evolving to provide members with tools and resources at their fingertips.

Unlimited management consultation and referral

We staff our management referral unit with licensed clinicians who are specially trained in resolving workplace issues. When an employee’s situation mandates a formal management referral, we can help your managers and supervisors through every step of the referral process. Your manager or supervisor would contact our management consultant through the toll-free telephone number to initiate the mandatory referral. The process involves:

- Discussion with the supervisor regarding the nature of the problem
- Assessment of potential risk issues
- Review of historical information
- Previous interventions
- Determination of goals for the supervisor and employee

We track the case from initial contact through assessment and evaluation, to monitoring of compliance with recommended interventions and case closure. We ensure all appropriate informational and release forms are completed at the initiation of the referral process. The clinician assigned to the case maintains contact with the supervisor, human resources, medical departments or other company designee as determined by unique case needs.

Proactive account management

Resources For Living account executives serve as the single point of contact for customer service, training, benefits administration and contract management. Your designated account manager will assist with implementation, onsite services and orientations, and analyzing

utilization reports and trends. They will help your team develop program promotional plans and offer organizational support as needed.

Communication materials

As a part of our commitment to the success of your program, we gear all communication strategies toward specific demographics and needs. We target materials for orientations, health fairs or web-enabled workshops on behavioral health, health solutions and worklife topics that provide immediate and long-term impact for your employees, supervisors and their families.

Some of the channels we have available include:

- Monthly e-bulletin communications
- Topical articles
- Posters
- Website links

Our key service sheets are available to your employees as well – overview, worklife services, financial services, legal services and identity theft.

Utilization reports

Our quarterly and annual reports measure EAP and worklife utilization. We use reports to provide trending and patterns of use and to suggest training, promotion and communication materials that can support the program. Our account executives create summaries that highlight key points and generally meet with customers quarterly and annually to review the information.

Crisis response

We customize and design crisis response services to meet your organizational and individual needs, to minimize damage and return people to previous levels of productivity as soon as possible. **Unlimited incidents included, up to ten hours per incident.**

Training

Resources For Living has a library of presentations and topics that appeal to our customers, which range from personal and professional development to worklife balance and emotional wellness. Our goal is to take a fresh look at typical topics, such as stress and change management, and to make those trainings more engaging and relevant. The average training session is one hour in length. Others are 30 minutes, 90 minutes and 2 hours long.

As part of our commitment to suicide prevention, we include the Talk Saves Lives training as a core EAP benefit at no additional cost. The training provides a general overview of what suicide is, whom it affects, what we know about it and what can be done to prevent it.

Pricing and Assumptions

Product features 560 employees	6-session model \$1.25 PEPM
Unlimited telephonic consultation	✓
Access to a Master’s-level clinician 24 hours a day	✓
Comprehensive provider network including the Access Plus network	✓
Counseling sessions, per issue, per year (In person, telephonic or tele-video)	Up to 6
Talkspace message-based and live session counseling	✓
Telephonic worklife assistance	✓
Member website	✓
Digital cognitive behavioral therapy (CBT)	✓
Emotional Wellbeing Screener	✓
Legal services	✓
Financial services	✓
Identity theft services	✓
Member mobile app	✓
Unlimited management consultation and referrals	✓
Designated account management	✓
Communication materials	✓
Talk Saves Lives suicide prevention training	✓
Quarterly and annual utilization reports	✓
Unlimited crisis response services	✓

Assumptions

- Prices assume no commissions or other fees payable to brokers or consultants
- Prices are guaranteed for three years from the effective date of 7/1/2024
- EAP services may be subject to regulation under the Knox Keene Act in the State of California. Resources For Living will adjust program documentation and procedures accordingly.
- Quoted rates include coverage for the 50 U.S. states only
- Rates are dependent on employee population within 20% (+/-) of the quoted population
- A one-year minimum contract is required
- All employees, dependents and immediate household members are eligible for services
- Quoted rates are valid for 60 days
- Fee-for-service rates are per clinician
- 90-day lead time required with Access Plus

Terms/Conditions

- Crisis response services
 - Unlimited standard crisis response services, up to ten (10) hours per incident, are included in the EAP PEPM rate. Immediate services, downsizings, organizational changes or services beyond the ten (10) hour cap, are subject to the hourly rates below:
 - Standard CISD services: On-site attendance response time in greater than three hours - \$285 per hour plus travel.
 - Immediate CISD services: On-site attendance response time in less than three hours - \$385 per hour plus travel.
 - Reduction in force services: \$285 per hour plus travel.
 - Travel and preparation expenses reimbursed at a flat rate of \$180 per counselor.
- Workplace seminars/brown bag trainings
 - General EAP and worklife training, including employee and supervisor orientation, provided in person, telephonically or through the web - \$250 per hour plus travel.
 - Travel and preparation expenses reimbursed at a flat rate of \$150 per hour. Trainings not scheduled consecutively, or when multiple topics are scheduled, may incur additional travel and preparation costs.
 - Webinars – \$250.00 per hour, \$150.00 charge for preparation for web-based training for up to 50 participants. For webinars with more than 50 participants, an additional charge of \$25.00 applies for each additional 25 participants up to a maximum of 200 participants.
 - Standard training and education service does not include Department of Transportation (DOT) services.

- Cancellation fees
 - Crisis response or reductions in force: Failure to provide 48-hour notice of cancellation of services listed above which are subject to the hourly rate will result in a charge of \$440 per incident.
 - Trainings: Failure to provide six business days' notice of cancellation of a previously scheduled training program will result in a charge of \$375 per hour.
- Drug-Free workplace services
 - Substance use case management by a substance use disorder professional and/or Department of Transportation regulation compliance - \$750 per case
- Department of Transportation training: Alcohol and drug-free workplace training for supervisors to meet drug-free workplace regulations regarding drug and alcohol use and alcohol and drug-free workplace for employees' awareness training. Additional fees may apply to the base rate for DOT training. We assess these fees on a case-by-case basis. Fees are dependent upon travel expenses and class size (classes that exceed 50 participants).
 - DOT Supervisor Training - 2 hours at \$800
 - DOT Employee Training - 1 hour at \$400