

Village Business Institute Employee Assistance Program.

Village Business Institute's Employee Assistance Program can help Promote Wellness in Your Organization.

According to the U.S. Department of Health & Human Services:

- It has been estimated that depression costs U.S. businesses and organizations \$44 billion annually
- 70% of physicians visits are directly related to stress
- 22% of American adults suffer from a diagnosable mental disorder in a given year
- 500 million workdays are lost annually due to alcoholism

According to VBI's own ROI research:

- 39% decreased absenteeism post-counseling through our EAP
- 11% improved productivity rating post-VBI EAP counseling
- 26% reported general improvement in health post-EAP counseling
- **98%** of employees who accessed The Village Business Institute's EAP reported that the EAP was a valuable benefit.

www.VillageEAP.com (login: **NDPERS DEMO**)
www.TheVBI.com

Household Aggregate Model	Supervisor Newsletters
Highest Standard of Confidentiality	Website
Face-to-Face Personal Counseling	Poster/Check Stuffer
Web-Based Counseling	Employee Orientations
Financial Counseling	Supervisor Orientations
Legal Counseling	Supervisor Help Line
24/7 Crisis Counseling	Formal Referrals
CD Evaluation	Training
Wellness Programs	E-Training
Health Risk Assessment	Consulting
Nutrition Counseling	Executive Level Services
Employee Newsletters	Concierge Services
	Utilization Reports
	Crisis Management Services



 **The Village
Business Institute**
a division of The Village Family Service Center

Zaundra Bina, Account Executive
701-451-5032 or 1-800-627-8220
zbina@thevillagefamily.org

Carrie Cooper, Account Executive
701-551-2501
ccooper@thevillagefamily.org

Charlie Lindberg
Account Executive Manager
701-451-5034 or 1-800-627-8220
clindberg@thevillagefamily.org

THE VILLAGE BUSINESS INSTITUTE'S EMPLOYEE ASSISTANCE PROGRAM CAN BE THE FOUNDATION OF YOUR WELLNESS PROGRAM.

- **Face-to-Face Personal Counseling:**

VBI provides face-to-face counseling to your employees and no barriers to service (Household Aggregate Model)

- **Individual Wellness Education Classes for your employees:**

- Stress Management
- Anger Management
- Parenting the Love & Logic Way
- Mindfulness
- Money Management Education
- No More Diets
- Happiness is a Verb

- **Training Hours (In person training at your location.) Examples include:**

Team Training & Development:

Effective Communication, Intergenerational Teams, Conflict Resolution

Employee Training & Development:

Serving the Difficult Customer, Overcoming Negative Attitudes

Self-Care & Wellness Training & Development:

Stress Management, Time Mastery, Work-Life Balance

Visit TheVBI.com/Training for more.



WE HAVE OUR OWN PEOPLE & WE'VE GOT YOU COVERED!

