Riverside Community College District

RFP Response for
EMPLOYEE ASSISTANCE PROGRAM

Date: March 5, 2010

Submitted by:
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RFP FOR EMPLOYEE ASSISTANCE PROGRAM

For Riverside Community College District (RCCD)
By Community Action Employee Assistance Program, Inc. (CAEAP)

RFP PART V, B

March 5, 2010

Riverside Community College District
Purchasing Office-North Hall
4800 Magnolia Avenue
Riverside, CA 92506-1299
Attn: Melissa Griffith, Purchasing Specialist

Riverside Community College District
Benefits Committee
c/o Diversity and Human Resources Department
3845 Market Street
Riverside, CA 92501

To the Members of the Benefits Committee:

The enclosed RFP response is designed specifically to fulfill the intent and the expectations detailed in Riverside Community College District’s RFP for Employee Assistance Program services. Community Action Employee Assistance Program Inc. (CAEAP) has a long experience in designing and implementing effective EAP service programs which serve the needs of employees at all levels of the organization and their family members.

CAEAP provides a comprehensive approach to service delivery; the core benefits as specified in RFP, Part IV, Scope of Services, are at the heart of CAEAP’s enhanced program being offered with the following summary of EAP services being noted:

- Confidential help for employees and their family members/domestic partners/significant others
- Thorough assessment/referral process with resources
- Life enhancement wellness coaching with wellness coaches
- Local and National Provider Network of licensed/certificated clinicians, financial experts, and lawyers
- Crisis response and intervention strategies for workplace-related trauma
- 24/7 Lifeline for toll-free access/after-hour access and crisis management line
- Employee orientation/reorientation/new employee orientation
- User-friendly educational website for easy access to quarterly wellness newsletters in English and Spanish, EAP management and EAP Orientation videos, two web programs as listed below, EAP brochure in English and Spanish
CAEAP’s web-based Wellness Information Library for behavioral health issues which include employee orientation video and management training options
- CAEAP’s Balancing Work-Life Interactive Web
- ID theft prevention and recovery program
- Management consultation
- Supervisory referral/executive coaching
- EAP-related policy development
- EAP Management/supervisory training options
- Employee education/Wellness program options
- Workplace conflict resolution strategies
- Publicity/marketing program with supportive literature
- Enhanced Work-Life program of consultation/referral/resources for personal finance, legal, child care and elder care issues via the phone or the internet along with assisted search for appropriate resources especially in the areas of financial, legal, eldercare, childcare, daily living, etc. with a personal request component on specific personal and family needs.

This service summary is best understood through the narrative of the RFP response where the service quality in the response to the RFP is well clarified. In order to facilitate your review of the two web-based programs (Wellness Information Library and Balancing Work/Life), we can arrange access for you through a login/password. Please feel free to contact Bill Ryan to obtain further information on accessing and using CAEAP’s online web-based programs (B.Ryan@CAEAP.com). [1-800-777-9376].

CA/EAP offers proactive, supportive services such as a national network of providers and resources and ongoing management consultation to supervisors of client organizations on working with troubled employees and related organizational issues. All service offerings are described in detail in the attached RFP response.

Looking forward to the future possibility of serving your organization, its employees and their family members, CAEAP’s response to Riverside Community College District’s EAP RFP is respectfully submitted.

Sincerely,

Robert Bruner, CEAP
President/CEO
Community Action EAP Inc.
800-777-9376
R.Bruner@CAEAP.com

ENCLOSURES
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RFP, PART V, C

QUALIFICATIONS OF CAEAP AND STAFF

CAEAP’s Background and Qualifications

CAEAP has been in operation since 1988 and was incorporated in 1990. CAEAP is a full-service management consulting firm specializing in the design, implementation and administration of Employee Assistance Programs. We offer both employees and management an opportunity to utilize employee assistance services as a means of resolving personal problems which affect the workplace and the well-being of the organization, the employees and their family members.

CAEAP has a wide and diverse experience in working with varying types of employers or client organizations, such as private and public schools, colleges and universities, city/municipal and county governments, newspaper groups, hospitals, banking institutions, medical research and development groups, product assembly companies, etc. Refer to References, RFP PART V, G., of this proposal for a listing of client organizations currently under contract.

CAEAP has a long history of working successfully with and providing EAP services to educational/academic organizations with large and/or multiple sites, for example for those organizations within the size and scope of RCCD, California State University, Los Angeles, University of La Verne, Riverside Unified School District, Jurupa Unified School District, etc. As background, EAP program development for educational organizations is led by an expert with a Ph.D. in the areas of educational administration and organizational development from the University of California. Account management and management consultation are provided to client organizations at the director level of CAEAP’s service delivery. Being client centered, CAEAP’s management strives to serve the needs of the client organization and values responsiveness and timeliness as attributes which facilitate the special and unique needs of educational institutions, i.e., to assist employees and their family members with personal issues, noting the varying issues that surround the work environment of employees being certificated, classified, or assistant and associate professors, tenured or non-tenured, etc.

As specified in RFP, Scope of Services, RFP PART V, D., CAEAP has a strong background in work group conflict resolution, life management coaching, executive coaching and in presenting the varying topics of EAP training and wellness education with customer service being one of the most popular areas in promoting the school program with students, alumni, and the community at large. Generally, CAEAP’s management training and employee educational programs are informational with an emphasis on problem solving skills as they relate to specific content and wellness issues.
Over the long span of being in business, CAEAP has built a highly professional local and national network of providers, services and resources. CAEAP has proven to be competent, providing professional service in the field of employee assistance programming required by its client organizations. Refer to Attachment 1 to view CAEAP’s organizational chart. Being client centered, CAEAP has a history of devising and augmenting service options to meet newly identified needs and presenting cost-containment advantages and options to client organizations.

As areas of professional growth and program enhancement, CAEAP’s executive staff is particularly active in professional organizations—those involved in the work of EAPs—such as national EAPA, SAPAA, and SHRM. As background, the President and the Vice President of the firm have served on the National Standards Committee of EAPA (Employee Assistance Professional Association), setting EAP and SAP professional standards. The President of CAEAP is the current President for the Inland Empire Chapter of SHRM (Society of Human Resource Management) and the past President of SAPAA (Substance Abuse Program Administrators Association). This professional activity helps CAEAP stay abreast of new organizational concepts, business practices and knowledge, and emerging trends in the workplace which are particular to our culture and society.

As background information, Community Action EAP Inc. is a highly reliable and financially healthy company with no record or occurrence of financial difficulty or professional liability. The full name of the company is Community Action Employee Assistance Program Inc., a California corporation since November, 1990 with the federal tax identification number of 95-4298559.

CAEAP’s Staffing: National Provider Network Professional Proficiency Standards

CAEAP utilizes only licensed and certified healthcare professionals representing clinical backgrounds with such credentials as the following: clinical psychologist (Ph.D.), psychiatrist (MD), LCSW, MFT, LPC, CEAP, NAADAC and ICRC alcohol and drug counselors, etc. The provider network includes such work/life professionals as practicing lawyers and financial experts in a wide range of work/life issues as identified in Scope of Services, RFP PART V, D. In delivering EAP provider services, providers are selected for service work using one or more of the following criteria: their professional specialties, their office locations, their educational background and experience, their capability at the time to be readily available for the specific service, their expertise for handling unique situations or problems, etc. CAEAP matches client needs to the capabilities and specialties of the professional clinician. All service providers follow a standard protocol for service delivery and use a standard assessment instrument as adopted by CAEAP. Service delivery for EAP services follow consistent procedures as appropriate to the unique qualities of each case.

CAEAP provides EAP assessment services face-to-face within the proximity of anywhere in the nation with the local California counties of Inland Empire, Los Angeles, and Orange extensively covered as evidenced by particular client organizations under contract with CAEAP, References, RFP PART V, G. Office locations are numerous serving metropolitan, urban, suburban and remote areas all over the nation.
CAEAP maintains a diverse national network of providers such that CAEAP has providers who have qualities which serve clients with differing language needs, varying lifestyles and cultural/ethnic preferences, and professional specialties. Such an inclusive provider network allows CAEAP clients the most appropriate matching with clinical professionals and assures that privacy remains intact for no two clients are scheduled with clinicians within the proximity of the same time at the same office locations. The following lists such examples of CAEAP’s capability to match identified client needs with service providers for assessment and possible referral:

**Primary Language needs:**
Such as but not limited to Sign language/ASL, Spanish, Tagalog, Vietnamese, Russian, Polish, Chinese, Japanese, Korean, Arabic, Hindi, Hebrew, Italian, German, French, Farsi.

**Religious/Ethnic and Cultural preferences:**
Such as but not limited to Pacific Islander, Native American, African American, Hispanic, Caucasian, biracial, Jewish, Catholic, Protestant, Christian, Muslim/Islamic, Hindu, Mormon.

**Varying Lifestyle needs:**
Such as but not limited to hearing impaired, visually impaired, disabled, heterosexual, bisexual, homosexual, transsexual.

**Professional Specialties:**
Such as but not limited to children/adolescence, marriage and family, pre-marital issues, pre-parental issues, couple and relationship issues, family conflict issues, gay and lesbian issues, step-parenting and family issues, sexual abuse, emotional distress, workplace-based stress, relationship issues with others, gender issues, men’s issues, women’s issues, identity issues, substance abuse/misuse, addiction and related issues, recognition of alcohol and drugs, chemical dependency.

Through CAEAP's systematic quality assurance program, CAEAP maintains an ongoing evaluation of local and national service providers for the purpose of maintaining a high quality of care. The national provider network is monitored and reviewed in terms of the following:
- Client follow-up
- Professional credentials, degrees and licensure and insurance
- Letter of references
- Cost distribution for services, provisions for sliding-scale and/or discounted rates and insurance panels
- Curriculum vitae
- Client Care specialties
- Demographic characteristics, i.e. cultural background, language, religion, lifestyle, and race/ethnicity
- Capability to assist those who are hearing impaired or disabled
- Matching qualified providers to client company's insurance panels.
CAEAP reviews and updates qualifications/credentials of EAP service providers on current and renewal status pertaining to education, licensure, certification, training, and/or additional experience.
RFP FOR EMPLOYEE ASSISTANCE PROGRAM

For Riverside Community College District (RCCD)
By Community Action Employee Assistance Program, Inc. (CAEAP)

SCOPE OF SERVICES
RFP, PART V, D and PART IV

Specific RFP Core Benefit Section Addressed:
Eligibility

Program Eligibility

Participation in the EAP is open to employees and family members. “Family” denotes the following: Since the well-being of the employee can be affected by both immediate and extended family members and domestic partners/significant others, program eligibility includes these individuals. This inclusion is not limited to family members residing in the household unless specifically warranted by the client organization. CAEAP believes that if a family member (whether father, mother, brother, sister, or child) living outside of the home is having personal issues that this fact, in turn, may directly affect the overall well being of the employee. To facilitate national service delivery, CAEAP has an expansive national network of providers in this regard.

Client Participation

Each person's involvement in the EAP is maintained as confidential, voluntary, and independent of established disciplinary procedures. Each client may participate in the program in the following ways (refer to Attachment 2 for flow chart specific to client participation):

- Self/family referral: Individuals may contact the EAP office to make an appointment to discuss a personal problem or request assistance for themselves or for a family member/significant other. Self-referrals are initiated when the individual desiring the help contacts the EAP and asks for assistance. Often times a self-referral is motivated by family members, co-workers or other employees, etc. who call the EAP to ask for strategies on how to motivate someone (a loved one, a friend, a coworker, a colleague, an associate, etc.) to contact the EAP.

- Supervisory/management referral and executive coaching: Supervisors observing a decline in an employee’s work performance may utilize the EAP to implement an employee referral and in formulating strategies on how to initiate a supervisory/management referral of an employee to the EAP. The supervisory referral process is viewed as corrective (an improvement mechanism), voluntary, and not punitive. The supervisory referral focuses only on work performance issues. If personal issues evolve in the process of the EAP supervisory referral or executive coaching, which can possibly happen, this aspect of the referral is treated as a self-referral.
Specific RFP Core Benefit Sections Addressed:

Staffing and access
Privacy/Confidentiality

Accessibility

24/7 Toll-Free Telephone Lifeline (Nationwide)
CAEAP knows that problems and issues can happen at any time and CAEAP’s lifeline (national toll-free #) provides easy access 24 hours a day, 7 days a week and 365 days a year. As occurring in the regular business hours which are 6:30 am to 5:00 pm (Pacific time zone), EAP clients calling after hours to the EAP will find trained healthcare EAP professionals at the master degree level who will be able to assist them appropriately at any time.

Clients who have bilingual translation or hearing impairment needs are served 24/7. At any hour, CAEAP has EAP representatives with varying linguistic specialties (i.e. Spanish, Tagalog, etc.) as well as “Language Line Services” (AT&T language bank) to serve clients with bilingual and primary language needs. For clients who are hearing impaired, incoming calls are made by the client who has already made the choice and utilized a preferred telephone relay service. However, when CAEAP calls out to a client who is hearing impaired, CAEAP utilizes TDY services of California Relay Service. For outgoing calls to hearing impaired, CAEAP calls the special operator to place the call and the operator facilitates interactively by translating and relaying the information between CAEAP and the client.

Responsive Scheduling of Client Appointments

Appointments can be made at a mutually agreeable time, providing for the need for day, evening and weekend appointment times, including holidays. Appointments are available and made convenient within the geographical proximity of one’s home (personal residence) or the workplace (work location), based on client’s preference. Further, CAEAP is uniquely situated to service employees and family members, taking into consideration other possibilities like needing assistance while traveling or helping family members in other areas of the country, i.e. children away at school.

