

Supervisory/management training and employee education programs are provided by EAP staff with focus on alcohol and other drug awareness, the impact of substance abuse in the workplace and the role of the supervisor in substance abuse intervention. Training and education are in keeping with Federal Department of Transportation requirements and also comply with congressional educational and training standards for a Drug Free Workplace. This training is also provided to state agencies to assist with North Dakota Workforce Safety and Insurance, Risk Management Program compliance.

- 8) *Please certify that no real or potential conflicts of interest are known. If there is a perceived conflict of interest, please include a statement proposing remedial actions that would be taken to eliminate it. No conflict of interest should exist which would prevent the provider from representing PERS with respect to this proposal. Each provider must disclose all potential conflicts of which he or she has knowledge or which may arise with respect to the representation of PERS on this proposal including, with limitation, any circumstances which would create the appearance of a conflict of interest. PERS will disqualify potential provider if, in PERS' sole judgement, such conflict would preclude effective representation by that provider.*

The Employee Assistance Program has demonstrated through its past performance that there is no real or potential conflict of interest which exists. The St. Alexius Medical Center is a non-profit organization which operates in the field of providing medical, mental health and addiction services. St. Alexius Medical Center belongs to networks which could be incorporated by some members in the PERS health plan. Less than one percent of all revenues generated by the Employee Assistance Program have been generated based on referrals of individuals who had used the Employee Assistance Program and subsequently were seen by a clinician on either an insurance reimbursement or fee for service basis. The Employee Assistance Program will operate within the parameters of the employee's health plan and membership within various provider groups when making referrals. The EAP does not make it a practice to refer to itself in order to collect additional revenues.

- 9) *Complete the following table and questions with information on your proposed EAP. The provider shall show where their proposed services meets or exceeds the minimum requirements in the following table.*

See attached "Program Matrix 2007-2009"

Questions:

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

St. Alexius Medical Center began providing its own internal Employee Assistance Program in 1982. In 1985, it began development of an external program and signed an initial contract for external services in 1986.

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 St. Alexius Employee Assistance Program functions within the administrative and operational policies of the St. Alexius Medical Center. St. Alexius Medical Center is an acute care hospital owned by the Benedictine Sisters of the Annunciation Priory in Bismarck, North Dakota.

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.*

No.

4. *Provide a summary of any and all claims, pending litigation and judgements 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, litigation or judgements against the St. Alexius Employee Assistance Program since its inception, and there were no claims, litigation or judgements against the parent organization relative to delivery of EAP services.

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?*

In cases in which a "plan member" requires additional services beyond those available through the EAP, the Employee Assistance Program would provide appropriate referrals to the plan member. The Employee Assistance Program would assist the plan member in obtaining additional services and would release any information from the Employee Assistance Program if so advised by the plan member. In the clinical counseling process, there would be discussion with the plan member regarding the nature of the referral, reasons for it and an anticipated cost relative to services provided by referral agencies. This information is clearly defined in the "Statement of Understanding" which is reviewed and signed by Employee Assistance Program clients.

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

Emergency and crisis situations are addressed by contacting a staff member of the Employee Assistance Program. Staff is available 24 hours a day, seven days a week

by dialing 1-800-327-7195 or (701) 530-7195. Between 8:00 a.m. and 5:00 p.m. Monday through Friday, a clinician would be available to discuss the emergency or crisis situation. If the caller makes contact between 5:00 p.m. and 8:00 a.m., the caller would reach the Emergency/Trauma Department at St. Alexius and would be transferred to the EAP counselor on-call for an immediate response to emergency and crisis situations. The Emergency/Trauma staff are trained in this process.

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.*

There is extreme variability between individuals based on presenting issues and concerns. For the most part, an individual accessing the Employee Assistance Program would receive a comprehensive assessment and short-term counseling. The duration of the counseling would be correlated with the issues being presented as opposed to a predetermined or set number. There are situations where initial consultation, assessment and brief counseling may be sufficient in terms of addressing the needs of the individuals. In other situations, the full eight sessions per incident are utilized with perhaps a referral for additional services to a community resource, or through continuation of services within the Employee Assistance Program based on assessment of a new or additional problem area.