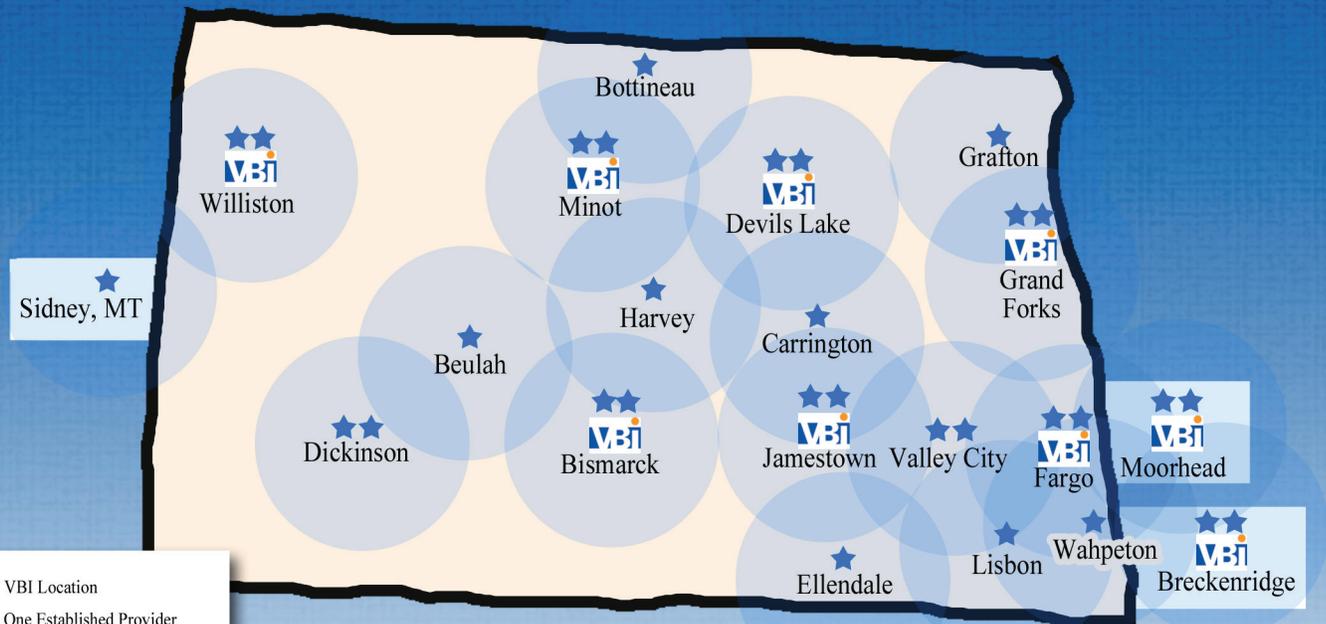
In addition to our own 23 offices, VBI also contracts with professional counselors throughout the nation so your employees can receive counseling close to home.

www.TheVBI.com

Zaundra Bina, Account Executive
701-451-5032 or 1-800-627-8220
zbina@thevillagefamily.org

Carrie Cooper, Account Executive
701-551-2501
cocooper@thevillagefamily.org

We've Got You Covered



VBI = VBI Location
 ★ = One Established Provider
 ★★ = Multiple Established Providers
 ● = 40 Mile Service Area

The Village Business Institute will set up additional providers as needed.

The Village Family Service Center has offices in

Bismarck
 Devils Lake
 Fargo (2 locations)
 Grand Forks

Jamestown
 Minot
 Williston

In addition, The Village Business Institute EAP affiliate providers include:

<p>Beulah Anchor Christian Counseling</p>	<p>Dickinson Anchor Christian Counseling Center Dickinson Family Counseling Heart River Alcohol & Drug Abuse Therapy Solutions Adapt</p>	<p>Fort Totten Spirit Lake Nation Recovery and Wellness Program</p>	<p>Lisbon Sheyenne Valley Counseling</p>	<p>Breckenridge, MN Tischen Therapeutic Services Solutions Counseling</p>
<p>Bismarck Anchor Christian Counseling Discovery Christian Counseling Heartview Foundation Diana Jacobson Kazmierczak Counseling Link Counseling Services NuVation Health Adapt</p>	<p>Ellendale Life Seasons Counseling</p>	<p>Grafton Pam Quinn</p>	<p>Minot Goodman Addiction Services Mary Solberg Popishil & Associates Will Backmeier Adapt</p>	<p>Moorhead, MN George Kane Colette Kuznia Parent's Forever Sharehouse-Moorhead Solutions, Inc.</p>
<p>Bottineau Gordor Counseling</p>	<p>Fargo Counseling Center Drake Counseling Fargo Cass Health Ban Program First Step Recovery Chris Shiro Counseling Services Parents Forever @ NDSU Fargo Quality Resolutions Sharehouse Sharehouse - Genesis Adapt Valley Christian Counseling Center Sarah Wells</p>	<p>Jamestown Addiction & Counseling Services Jessie Fuhrer Life Seasons Counseling Prairie Counseling</p>	<p>Oakes James River Counseling</p>	<p>Sidney, MT E. MT Community Mental Health Center District II Alcohol & Drug Program</p>
<p>Carrington Jessie Fuhrer</p>		<p>Harvey Blooming Prairie Center</p>	<p>Valley City Jessie Fuhrer Creative Therapy</p>	
<p>Devils Lake Blooming Prairie Center Adapt</p>		<p>Langdon Blooming Prairie Center</p>	<p>Wahpeton Cynthia Swanson</p>	
			<p>Williston Dakota Family Solutions Adapt Playworks Child & Family Therapy Montgomery Counseling Services</p>	