The client initiates EAP assistance by calling a toll-free number 24/7. CAEAP schedules the initial assessment appointment or the work/life consultation usually on the same day that a client calls the EAP and no later than 24-48 hours. Only licensed and/or certificated clinicians, lawyers, and financial experts are utilized for EAP assistance. People in crisis are seen the same day as they contact the EAP. For background on staffing, refer to the previous CAEAP Staffing section on page 2 herein as well as Attachments 1 and 2, respectively CAEAP’s organizational chart and client participation flow chart. Appointments are scheduled regularly at separate office locations within the proximity of home or one’s workplace—with the assurance that confidentiality is maintained where no two individuals would be scheduled within the proximity of time at the same location.

EAP assessment services take place away from the workplace in neutral office locations—unless a special condition of crisis intervention warrants differently on the basis of serving the best
interest of the employees and the Riverside Community College District as understood by RCCD and CAEAP.

How to access EAP services

Employees and family members will access EAP services through a toll-free, 24/7 access line where the EAP healthcare professional maintains a consistent set of questions or inquiry which survey the client on an array of personal information around the context and the immediacy of client needs for service implementation. Contacting the EAP via phone is the most efficient and safe mechanism for educating clients on EAP services and program expectations, for maintaining client confidentially and privacy, and for insuring and securing the needs of the client through direct interaction where critical concerns are revealed for immediate assistance and the general service delivery process becomes understood by client. Those with immediate needs, excepting those situations where police authorities and 911 emergency assistance are necessary, are seen face-to-face by the EAP that day and as soon as possible at convenient locations close to work or home.

For those employees and family members desiring online information about the EAP and its services, CAEAP’s website www.CAEAP.com provides the following information under the employee section or link: How your EAP can help you and your family members, How to initiate help through the EAP, Frequently Asked Questions, and a link to CAEAP’s EAP orientation video which helps to explain background on how the EAP can beneficially assist employees and family members.

Privacy/Confidentiality

CAEAP maintains the following Confidentiality Policy which meets all aspects of state and federal law. CAEAP’s “Statement of Understanding” (Attachment 3) and CAEAP’s “Notice of Privacy” (Attachment 4) specify in writing the limits of confidentiality and privacy to clients prior to assessment services. Educating clients on EAP procedures and services is an ongoing, consistent process which commences with the first contact call from the client and is restated to the client(s) with each follow-up call and as services are rendered. Each client participating in the EAP process will be notified prior to and at the time of initial assessment of CAEAP’s confidentiality policy through CAEAP’s Statement of Understanding and will be informed of CAEAP’s Privacy Policy (Attachments 3 and 4, respectively). Commencing on the client’s initial call to the EAP, the client case is coordinated, monitored, and managed by the EAP through individual client files which are labeled numerically and in which case information is charted and made confidential.

All EAP assessments and referrals are confidential. CAEAP and its representatives adhere to all federal, state, and professional statutes governing confidentiality and privacy. All client records are treated as confidential. Information contained in individual EAP files will not be released without the individual's written authorization specifying the following limits.

Limits of Confidentiality: Four areas are subject to disclosure by the EAP without written release from client: (1) when reporting child abuse and/or elder abuse and/or dependent adult abuse, (2) when relating information about being a risk to oneself or others, (3)
when relating the intention to commit illegal acts or threats to the organization, other employees, or the EAP and its agents, and (4) when a supervisory referral is made by a supervisor, information that the employee contacted the EAP and attended EAP educational (assessment) session(s) will be communicated by the EAP to the designated supervisor.

For purposes of legal claims, litigation, disciplinary action, or otherwise, third party entities will not receive EAP case information directly from CAEAP; such a transmission of said information is only achieved through the discretion of the *rightful person [the person who may legally receive such information] who would decide to supply such information to a third party.

NOTE: EAP client records become the property of CAEAP and are kept in locked filing cabinets in a combination locked room and maintained for a period of seven (7) years. However, at the time of case closure EAP referral outcomes for individual cases are maintained by law for seven (7) years, but individually collected information not related to EAP case outcomes is not maintained.

Specific RFP Core Benefit Sections Addressed:
- Counseling and referral services
- Critical incident response and assistance

CAEAP’S PROGRAM SERVICE DELIVERY

Preface Statement

To better clarify CAEAP’s service offerings and delivery capabilities, the following analyzes the specific RFP sections and points of the Scope of Services as they function as part of CAEAP’s overall proposed program offerings and service delivery. Please note that EAP services are viewed through four (4) strands of client issues and usage—delivering meaningful and effective services to meet client needs pertaining to:

Strand 1: Services for behavioral health/mental health issues
Strand 2: Services for life management of work/life issues
Strand 3: Services for life management & enhancement coaching for personal improvement issues
Strand 4: Services for District management issues and support

Strand 1: Services for behavioral health/mental health issues

Assessment

EAP assessment is face-to-face between the clients and the EAP and refers to one of the two offered options below, as selected by the client organization:

- Three (3) session model: up to three face-to-face sessions (provided per occurrence of problem/per episode of participant) include at no cost the initial assessment and up to two
additional counseling sessions, applied whenever the issue can be resolved within the EAP and does not require an ongoing referral.

- Five (5) session model: up to five face-to-face sessions (provided per occurrence of problem/per episode of participant) include at no cost the initial assessment and up to four additional counseling sessions, applied whenever the issue can be resolved within the EAP and does not require an ongoing referral.

As previously mentioned herein, each client participating in this process will be notified prior to and at the time of initial assessment of CAEAP’s confidentiality policy through CAEAP’s Statement of Understanding and will be informed of CAEAP’s Privacy Policy. Refer to Attachments 3 and 4, respectively. Commencing on the client’s initial call to the EAP, the client case is coordinated, monitored, and managed by the EAP through individual client files which are labeled numerically and in which case information is charted and made confidential.

EAP sessions are conducted face-to-face by licensed/certificated clinical professionals (as described herein on pages 2-4 of section on CAEAP’s Staffing) and focuses on problem identification and problem resolution. As mentioned, EAP assessment involves an initial assessment session at no cost allowing for, given the selected session model, additional counseling sessions at no cost if the determination is made that problem resolution can result within the EAP assessment process. During initial assessment, if the problem cannot be resolved in the number of sessions provided, a referral for ongoing care, treatment, and/or resources is regularly made directly after the initial assessment session.

The type of personal issues of which the EAP can assist is infinite, but as examples but not limited to, the following serves as general illustrations:

- Psychological, behavioral and emotional problems (i.e., anxiety, depression, stress reaction, suicidal ideation, borderline personalities, mid-life or other transition, phobias, loss & grief, social adjustment, behavior problems, etc.)
- Family-related issues (i.e., parenting, step-parenting, marital, adolescent behavior, caregiving, illness, financial, legal, child care, elder care, unique situations, etc.)
- Relationship issues (i.e., friends, significant others, coworkers, colleagues, bosses, work, career, etc.)
- Alcohol and/or drug misuse and abuse
- Workplace issues (i.e., conflict, coworker concerns, emotional distress, work behavior, work environment, etc.)
- Work/life issues (i.e., financial, legal, child care, elder care)

In accordance with the field of EAP and the work technology, initial assessment does not constitute a formal diagnosis; it involves problem identification of needs distinguishing non-healthcare issues from those which are specific to healthcare. Following initial assessment, the appropriate course of action is determined, and if a referral is required, at least two or more service alternatives and/or resources are provided to the client directly after the initial assessment.
For clients in crisis and requiring emergency services, CAEAP will remain with the client (being contingent on the context, by telephone, in person, etc.) and facilitate the process until client is safe and appropriately engaged with one’s mental health provider or the appropriate provider or authorities.

Further, assessment services and referral options provided will be within the proximity of where the client works or lives. For clients with physical disabilities, such as hearing impairment, and those with other language needs, the following assurances are enacted. For disabled participants, only physical locations with special needs access are utilized. CAEAP matches the special needs of clients to the specialties of the EAP service provider or the referral sources. For instance, a participant requiring a Spanish-speaking clinician would be matched to a Spanish-speaking service provider and/or referral sources or a participant who is hearing impaired may require a therapist who communicates in sign language. This type of accommodation is made on a regular basis; CAEAP inquires at the time of the client’s first telephone contact—when asking for basic information from the client—if the client has any special needs of which the EAP should be informed.

**Referral Process**

If a referral is made outside the EAP for ongoing care and/or resources, licensed, professional individuals and community agencies offering treatment and/or counseling are identified as options to the employee. Referrals are regularly made immediately after initial assessment and no later than 48 hours after the initial assessment. All participants or clients are provided with at least two referral choices or alternatives, when available within the proximity of where they live and work. An important consideration for treatment is to interface with insurance options available to clients. CAEAP works closely with the employer’s insurance carriers and serves to facilitate the employee in utilizing their mental health benefits. Familiarity with RCCD’s insurance options will be one of the initial tasks that CAEAP always implements at the onset of program implementation.

For community resources and services provided as alternative choices to insurance carriers, CAEAP utilizes appropriate, reputable entities with affordable resources and professional services, as appropriately licensed or certificated, in relation to client’s identified problems. If an alternative option to insurance is selected by client, the EAP considers the following in referring the client to appropriate care:

- Experts in the field of the identified problem,
- The employee's home and work location,
- Availability of transportation,
- Cost and/or benefit coverage of program (beyond what RCCD has purchased),
- Client's ability to pay,
- Waiting period between referral and admission into treatment,
- Demographic characteristics of treatment agency.

As an additional support to clients, CAEAP has formulated a special personal assist program for online access in finding specific practical life tools, active community resources and services which are continually screened and monitored for behavioral health and work/life management.
issues and concerns. To find specific information, life tools, resources, and community services, CAEAP’s program of special personal assist facilitates clients in finding specific needs on CAEAP’s two web-based programs entitled the Wellness Library web and the Balancing Work/Life web, offering wellness videos by experts in the field and a comprehensive listing of referral resources and services nationally and locally of such searchable databases as mental health, financial, legal, elder care, child care, medical, adoption, pet issues, etc. Both webs are linked from CAEAP’s website www.CAEAP.com. The following provides examples of content areas addressed in CAEAP’s special personal assist program, but content is not limited to only the areas listed below:

- Emotional well-being: stress-reaction, depression, anxiety, domestic violence, grief/loss, social adjustment, work issues, psychological and behavioral problems, etc.
- Substance abuse: alcohol/drug misuse/abuse/addiction and related issues of chemical dependency, co-dependency
- Coping with legal issues
- Coping with financial issues
- Work-related issues: Balancing personal and work life issues, co-worker relationships, dysfunctional behaviors, changes in the work environment, uncertainly and lay-off issues.
- Family-related issues: Family conflict resolution, spousal and child abuse, marital, divorce, parenting, step-parenting, eldercare, childcare, strengthening the family structure, etc.
- Stress-related issues: stress reduction, stress management, relaxation
- Dealing with home health care referral for disabled family members
- Weight control issues: eating disorders, diets and nutrition, etc.
- Mental health issues
- Traumatic event counseling/crisis intervention
- Smoking cessation
- Child and/or adolescent counseling
- Conflict resolution for work groups and other related training
- Violence in the workplace: safety and security, evaluation, etc.
- Supervisor-related issues: coaching, education, etc.

Case Management/Follow-up

CAEAP maintains a comprehensive plan of case management and client follow-up which includes contact calls to individual clients and client satisfaction surveys. As a standard practice, CAEAP follows each case, seeking information from the client in order to facilitate each stage of the process. In cases involving self-referral, follow-up calls to individual clients serve the general purpose of determining the status of problem resolution, the potential for reassessment, and the satisfaction with referral resources.

Follow-up contacts are made immediately after the initial assessment and each educational/assessment session and then at least three times during a thirty day period after referral. A follow-up call after initial assessment inquires into the client’s satisfaction and understanding of assessment and provides the next step of the process—either arranging an appointment for a counseling session for the purpose of focusing on a particular issue or to provide at least two or more referral alternatives or options. Follow-up calls are made regularly.
during the EAP process as a standard component of case management. Follow-up calls serve the important role of obtaining needed information pertaining to the case and for motivating clients to follow-through on needed assistance or for providing to clients additional assistance or referral information.

**DOT Compliance Program: Substance Abuse Referral Services**

CAEAP can provide qualified SAP services which meet comprehensively the Department of Transportation (DOT) employee testing requirements under 49 CFR Part 40. For safety-sensitive employees who test positive for drugs and/or alcohol under DOT, 49 CFR Part 40, the following procedures can be implemented to satisfy the regulatory mandate.

- **Contracted Role of National SAP Network (NSAPN)**

  NSAPN, a division of Community Action, administers DOT, 49 CFR Part 40, drug and alcohol testing employee violation referrals as appropriately arranged from CAEAP for RCCD. When and if this service area is implemented by RCCD given an employee testing positive for drugs and/or alcohol under DOT, National SAP Network (NSAPN) will act as the third-party administrator, the employer’s designated agent, of such case referrals. This option can be implemented through Community Action EAP when the case referral requires this service. When this service is implemented, the Designated Employer Representative (DER) of RCCD must be designated and specified to NSAPN.

