

## Attachment I – Employee Assistance Program (EAP) Benefits

Service	Included in STD Rates	Available for an <u>additional fee-for-service rate</u>
24-hours, 7 days a week, toll-free telephone access, (with a dedicated line exclusively for San Bernardino County) for confidential, personal support in the areas of life, work, health, family, and money. Services include intake, short term problem resolution, crisis counseling, risk assessment and guidance to the appropriate resources	X	
Critical Incident Stress Management (CISM) standard response (on-site within 24 hours of request) up to 4 staff hours with one trauma responder per event at one location	X	
<b>Professional EAP Counseling: Face-to-face, Telephonic, Video Counseling and Self-Directed Online Clinical Programs</b>		
Up to (five) 5 EAP sessions per presenting issue per contract year. Issues included, but not limited to: - Stress & Life Management - Depression, Anxiety, Grief, Loss, Anger, & Violence - Relationships, Life Changes, Family Matters, Parenting - Substance Abuse assessment, Addictions - Personal Traumatic Events	X	
<b>Worklife Solutions Services</b>		
Legal Services	X	
Financial Coaching	X	
Eldercare	X	
Childcare	X	
Family Support	X	
Community Referrals	X	
Daily Living	X	
Identity Theft Recovery	X	
<b>Health and Wellness Coaching</b>		
Telephonic coaching with a dedicated health coach for expert guidance, action planning, and motivation to meet health and wellness goals	X	
Weight management counseling	X	
Tobacco cessation counseling	X	
Stress management	X	
Sleep Habit Management	X	
Diabetes Prevention	X	
Ask-a-Coach	X	
Health Information Audio Library	X	
Fitness and exercise	X	
Nutrition	X	
Overall lifestyle improvement	X	
Virtual Fitness Program	X	
Lifestyle support for chronic conditions	X	
Health Risk Appraisal questionnaire	X	

EAP Platform Services - Custom Platform for San Bernardino County		
Expert Wellbeing Content	X	
Online Toolkits	X	
Chat Intake Feature	X	
Online Legal Forms Generator	X	
Legal Library	X	
Child and Elder Care Locators	X	
On Demand Webinars	X	
Additional EAP Services		
Manager / People Leader Consultations: (24/7/365) and Workplace Referral Program (for mandatory and monitored referrals)	X	
Workplace Learning Seminars: (web or in person) from annual awareness session catalog. Up to 8 hours of one-hour standard training included.	X	
Promotional Materials: Digital Flyers, wallet cards, and posters	X	
Quarterly Statistical Reports: Case Utilization and Platform	X	
Provide or arrange for a third party to provide telephone consultation, information, education or access to online library of information and tools and referral services	X	
Live or recorded webinars	X	
dCBT: Self-guided resouce features evidence-based content, practical resources and inspiration to change thinking patterns and improve qualify of life.	X	
Concierge: We research home maintenenance services, trip planning such as restaurants and attractions, party/event services and vendors		
Expanded EAP Services		
CISM Same Day Rapid Response (within 2 hours of request), one trauma responder (2-hour minimum)		\$275/hour
CISM Standard Response (within 24 hours of request) for each <u>additional</u> trauma responder per event (2-hour minimum)		\$275/responder
CISM Standard Response (within 24 hours of request) for each additional staff hour over those included in the rates above (i.e., 4 staff hours per event at one location)		\$275/responder
On-site Dedicated Counseling – includes consultation, set-up, appointment scheduling and counselor (3-hour minimum)		Monthly - \$55,000 for Department of Child & Family Services to have dedicated counselor across all agreed locations, 6 sessions per week, 8 hours per session. Hourly - \$275 for other department (3-hour minimum)
Bank of Hours		
Total number of hours	4 hours of CISM per event are included at no cost to the County.8 hours of one-hour standard training for workplace learning seminars included at no cost to the County. Additional hours available: \$275/hour	