

CONTRACTUAL AGREEMENT
Behavioral Health Assistance Program Contract

ONE SOURCE COUNSELING & EMPLOYEE ASSISTANCE SERVICES LLC

AND

CITY OF CARTERSVILLE

AGREEMENT made this day of _____ by and between ONE SOURCE COUNSELING & EMPLOYEE ASSISTANCE SERVICES, an LLC with a principal office located at 1203 Tahoe Place Canton Georgia 30114 (hereinafter referred to as “One Source”) and the City of Cartersville, a municipal corporation of the State of Georgia; and

WHEREAS, One Source is engaged in the business of providing Behavioral Health Assistance Program Services, hereinafter referred to as “One Source”; and the City Cartersville wishes to provide such services to its employees and their immediate family members,

NOW THEREFORE, for and in consideration of the mutual promises and covenants herein made, and to be kept and performed by the parties, One Source and the City of Cartersville covenant and agree as follows:

Terms: The Terms of this Agreement shall be for twelve (12) months, commencing on July 1, 2024. Without notification by one of the parties (see Termination), this agreement will automatically renew for another 12-month term with a maximum of five (5) one-year renewals. The City of Cartersville retains One Source to perform counseling services in the manner and to the extent required by the Parties herein; and as may be hereafter amended or extended in writing by mutual agreement of the parties.

Services: One Source will provide the following services under this agreement:

The City of Cartersville will receive YTD Utilization Reports; other reports will be provided as needed depending on the case.

1. We recommend that we be contacted immediately in the following situations:
 - a. Critical incident involving public safety personnel (use of firearms, injury/death of police or fire personnel, suicide of police or fire personnel, unusual or aberrant behavior of public safety personnel, civilian mass casualty incident, or response call of unusual heinous nature). One Source collaborates with local Peer Support Teams and the Officer of Public Safety Peer Support for Critical Incident response.
 - b. Sudden on-the-job death of an employee, serious injury to an employee, threatening behavior of an employee, suicidal/homicidal ideation of an employee.

Our initial response time by phone for any emergency or crisis situation is within 1-2 hours. If further intervention is required, our response tie for Critical Incidents is within

24-72 hours of the incident for Public Safety personnel. All other incidents will vary by the situation, but most often will be responded to within 1-2 days of the incident.

2. Our phone number 770-683-1327 is the intake number. It is available 24/7/365. Counselors and/or treatment will be available for emergency incidents and typically are utilized when someone needs urgent contact or has a need to be assessed and/or admitted to a mental health/substance use facility.

Counselors are available to take calls for non-emergency situations. Dr. Wesselink is available to take calls during non-business hours and on holidays. Requests for initial appointments are taken between the hours of 8:00AM and 6:00PM Monday through Friday, including holidays.

3. Sessions are available for employees and/or family member(s) per issue. We are also able to authorize additional sessions on a case-by-case basis. For these “extra session” cases Dr. Wesselink will consult with the counselor to determine the best course of action.
4. Typically, 85% of cases are resolved within the EAP through short-term counseling, and 15% referred out. The majority of referrals are made to psychiatric physicians or to mental health/substance abuse facilities.
5. The counselors determine if a referral needs to be made, typically by the 3rd or 4th session and handled in this manner.

The client is informed that a referral is indicated and the counselor then works with the client to locate services within the client’s insurance program, or attempts to find services at nominal fees. We have made phone calls on behalf of the client to facilitate a referral, oftentimes having the client speak to the referred service while they are in session with the counselors.