- **DOT Qualified SAP services are provided for employees testing positive under 49 CFR Part 40 of the federal regulations of the Department of Transportation.**

1. **Program Components:**

   - NSAPN coordinates face-to-face SAP initial and follow-up evaluations by qualified health care professionals, meeting all SAP qualification requirements under DOT, 49 CFR Part 40.
   - NSAPN provides readily available qualified SAPs whose services meet requirements of 49 CFR Part 40 and upon employee selection of SAP, the initial evaluation appointment is scheduled with the case being conducted through to conclusion by a qualified SAP whose reporting is directly from the SAP to the DER. 40.355 (3)
   - NSAPN maintains for the employer quality assurance documentation of the qualification status of the SAP at the time of the referral (current credentials, experience and education, qualification training requirement and exam, continuing education documentation, and current professional insurance). 40.281 (e)
   - NSAPN can consult with the employer on DOT-relate issues and monitors the case management of each case.
   - Circumstances may arise throughout the return-to-duty process where the SAP who conducts the initial evaluation may not conduct the follow-up evaluation, for these situations NSAPN will provide a qualified SAP in this regard. (SAP Guidelines, V Q&A, #11)
   - NSAPN can assist the employer in monitoring the employee’s participation if the SAP recommends in the follow-up evaluation report further ongoing services (i.e., aftercare,
support groups, additional treatment). 40.303(b)
- NSAPN maintains for at least five years a confidential case file on each employee referred to NSAPN—retaining records of SAP qualification information at the time of the case, copy of employer agreement (herein), copies of the SAP initial and follow-up reports.
- NSAPN can assist in helping the employer prepare for DOT audit on SAP services.

2. Program Procedure:

- Based on the employer’s determination that the SAP referral process should be implemented for a particular employee, the employee is told to call NSAPN at 800-879-6428 within a set time period in order to abide by DOT’s Part 40 mandate.
- Referred employee will be expected to call NSAPN and provide basic information related to the provision of service: first/last name, home telephone number, emergency telephone number, city of residence, insurance carrier along with social security number and date of birth, etc.
- Referral to NSAPN of an employee will be made by the DER by enacting the following steps: calling 800-879-6428 and referring employee verbally and providing basic information about the employee: name of employee, testing violation and results, social security number, disciplinary action taken by employer, time interval in which employee is expected to call NSAPN, etc.
- After contacting NSAPN, NSAPN will arrange evaluation with the SAP evaluator and confirm evaluation appointment with employee.

☞ Crisis Response & Intervention

CAEAP maintains satellite locations as a support to client organizations with an occurrence of workplace trauma throughout the nation. Given that CAEAP has numerous office locations in Riverside County, CAEAP has the capability to establish crisis response (mobile trauma) centers at or near RCCD’s sites as deemed necessary. In the event of a critical situation of workplace trauma, crisis response and intervention services, as necessary and appropriate, will be implemented. CAEAP maintains a 24 Hour Lifeline which is covered by trained health care professionals with after hour service being conducted by master-level clinicians. As such, CAEAP provides responsive services to urgent critical needs 24/7. The organization, the employees and their dependents are able to reach the EAP by calling the Lifeline, a toll-free telephone number with assistance 24 hours a day, 7 days per week. In respect to online referrals, and based on the perspective of insurance carriers of EAP services, online submission of client referrals to the EAP for general services or critical needs is not recommended for such offerings carries tremendous risk for negligence, breaches of confidentiality and malfeasance for both the EAP and its client organization. The mutual use of email, however, to coordinate, to confirm, and to monitor service expectations, maintaining the limits of confidentiality and privacy, is implemented when mutually advisable with management and clients, as needed.

CAEAP provides a comprehensive Crisis Response Stress Management program which provides services within 24 to 48 hours of the trauma. The core components include the post-crisis, group intervention processes of stabilizing and educating those affected; these processes include crisis management briefing (CMB), critical incident stress debriefing (CISD), defusing employee trauma is a type of CMB but for smaller-sized groups, and the possible option for onsite support
for individual employees experiencing situational emotional distress as warranted. Crisis response and intervention occurs when the situation warrants a particular approach with the option of follow-up assessment and referral through the regular or general EAP referral process. Each of these intervention strategies are designed to mitigate the levels of felt crisis and traumatic stress given a workplace-related traumatic situation. External “large scale” crises affecting the population at large, i.e., the wake of terrorism, mass disasters, riots, community violence, are assessed case by case for the most appropriate approach given the wide array of EAP services.

Crisis response and intervention strategies, as the following, are in place to fulfill specific objectives given a workplace-related traumatic event: (1) to identify and normalize symptomatic behavior, (2) for mobilizing employee support systems, (3) to educate on coping mechanisms and signs/symptoms, and (4) to make needed therapeutic referrals.

- The crisis management briefing (CMB) is designed to be used for large groups (up to 300 people) where people affected are assembled jointly, where facts of the crisis event are explained in order to control destructive rumors, reduce anticipatory anxiety, and regain control, where common signs and symptoms are described with a reference sheet, and where personal coping and self-care strategies are addressed. This group process helps to educate those people affected about the traumatic event. This can occur at anytime within proximity of a traumatic event.

- Defusing/stabilizing is a type of CMB designed for smaller groups occurring within 12-24 hours post-crisis. This process tends to mitigate symptoms and can bring possible closure to the perceived/felt trauma or triage those requiring a further referral to the EAP.

- The critical incident stress debriefing (CISD) is a group intervention with 24 – 72 hours post-crisis being optimal for mitigating felt effects. CAEAP provides such services as requested within 24 to 48 hours of the trauma. For employees involved in a traumatic situation, the CISD is conducted within the framework of a seven-phase process model: introduction, fact phase, thought phase, reaction/feeling phase, symptom phase, teaching phase, and re-entry/closure phase. The objective is to reduce the occurrence of post-traumatic stress disorders and retain productive employees through the process.

- Onsite support involves the provision of professional clinical assistance given a workplace situation which may or may not arise out of a workplace traumatic event but may originate from a special organizational project, i.e., lay-off, reorganization, change in the workplace, etc. Onsite support usually targets assistance in reducing emotional distress in the workplace.

In delivering crisis response and intervention in respect to the strategies of CMB, defusing, CISD, the term “response” refers to an initially identified response group of impacted employees at a particular site where initial intervention may necessitate and include follow-up for the group (refer to Cost of Services, RFP PART V, F.).
In activating onsite support to assist individual employees experiencing situational emotional distress given a workplace event, onsite support refers to onsite professional clinical support as measured by onsite EAP hourly time provided. (refer to Cost of Services, RFP PART V, F.)

NOTE: All such services are derived specifically for RCCD and will adhere to the existing policies and guidelines of the organization governing such activities.

**Online Wellness Library for Behavioral and Mental Health Needs**

The Wellness Library is a web-based EAP tool for employees and their family members to gain access to reliable and current behavioral and mental health information—for the purpose of increasing the user’s knowledge base at a time when a situation requires the need to know. Using the organizational password, clients find easy online access to a searchable database of wellness information—a library of medical and health-related news, articles, and research, videos and other media applications. This website is made accessible through CAEAP’s home page where RCCD’s organizational logo is posted and is completely confidential, serving to help individuals at the first awareness of personal dilemmas to find needed information which may enlist their desire to contact the EAP for assistance. For some individuals, knowledge may be an answer in itself.

Online access involves assurance, prior to use, that the individual user acknowledges that this website does not provide medical advice and carries no liability for CAEAP or the client organization when employees and/or family members access or use this information. CAEAP’s special personal assist program (refer to description beginning on page 9 under Referral Process) provides ease to clients in finding specific information and applications.

**Strand 2: Services for life management on work/life issues**

CAEAP offers the following enhanced work/life plan for employee services. This plan provides for telephonic and face-to-face consultation and online support with the inclusion of interactive web-centers and tools along with searchable provider databases in the primary service areas of identity theft, financial, legal, eldercare, and childcare. CAEAP offers clients easy access to pertinent information and expert professionals and resources in the work/life areas. Through consultation, assessment and assisted search services, clients need to first contact CAEAP through the toll-free, telephone Lifeline. Please refer to Attachment 5 which provides a thorough listing of work/life support services to be accessed telephonically for consultation and personal assist or via the internet through CAEAP’s two web-based programs (Balancing Work/Life and the Wellness Library).

**ID Theft Prevention and Recovery Program**

CAEAP’s ID theft prevention and recovery program includes expedited services in order to deal with the occurrence of fraud and to mitigate its overall negative effect on individuals and families:

If there is a potential ID theft occurrence, a warm transfer to a ID Recovery Specialist will occur immediately whereupon verbal and written instructions will be given along
with support around acquiring the client’s information from major credit reports—helping to analyze the reports for ID theft, and supporting them through the entire process,

- All warm transferred clients to ID Recovery Specialists will receive ID Theft Recovery packets which include fulfillment forms and a book by Amanda Welsh, *The Identity Theft Protection Guide: *Safeguard Your Family *Protect Your Privacy *Recover a Stolen Identity,*
- For cases of prevention, a free 60-minute consultation with a highly trained, expert credit fraud specialist,
- Credit fraud specialists review credit reports with a client to identify signs of possible identity theft and provide future prevention advice on how to guard one’s credit reputation,
- Provide fulfillment materials to assist clients in the self-resolution process of identity theft,
- Assist clients with instructions on restoring their identity and good credit,
- Follow-up inquiries and possible assistance on recovery issues,
- For additional services, there is a 25% discount which can be self-purchased by clients.

**Enhanced Financial Services**

CAEAP’s financial assistance is a toll-free call away where all matters of financial management can be addressed telephonically or face-to-face consultation. The services include:

- A 60-minute consultation with a Certified Credit Counselor over the issue specified by the client,
- Telephonic access through a financial consultation toll-free number,
- Financial services are provided by financial professionals including CPAs, former bankers, financial analysts—all of which are Certified Credit Counselors,
- Phone consultation is unlimited as to the number of calls around an issue and the number of issues requiring assistance,
- CAEAP’s counselors can assist in numerous financial areas with the following serving as examples: credit repair and debt management, consumer debt reduction, budgeting and saving assistance, college planning, buying a house and information on loans, bankruptcy prevention, understanding investment planning, financial management and retirement, estate planning, credit counseling, insurance, etc.
- Local referrals and resources, when needed, can be made by financial experts, but clients can seek assistance through the online support of the web-based program, **Balancing Work/Life**, a wide-array of screened resources and services. Being an interactive support, the client can email directly to these entities asking questions querying the offerings as to whether they match their stated needs. Clients can access further support through an assisted search through calling CAEAP directly.
- CAEAP makes follow-up calls to ascertain if client needs had been satisfactorily met by EAP services.
CAEAP’s enhanced legal services afford clients the opportunity to obtain legal advice telephonically and/or face-to-face consultation from experienced attorneys with expertise in the areas of client inquiry.

- EAP clients will receive one (1) initial thirty-minute in-person session with a CAEAP network attorney or a telephone consultation per separate legal issue at no cost with a network attorney,
- For client issues requiring expedited connection to an attorney will receive a free, 30-minute telephonic session,
- If the client chooses to retain the in-person attorney, after initial assessment, a preferred rate reduction of 25% will be taken off of the attorney’s normal hourly rate. Note: Criminal and bankruptcy issues have discounted flat rates and the 25% discount excludes any retainer fees, court fees, filing fees, or discounts for flat rate fees,
- From Balancing Work/Life web, downloadable ReadyDoc legal forms
- CAEAP completes follow-up calls with clients on their satisfaction with legal referrals and resources,
- The following are examples of legal matters covered by this service; however, all areas of legal advice except for the disclaimer mentioned below can be considered included: civil/consumer law (use of small claim courts, consumer products and warranties, etc.); real estate law (acquisition or sale of real property, lease and rental agreements, title insurance law, property boundary disputes, etc.); bankruptcy law (the legal process, judicial action, etc.); family law (adoption, guardianship, conservator, power of attorneys, divorce, annulments, custody and support, etc.); criminal matters (defense of misdemeanors and felony cases); immigration and naturalization (asylum, green cards, student visas, deportation and removal defense, court appeals, etc.); estate planning (wills, revocable living trusts, charitable trusts, etc.).
- Mediation as a viable, initial step to resolving legal issues is addressed for those client concerns where it has proven beneficial especially in terms of the costs of resolution; examples of such issues are the following:
  - Family matters such as divorce, child custody, elder care of loved ones, etc.
  - Non-legal disputes as with neighbors over property maintenance and boundary encroachments, actions of children and pets, other emotionally charged situations, etc.
  - Civil matters such as landlord/tenant disputes, real estate disputes, contractual breaches, etc.
- Examples of legal issues not covered by CAEAP are the following: all client and/or dependent issues (a) involving disputes or actions with employers, (b) involving disputes regarding employment-related issues and business matters, (c) with disputes involving CAEAP and its personnel, providers, agents, customers, eligible participants, or any plan attorney or specialist used by CAEAP, (d) matters that are frivolous, harassing, or lack merit in CAEAP’s attorney opinion, (e) court costs, filing fees and fines are the responsibility of the caller contacting the EAP.
Enhanced Eldercare Services

CAEAP’s enhanced eldercare program includes such offerings as assessment for behavioral health and/or telephonic consultation for helping clients assess and locate appropriate resources and for dealing effectively with family-related emotional issues demanding decisions around attaining accurate medical diagnoses and placement, selection of appropriate care and facilities, caregiving, parenting your parents, dealing with dementia, resolving anger around actions of elderly parents, custodial care, etc. When implemented, assessment is face-to-face focusing on specific behavioral issues and number of sessions refers to the selected session model (as described in the Assessment section herein on services for behavioral/mental health). By contacting CAEAP at 800-777-9376, telephonic consultation is unlimited and is specific to the particular needs arising with emerging and changing situations. On a regular basis, resources and services are screened and monitored for current status and offerings. CAEAP provides special personal assist on locating needed client information and makes regular follow-up contacts with clients on the resources and services they have utilized.

The primary online supports for locating viable and appropriate resources and services rest with the two web-based programs, Balancing Work/Life and the Wellness Library. The content area of “Aging” is packed with daily living information (articles, tips) for senior care and related health issues. Further, CAEAP provides telephonic special personal assist and search in helping clients to locate resources and services which meet their stated objectives and needs for elderly family members. CAEAP makes regular follow-up contacts with clients on the resources and services they have utilized.