The St. Alexius Employee Assistance Program will provide up to eight sessions per individual, per problem incident, per year. Should the same plan member return to the Employee Assistance Program based on another incident, this plan member's case file would be "reopened" based on this new problem 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 would be eligible to receive up to eight additional sessions.

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 97 percent of all cases addressed by the Employee Assistance Program receive resolution with no referrals being made outside the Employee Assistance Program. Referrals made outside the Employee Assistance Program include outpatient or inpatient treatments relating to chemical dependency or mental health; referrals to community agencies for financial or legal assistance; self-help groups; other mental health professionals, such as, psychologists or psychiatrists, and to medical providers, such as, primary care physicians.

It should be noted that in the last five-year period, less than one percent of all revenues generated by the St. Alexius Employee Assistance Program were

generated based on referrals of individuals who had used the Employee Assistance Program and subsequently were seen by the clinician on either an insurance reimbursement or fee for service basis.

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

Referral to outside resources have a great deal of variability based on the presenting problem. There are individuals who receive a referral for assessment, and these individuals may continue to receive counseling within the context of the Employee Assistance Program. For instance, a depressed individual may be referred to a primary care physician for medication administration and subsequently continued in a clinical process with a staff member of the Employee Assistance Program. With others, the referral to an outside resource may occur at the conclusion of the therapeutic process with the Employee Assistance Program counselor. In no cases would referral be made for services outside the Employee Assistance Program if such services could be provided by a clinical counselor within the Employee Assistance Program. For that reason, services such as marital, individual or family therapy would be provided by the EAP staff to a point of resolution or fulfillment of the eight sessions.

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

The range of counseling services available within the context of the Employee Assistance Program may include, but not limited to:

- 1) marital or personal relationship counseling
- 2) assessment and interventions for individuals who present with alcohol or drug problems
- 3) management consultations to supervisors and others in positions of authority regarding a variety of employee issues
- 4) concerns relating to a family member who may have an alcohol or drug dependency
- 5) emotional or behavioral issues, i.e., eating disorders, anxiety, depression, et
- 6) educational or occupational counseling
- 7) job stress concerns
- 8) financial issues
- 9) questions regarding legal referrals
- 10) issues regarding physical or medical health referrals
- 11) other family relationships, such as, parenting, stepparenting, etc.
- 12) physical or sexual abuse issues
- 13) adult child of alcoholic and co-dependency issues
- 14) gambling issues
- 15) life cycle changes

No single list could identify all issues which plan members might present in the context of an Employee Assistance Program. The above list attempts to identify those major issues which most frequently are presented. It should be further noted that consideration by the clinician may be given to a multi-axes diagnostic process as outlined in the DSM-IV manual.

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

The St. Alexius Employee Assistance Program has provided a continuous training plan for supervisors, managers and administrators since the spring of 1999, incorporating leadership development and supervisory training. The program, Enhancing Excellence in the North Dakota Workplace, will be extended over an additional 48-month time frame. The training plan provides three different themes on an annual basis. These themes are provided at ten regional sites throughout the State of North Dakota. We have identified a variety of themes so that each subsequent year the officials would receive training in topics of current interest and importance.

In addition to the leadership series, the Employee Assistance Program simultaneously provides employee educational programs with the same frequency and at the same locations in accordance with the supervisory training plan. A variety of different employee educational themes will be presented. The training and educational sessions occur during January, May and September of each year. We believe this approach to staff development, leadership and management training is a significant enhancement to leadership in state agencies within North Dakota.

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

See Program Overview and Scope of Services

- ◆ A Professional Update newsletter article is distributed bi-monthly to present information on themes of general and professional interest to employees and their families.
- ◆ A Supervisory Update newsletter article is issued bi-monthly for individuals in a supervisory or management capacity to assist in improving leadership skills and potential.
- ◆ Presentations offered through the Enhancing Excellence in the North Dakota Workplace series will be announced in advance to all agencies.
- ◆ Informational brochures are produced on a semi-annual basis to present information on themes of general and professional interest to employees and their families.

