

# INFORMATION REQUESTS

EAP Features	Minimum	Provider
EAP Established	1 year	13 years
Number of Annual Sessions Per Individual	6	6 per incident with unlimited incidents
Number of Annual Sessions Per Incident		6 per incident with unlimited incidents
Coverage	Family in Home & Out-of-House Dependents (STATUTE)	Family in Home and Out-of-House Dependents (STATUTE)
Staffing	Licensed Social Workers	Licensed with a Masters or Doctoral Degree in the Mental Health Field
Appointment Timing	Within 72 hours	Within 24-48 hours
Emergency Appointments	Within 24 hours	Within 12 hours
Weekend/Holiday Appointments	Emergency	Available upon request and in emergency situations
1-800 number	Minimum one line	32 lines (1-866-EAP-2400)
Phone Counseling	Minimum one staffed line	32 lines (1-866-EAP-2400)
24 hour Crisis "hot" line Staffing	Minimum one staffed line by LSW	32 lines (1-866-EAP-2400) staffed by masters and doctoral level staff
On-site Employee Orientation	1 per year (smaller groups may be combined)	1 minimum, provided as requested by agencies
On-site Seminars	None	2 minimum, as requested by each agency
Off-site Seminars	None	As requested
Management Training	Minimum Requirements: Stress, Conflict, Crisis	Hundreds of topics available including but not limited to: Stress, Conflict, Crisis, Diversity, Leadership, Motivation, and Communication
Management Consulting	Available to all supervisory/management staff	Available to all supervisory/management staff as needed
Additional/Speciality Services Available	@ Additional Cost	Fitness-for-duty evaluations, enhanced work-life services, additional training sessions
Employee Newsletters Supervisory Newsletters Internal Marketing Material (i.e., payroll stuffers, posters, etc.)	Quarterly Biannually As needed	Monthly and Quarterly Monthly As needed
Agency Reporting - Utilization	Quarterly with Annual to Date	Quarterly with Annual to Date
Price	\$1.42 Maximum	<del>\$1.42</del> \$1.39 PEPM
OTHER UNIQUE FEATURES		Please see the following page



Deer Oaks EAP Services Response to RFP for EAP Services  
All information contained herein is proprietary and confidential.

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- ❖ Unlimited Critical Incident Stress Debriefings at no additional charge
- ❖ Maternity at Work Program
- ❖ Specialization in Domestic Violence
- ❖ Comprehensive Geographic Coverage throughout the State of North Dakota
- ❖ Ability to request appointments via email or telephone
- ❖ Fully HIPAA and ADA compliant
- ❖ Superior Account Management Services
- ❖ Deer Oaks tailors the EAP to meet the needs of each specific agency
- ❖ Extensive experience in handling large employer groups
- ❖ Comprehensive and interactive website
- ❖ Extensive Legal and Financial Programs which are included in the cost of the EAP
- ❖ Certified Substance Abuse Professionals available to provide services for employees with drug or alcohol issues

*Deer Oaks EAP  
Services... a  
resource you can  
trust.*



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