Enhanced Childcare Services

CAEAP’s enhanced childcare program includes assessment for behavioral health and/or telephonic consultation over emotional issues surrounding the use of external childcare facilities and in locating appropriate resources to meet client needs. When implemented, assessment is face-to-face focusing on specific behavioral issues with the number of sessions referring to the selected session model (as described in the Assessment section herein on services for behavioral/mental health). Emotionally-based issues can include parent/child separation anxiety, coping with new needs for childcare, child health and developmental issues, management of personal and work time, psychological effects on child, special needs of child, etc. By contacting CAEAP at 800-777-9376, telephonic consultation is unlimited and is specific to the particular needs arising with childcare issues and placement. On a regular basis, resources and services are screened and monitored for current status and offerings.

The primary online supports for locating viable and appropriate resources and services rest with the two web-based programs, Balancing Work/Life and the Wellness Library. The content area of “parenting” is packed with daily living information (articles, tips). Further, CAEAP provides telephonic assist and search in helping clients to locate resources and services which meet their stated objectives and needs for managing childcare issues. CAEAP makes regular follow-up contacts with clients on the resources and services they have utilized.
Online Web-based Support for Work/Life Needs

CAEAP’s web-based program, entitled Balancing Work/Life, is an essential support to the work/life services specified above and provides an interactive online component. This web is integrated around the varying work/life needs of clients and is available in English and Spanish. Access is made easy through CAEAP’s website, www.CAEAP.com. The Balancing Work/Life web is updated, screened, and monitored continually and is formatted with each organization’s logo such that RCCD has a current work/life web where employees and family members can quickly find needed types of information. The content areas of the web are labeled: parenting, aging, balancing (personal development, relationships, emotional wellbeing topics…), thriving (fitness, nutrition, medical care, health topics…), living (consumer, safety, pet, recreation topics…), and international (immigration, living abroad, family living abroad, schooling, relocation, repatriation, …).

- These content areas link into over 5000 educational and featured articles, quarterly newsletters called LifeLines in Spanish and English, an annotated “Best of the Web” resources, online comprehensive legal encyclopedia, ReadyDocs of legal forms and assistance in preparation, offering the ease of site search of web content by title and body text, etc.

Strand 3: Services for life management/enhancement coaching for personal improvement issues

CAEAP helps to coordinate life management/enhancement coaching with wellness coaches, licensed and certificated clinicians and degreed specialists, for clients seeking personal improvement in such coaching areas as, but not limited to, the following: executive skill building and renewal, parenting, fitness, smoking cessation, and weight management. The objective of this program is to help clients with personal improvement and setting implementation plans and attainable goals. This program serves as a motivational self-improvement mechanism which is informally implemented with clients as a self-referral.

This program is conducted by wellness coaches through the selected face-to-face assessment session model. Within this framework, the wellness coach helps the client develop a personalized wellness plan and makes recommendations to resources and services which are tailored to the desired objective. Telephonic consultation is utilized for follow-up and for identifying whether programs, resources and/or services are working well for the client to reach goals.

The overall process is intended to be both instructional and motivational for the client. Wellness coaches provide assistance in finding the tools, resources and professional services and programs, available through client’s insurance and one’s community. For example, the following indicates helpful areas of assistance for life management/enhancement:

Executive Coaching: Wellness coaches assist managers/supervisors and prospective managers/supervisors. Executive coaching is offered as a means for managers/supervisors, (a) to polish their work behavior skills in such areas as effective communication, interpersonal communication, leadership skills, stress management, time
management, workplace observation and monitoring, etc., (b) for renewal and refreshment of one’s self-belief and work philosophies, (c) to manage the uncertainty of personal change, etc.

**Parenting Coaching:** Wellness coaches help clients work on effective parenting or step-parenting strategies through a personalized wellness plan. Such areas are examples of assessment: new parent support, family dynamics, emotional defense responses, current disciplinary rules and procedures in the home, etc. This coaching helps to promote healthy coping skills and strategies no matter the daily living circumstances.

**Fitness and Exercise Coaching:** Wellness coaches assist in motivating, identifying the optimal fitness plan and desired personal goals. Such areas as the following can be located, given client preferences, through CAEAP’s special personal assist program: fitness facilities, support groups, walking and swimming programs, classes for weight and body conditioning, body image instruction, senior fitness programs, children fitness programs, at-home exercise programs, certified personal trainers, etc.

**Smoking Cessation:** Wellness coaches assist in identifying options for clients to stop smoking and developing a wellness plan which includes examples of assessment as the following: locating educational classes and support groups for smoking cessation, locating progressive programs for stop smoking, hospital supported programs and identifying the different forms of medications to support smoking cessation program participation, seeking emotionally based information on self-control and other support mechanisms for ongoing positive results, etc.

**Weight Management:** Wellness coaches help clients with formulating appropriate weight management plans for either weight reduction or weight gain. As a matter of assessment, the following are examples: locating and using registered dietitians and nutritionists, assessing effective of established programs, hospital supported programs, clinically based support groups, self-help programs, at-home programs, etc.

**Specific RFP Core Benefit Sections Addressed:**

- **Support to District**
- **Seminars/Workshops/Orientations**

**Strand 4: Services for management issues and support**

Management-related services for RCCD include EAP strategies and options as management tools for the promotion of a healthy work environment and for meeting the integral needs of the organization. The core benefit sections of Support to District and Seminars/Workshops/Orientations are jointly described and are included under Strand 4, Services for management issues and support.
Description of CAEAP’s Educational Publicity Program and Marketing Tools

CAEAP’s education and training program is comprehensive and is conceptualized for all employees at varying levels of responsibility. CAEAP understands that all information and aspects of education and training require the approval of RCCD. CAEAP assists the organization in introducing the EAP through such items as the following: Sessions of EAP orientation and new employee orientation, copies of EAP brochures (available in English and Spanish) and wallet cards, EAP publicity posters, targeted wellness and work/life flyers, a variety of wellness posters and payroll inserts for workplace and online capability to distribute EAP literature through CAEAP’s website www.CAEAP.com. For samples of EAP literature refer to the attached “Supplemental Program Materials Packet.”

Maintaining the visibility of the EAP is educational and is accomplished best by using a variety of publicity techniques. With program implementation, CAEAP provides, as requested, the EAP literature for RCCD to distribute to employees and family members along with a sample cover letter initially, signed by the organization’s designated official, introducing them to the EAP program; CAEAP also provides online the brochure and program access information to employees and family members including an educational EAP orientation video. CAEAP has developed a series of posters that can be placed on bulletin boards in the workplace or used for email notification of services being offered. CAEAP is capable of generating posters/flyers/e-flyers on special features of EAP services as well. CAEAP’s publicity strategies are always approved by and coordinated with RCCD's EAP representative. CAEAP offers the following strategies to RCCD as a means for increasing client utilization of program services.

- Employee orientation/reorientation/new employee orientation
- Sample letter provided to management for employees and family members to reacquaint them to the services of the EAP,
- Wellness presentations with content outlines and publicity flyers,
- Educational/Health fairs,
- EAP Advisory Committee
- Quarterly wellness newsletters (English/Spanish)
- Program literature
  - EAP brochures (English/Spanish)
  - EAP posters
  - Wallet card
  - Monthly Payroll Inserts (Annual master set in English and Spanish)
  - Catalog of Seminars
  - Wellness Educational Forum for Management
- CAEAP’s educational website which links employee services (www.CAEAP.com)
- Online Wellness Information Library with the RCCD logo
- Balancing Work/Life web with the RCCD logo (available in English and Spanish)
As in the past, CAEAP will work in an ongoing manner with RCCD in utilizing effective methods for publicizing the program and in creating new techniques around new organizational needs.

In addition, CAEAP provides an online, downloadable quarterly wellness newsletter entitled LifeLines. These are available in Spanish and English. This link is located on CAEAP’s website, www.CAEAP.com and offers a current newsletter every quarter and archives past newsletters for clients’ future use. The content of LifeLines includes current articles and tips on wellness and work/life topics.

CAEAP has enhanced wellness information options for clients to utilize online, including two web-based programs for client usage.

- RCCD can feature behavioral health topics and link pertinent articles through the Wellness Library. This web-based program is a thorough and comprehensive computer-based one which is updated continually for client use, providing new articles from mental health/behavioral health journals, magazines, newspapers, book reviews and other periodicals along with other media offerings such as wellness videos by experts in the field. This web maintains a Supervisory Toolbox topic area which includes a video on EAP Management Training proving to be useful for orienting individual managers to the EAP supervisory referral process. The Wellness Information Library is client friendly and easily accessed through CAEAP’s website. This web-based program was described above in Strand 1, Services for behavioral health/mental health issues.

- RCCD’s employee and family members have access through CAEAP’s website to a comprehensive work/life web-based program, entitled Balancing Work/Life. This web has been fully described above, previously described in Strand 2, Life management services for work/life Issues.

Assisting in Developing EAP-related Policies and Procedures

RCCD’s policies and procedures become the foundation of the program. Expertise in the area of organizational development is available in order to help client organizations develop and administer policy on employee assistance issues, such as drug-free workplace, alcohol and drug policy, use of supervisory referrals for work-related improvement, EAP administration and federal mandates (ADA, DOT, etc.).

Current operating procedures of RCCD are followed by the EAP in working with employees, for such situations involving employee discipline and performance review, principles of supervisory training, pre-employment screening for drug use, expectations about the use of alcohol/drugs and their effect on performance, accidents, worker compensation claims, etc.
Employee Education: Seminars/Workshops/Orientation

(a) Wellness presentations/seminars

On the request of RCCD, CAEAP provides “brown bag” seminars for groups of employees on “wellness” and “work/life” issues on topics identified by RCCD which may contain a wide-array of topic areas. These seminars are provided at centrally located designations for implementation. Educational sessions are usually approximately sixty (60) minutes in length. CAEAP’s “Catalog of Seminars” provides the procedural expectations—which allows for 30 days, if needed, for implementation—and the possible topics with the suggested presentation time. The topics will vary according to the needs identified by RCCD; they may range from drug/alcohol use in the workplace to problems of parenting, conflict resolution with family or peers, smoking cessation, coping with stress at work or at home, stress management, balancing work and home responsibilities, etc. The topics to be presented are drawn from the endless array of wellness issues identified by RCCD (refer to Attachment 6, CAEAP’s Catalog of Seminars brochure).

(b) Wellness workshop format

On the request of RCCD, employee education is presented in a short-term intervention series on targeted topics, i.e., customer service presence, working cooperatively in the workplace, appropriate professional work decorum, coping with uncertainty, etc.

(c) Work group-based intervention

With the intended purpose of assisting management in the resolution of workplace conflict, CAEAP can provide short-term intervention related to specific, targeted situations of work group conflict resolution, i.e. coworker discord, lateral employee disputes, professional conduct, working cooperatively as a team, etc.

(d) Employee orientation/reorientation/new employee orientation

The purpose of employee orientation is to introduce employees to the EAP—on how to access and utilize EAP services. Orientation includes information on confidentiality, employee assistance program procedures, scope of problems for which assistance is available, qualifications of the CAEAP staff, and the program participation process. Part of the orientation is to provide participants with EAP publicity materials (program brochures, wallet cards, web-based program flyers and posters). As a point of information, the EAP brochures are located in English and Spanish and are easily accessed online at CAEAP’s website, as well.

Employee orientation/reorientation for current and new employees will be arranged by CAEAP with RCCD, based on particular conditions and needs, regarding the type of presentation and the scheduling of orientation. New employee orientation sessions can be scheduled according to the needs of RCCD. As part of the orientation, the use of the web-based programs is presented instructionally to provide an overview of the content available.

To orient current and new employees and family members and then reacquaint current employees to the EAP and its service program, CAEAP’s website, www.CAEAP.com, links to
CAEAP’s employee orientation video, where individuals can participate online in employee orientation 24/7.

Management Education & Training: Seminars/Workshops/Orientation

The components of the management/supervisory training program are specified in the Wellness Educational Forum for Management brochure (Attachment 7 - refer to the accompanying “Supplemental Program Materials Packet” to see the actual brochure). Given the nature of the work of EAP, ongoing training goals for management and supervisors are designed around EAP-related management needs of client organizations with the purpose of providing short-term education which is solution-focused and serving frequently the goal of intervening in problematic work-group situations. The following components compose the educational training program for management.

(a) Management Consultation: Management personnel at all levels can access telephonically a confidential consultant who can assist them in thinking through a process of strategies on how to work with problem employee situations and/or employee deteriorating work performance issues—identifying how the EAP can be used as resource in helping to resolve the issues. There are a number of possible strategies by which the EAP may be able to assist management. For example, one possible strategy resulting from management consultation may be following the supervisory referral process or possibly a short-term intervention plan for educating a particular work group on needed information and expectations. Other strategies, given the needs, may take the form of co-worker mediation between two lateral employees who are in conflict or the implementation of the management referral process.

(b) Executive Coaching: This is offered as short-term intervention strategy as a self-improvement process for managers/supervisors and prospective managers to work on management skill areas in a supportive environment.

(c) Online Supervisor’s Toolbox: To find information particular to management-related issues concerning research, articles, references, etc., the Wellness Library offers a link to specialized management information focusing on issues surrounding supervisory work and provides the EAP Management Training video online for the purposes of the organization and the employee.

(d) EAP Management Training: Two modes of presentation are offered for new supervisors and other supervisors who have not, as yet, experienced this training. In fact, this training may be offered to supervisory groups as a retraining of EAP services.

