The Message Center on www.villageeap.com is another resource employees can use to ask questions and gather information. If an employee calls wanting other information on work/life issues we will search and provide it whenever possible.

**Website**
All EAP plans include access to the EAP website, www.villageeap.com. This site offers a variety of self-help information, including:

- The Village Business Institute's EAP Message Center
- American Association for Marriage and Family Therapy
- Center for Effective Parenting
- National Institute of Health site on Alcohol Abuse and Alcoholism
- U.S. Government Substance Abuse and Mental Health Services
- First Step Recovery, a licensed treatment facility
- National Institute of Mental Health
- The Village Financial Resource Center (FRC): Links to additional financial information are included on FRC's website.
- CLC, Inc., for legal information
- Equal Employment Opportunities Commission
- Federal Department of Labor
- NOLO General legal information
- Center for Disease Control (CDC)
- Drinkers Check-Up
- Past newsletters that provide insight into issues facing today's employees and their households.

## VIII. Responses to Additional Questions:

1. **Indicate how long your organization has been in the EAP market.**

   The Village Business Institute has been providing EAP services since 1972.

2. **Specify how long your organization has been in existence and whether it is a division of a parent company. Does it have an affiliation with other business entities? If so, explain the nature of these affiliations. Is it privately or publicly held?**

   The Village Family Service Center was founded in 1891 as a home for orphaned children. Now, The Village Family Service Center has 18 offices and a full spectrum of programming. The Village is a private, non-profit, nondenominational, human service agency. The Village Business Institute Employee Assistance Program is a division within The Village Family Service Center. The Village Family Service Center has a sister corporation, The Children's Village Foundation, which has the

fiscal responsibility for managing endowments made to the Foundation. The Village Family Service Center is headquartered in Fargo, ND.

3. **Has your organization been through recent reorganization or name changes? If yes, briefly describe the nature of the reorganization and list past names of your organization.**

   The Village Business Institute has had no recent name changes.

4. **Provide a summary of any and all claims, pending litigation and judgments that have been entered against your organization in the past five years that are directly related to its provision of an EAP.**

   There have been no claims, pending litigation, or judgments made against The Village Business Institute related to EAP services in the 35-year history of the program.

5. **For cases in which a plan member requires additional services beyond those available through the EAP, which are not covered by the State health plan, how do you recommend handling referrals so that members do not get the mistaken impression that these services are covered?**

   Clinicians are primarily responsible for discussing service options with clients when a referral is made. EAP administration ensures clinicians are informed and kept up to date on EAP services. Clinicians are encouraged to contact The Village Business Institute EAP administration for assistance and clarification when needed.

6. **How are emergency and crisis situations handled? How do you recommend your organization be contacted in case of emergency admissions? What is your response time?**

   Two types of emergency and or crisis situations are part of EAP work. The first is individual crisis when a plan member is in need of services immediately due to a personal acute issue. Phone counseling services are available immediately for individuals who are in need of such services, 24 hours a day. In office emergency appointments are offered within 24 hours. Emergency room admissions for mental health reasons are case managed by the clinician when appropriate.

   The second type of emergency or crisis situation is organizational, such as a critical incident. In such cases, several Village Business Institute staff members are trained in Critical Incident Stress Management. Appropriate meetings to debrief affected staff are scheduled as soon as possible after the incident.

7. **For short term counseling within the EAP, what number of sessions per individual do you recommend and why? Is this number a total per individual per year or per problem incident? Do you recommend a different number of sessions based upon incident treatment? Explain your answers.**

   The Village Business Institute EAP is based on a household aggregate model. This approach views each household as a system in which each member impacts every other member. Therefore, the program provides a minimum of eight sessions annually, but a maximum number of sessions calculated on the basis of four sessions per household member. A household of five has up to 20 sessions to use during the year, and if one household member requires the use of all the sessions, they are available to him/her. This model respects the individual, deepens the program offering, and meets the needs of the household as a system. The Village Business Institute EAP also covers dependant children residing away from home, for example college students.

   The average number of sessions used per year by individuals accessing The Village Business Institute EAP is less than three. However, for those who need the additional support of more sessions, this model can meet those needs.

