

REQUEST FOR PROPOSAL
BEHAVIORAL HEALTH/EMPLOYEE ASSISTANCE
SERVICES PROGRAM
CITY OF FOREST PARK



ONE SOURCE COUNSELING AND EMPLOYEE ASSISTANCE SERVICES LLC

NANCY WESSELINK, PhD CEAP

Founder and Chief Consultant

A. General Description

One Source BHS is an independent family-owned Limited Liability Corporation that specializes in small to medium sized organizations and businesses. The central office is located in Cherokee County with a network of clinicians throughout the state of Georgia.

We are able to respond quickly and efficiently through direct connection to Dr. Wesselink. A single point of entry allows us to monitor organizations for patterns of increased stress or productivity issues so that responses are timely and effective.

One Source utilizes a benefits management model that links employees with specialized community resources. This gives us the ability to create long-term linkages between the workplace and insurance carriers. We operate a performance management model that results in retention of qualified employees, reduction in absenteeism, grievances, overall risk, and reduced costs of health care usage.

B. Identification and Professional Credentials

Dr. Nancy Wesselink holds a PhD in Human Services, a Master's in Social Work, and is a Certified Employee Assistance Professional since 1994. She has been in the Behavioral Service field for over 25 years.

All counselors who provide clinical services are Independent Contractors under One Source and hold a minimum of Master's degrees in counseling or related fields, are independently licensed, and have worked with EAP clients for more than 5 years. One Source vets all clinical candidates to be sure they have the proper credentials. They must also have demonstrated knowledge of community resources that are culturally appropriate.

Additionally, we ask them to provide resumes so that any specialty areas are highlighted, such as play therapists for young children, gerontological specialists for elder family members, family therapists, hypnotherapists, Post Traumatic Stress specialists, substance abuse evaluators and Forensic Psychologists who perform Fitness for Duty evaluations. Counselors are also required to be covered by professional liability insurance in the amount of \$1,000,000 per incident/\$3,000,000 aggregate. We audit credentials annually and require counselors to submit current credentials as well as disclosure of all malpractice judgments and/or settlements over the past ten (10) years. We also require our clinicians to sign Business Associate Agreements in compliance with The Health Information Portability and Accountability Act of 1996, and the Health Information Technology for Economic and Clinical Health Act (HITECH Act).

C. Methodology and Standards

Evidence-based research has shown that limited session models of less than five (5) are not conducive to positive outcomes. Evidence provided by satisfaction surveys of clients has shown that models of no less than six (6) sessions are meeting the needs of clients. One Source recommends eight (8) sessions per employee and dependents *per issue, not based on calendar year*.

We do not require our clinicians to contact us after one or two sessions to allocate more. We believe our clinicians are knowledgeable and can make decisions regarding the care of our clients. We are able to authorize additional sessions on a case-by-case basis (that is, ongoing trauma from a house fire, chronic illness, or critical or traumatic event). For the "extra session" cases Dr. Wesselink will consult with the

counselor to determine the best course of action.

We make a concerted effort to match employees with counselors who specialize in their issues and provide referrals to out-of-network specialists as needed. *All first responder employees will be referred to counselors who have had extensive experience working with this population.* Counselors will make every effort to find specialists that are covered by the client's health insurance should they need additional sessions beyond the contracted amount.

Quality Assurance Standards

We believe that quality concerns are most effectively handled by preventive quality measures. We are therefore oriented toward the prevention of quality problems through:

1. Anticipation of quality problems
2. Thorough collection of data related to quality
3. Comprehensive assessment and evaluation of quality data
4. Proactive planning and design for quality interventions and initiatives
5. Re-credentialing on an annual basis for all affiliate clinicians

Confidentiality Guidelines

All employees that *voluntarily* contact One Source have the complete assurance of strict confidentiality. No information may be released to a third party without a written-signed release by the client stipulating the information to be released and the person to whom it is to be released.

One Source ensures the protection of confidentiality of its clients. All records pertaining to employees who *voluntarily* use Behavioral Health Services will be the property of One Source and will be maintained at the affiliate clinician's office under appropriate security. At no time will any clinical information be shared with the organization or included in the employee's personnel file.

One Source will provide the organization with information concerning attendance and progress of those employees referred (mandated) as a result of unsatisfactory job performance when advance notification of the referral is provided by the organization's point of contact. Those employees who are referred by the employer for job performance issues and are requiring an employee to attend and participate in Behavioral Health counseling as part of a job action are entitled to receive confirmation that the employee has kept an appointment. We will discuss the requested feedback with the employee, and obtain a limited signed consent to release information if it is necessary to communicate more in depth with the organization's point of contact. We will communicate the requested information to the supervisor or employer by telephone and/or in writing unless other arrangements have been made. Counselors will assess the problem(s) and create a treatment plan based on the situation.

D. Availability and Location of Staff

For access during normal business hours, One Source provides 24-hour/7day coverage by maintaining a local phone number. When we receive the initial call, we will determine if the presenting problem is routine/non-emergency, urgent, or emergency by obtaining clinical information and assessing clinical needs. If the situation is of an urgent nature, we will use crisis intervention techniques to assist the caller with securing the necessary care, offering to schedule a face-to-face appointment with a counselor on the same day for a more in-depth assessment. For non-urgent calls, a routine appointment will be offered within three (3) business days.