- Training on EAP Supervisory Referral Process

   This training assists managers/supervisors in working with employees on work performance improvement by integrating the EAP as a resource. This training highlights well-accepted tenets of supervisory skills and offers a comprehensive three-phase program on
implementing the EAP supervisory referral (augmented by inclusion of a Supervisor Handbook). Supervisory referrals to the EAP are based on helping employees with work-related job performance issues—the EAP serving as one resource available for job-related improvement.

EAP management training serves the dual purpose of: 1) orienting supervisors on how to work with employees who are experiencing a deterioration of work performance and how to document work performance systematically, and 2) helping supervisors to integrate EAP assistance into the improvement process for helping the employee remediate work performance issues.

This training includes information on how to implement the EAP as part of the improvement process for poor work performance and other related organizational issues. This training can discuss barriers which managers and supervisors face in taking corrective action with employees, the phases and stages managers/supervisors go through when they start to notice deteriorating job performance, and the federal regulations which interface with mental health/substance abuse concerns, i.e., Drug-free Workplace Act, ADA, DOT, if covered, etc.

CAEAP can also help find answers to current legal questions, advisement in respect to the proper language for supervisors to use in the documentation process and any other EAP areas deemed as needing assistance by RCCD.

CAEAP will design and conduct all training in consultation with the appropriate staff person(s) of RCCD. EAP management training, incorporating the EAP as a resource in the improvement process, is usually conducted through a centralized approach and is available in three modules:

**Module 1**: CAEAP will provide executive and senior management training for all chief administrative personnel. This session is extremely useful as it provides top administrators with an overview of the program. In most situations, these sessions are designed to run for approximately 30 minutes and are scheduled at top management's request and convenience.

**Module 2**: CAEAP provides EAP middle management training. This training is approximately 1 ½- 2 hours and is targeted for persons providing supervision as part of their day-to-day work duties. This training will not only acquaint supervisors on how to incorporate the EAP into their supervisory strategies but will also demonstrate how to apply the steps of the training model: observing, documenting, informing (constructive confrontation), referring, and monitoring. To enhance the probability that supervisors will refer troubled employees to the EAP, the supervisory training emphasizes the following considerations:

- Proper language to use when confronting and documenting employees in order to lessen the risk and liability for RCCD,
- Employees would rather be offered EAP services as an improvement mechanism rather than disciplinary action,
EAP provides ongoing support to managers and supervisors when dealing with sensitive supervisory issues—decreasing liability issues for RCCD,

- A referral to the EAP will benefit the employee personally and professionally,
- RCCD is committed to the idea of using EAP as a management tool in working with employees as people.

Module 3: This training is to accommodate the ongoing needs of newly hired or promoted managers and supervisors and is offered in relation to the viewing of the online EAP Supervisory Training video. Arising from the online viewing of the video and on request, a telephone follow-up consultation with a CAEAP consultant will be arranged.

- The Essentials of Supervision: Management Orientation on EAP

This training is an overview of EAP services and is designed to be conducted in a 30 minute session. This overview integrates the use of the EAP into the organization’s policies and procedures and acquaints/reacquaints management to the essential EAP services.

(e) Management Trainings for Alcohol/Drug Education: CAEAP can provide reasonable suspicion training, alcohol and drug recognition training, DOT required training under 49 CFR Part 40, etc.

(f) Other Management Education through Presentations/Seminars: The purpose of seminars is educational and can be work-group specific when requested. They serve short-term, solution-focused objectives. The topic areas present a wide-array and can always be customized. The suggested areas are identified in the Wellness Educational Forum for Management brochure (Attachment 7 - refer to the accompanying “Supplemental Program Materials Packet” to see the actual brochure), such as the following: stress management, management of emotions, alcohol and drugs in the workplace, employee relations, workplace communication, customer service, leadership building, etc.

(g) Special Projects are beyond the scope of the EAP field and usually are characterized by long-term outcomes (i.e., organizational reorganization, lay-offs, changes in the workplace, comprehensive staff development/inservice projects, etc.). The EAP can assist in the following ways: (1) helping management in developing/planning strategies and assessing needs, (2) helping the organization to coordinate into the possible special project EAP intervention or wellness strategies, (3) recommending names of qualified consultants whose expertise and experience meet their training needs for special projects and of whom the organization can work directly. Long-term, comprehensive staff development for an employee population is regarded as special projects outside the EAP framework of the selected assessment/intervention model which focuses on short-term, solution-focused objectives for specifically identified EAP-related needs.
Supervisory Referral Process

The supervisory/management referral process provides a proactive, progressive approach in working with the troubled employee and in assisting the supervisor in strategizing appropriate procedures and methods in helping the employee. This type of referral is used to promote workplace productivity and is focused on job performance and work-based issues. The formal supervisory referral acts as a beneficial tool for management in obtaining clinically recommended assistance for employees who have substance abuse/misuse issues and is effective in dealing with unproductive work behaviors and where employees display, for example, inappropriate manners of communication, or disruptive, threatening or violent behavior.

The following demonstrates the progressive quality inherent in the three types of supervisory referrals, with each referral type demonstrating more intense needs for the employee to demonstrate to the employer one’s participation in the EAP as an improvement resource. The EAP’s role is to assist management in establishing effective strategies for helping employees to have opportunities to learn more effective skills related to work performance needs.

- Supervisory encouragement occurs when the supervisor suggests to the employee that he or she might benefit from using the EAP. At this level, the supervisor is merely reminding the employee that the organization has this resource available to them. No feedback to the supervisor from the EAP on client participation occurs. This is akin to a self-referral status.

- An informal supervisory referral occurs when a supervisor makes a referral to the EAP that a particular employee should be contacting the EAP about assistance. The EAP provides feedback to the supervisor that the employee contacted the EAP. At this level of referral, the supervisor only desires to know that the client contacted the EAP and followed through on the first step of the EAP process. As an initial procedure, the EAP gets appropriate client authorization of release for such information to be transmitted to designated RCCD management personnel.

- A formal supervisory referral serves as an educational resource for work performance issues and occurs when a supervisor makes a referral of an employee to the EAP. The supervisor desires to know that the employee follows through on the referral, not only contacting the EAP and following through on the first step of the EAP process, but that the employee complied with the assistance program (related only to work performance issues) and completed satisfactorily the assistance program recommendations as a means of acquiring learning on more effective skills and/or work behavior. The assistance program seeks to remediate unproductive work behaviors and provides new (under-utilized) knowledge and skills such that the employee, in order to demonstrate improvement, can choose to apply more effective skills in the workplace. As an initial procedure, the EAP obtains appropriate client authorization of release for conveying treatment/follow-up information to be transmitted to designated RCCD management personnel.

In accordance with authorization of release by client, the informal supervisory referral as described above allows for management feedback on employee contacting the EAP and keeping
the EAP assessment appointment while the formal supervisory referral provides for the referring
supervisor or management person to receive the following assistance program feedback:

- Whether the employee made and/or kept the initial appointment of EAP education,
- Whether the employee accepted or rejected participation in the EAP’s work-related
  education.
- The supervisor will also be notified of an employee's progress and program status
  as treatment follow-up, provided that appropriate releases of information have been
  signed.

**Human Resource (HR)/Management Consulting**

EAP consultation with Human Resources and management is an ongoing service to supervisors
and managers and will include assistance on how to work effectively with difficult workplace
situations and people, how to implement the EAP as an improvement mechanism and on how to
use effective strategies with troubled employees. The EAP can assist the organization at all
levels in establishing effective strategies, discerning special project needs, and in coordinating
EAP-related services. HR/management consultation for EAP and substance abuse services is
supervised by an organizational specialist at the Ph.D. level.

CAEAP has on staff the specialized expertise to assist managers in referring troubled employees
to employee assistance services. Please note that CAEAP’s management consultation seeks to
follow the procedures and expectations of the client organization. Using a toll-free telephone
number, managers can access a confidential consultant who will assist them in problem areas, i.e.
how to work with troubled employees within the supervisory/management referral process,
implementing effective strategies given specific situational context, and meeting organizational
expectations, etc.

**Crisis Management**

CAEAP’s service area of crisis response and intervention was described fully in the
aforementioned Strand 1, “Services for behavioral health/mental health issues.” As a
management tool, the following is supportive of Crisis Response and Intervention services
described in Strand 1—facilitating management’s application of the Crisis Response Stress
Management program.

CAEAP has extensive experience in crisis management and can assist client organizations as
RCCD requests with the development of psychological disaster plans and consultation with
management at the time of a crisis situation.

- CAEAP can assist in the development of a comprehensive psychological disaster
  plan. When a plan is developed in advance, management has a protocol to follow.
  On-scene management personnel have information regarding the making of
  emergency decisions that are in the best psychological interests of the employees,
  and staff has specific suggestions designed to start the healing process.
 Consultation to management at the time of a crisis situation or event is available. CAEAP, as deemed appropriate and necessary, can be made immediately accessible by phone to help your management staff make the important emergency decisions.

**Program Evaluation:**

(a) Utilization Reporting

One indicator of the EAP's effectiveness is the rate of usage by the employee population. This information is readily available in the quarterly/annual statistical reports. CAEAP's utilization report provides summary information which graphically describes the data of client usage and is provided to the RCCD on a quarterly/annual basis. The utmost care is taken to insure the protection of confidentiality and privacy in the preparation of all statistical reports. Refer to Attachment 8 for a sample copy of the quarterly and year-to-date reporting. The annual report provides a summary discussion of service areas accessed, usage patterns and specific suggestions to the client organization in this regard.

(b) Survey of Satisfaction

As part of CAEAP's quality assurance program, ongoing feedback from clients regarding service and providers is collected informally and formally through the methods of survey and interview. Surveying clients as to program satisfaction is ongoing with clients throughout each step of the EAP. At the time of follow-up when concluding EAP involvement, the client satisfaction survey data to be collected is shown in Attachment 9.

(c) Evaluation Meeting(s) with Designated District Staff

- CAEAP would view an annual meeting with RCCD to discuss, review and evaluate EAP services as highly beneficial and extremely important to program enhancement. In fact, CAEAP knows the benefit in other client organizations of having an ongoing EAP Advisory Committee which meets at least quarterly to support the quality of needed service.

- Description of EAP Advisory Committee

The implementation of an EAP Advisory Committee has been incorporated as a functional employee body in other CAEAP contracts. The EAP Advisory Committee is maintained as an important component for enhancing communication and ongoing evaluation. The composition of the group usually involves participation from the following groups: representatives from unions, departments/divisions, human resources department, significant others within the organizational structure, and CAEAP representatives. The representatives tend to be rotated on a scheduled basis by Human Resources Department, opening more chances for employee participation and more opportunities for ongoing cooperation.
The role of such a committee is consultative and advisory. Regular meetings (quarterly, semi-annual, etc.) need to be scheduled, maintaining a yearly calendar of meetings for this employee group. Proceedings of the meeting tend to be informal enhancing the cooperative process between labor and management.

Objectives of an EAP Advisory Committee are designed to be the following:

- Combine efforts to publicize and promote understanding of the purpose of the EAP,
- Monitor overall program effectiveness,
- Input and feedback mechanism on training,
- Identify at an early stage any problem in the administration of management/union referrals and resolve any conflicts regarding EAP services.
As a comprehensive, full-service EAP and management consultation firm, CAEAP seeks to work mutually as an appendage to and in support of the District’s established goals with management staff who are responsible for promoting employee benefits, employee relations, wellness programs, family member outreach, and etc.

The educational and marketing campaign for EAP implementation does demand time and attention initially to considerations and tasks as the following; however, CAEAP works at the request and the invitation of RCCD on many management-related needs for services and activities, especially on the ongoing EAP publicity and wellness educational program. CAEAP, being client-centered, strives to fulfill the role of being responsive, maintaining confidentiality and privacy, to the varying needs of multiple clients (employees, family members, management, and client organizations).

**Suggested Steps For Program Implementation**

CAEAP is prepared to facilitate a rapid implementation of the Employee Assistance Program.

1. Authorize to implement an EAP given RCCD’s selected session model option.
2. The RCCD designates an internal staff member to work with CAEAP's staff.
3. Establish supervisory referral procedures particular to RCCD.
4. Review or establish policy statements on the use of the Employee Assistance Program services.
5. Establish administrative procedures for employee orientation.
6. Establish administration procedures for supervisory training.
7. Printed material, i.e., wallet cards, brochures, wall posters, etc. provided to the RCCD.
8. Review the exact nature of the RCCD’s benefits which relate to EAP implementation.
9. CAEAP begins the process to learn about the RCCD’s personnel policies and procedures pertinent to EAP implementation (i.e., alcohol and drug policy, employee alcohol and drug testing policy (if applicable), employee disciplinary policy, ADA issues, sick leave and vacation and disability benefits, etc.
11. A sample of an employee program announcement letter will be provided to the organization from which the organization’s official(s) will inform the
employees/family members of the new employee assistance service being implemented.

12. Educational model for management/supervisory training completed, reviewed and approved by RCCD.

13. Educational models of EAP management/supervisory training selected with frequency of implementation understood.

14. Employee orientation program coordinated.

15. Administrative procedures reviewed.

Specifically with implementation, CAEAP will need information on RCCD’s current employee benefit and health insurance program, organizational policies as applicable, information on collective bargaining MOU’s as it relates to EAP expectations, etc. For ongoing program evaluation, one of the most effective tools is the strategy of the EAP Advisory Committee. The decision to establish an EAP Advisory Committee is at the discretion of RCCD and can be implemented at any point in the contract term.

As clarification, the expenditure of RCCD’s staff time on EAP management support services is at the discretion of RCCD, for EAP services are resources which can be implemented at any time to meet new needs of RCCD.
COST OF SERVICES
RFP, PART V, F

CAEAP’s Payment Policy

For the duration of the contract, the statement date is the first of each month with payment to Community Action EAP being due on the 15th of each month—providing for a ten (10) day net—such that payment received by CAEAP after the 25th of each month is subject to a late fee to be charged against the particular account on the next monthly statement. Separate service charges for crisis response occurring in one month are invoiced on the succeeding month’s invoice. Please note there are no associated minimum or start-up costs for program implementation.