**The Village
Business Institute**
a division of The Village Family Service Center
Employee Assistance Program

EAP Features	Minimum	Vendor
EAP Established	1 year	1972
Number of Annual Sessions Per Individual	6	Minimum of 8 sessions per household and a total of four sessions per household member. The number of sessions are combined to be used as needed (for example, a household of four would have 16 sessions and one person could use all 16 if needed)
Number of Annual Sessions Per Incident	6 (Full Individual Minimum)	No individual will have less than 8 sessions.
Coverage	Employee and Dependents	All household members and dependents up to 26 years of age
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 number	Minimum one line	23 Lines
Phone Counseling	Minimum one staffed line	7 staffed for emergencies-mental health 8 staffed for Financial counseling Law phone also staffed
24 hour Crisis 'Hot' Line Staffing	Minimum one staffed line by LSW	7 staffed lines by Masters level LSW mental health professionals
On-site Employee Orientation	1 per year (Smaller groups may be combined)	1 minimum, also as necessary throughout the year
On-site Seminars	None, except as noted in IV, A, 1, c & d	All as noted in IV,A, 1, c & d IN-PERSON On-site orientations for employees & supervisors PLUS 2 hours of live, on-site training per agency; 2 additional hours per 500 employees per agency **VBI has multiple professional trainers E-Training module also available Participate when requested in organizational on-site Health Fairs & Wellness Programming

EAP Features	Minimum	Vendor
Off-site Seminars	None, except as noted in IV, A,1, c & d	Quarterly Contract Holder Seminars for Supervisors and or Managers
Management Training	Minimum Requirements: Stress, Conflict, Crisis, Change Management	Stress, Conflict, Crisis, Change Management See unique features below or visit: http://www.thevbi.com/training/topics
Management Consulting	Available to all supervisory/management staff	Supervisor Help-Line available to all Supervisor/Management Staff and we case manage Supervisor Referrals
Additional/Specialty Services Available	@ Additional Cost	CSM (extra cost if above and beyond training hours), Mediation, Investigations, Human Resources Services Consulting, Job Coaching, Leadership Coaching, Employee Engagement Surveys
Employee Newsletters Supervisory Newsletters Internal Marketing Material (i.e., payroll stuffers, posters, etc.)	Quarterly Biannually As needed	Monthly (paper or electronic) Quarterly (paper or electronic) -Minimum annual - As Needed
Agency Reporting - Utilization	Quarterly with Annual to Date	Quarterly with Annual Date -100% ongoing currently - Utilization numbers are based on direct services to clients, face-to-face counseling sessions, complete financial assessment, conversation with an attorney, and education class attended.
Emergency Appointments	Within 24 hours	Within 24 hours
Price	\$1.54 Maximum	\$1.54 per employee per month

OTHER UNIQUE FEATURES

1. The Village Business Institute EAP is a full-service, comprehensive employee assistance program. Access to VBI EAP services features a one-step access to our state-wide network of Village offices and affiliate providers through our professional intake staff using our toll-free line 800-627-8220. All clinical, mental health counseling staff providing EAP services in Village offices are Masters level or Ph.D. level mental health professionals, far exceeding the LSW requirements of the RFP. The 24-hour crisis staff also carries these credentials. In addition, clinicians have

a minimum of three years clinical counseling experience. The Village Family Service Center staff includes over 100 mental health professionals.