- ◆ In compliance with the Federal Omnibus Transportation Employee Testing Act of 1991, the Federal Drug Free Workplace Act and the North Dakota Workforce Safety and Insurance, Risk Management Program, a series of educational brochures and programs are presented to provide information to employees and to establish a drug free workplace awareness program.
- ◆ An Employee Assistance Program website 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.alexiuscap.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.

13. *Are you able to customize written materials and communications? Is there an additional cost associated with customization?*

All of the material produced by the Employee Assistance Program including the Professional and Supervisory Updates, as well as informational brochures, supervisory guides, posters, wallet cards, etc., are composed and written by the St. Alexius Employee Assistance Program. These are not prepackaged materials coming from an outside vendor. Based on this, we customize the communications and have done so for state agencies in past years. To date, we have never had an associated cost with the customization. We have also customized drug and alcohol supervisory training and professional enhancement packages, publications and professional educational sessions for all covered state agencies requesting such services during the past twenty years.

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).*

Typically, the session is defined as a 60 minute face-to-face interview. Initial phone calls for program information do not constitute a session. From time to time individuals may wish to receive "extended phone consultation."

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.).*

The St. Alexius Employee Assistance Program will provide management consultation services to management and supervisors within the agencies contracting for our Employee Assistance Program. This has also been the past policy of the St. Alexius Employee Assistance Program.

The depth, range and scope of the services provided will be in accordance with the issues regarding management and supervision and within the scope of license and practice of the individuals being requested to provide this service. Typically, the consultation involves issues of employee performance and management of individuals who are not performing at full capability. During such consultations, the Employee Assistance Program will make every effort to act and advise in concert with the appropriate Human Resource specialist within the agency. Typically, these consultations with managers or supervisors are in the range of a 60-90 minute session and frequently involve multiple contacts for purposes of continuity and quality assurance.

Throughout the past sixteen years, there have been a number of circumstances where multiple agency managers or department heads request EAP consultation regarding a specific issue and such meetings can initially take upwards of two to three hours with extensive follow-up. Also, state agencies have made specific requests to do management consultation in conjunction with leadership training. These services have been designed and provided as a courtesy of the Employee Assistance Program.

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?*

On an annual basis, we provide several brochures designed to provide educational overview on subject matter relating to alcohol and other drug usage. In addition, the theme of alcohol or other drug information is periodically presented in the Supervisory Update and Professional Update. Also periodically, the posters which are provided to each agency will reflect themes relative to substance use and abuse.

In relation to those agencies which have some component of alcohol and drug testing as a requirement of the Federal Omnibus Transportation Employee Testing Act of 1991 and the Federal Department of Transportation, the St. Alexius Employee Assistance Program has provided supervisory training and employee training relative to issues of substance abuse. Management has also received training on the identification and management of individuals who are using alcohol and other drugs as well as specific training on "The Role of the Supervisor." The St. Alexius Employee Assistance Program staff will serve as substance abuse professionals (SAP) in those situations where a positive alcohol or other drug screen has occurred. The SAP services will be an adjunct service to the assessment, referral and short-term counseling services already identified in this proposal. The SAP function will be in accordance with federal guidelines and not subject to any session duration model as indicated in this RFP. **The SAP function is a critical and unique component relative to the St. Alexius Employee Assistance Program and is provided at no additional cost.**

In compliance with the Federal Omnibus Transportation Employee Testing Act of 1991, the Federal Drug Free Workplace Act and the North Dakota Workforce Safety and Insurance, Risk Management Program, a series of educational brochures and programs are presented to provide information to employees and to establish a drug free workplace awareness program.

All of the above mentioned services relative to assisting state agencies with compliance and employee testing have been provided with no additional cost. This would include the written materials, training for supervisors and employees on issues of substance abuse and supervisory process as well as the SAP function. It is our intent to continue to offer this in conjunction with our Employee Assistance Program.

VIII. SUBMISSION OF PROPOSAL...