Program Cost Constructs

(a) Based on EAP Session Model selected:

The cost options include two: (1) 1-3 assessment session model, or (2) 1-5 assessment session model. The program cost will be billed monthly as a flat administrative fee. Itemized pricing of service items per selected model is included.

(b) Separate Cost for Workplace-related Crisis Response and Intervention:

The cost derives from the term “response” which refers to implementation of a specific strategy of either CMB, defusing, or CISD, as explained in the Scope of Services RFP section. The cost is charged “per response” signifying the following service application for an initially identified response group of impacted employees at a particular site where initial intervention may necessitate and include additional follow-up session(s) for that group—with necessary follow-up included within the initial response charge.

The cost of “onsite support” derives out of the need for onsite professional clinical support when individual employees experience situational emotional distress given a workplace event which may or may not be traumatic, as described in the Scope of Services RFP section. This onsite support is priced separately and in addition to crisis response when applied concurrently. CAEAP includes a bank of five (5) hours per utilization/contract year (with no carry over to succeeding year) as measured as onsite EAP hourly time provided. Onsite EAP hourly time provided beyond the bank of onsite support hours per year is charged at $150 per hour on the succeeding month’s invoice.
(c) Systemic occurrence of workplace distress or trauma

Systemic workplace distress or trauma with crisis response required beyond one site at a time, as defined above in (a) and (b)—to all or multiple sites will be assessed on a case by case basis to determine the use of crisis response strategies and when additional costs are warranted.

Provision for Force Majeure Clause: Neither party shall be responsible for any delays, errors or failures to perform caused by or resulting from any act, omission or condition beyond its reasonable control, whether or not foreseeable or identified, including, without limitation, acts of any governmental body, war, terrorist attacks, insurrection, sabotage, embargo, natural disaster, etc.

**Itemized Cost Proposals**

The succeeding pages provide two (2) itemized cost proposals.
OPTION 1: EAP Cost Proposal for Riverside Community College District

The program cost per month is considered a flat administrative fee, based on the employee count of approximately 2,149 for Riverside Community College District.

OPTION 1: Three (1-3) Session Assessment Model

<table>
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<th>Cost per employee per month</th>
<th>Per incident</th>
<th>Fixed price per month</th>
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(As defined in Scope of Services)

- Up to 3 Session Model of Assessment Included
- National Licensed/Certificated Provider Network Included
- Unlimited Employee Orientation Included
- Unlimited Wellness Seminars/Workshops Included
- Unlimited Management Training/Orientation Included
- Work Group Conflict Resolution Intervention Included
- CAEAP’s Website/Promotional Materials Included
- EAP Publicity Program of Materials Included
- EAP Advisory Committee Participation Included
- Work/Life consultation/referral/resources Included
  - Financial Included
  - Legal Included
  - ElderCare Included
  - Childcare Included
- Quarterly Newsletters Online Included
- Special Personal Request Information Search Included
- ID Theft Prevention/Recovery Included
- Balancing Work/Life Web Included
- Wellness Information Library Web Included
- Management/HR Consultation Included
- Management/Supervisory Referral Included
- Life Enhancement Coaching Included
- Substance Abuse Services Included
  - DOT/SAP (49 CFR Part 40) Included
- Crisis Response/Intervention* $250.00 per response with follow-up, as needed
  - Onsite support Included bank of 5 hours per utilization year;
  - $150 per EAP hourly time over bank of included hours
- Crisis Management Support Included
- Quarterly/Annual Utilization Reporting Included

*Systemic or system-wide workplace distress or trauma with crisis response to all or multiple sites will be assessed on a case by case basis to determine the use of crisis response strategies and when additional costs are warranted.
OPTION 2: EAP Cost Proposal for Riverside Community College District

The program cost per month is considered a flat administrative fee, based on the employee count of approximately 2,149 for Riverside Community College District.

OPTION 1: Five (1-5) Session Assessment Model

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- Up to 5 Session Model of Assessment: Included
- National Licensed/Certificated Provider Network: Included
- Unlimited Employee Orientation: Included
- Unlimited Wellness Seminars/Workshops: Included
- Unlimited Management Training/Orientation: Included
- Work Group Conflict Resolution Intervention: Included
- CAEAP’s Website/Promotional Materials: Included
- EAP Publicity Program of Materials: Included
- EAP Advisory Committee Participation: Included
- Work/Life consultation/referral/resources: Included
  - Financial: Included
  - Legal: Included
  - Eldercare: Included
  - Childcare: Included
- Quarterly Newsletters Online: Included
- Special Personal Request Information Search: Included
- ID Theft Prevention/Recovery: Included
- Balancing Work/Life Web: Included
- Wellness Information Library Web: Included
- Management/HR Consultation: Included
- Management/Supervisory Referral: Included
- Life Enhancement Coaching: Included
- Substance Abuse Services: Included
  - DOT/SAP (49 CFR Part 40): Included
- Crisis Response/Intervention*: $250.00 per response with follow-up, as needed
  - Onsite support: Included bank of 5 hours per utilization year; $150 per EAP hourly time over bank of included hours
- Crisis Management Support: Included
- Quarterly/Annual Utilization Reporting: Included

*Systemic or system-wide workplace distress or trauma with crisis response to all or multiple sites will be assessed on a case by case basis to determine the use of crisis response strategies and when additional costs are warranted.
## REFERENCES
RFP, PART V, G

### SAMPLE OF CLIENT ORGANIZATIONS UNDER CONTRACT WITH COMMUNITY ACTION EAP INC. OF SIMILAR SIZE AND SCOPE TO RCCD

<table>
<thead>
<tr>
<th>California State University, LA</th>
<th>University of LaVerne</th>
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<tr>
<td>5151 State University Drive</td>
<td>1950 3rd Street</td>
</tr>
<tr>
<td>Los Angeles, CA 90032-8534</td>
<td>La Verne, CA 91750</td>
</tr>
<tr>
<td>(323) 343-3654</td>
<td>(909) 593-3511 x 4075</td>
</tr>
<tr>
<td>Lisa Sanchez</td>
<td>Frank Montalvo</td>
</tr>
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<tr>
<td>Riverside, CA 92516</td>
<td>Riverside, CA 92509</td>
</tr>
<tr>
<td>(951) 788-7585 x 80601</td>
<td>(951) 360-4114 x 234</td>
</tr>
<tr>
<td>Debra Campbell</td>
<td>Tammy Elzig</td>
</tr>
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<table>
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<tr>
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<tr>
<td>100 North Garfield</td>
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<tr>
<td>Pasadena, CA 91109-7215</td>
<td>Riverside, CA 92522</td>
</tr>
<tr>
<td>(626) 744-4369</td>
<td>(951) 826-5574</td>
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<tr>
<td>Karyn Ezell</td>
<td>Rhonda Strout</td>
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<tr>
<td>700 N. Alameda Street</td>
<td>172 West Third Street, 2nd Floor</td>
</tr>
<tr>
<td>Los Angeles, CA 90012</td>
<td>San Bernardino, CA 92415</td>
</tr>
<tr>
<td>(213) 217-7966</td>
<td>(909) 387-6240</td>
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<tr>
<td>Suresh Radhakrishnan</td>
<td>Sheri San Miguel</td>
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<tr>
<td>Mailstop LE 105</td>
<td>2025 E. Financial Way</td>
</tr>
<tr>
<td>Minneapolis, MN 55432</td>
<td>Glendora, CA 91741</td>
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<tr>
<td>(763) 505-4001</td>
<td>(626) 852-6200</td>
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<tr>
<td>Linda Kas</td>
<td>Brian Sleeper</td>
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<tr>
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<tr>
<td>21860 Burbank Blvd., Suite 200</td>
<td>Foothill Ranch, CA 92610</td>
</tr>
<tr>
<td>Woodland Hills, CA 91367</td>
<td>(949) 829-6326</td>
</tr>
<tr>
<td>(562) 499-1237</td>
<td>Barbara Barry</td>
</tr>
<tr>
<td>Gloria Arango</td>
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37
RFP FOR EMPLOYEE ASSISTANCE PROGRAM

For Riverside Community College District (RCCD)
By Community Action Employee Assistance Program, Inc. (CAEAP)

SIGNED STATEMENT OF UNDERSTANDING
RFP, PART V, H

CAEAP understands completely and thoroughly the EAP service work of RCCD’s Request for Proposals regarding Employee Assistance Program and commits fully to perform quality service work as specified herein and in accordance with newly identified needs of RCCD. The content, as described in this RFP response, detailing CAEAP’s comprehensive services promote the state-of-the-art in the field of EAP for program implementation and service delivery. At the foundation of CAEAP’s EAP service delivery are the intended goals for beneficial program impact and effect:

- To provide employees and family members with professional, confidential and effective assistance in coping with personal issues and difficulties,
- To provide a means to managers/supervisors for addressing and dealing with job performance problems which are evolving from personal issues of employees,
- To employ awareness strategies for communicating the helpfulness of the Employee Assistance Program, emphasizing the ease by which people can access confidential assistance to resolve personal issues,
- To assist those employees whose job performance has been affected by personal issues to return to an acceptable job performance level,
- To act as a prevention mechanism and an early intervention resource available to employees as a means of assisting the RCCD in containing the cost of benefits related to personal issues affecting job performance and productivity.

The intent of CAEAP’s RFP response is to work mutually and cooperatively with the RCCD to help employees and family members who are troubled by personal issues and as such assisting in promoting overall wellness and well-being of employees, and by doing so, contribute to employee productivity and effectiveness. Further, CAEAP understands the parameters of all parts of the RFP expectations and the Contract Terms and Conditions as set forth in Part VI of RCCD’s RFP.

Understood and Acknowledged:

[Signature]
Robert A. Bruner, CEAP
CEO/President

[Signature]
Kathleen A. Bruner, Ph.D., CEAP
CFO/ Vice President

3-01-10
Date

3-01-10
Date
PROGRAM PARTICIPATION
TYPICAL PROGRESSION OF CLIENT THROUGH EA PROGRAM

**SELF/FAMILY REFERRAL**

Employee/Family Member experiences personal problem(s)

- Referral to EAP

- EAP Care Coordinator arranges EAP services

- Problem Identification (Diagnostic Action Plan) by Licensed/Certificated Professionals

  - Determination of Problem Resolution Status
  - Determination of Potential Reassessment

- Referred to outside services for ongoing care or resources

**SUPERVISORY REFERRAL**

Employee experiences decline in performance

- Supervisor documents poor performance

- Supervisor discusses work performance issues with employee

- Performance continues to decline

- Employee offered EAP as a resource in the improvement process

- Referred to the EAP for educational skill building related to work performance issues

- In-House EAP assistance / short term counseling

- EAP Coordinator Follow-up with client

- EAP monitoring of assistance program as authorization provides:
  - Follow-up with designated supervisor
  - Follow-up with assistance provider
  - Determination of assistance program progression/completion
STATEMENT OF UNDERSTANDING

WELCOME TO YOUR EMPLOYEE ASSISTANCE PROGRAM!

Community Action EAP (CAEAP) is your Employee Assistance Program (EAP). We realize that this is an important step you are taking by coming to the EAP, and we assure you that this service is confidential for employees and their family members. The EAP provides professional help in identifying and in helping you resolve personal issues and problems as quickly and as effectively as possible. It is understood that your participation in the EAP is voluntary.

The EAP provides a free assessment where you and/or family members will be provided a face-to-face session with a trained, licensed/certified professional who will help you identify your particular issues or problems which include a wide-array of non-health as well as health-associated areas. At the time of initial assessment, the EAP service provider represents CAEAP and is performing the function of EAP. Assessment involves an initial assessment at no cost allowing for up to ___ additional EAP sessions if the determination is made that resolution can result within EAP assessment. The assessment involves the gathering of information in order to help you, the client, put the problem or issue in perspective. This does not constitute a formal diagnosis. If the problem cannot be resolved within EAP assessment, a referral for ongoing care or treatment will be made immediately after the first session. Following assessment, the EAP determines the appropriate course of action, your EAP case worker will call you and provide you with this information—offering alternatives and resources as appropriate. If ongoing, licensed professional assistance is needed, a number of options or alternatives are offered to you or your family members. The first and most important consideration, when ongoing care or treatment is necessary, is to interface with insurance options available to clients. CAEAP works with all mental health insurance carriers and serves to facilitate the employee in using their mental health benefits. In addition, CAEAP provides the client with alternative choices outside of insurance carriers—affordable resources and services in relation to their assessed needs. Based on the option selected by the client, the EAP will facilitate each step of the process for the client.

As a standard practice, CAEAP follows you through each step of the process, and follow-up phone contacts are made to each client in order to assist you toward the desired result of resolving the problem. If you have any concerns at any point in the EAP process, please call your EAP case manager at 800-777-9376. At anytime in which you wish to discontinue contact with the EAP, please feel free to let us know and we will not contact you any further. CAEAP is here to help you through what you consider to be difficult or somewhat troubling situations or issues in your life.

As stated, the EAP is confidential. Information concerning your use of the EAP is outlined in the EAP Confidentiality Policy below with parameters defined by the attached Notice of Privacy Policy.

CONFIDENTIALITY POLICY

EAP client participation is confidential whereby CAEAP and its representatives adhere to all applicable federal, state, and professional statutes governing confidentiality and privacy. Information will not be released without the individual's written authorization except for the limits of confidentiality given below. Please read the attached Notice of Privacy Policy in conjunction with this policy.

