

The Village Business Institute Employee Assistance Program Matrix 2007

EAP FEATURES	MINIMUM	PROVIDER
EAP Established	1 Year	1972
Number of Annual Sessions Per Individual	6	Minimum of 8 Aggregate household total 4x # of household members
Number of Annual Sessions Per Incident		See Above
Coverage	Family in Home & Out of House Dependents (STATUTE)	Family in Home & Out of House Dependents
Staffing	Licensed Social Workers	Licensed with a Masters or Ph.D. level mental health professionals
Appointment Timing	Within 72 hours	Within 72 hours
Emergency Appointments	Within 24 hours	Within 24 hours
Weekend/Holiday Appointments	Emergency	Emergency
1-800 Numbers	Minimum one line	32 lines
Phone Counseling	Minimum one staffed line	7 staffed for emergencies-mental health 32 staffed for Financial counseling Law Phone also staffed
24/hr Crisis "hot" line Staffing	Minimum one staffed line by LSW	7 staffed lines by Masters level mental health professional
On-site Employee Orientation	1 per year (smaller groups maybe combined)	1 minimum, as necessary throughout the year
On-Site Seminars	None	2 hours of training per agency; 2 additional hours per 500 employees per agency
Off-Site Seminars	None	Quarterly Contract Holder Seminars for Supervisor/Managers
Management Training	Minimum Requirements: Stress, Conflict, Crisis	See enclosed folder
Management Consulting	Available to all supervisors/management staff	Supervisor HelpLine available to all Supervisor/Management Staff
Additional/Specialty Services Available	@ additional cost	CISM, Mediation, Human Resources Services bid per project, Job Coaching, Training & Development
Employee Newsletters Supervisory Newsletters Internal Marketing Materials (i.e. payroll stuffers, posters, etc.)	Quarterly Biannually As needed	Monthly Quarterly -Minimum annual As needed
Agency Reporting - Utilization Reports - Survey of Agencies - Survey of Clients	Quarterly with Annual to Date	Quarterly with Annual to Date - 100 % ongoing currently - see enclosed 2006 NDPERS utilization report
Price	\$1.42 maximum	\$1.42 per employee per month
Other Unique Features		1 step access, State wide service network, Accredited by Council on Accreditation of Service for Families and Children