



PROGRAM MATRIX 2007-2009

<i>EAP Features</i>	<i>Minimum</i>	<i>Provider</i>
<i>EAP Established</i>	<i>1 year</i>	The St. Alexius Employee Assistance Program was established in 1982.
<i>Number of Annual Sessions Per Individual</i>	<i>6</i>	The St. Alexius Employee Assistance Program will continue to exceed the minimum number of annual sessions. We will provide up to eight sessions per individual, per year.
<i>Number of Annual Sessions Per Incident</i>		Should the same plan member return to the Employee Assistance Program based on another incident, a second counseling intervention would be provided to the plan member based on this new incident. For each incident, assuming the incidents are different and unrelated from previous incidents, based on professional assessment, the plan member could be eligible to receive additional sessions.
<i>Coverage</i>	<i>Family in Home & Out-of-Home Dependents (STATUTE)</i>	Spouse or child living at home and under 18 and/or attending school and under age 26. Retirees during 3 months post retirement. Employee impacted by Reduction in Force (RIF) during 3 months post RIF separation from agency.
<i>Staffing</i>	<i>Licensed Social Workers</i>	LSW + 20 years experience, Licensed Certified Clinical Social Worker (LCSW), Licensed Professional Clinical Counselor (LPCC), Licensed Addiction Counselor (LAC). All licensure standards of ND or other appropriate standard of licensing state required.
<i>Appointment Timing</i>	<i>Within 72 hours</i>	Within 24-48 hours.
<i>Emergency Appointments</i>	<i>Within 24 hours</i>	Within 16 hours.
<i>Weekend/Holiday Appointments</i>	<i>Emergency</i>	Emergency.
<i>1-800 number</i>	<i>Minimum one line</i>	The Employee Assistance Program 1-800 line is a dedicated "T-1" line. This line is broken down into 24 incoming channels which conceivably could be accessed simultaneously by callers calling in to the Employee Assistance Program.
<i>Phone Counseling</i>	<i>Minimum one staffed line</i>	24 hours a day and seven days a week, phone counseling is available.
<i>24 hour Crisis 'Hot' Line Staffing</i>	<i>Minimum one staffed line by LSW</i>	One by LSW. Licensed Social Workers are listed as the minimum requirement. The North Dakota license requirements are that the LSW be educated at the bachelor's level. This minimum requirement is exceeded as those clinicians associated with the St. Alexius Employee Assistance Program have a minimum of an LSW plus 20 years of experience or are credentialed at the LCSW or LPCC level requiring advanced education at the master's level plus 5 years of experience.
<i>On-site Employee Orientation</i>	<i>1 per year (Smaller groups may be combined)</i>	1 per quarter if requested. Will continue to fill <u>all</u> agency requests.
<i>On-site Seminars</i>	<i>None</i>	All requests will be encouraged and considered.

<i>EAP Features</i>	<i>Minimum</i>	<i>Provider</i>
<i>Off-site Seminars</i>	<i>None</i>	3 per year / in 8 regions / at 10 statewide locations as part of our "Enhancing Excellence in the North Dakota Workplace" series.
<i>Management Training</i>	<i>Minimum Requirements: Stress, Conflict, Crisis</i>	The St. Alexius Employee Assistance Program provides an Enhancing Excellence in the North Dakota Workplace series of supervisory training and all staff educational presentations. The series has been extremely well received and we will continue to provide the program on a statewide basis, three times per year at ten locations in North Dakota. The series will be offered as a courtesy of the St. Alexius Employee Assistance Program at no cost to the agency or to the personnel who attend. The offerings are designed to strengthen leadership skills, and to enhance motivation and productivity among all staff levels through the creation of a more positive work environment.
<i>Management Consulting</i>	<i>Available to all supervisory/management staff</i>	The St. Alexius Employee Assistance Program provides extensive management consultation to all agencies covered by the program. The Employee Assistance Program staff is experienced in dealing with challenging work site problems and includes these services as an integrated component available to all administrators, managers and supervisors. Workplace officials are provided access to trained and experienced professionals who provide training and guidance designed to enhance management excellence.
<i>Additional/Specialty Services Available</i>	<i>@ Additional Cost</i>	@ additional cost with authorization from agency designee.
<i>Employee Newsletters Supervisory Newsletters Internal Marketing Material (i.e., payroll stuffers, posters, etc.)</i>	<i>Quarterly Biannually As needed</i>	<u>All minimums exceeded.</u> Throughout the year, Professional and Supervisory Updates, Informational brochures, posters and wallet cards are distributed. Additional informational materials are available as requested.
<i>Agency Reporting Utilization</i>	<i>Quarterly with Annual to Date</i>	<u>All minimums exceeded.</u> Customized utilization reports will continue to be made available to the agencies as requested.
<i>Price</i>	<i>\$1.42 Maximum</i>	\$1.42

OTHER UNIQUE FEATURES

Innovative services and educational presentations are developed based on specific employee population needs. Services in this regard include but are not limited to:

1. All clinical services are provided in a professional and confidential manner with emphasis on improving relationships, finding solutions, and developing personal effectiveness and self-esteem. Overall, we believe those who have used the program have come to trust its confidentiality and the quality of its services.
2. Appointments are made at a time which is convenient for employees and their families. Any agency official, employee or family member may contact an Employee Assistance counselor by calling 530-7195 in Bismarck or on our toll-free line, 1-800-327-7195. Crisis or emergency circumstances are addressed 24 hours per day, seven days per week through the Employee Assistance Program on-call system.
3. Access to an Employee Assistance Program website that features direct and easy access. The website provides quality articles and brochures on supervisory and management processes, themes for effective living and current trends in the workplace. The website, st.alexiusseap.com, provides opportunities for contact with members of the EAP staff for consultation and review of personal, professional, family and social concerns. The website also provides information on current and future educational and training opportunities offered by EAP staff.
4. Access to the St. Alexius Telecare Network which links employees and families with clinical staff of the Employee Assistance Program using two-way "live" television. Employee Assistance Program staff can conduct private, face-to-face management consultations, counseling services, educational and training presentations using the interactive video network.
5. Substance abuse identification, intervention and referral with availability of full-time licensed addiction counselors.
6. The St. Alexius Employee Assistance Program provides the services of Certified Substance Abuse Professionals for all state agencies subject to compliance with federal regulations for alcohol and other drug testing protocol. The services are provided at no charge to the agency, or to the individual employees subject to the regulations.
7. The St. Alexius Employee Assistance Program provides free consultation and services for all state agencies in the development of policy and procedure related to federal alcohol/drug testing regulations, and in the development of unannounced alcohol/drug testing schedules. The program provides free test schedule tracking services at no charge to assist the agency in assuring compliance with the federal regulations.
8. Conflict resolution sessions to ease tensions among co-workers, supervisors and management.
9. Crisis intervention and trauma in the workplace debriefing sessions in response to events, such as, death, suicide or severe workplace injury.
10. Interactive team building processes to enhance cooperative effort and improve morale in the workplace.
11. Guidance related to integration with other policies and procedures, such as, drug testing processes and compliance with ADA regulations, sexual harassment investigation, etc.
12. Leadership training.
13. Management and supervisory training.
14. Management and supervisory intervention techniques.
15. Administrative consultation.
16. Full compliance with the Federal Health Insurance Portability and Accountability Act (HIPAA), thereby providing enhanced privacy protections for employees and families who use the program.