2. We offer a barrier-free intake process to make appointments for EAP services. Highest confidentiality standards are in place. We are in full compliance with all Federal Health Insurance Portability and Accountability Act. (HIPAA). A counselor is available 24 hours a day, 365 days a year. No matter when a client calls a counselor is available to speak with them.

3. We are licensed in the state of North Dakota to deliver web-based counseling services as an option for our clients.
4. The Village Business Institute's EAP offers a full range of financial counseling for all employees and their household members through our Financial Resource Center. Financial counseling may be accessed face-to-face, via the internet, or telephone. All financial counselors are Certified Consumer Credit Counselors under the National Foundation for Credit Counseling (NFCC), the highest certifying board of the credit counseling industry.
5. Individual wellness programs and educational workshops are available to employees and their families. The Village Business Institute's EAP plans are designed with wellness and productivity in mind. Employees and their household members access services by request. Identified problems are not required to obtain services. EAP services are available to assist employees in improving their wellbeing and reduce the potential of problems occurring or worsening. Examples of these individual wellness education classes are: Stress Management, Anger Management, Parenting the Love & Logic way, Relationships 101, Happiness is a Verb, No More Diets; Mindfulness, Drug & Alcohol Education, Money Control. VBI also offers a Health Risk Assessment in addition to nutrition counseling.
6. We also offer a password protected EAP wellness website, <http://villageeap.com/> Login: **NDPERS Demo** this site is a resource for many areas of wellness. This site offers a variety of assistance and resources for employees, employers, and affiliates. The website is very comprehensive with an archive of VBI newsletters and provides the user the opportunity to contact The Village Business Institute's EAP with questions, comments, and feedback.
7. The Village Business Institute EAP will provide full organizational support services. The Village Business Institute EAP staff will be available for intervention, assessment, referrals, consultations and case management with supervisors or employees regarding problems in the work place. The Village Business Institute EAP staff includes one Senior Professional in Human Resources (SPHR), two Professional in Human Resources (PHR), three Certified Employee Assistance Professionals (CEAP), a Licensed Psychologist, one D.O.T. Qualified Substance Abuse Professional (SAP) Human Resources professionals and a Masters in Management professional. This staff stands ready to work with agencies in areas of alternative dispute resolution, harassment, and violence in the workplace, critical incidents, work performance and change in management.
8. 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. All NDPERS agencies will also have access to Supervisor Referrals for both performance issues and for drug-free workplace violations. We also offer a team of consultants for investigations, mediation and management coaching. 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. In addition, we offer recorded training content. Check out the VBI training link for additional information. <http://www.thevbi.com/training/onlinetraining>
Topics include but are not limited to:
 - Team Training & Development** – Conflict Resolution; Effective Communication; Team Building; Intergenerational Teams; Dealing with Difficult Personalities; Workplace Diversity
 - Supervisory Training & Development** - Supervisor Basics; Leading Effective Teams; Developing the Leader in You; Creating a Culture of Accountability; Performance Management
 - Compliance Training** – Drug-Free Workplace; Reasonable Suspicion; Preventing Harassment; Handling Harassment Complaints; Workplace Violence; Bullying
 - Employee Training & Development** - Overcoming Negative Attitudes; Understanding Your Communication Style; Serving the Difficult Customer; Providing Exceptional Customer Service
 - Wellness Training** – Stress Management; Handling Personal Change; Work/Life Balance; Money Management; Mindfulness; Compassion Fatigue/ Burnout

9. 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 VBI EAP provides Substance Abuse Professional services to all EAP companies and organizations needing paid services. Chemical Dependency Assessments & Evaluations in addition to case management of drug-free workplace formal referrals are covered.

10. All VBI EAP clients have access to both individual and organizational crisis management services. Individual crisis services are delivered 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. VBI also provides services for an organizational emergency or crisis situation such as a critical incident. Agencies can use training hours for crisis management services. In such cases 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.