Limits of Confidentiality: Four areas are subject to disclosure by the EAP without written release from client: (1) when reporting child abuse and/or elder abuse and/or dependent adult abuse, (2) when relating information about being a risk to oneself or others, (3) when relating the intention to commit illegal acts or threats to the organization, other employees, or the EAP, and (4) when a supervisory referral is made by a supervisor, information that the employee contacted the EAP and attended educational/assessment session(s) will be communicated by the EAP to the designated supervisor.

It is understood that, (1) All EAP-related case information pertaining to individual EAP participation and EAP processes of client assessment, referral, case management, etc. are owned solely by CAEAP; (2) For purposes of legal claims, litigation, disciplinary action, or otherwise, third party entities will not receive EAP case information directly from CAEAP with an exception of a court order or its legal facsimile; (3) If you allow for inclusion of others such as one or more family members in the EAP process of assessment, you have chosen to waive consent such that you have authorized these individuals to know the confidential information you and others imparted during EAP assessment.

Be advised that at the time of case closure that only EAP outcome information of assessment/referral for individual cases is maintained per organizational policy for seven (7) years, which coincides with a consensus of state and federal law, as applicable, for professional licensed/certified service providers.

If you have any questions regarding the above, please call your EAP case worker at (800)-777-9376. I acknowledge I have read this Statement of Understanding and the attached Notice of Privacy Policy and that I do understand its content.

<table>
<thead>
<tr>
<th>CLIENT SIGNATURE</th>
<th>DATE</th>
<th>GUARDIAN SIGNATURE (If client minor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Name</td>
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</table>

If applicable, waiver of consent for:

<table>
<thead>
<tr>
<th>Signature of Other Attendee</th>
<th>Printed Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of Other Attendee</td>
<td>Printed Name</td>
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</tbody>
</table>
NOTICE OF PRIVACY POLICY

Community Action EAP Inc. (CAEAP) values its relationships with client organizations, its employees and their family members. CAEAP is not a covered entity under HIPAA and does not store or collect ‘Protected Healthcare Information’ (PHI) as defined by HIPAA, but as a business associate, on varying occasions given specific tasks to be conducted, of covered entities under HIPAA, all parties—who use and have used the services of CAEAP—have and will continue to have the assurance of privacy safeguards that protect and secure their personal confidentiality and privacy. Given this frame of reference, CAEAP is committed to maintaining the security and the confidentiality of health-related information and maintains compliance with applicable federal and state health information and confidentiality laws and regulations.

CAEAP’s Privacy Standards

- CAEAP maintains all individual health-related information in a protected and secured manner.
- CAEAP and CAEAP’s representatives adhere to all federal, state, and professional statutes governing confidentiality and privacy.
- CAEAP maintains a secure procedure for conducting any business around the electronic transfer of health-related information.
- CAEAP and CAEAP’s representatives educate all program participants prior to assessment through a Statement of Understanding which states specifically the limits of confidentiality—when information may be disclosed without written authorization of the individual (refer to the following Confidentiality Policy on Information Disclosure).
- CAEAP and CAEAP’s representatives assure all entities that they have never and will never be involved in any way with marketing or selling nonpublic personal information (i.e. name, address, telephone number, gender, social security number, date of birth, etc.).

Information Collected by CAEAP

CAEAP in the course of the intake/assessment/referral process does not maintain medical information (records or files) but collects case information regarding assessment/problem identification outcomes, case management procedures performed and pertinent nonpublic personal information and health-related information required for individual case administration and follow-up. Such information is not sustained beyond case closure.

Use of Collected Information by CAEAP

CAEAP uses all individually collected information to coordinate the EAP service functions with the appropriate EAP assessment representatives selected for each service function in managing the case from the point of case referral to case conclusion. All of CAEAP’s representatives conducting EAP assessment services are governed by CAEAP’s confidentiality and privacy policy at the time of conducting such services. All information communicated from CAEAP to CAEAP’s representatives and from CAEAP’s representatives to CAEAP are bound within mutual confidentiality under the law and individual provider service agreements. All participants prior to assessment understand through the Statement of Understanding that at the time of case closure that EAP referral outcomes for individual cases are maintained by law for seven (7) years, but individually collected information not related to EAP case outcomes is not maintained.

Confidentiality Policy on Information Disclosure

Limits of Confidentiality: Four areas are subject to disclosure by CAEAP without written release from client: (1) when reporting child abuse and/or elder abuse and/or dependent adult abuse, (2) when relating information about being a risk to oneself or others, (3) when relating the intention to commit illegal acts or threats to the organization, other employees, or the EAP, and (4) when a supervisory referral is made by a supervisor, information that the employee contacted the EAP and attended educational/assessment session(s) will be communicated by the EAP to the designated supervisor.

Access to Individual Information

An individual who has participated in EAP services with CAEAP may receive a copy of case information by requesting such from the Quality Assurance Manager. There is a procedure in place for identifying the rightful person *[the person who may legally receive such information]. After an individual has been identified as that *rightful person, a copy of case information will be supplied to that individual. For purposes of legal claims, litigation, disciplinary action, or otherwise, third party entities will not receive EAP case information directly from CAEAP; such a transmission of said information is only achieved through the discretion of the *rightful person who would decide to supply such information to a third party.

Designation of Privacy Official

For questions or further information regarding the privacy policy, please contact CAEAP’s Director of Operations.

**Para preguntas o mas información contra la Nota de Póliza Prevacidad, por favor contactén al EAP.

1-800-777-9376
**Comprehensive Work/Life Services for**  
**Consultation / Resource & Referral**

CAEAP, being the premiere provider of EAP services, offers the state-of-the-art work/life program providing in this listing referral and resource options with telephonic consultation support. Employees and their families will find work/life support services highly beneficial to meet their daily living needs and timesavers for relief in this busy world. The following are examples of frequently used support services which can be accessed via telephonic consultation or via the internet through CAEAP’s two web-based programs located at [www.CAEAP.com](http://www.CAEAP.com).

### Legal Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Services</th>
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<tbody>
<tr>
<td>Divorce/Custody Issues</td>
<td>Will preparation</td>
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<tr>
<td>Criminal</td>
<td>Downloadable Legal Documents (ReadyDocs)</td>
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<tr>
<td>Estate Planning/Wills/Trusts</td>
<td>Telephonic Advice &amp; Local Referrals</td>
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<tr>
<td>Real Estate</td>
<td>Nationwide Coverage</td>
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<tr>
<td>Landlord/Tenant</td>
<td>Legal Articles, Tips and Links</td>
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<tr>
<td>Bankruptcy</td>
<td>Online Learning Opportunities for Various Legal Topics</td>
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<tr>
<td>Personal Injury/Malpractice</td>
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<td>Small Claims</td>
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<tr>
<td>Adoption</td>
<td>Mediation</td>
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</tbody>
</table>

### Financial Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bankruptcy procedure / prevention</td>
<td>College fund planning</td>
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<tr>
<td>Budgeting (to cope with reduction in household earnings; to reduce debt; to save; household budgeting)</td>
<td>Credit card debt (lowering rates; consolidating debt)</td>
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<tr>
<td>Buying a home for the first time</td>
<td>Retirement planning / Long-term goal setting</td>
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<tr>
<td>Foreclosure prevention</td>
<td>Financial Calculators</td>
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<tr>
<td>Major life event planning (wedding, adoption, divorce)</td>
<td>Comprehensive financial fitness</td>
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<td></td>
<td>Credit report review</td>
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<td></td>
<td>Debt reduction and management</td>
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<td></td>
<td>Estate planning</td>
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<td></td>
<td>Financial planning</td>
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</tbody>
</table>

### ID Theft Prevention & Recovery Service

Helps employees/family members quickly recover from identity theft and learn how to avoid it in the future. If it is determined that identity theft has not occurred, consumers will be offered educational materials to help them avoid future identity theft. If it is suspected that identity theft has occurred, CAEAP Consultants will offer educational materials and also forward consumers via telephone to a Financial Specialist, for a more in-depth, educational consultation. In the course of this conversation, the consumer may choose to obtain their credit reports online (through [www.annualcreditreport.com](http://www.annualcreditreport.com) or another service of their choice) and review them with the financial consultant to determine whether or not the consumer is a victim of identity theft. If identity theft has occurred, the financial consultant will advise the consumer of their options; coach the consumer on how to report and resolve the situation on their own; and, provide the forms used by the Federal Trade Commission (FTA) to report identity theft to the FTA, credit card, and credit reporting agencies.
### Older Adult Care/Services

- Senior housing options
- Community services and resources
- Financial and estate planning
- Independent living
- Assisted living facilities
- Residential care
- Senior centers
- Adult day care
- Skilled nursing facilities
- Care managers
- Home health care
- Long-distance care giving
- Emergency care
- Home medical equipment
- Chore and companion services
- Grief support
- End-of-life resources
- Medicare / Medicaid
- Senior insurance plans / insurance
- Advance directives
- Support groups
- Respite care
- Caregiver concerns
- Hospitalization
- Hospice
- Legal and financial issues
- Frail elder health issues
- Meal services
- Transportation services
- Home safety
- Volunteer organizations
- Cancer care centers
- Disease management programs
- Elder law attorneys

### Active Adult / Mature Transitions

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<thead>
<tr>
<th>Lifestyle changes</th>
<th>Adult retirement communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and wellness</td>
<td>Adult education / degree / career options</td>
</tr>
<tr>
<td>Leisure time pursuits</td>
<td>Financial and legal options</td>
</tr>
<tr>
<td>Volunteerism</td>
<td>Planning for life’s next stage</td>
</tr>
<tr>
<td>Retirement housing options</td>
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</tbody>
</table>

### Adult Dependent Care

<table>
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<tr>
<th>In-home caregiver</th>
<th>Transportation</th>
</tr>
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<tbody>
<tr>
<td>Support groups</td>
<td>Home health</td>
</tr>
<tr>
<td>Rehabilitation centers</td>
<td>Adult care centers</td>
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<tr>
<td>Hospices</td>
<td>Skilled nursing facilities</td>
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<td>Emergency care</td>
<td>Disability specific organizations</td>
</tr>
<tr>
<td>Respite care</td>
<td>Other community resources</td>
</tr>
<tr>
<td>Assisted living</td>
<td>WebMD access</td>
</tr>
</tbody>
</table>
# Child Care Services/Issues

- Family child care homes
- Child care home networks
- Child care centers
- Nursery schools
- Nannies / Au Pairs
- Baby-sitters
- Before and After-school programs
- Back-Up and odd hour care
- Prime-time care
- Variable schedules
- Contingency care (mildly ill and/or emergency back-up care)

- Play groups
- Day camps
- Summer camps
- Summer programs
- Residential camps
- Religious camps
- Specialty camps
- Sports programs
- Athletic programs

## Prenatal Preparation

- Healthy pregnancy
- Parenting education classes
- Community resources
- Lactation information

- Optional birthing methods
- Lifestyle change
- Financial considerations
- College financial strategies

## Becoming a Parent

- Infertility / surrogate
- Pregnancy
- Twins and multiples
- Second families
- Loss of baby
- Birth complication

- Loss of sleep
- Quality time for new parents
- Maternity leave
- Preparing for baby’s arrival
- Physician selection criteria
- Job re-entry after maternity leave

## Child Development

- Safety
- Security
- Protection
- Earthquake and disaster preparedness
- Seatbelt consumer information
- Nutrition
- Biting
- Bedtime routines
- Temper tantrums
- Sibling / new baby relationships

- Physical functioning
- Cognitive functioning
- Emotional functioning
- Social functioning
- Physically or developmentally-challenged
- Resources for infant educators (RIE)
- Accreditation criteria (NAEYC, NAFCC, and ACA)
- State licensing requirements
<table>
<thead>
<tr>
<th><strong>Care Management</strong></th>
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</thead>
<tbody>
<tr>
<td>Choosing a care option</td>
</tr>
<tr>
<td>Affordability</td>
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<td>Tax implications</td>
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<td>Separation anxiety</td>
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<tr>
<td>Provider relationships</td>
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<tr>
<td>Quality monitoring</td>
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<td>Investigative tools</td>
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<td>Reporting care concerns</td>
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<tr>
<th><strong>Parenting Skills</strong></th>
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<tbody>
<tr>
<td>Positive discipline strategies</td>
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<tr>
<td>Erikson’s Psychosocial Development</td>
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<tr>
<td>Piaget’s Cognitive Development</td>
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<tr>
<td>Infants</td>
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<tr>
<td>Toddlers</td>
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<tr>
<td>Potty training</td>
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<tr>
<td>Coping with the “Terrible Two’s”</td>
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<tr>
<td>Understanding biting</td>
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<tr>
<td>Understanding children’s tantrums</td>
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<tr>
<td>What to Expect ... (series of three books)</td>
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<tr>
<td>Young children</td>
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<tr>
<td>Older children</td>
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<tr>
<td>Teens</td>
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<tr>
<td>Adult children</td>
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<tr>
<td>Support and advocacy</td>
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<tr>
<td>Communication strategies</td>
</tr>
<tr>
<td>Household responsibilities</td>
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<tr>
<td>Sibling relationships</td>
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<tr>
<td>Single parenting</td>
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<tr>
<td>Grand-parenting</td>
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<tr>
<td>Step-parenting</td>
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<tr>
<td>Adult children return home</td>
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<tr>
<td>Communicating about loss of a job</td>
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<tr>
<th><strong>Emergency Care Services</strong></th>
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<tbody>
<tr>
<td>Community resources</td>
</tr>
<tr>
<td>Nanny and baby-sitting agencies</td>
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<tr>
<td>Long-distance caregiving</td>
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<tr>
<td>Home health agencies</td>
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<tr>
<td>Professional care managers</td>
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<tr>
<td>Mildly ill</td>
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<tr>
<td>Contingency (emergency) back-up care</td>
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<tr>
<td>Shift changes</td>
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<tr>
<td>Weekend / holiday / temporary care</td>
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<tr>
<td>Hospitalization and discharge planning</td>
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<tr>
<td>Hospice</td>
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<tr>
<th><strong>Children’s Wellness</strong></th>
<th><strong>Children’s Illness</strong></th>
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<tbody>
<tr>
<td>Physical fitness</td>
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<tr>
<td>Instilling a love of reading</td>
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<tr>
<td>Interactive family resources</td>
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<tr>
<td>Vaccinations</td>
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<tr>
<td>Infectious diseases</td>
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<td>Hospitalization</td>
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<tr>
<th><strong>Loss / Grief Information</strong></th>
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<tbody>
<tr>
<td>Support and advocacy</td>
</tr>
<tr>
<td>Stillborn children</td>
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<tr>
<td>SIDS</td>
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<tr>
<td>Ronald McDonald House</td>
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<tr>
<td>Make-a-wish Foundation</td>
</tr>
<tr>
<td>Childhood leukemia</td>
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<tr>
<td>March of Dimes resources</td>
</tr>
<tr>
<td>Congenital birth issues</td>
</tr>
<tr>
<td>Camps for children with cancer (and their families)</td>
</tr>
</tbody>
</table>
### Special Needs