6. Workplace referrals are typically made when clients are mandated to see the EAP counselor. Frequently this is when a policy has been broken. The client is informed by the employer that, based on policy, they are being sent to the counselor for assessment. The “Supervisor Referral Form” is filled out by the employer and signed by the mandated client. These clients are eligible for their EAP sessions, and the counselor is able to make the determination that a referral is or is not applicable depending upon the situation. The client is informed that confidentiality is negligible due to the circumstance. Releases are signed giving the counselor authority to communicate with the Point of Contact (POC) at the City. Compliance and treatment recommendations are clearly explained to the client and reported to the POC during the assessment period. Any referrals are also reported to the POC and releases are signed as well so that communication can continue during the case management process. One Source recommends that a “Return to Work Agreement” be discussed with the client who then signs it with the knowledge that all recommendations must be carried out as a condition of continued employment (according to policy).

7. Community Resources:
 - a. AA, NA, AL-Anon
 - b. Ridgeview Institute in Smyrna Georgia
 - c. Peachford Hospital in Dunwoody Georgia
 - d. Talbott Recovery in Forest Park Georgia
 - e. IMA Group for Fitness for Duty examinations
 - f. FHE-Shatterproof in Deerfield Beach Florida
 - g. Harbor of Grace in Baltimore Maryland
8. Brochures, wallet cards and newsletters are included in the contract fee.
9. One Source has almost 25 years of facilitating required training to supervisors, managers, and employees. We ensure that the facilitators have expertise in the topic. We have a policy of communicating with our organizations prior to trainings in order to determine the exact type of information requested.
10. One Source offers the following Supervisor/Management training:
 - a. Orientation to the EAP program
 - b. Drug Free Workplace topics
 - c. How to Identify and Confront Troubled Employees
 - d. How and When to Make a Supervisory Referral/Types of Referrals
 - e. Harassment/Diversity

Upon execution of this Agreement by all parties, One Source Counseling shall commence providing: Behavioral Health Assistance Program (BHS) services using a six (6) session model to City of Cartersville Fire and Police Department for up to 121 employees and eligible family members. Up to six counseling sessions will be provided by appointment, and for each City of Cartersville Fire and Police Department employee and/or the eligible family members of an employee during the term of this agreement. Routine appointments will be taken during normal business hours at 770-683-1327 (from 9am to 5pm M-F, excluding national holidays). Appointment no-shows will be considered a session. One Source will provide up to three (3) one-hour in-service training sessions per year by request of City of Cartersville Fire and Police Department, and up to four (4) one-hour orientation sessions in the first year. Unlimited Critical Incident Stress consulting is also included. Telephonic consultation with managers and/or supervisors is unlimited at no additional charge.

Non-disclosure: One Source acknowledges that the City of Cartersville may provide One Source with information, which may constitute material non-public information concerning the City of Cartersville. One Source agrees that it will maintain in confidence and will not disclose to any third party or use for its own benefit (other than for performance of services under this Agreement) any confidential or proprietary data, inventions or other information disclosed to One Source by the City of Cartersville. One Source further agrees to take all reasonable precautions to prevent any unauthorized disclosures of any such information.

One Source acknowledges that these obligations shall survive the termination of this Agreement without regard to the reason for such termination.

Termination: This agreement may be terminated with (90) ninety days written notice by either party. At termination, any monies due OneSource for services provided are payable within 30 days.

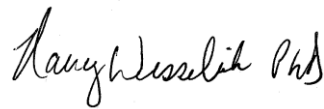
Compensation: As Compensation for EAP services rendered under this Agreement, One Source Counseling shall be entitled to a payment from the City of Cartersville in the amount of \$5832.00 per one year contract term. Contract may renew automatically for up to five (5) 1-year terms with agreement of both parties. Fee for each year (July 1, 2024 – June 1, 2025), will be reviewed at the end of each previous year to determine whether the fee for the current year will increase, decrease or remain the same based on utilization.

IN WITNESS HEREOF, the parties hereto have set their hands and seals.

City of Cartersville, Georgia

One Source Counseling and
Employee Assistance Services LLC

Matthew J. Santini, Mayor



Nancy Wesselink, Ph.D., LMSW CEAP
Director

Attested to by:

Date: _____

Julia Drake, City Clerk

Date: _____