8. **Typically, what percent of cases do you resolve within the EAP through short-term counseling and what percent are referred outside the EAP?**

   Approximately 15% of The Village Business Institute EAP clients require medical services, chemical dependency treatment or other services in addition to those covered by the program. Ninety-eight percent of clients using The Village Business Institute EAP for covered services resolve their issues within the program, with only two percent requiring continued services after the benefit is expended.

9. **If treatment outside the EAP is recommended, typically how many visits are made to an EAP counselor before outside referral is made?**

   A referral for medical or other services is made as soon as the issue becomes evident, usually in one to three sessions. Again, other needs are generally met within the program.

10. **Describe the range of counseling services available which you recommend be provided within the EAP. Will all services be offered to employee at all your locations?**

    The types of services are listed on pages 7-10, under minimum services. Again they are relationship issues, drug and alcohol

issues, workplace issues, and financial and legal counseling and emotional health.
All services are available through some medium in every location. Counseling for relationship, chemical dependency evaluation, mental and emotional health and workplace issues are available, face-to-face, in all locations, either through The Village Business Institute staff or affiliate providers. Financial counseling is available face-to-face in most locations, and full financial counseling services are available to all covered employees regardless of location by phone. Legal consultation services are available by phone to all employees.

11. **Describe educational courses you would propose for supervisors on use of an EAP and other employee educational programs. Indicate frequency, topic and specify associated costs.**

    Specific orientation programs are provided for supervisors on The Village Business Institute Employee Assistance Program. The orientation program includes the facets of the program as well as how to use The Village Business Institute EAP in managing a troubled employee. Additional supervisor training is available on a variety of topics. Two hours of training, beyond orientation, is provided for each agency, with 2 additional hours per 500 employees. Training hours may be used for supervisory topics or employee topics to meet the needs of the agency. Also, additional training hours are available at a rate of $125 per hour.

12. **Describe the nature and scope of employee communications that are provided as part of your fee. Include a sample of all communication material you customarily prepare.**

    Employee newsletters are provided monthly. Enough employee newsletters are provided for each covered employee of the agency. Internal marketing materials are provided, at minimum, annually. Posters, paycheck stuffers and other supplies are included. Additional internal marketing materials are available on request.
    Supervisor newsletters are produced quarterly. One master copy of the supervisor newsletter is provided to each agency and can be reproduced as needed.
    Orientation packets are provided at the start of the program and as needed for new hires. Supervisor handbooks are provided as needed for each agency. See enclosed folder for all communication materials.

13. **Are you able to customize written materials and communications? Is there an additional cost associated with customization?**
    We can customize materials for agencies that have over 1,000 employees at no charge. Customizing of materials by agency for

less than that number of employees would be billed at cost.

14. **Under the plan of benefits you indicate a certain number of sessions are available to each member. Please define what constitutes a session (i.e., duration or time).**

    The general session of mental health, relationship, behavior health and workplace issues last 50-55 minutes. Financial counseling sessions are 60 minutes. Legal consultation services are delivered as necessary to answer the presenting questions, generally are 30 minutes. Chemical dependency evaluations last 2 hours, and are counted as two sessions.

15. **Concerning the management training and consulting services that are part of the services proposed, please define the depth, scope and range of these services (number of sessions, hours of management consulting, etc.)**

    Management consultation through the Supervisory Help Line is unlimited under The Village Employee Assistance Program. Issues related to supervision, management, human resources, human behavior, etc. can all be addressed with our Help Line staff. On-site consultation is available on a limited basis. Large-scale on-site consultation will be bid. Again, on-site supervisor orientation is included in the program. Other supervisor training is available, and includes two hours for each agency, and an additional two hours per 500 covered employees per agency.

16. **What services does your EAP provide relating to maintaining a drug free workplace and employee testing? To what extent are these services part of your proposal and, to the extent they are not, what is the cost for those additional services?**

    The Village Business Institute Employee Assistance Program can provide all the drug-free workplace services necessary to initiate a program. An agency can choose to allocate its training hours to the implementation of a drug free workplace program. The Village Business Institute Employee Assistance Program also includes the services of a Substance Abuse Professional for those agencies that have DOT/SAP requirements in their operating policies. Other services necessary to implement a drug free workplace program, materials, policy development, supervisor consultation are also available on a bid for service basis. The Village Business Institute EAP does not include or offer employee testing services, but do have the resources to respond to a positive screen, such as a formal referral.