- Support and advocacy
- Financial guidance
- Testing and assessment
- Interventions
- Therapeutic programs
- Residential programs
- Recreational programs
- Educational programs
- Gifted and talented
- Attention Deficit Disorder
- Attention Deficit Hyperactivity Disorder
- Birth disabilities
- Schools for exceptional children
- In-home caregivers
- Respite care

### Adoption

- Public / Private adoption
- International adoption
- Non-Traditional adoptions
- Step-Parent adoption
- State adoptions specialist
- Kinship care resources
- Foster care resources
- Financing an adoption
- Adoption agencies
- Adoption attorneys
- Adoption advocacy groups
- Adoption support networks
- Searching for birth parents/relatives
- Discussing adoption with children
- Post-adoption information
- *The Adoption Resource Book*

### K-12 Education / Schools

- Early learning programs
- Nursery schools
- Pre-K / Kindergarten
- Montessori
- Public schools
- School district profiles
- School system report cards
- Charter and Magnet schools
- Private schools
- Parochial schools
- Military schools
- Boarding schools
- Independent schools
- Home schooling resources
- Before and After-school programs
- Enrichment programs
- Contingency care (mildly ill and/or emergency back-up care)
- International Study Programs
- Summer School
- Alternative schools
- Boot camps
- At-Risk youth resources
- Computer Literacy Programs
- Special needs education
- Volunteer opportunities
- Non-College options
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<table>
<thead>
<tr>
<th><strong>Daily Living/Personal Request</strong></th>
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</thead>
<tbody>
<tr>
<td>Apartment Locators</td>
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<tr>
<td>Chore Services/House Cleaners</td>
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<tr>
<td>Consumer Comparisons</td>
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<td>Entertainment Services</td>
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<tr>
<td>Fitness and Wellness Centers/Programs V</td>
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<td>Volunteer Opportunities</td>
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<table>
<thead>
<tr>
<th><strong>Health &amp; Wellness</strong></th>
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<td>Alternative Medicine</td>
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<tr>
<td>Children’s Health Resources</td>
</tr>
<tr>
<td>Chronic condition Support Groups/Resources</td>
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<tr>
<td>Complimentary Medicine</td>
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<tr>
<td>Diet &amp; Nutrition Programs/Services</td>
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<tr>
<td>Fitness Centers/Programs</td>
</tr>
<tr>
<td>General Health Resources</td>
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</tbody>
</table>
Catalog of Seminars
Unlock Your Employees’ Potential

Seminars Available to your Employees
Incorporating Wellness Issues into Staff Development Programs

See Separate Supplemental Program Materials Packet
Community Action EAP’s

WELLNESS EDUCATIONAL FORUM FOR MANAGEMENT

Educational Services and Seminars Available to Your Management Staff

Proprietary

See Separate Supplemental Program Materials Packet
EAP Utilization/Participation Report

SAMPLE EAP COMPANY


KEY:

- **Quarter Data**
- **Year-to-Date Data**

Quarter Participation/Utilization Rate: 3.5%
Year-to-Date Participation/Utilization Rate: 8.3%

Derivation: # of opened cases*/ Employee Total Population #(ETP #):

* An “opened case” signifies the occurrence of EAP consultation and/or EAP face-to-face assessment services.
Client Classification

(%) for Sample EAP Company shown

QUARTER 2

Employees: 71.4%
Family Members: 14.3%
Extended Family Members: 14.3%
Significant Others: 14.3%

YEAR-TO-DATE

Employees: 66.7%
Family Members: 15.1%
Extended Family Members: 12.1%
Significant Others: 6.1%
Quarter 2: November, December, 2009, and January, 2010

KEY:
- **Quarter Data**
- **Year-to-Date Data**

Assessed Issues/Problems (may include duplicate counts)

(%) for **Sample EAP Company** shown

![Graph showing assessed issues/problems]

*Work/Life Program: Support Services Specified*

- Financial: 33.3%
- Legal: 33.3%
- Child Care: 33.3%
- Elder Care: 33.3%
- Life Management Coaching: 14.3%
- Special Personal Assist: 42.8%

This figure describes **Sample EAP Company** with 21.4% of above cases represented (may include duplicate counts)

*Work/Life Program: Support Services Specified*

- Financial: 14.3%
- Legal: 14.3%
- Child Care: 14.3%
- Elder Care: 14.3%
- Life Management Coaching: 14.3%
- Special Personal Assist: 20.0%

This figure describes **Sample EAP Company** with 20.0% of above cases represented (may include duplicate counts)
Quarter 2: November, December, 2009, and January, 2010

KEY:
- **Quarter Data**
- **Year-to-Date Data**

Types of Referrals (may include duplicate counts)

(%) for Sample EAP Company shown

- Stayed in EAP Services: 85.8%
- Outside Services: 12.1%
- Community resources: 7.1%
Management Consultation

QUARTER 2

Frequency count of Sample EAP Company shown

\[\text{vi} = 2, \text{vii} = 0, \text{vii} = 0, \text{vii} = 0\]

Qtr. 2 Points of Discussion

i:  Strategic planning – Called to share EAP wellness presentation options for 2010
ii:  Wellness event planning
iii:  Workplace interventions
iv:  Crisis services
v:  Managing troubled employees
vi:  Enhancing work environment – Provided master copies of 2010 monthly payroll inserts; submitted CAEAP's company insurance certificates for 2010
vii:  Employee work performance issues
viii: Program administrative contacts – Concerning EAP literature and materials

YEAR-TO-DATE

Frequency count of Sample EAP Company shown

\[\text{vi} = 3, \text{vii} = 0, \text{vii} = 0, \text{vii} = 0\]

Points of Discussion

i:  Strategic planning
ii:  Wellness event planning
iii:  Workplace interventions
iv:  Crisis services
v:  Managing troubled employees
vi:  Enhancing work environment
vii:  Employee work performance issues
viii: Program administrative contacts
24/7 Referral Sources of Participation

(%) for Sample EAP Company shown

QUARTER 2

YEAR-TO-DATE

(%) for Sample EAP Company shown
Web-Based Participation

Combined information for Wellness Library and Balancing Work/life

QUARTER 2

Sample EAP Company shown

Figure indicates % of web page hits per category for Sample EAP Company, derived from two web programs

Quarterly Featured topics:

Financial Links
Exercise Topics
Halloween Safety Tips
Holiday Spending
Stress & the Holidays
Tax Info/Tax Forms
Figure indicates % of web page hits per category for *Sample EAP Company*, derived from two web programs.
Quarter 2:  *November, December, 2009, and January, 2010*

**KEY:**
- [ ] *Quarter Data*
- [ ] *Year-to-Date Data*

**Employee Education/Management Training**

Frequency count for Sample EAP Company shown

2nd Quarter Events:

24/7 program service information: includes client follow-up (46) and after-hour client contacts (5)
Wellness service information: Emailed/mailed master copies of 2010 monthly payroll inserts; CAEAP’s current company insurance certificates for 2010
“We at Community Action EAP are dedicated to providing you with the very best employee services possible. Your input or feedback is valuable to us on how you experienced our EAP and its services. Your participation in this survey is completely confidential. Your name will not appear on any survey material. Only the scoring will be consolidated and shared with your employer.

This survey includes 4 questions that are rated on a client satisfaction scale of 1-5 (with “5” being viewed as completely satisfied and “1” being least satisfied).

Would you be willing to take about 1 minute to provide feedback on your most recent experience with CA-EAP?”

... Wonderful! ~ or ~
... Is there a better time I can call you back when you would be able to participate?

Client Company: _________________________________
Date: _________________________________

<table>
<thead>
<tr>
<th></th>
<th>How helpful &amp; responsive has CA-EAP been in working with you?</th>
<th>Least Satisfied</th>
<th>Most Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How helpful &amp; responsive has CA-EAP been in working with you?</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>How would you rate CA-EAP on the quality of services you have received?</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Was the information and the services provided by CA-EAP useful to you?</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>How likely would you be to use CA-EAP again if a new situation or need presented itself?</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

Do you wish to share any other comments with us:
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Initial _______
RIVERSIDE COMMUNITY COLLEGE DISTRICT
REQUEST FOR PROPOSALS
EMPLOYEE ASSISTANCE PROGRAM

VIII-HOLD HARMLESS AGREEMENT

The Program Manager agrees to and does hereby indemnify and hold harmless the District, its officers, agents, and employees from every claim or demand made, and every liability, loss, damages, or expense, or any nature whatsoever, which may be incurred by reason of:

Liability for damages for (1) death or bodily injury to persons, (2) injury to, loss or theft of property, or (3) any other loss, damage or expense arising under either (1) or (2) above, sustained by the Program Manager or any person, firm or corporation employed by the Program Manager upon or in connection with the work called for in this Agreement, except for liability resulting from the sole negligence, willful misconduct, or active negligence of the District, its officers, employees, agents or independent contractors who are directly employed by the District; and

Any injury to or death of persons or damage to property caused by any act, neglect, default or omission of the Program Manager, or any person, firm, or corporation employed by the Contractor, either directly or by independent contract, including all damages due to loss or theft, sustained by any person, firm or corporation, including the District, arising out of, or in any way connected with the work covered by this agreement, whether said injury or damage occurs either on or off school district property, if the liability arose from the negligence or willful misconduct of anyone employed by the Program Manager, either directly or by independent contract.

The Program Manager, at his own expense, cost, and risk, shall defend any and all actions, suits, or other proceedings that may be brought or instituted against the District, its officers, agents or employees, on any such claim, demand or liability, and shall pay or satisfy any judgment that may be rendered against the District, its officers, agents or employees in any action, suit or other proceedings as a result thereof.

SUBMITTED BY:

COMPANY  Community Action Employee Assistance Program Inc.

SIGNATURE  Robert A. Bruner  SIGNATURE  Kathleen A. Bruner

NAME  Robert A. Bruner  NAME  Kathleen A. Bruner

TITLE  President/CEO  TITLE  Vice-President/CFO

DATE  March 1, 2010  DATE  March 1, 2010

In accordance with the Corporations Code of California, any contract entered into by any corporation with Riverside Community College District shall be signed by two officers of the corporation: the president/CEO or any vice president AND the secretary or the treasurer/CFO or any assistant treasurer. If proposer is a corporation, and signer is not an officer, attach certified copy of by-laws or resolution authorizing execution. If bidder is a corporation, affix corporate seal. If signer is an agent, attach power of attorney. If bidder is not an individual, list names of other persons authorized to bind the organization.
RIVERSIDE COMMUNITY COLLEGE DISTRICT
REQUEST FOR PROPOSALS
EMPLOYEE ASSISTANCE PROGRAM

IX-NON-COLLUSION AFFIDAVIT

Public Contract Code section 7106 states: "Any public works contract of a public entity shall include an affidavit, in the following form:"

TO BE EXECUTED BY PROPOSAL MAKER AND SUBMITTED WITH PROPOSAL

State of _______________________
County of _______________________

Robert A. Bruner _______________________, being first duly sworn, deposes and says that he/she is
(PRINTED NAME OF SIGNATORY)

CEO/President ______________________ of Community Action Employee Assistance Program Inc.
(POSITION/TITLE) (COMPANY)

the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the proposal maker has not directly or indirectly induced or solicited any other proposal maker to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any proposal maker or anyone else to put in a sham proposal; or that anyone shall refrain from making a proposal; that the proposal maker has not in any manner, directly or indirectly, sought by assignment, communication, or conference with anyone to fix the proposal price of the proposal maker or any other proposal maker, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other proposal maker, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and, further, that the proposal maker has not, directly or indirectly, submitted his/her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

SUBMITTED BY:

COMPANY ______________________ Community Action Employee Assistance Program Inc.

SIGNATURE ______________________ SIGNATURE ______________________

PRINTED NAME ______________________ PRINTED NAME ______________________

TITLE President/CEO ______________________ TITLE Vice-President/CFO ______________________

DATE March 1, 2010 ______________________ DATE March 1, 2010 ______________________

In accordance with the Corporations Code of California, any contract entered into by any corporation with Riverside Community College District shall be signed by two officers of the corporation: the president/CEO OR any vice president AND the secretary or the treasurer/CFO OR any assistant treasurer. If bidder is a corporation, and signer is not an officer, attach certified copy of by-laws or resolution authorizing execution. If bidder is a corporation, affix corporate seal. If signer is an agent, attach power of attorney. If bidder is not an individual, list names of other persons authorized to bind the organization.