If the call is of a routine/non-emergent nature, such as information inquiry or a request for an appointment, the client request and demographic information will be recorded for the next business day.

One Source contracts with clinicians throughout the Southeast United States. Once an employee contacts us, we find out where they live so that a counselor may be found in their geographic area. We prefer that employees have a choice between counselors close to home or those in the area where they work. A virtual option is also available for those who wish to access services on their electronic devices. We request that all clients be seen within three (3) business days from initial call for an appointment. If the counselor cannot see them within the required period, we will locate one who will be able to see the client within that timeframe. Clinical services are provided by counselors in private practices who use their own office equipment. All contracted counselors are required to sign a Business Associate Agreement for compliance with HIPAA and HITECH.

Due to the Covid-19 pandemic, most affiliate counselors are using telehealth, or virtual, counseling platforms that allow for face-to-face interaction with a counselor over all electronic devices. These platforms are compliant with HIPAA and HITECH requirements for confidentiality and protection of personal health information (PHI).

One Source Scope of Services includes the following:

1. Providing an intake telephone line for employees and family members to call to receive referral information to local counselors, or to obtain information about services;
2. Maintaining a network of licensed participating affiliate clinicians to provide counseling services in person for the employees/family members covered to receive services;
3. Conducting orientation for employees, training seminars for managers and supervisors, “brown bag” seminars, management consultations (job performance referrals and related follow ups), and crisis response for major occupational events, or critical incidents;
4. Designing, recommending, producing and providing materials and/or other information to employees to publicize the services offered;
5. Providing quarterly EAP utilization reports (if requested) and an annual aggregate report consisting of number of employees seen and number of sessions provided;
6. Providing work and life services that include educational and consultative assistance concerning financial, legal, childcare, eldercare, and other issues;
7. Maintaining confidentiality of client information in its possession according to state and federal laws.

E. Description of Understanding of the Work

Dr. Wesselink has a thorough knowledge of Employee Assistance standards and ethics. As a past clinical provider for several national EAP/BHS companies, she fully understands how clinical interventions are utilized, and the critical importance of placing clients with appropriate counselors who are well trained and knowledgeable about their presenting issues. She personally refers clients herself so that services are streamlined and employees and their families get the precise, effective help they need and deserve.

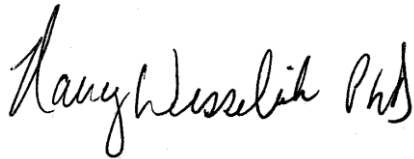
We are proud to offer unique services based on the specific needs of our organizations. Thus, One Source will not provide any services above or beyond what the organization needs.

We have responded to over 200 CISD requests both in the public and private sector. By understanding the unique needs organizations have during these stressful times, we are able to provide comprehensive support from initial response to post-incident follow-up. Dr. Wesselink serves as the MHP (Mental Health Professional) on multiple CISM teams, and One Source is the primary BHS for several municipalities.

Finally, unlimited, direct contact with the Dr. Wesselink results in:

1. Immediate access to the decision-maker when critical issues need to be addressed;
2. Facilitating referral to the most appropriate counselor for each situation;
3. Quickly identifying patterns of problems in specific work groups so that interventions can be coordinated between the BHS, counselors and the organization.

One Source Counseling and Employee Assistance Services LLC
1203 Tahoe Place Canton Georgia 30114
Phone: 770-683-1327

A handwritten signature in black ink that reads "Nancy Wesselink PhD". The signature is written in a cursive, flowing style.

Nancy Wesselink, PhD CEAP
Director

City of Forest Park

Fee for Service Fee Sheet

Services	8 Session Model
Counseling services per employee/family member per issue (up to 300 employees)	\$90/session
Unlimited Supervisor/Management telephone consultations	No fee
“Orientation To the EAP” for all employees	\$100/hour
Supervisor/Management training (3 hours, optional)	\$100/hour
Case Management	\$100/hour
*Critical Incident Stress Management – Peer Team Deployment	No fee
Consultation/Coordination of CISM Services	No fee
Quarterly Utilization Reports/Annual Aggregate Report	No fee
Visibility Materials (posters, wallet cards, monthly newsletters)	No fee

*Critical Incident Stress Debriefings for Public Safety personnel for traumatic events (if requested)

Utilization reports will be sent monthly.

City of Forest Park Contract Fee Sheet

Services	8 Session Model
Counseling services per employee/family member per issue, annually (up to 300 employees)	\$6500.00 annual (*PEPM \$1.81)
Unlimited Supervisor/Management Telephone Consultations	Included
“Orientation To the EAP” for all employees	Included
Supervisor/Management training (3 hours, optional)	Included
**Critical Incident Stress Management – Peer Team Deployment	Included
Consultation/Coordination of CISM Services	Included
Quarterly Utilization Reports/Annual Aggregate Report	Included
Visibility Materials (posters, wallet cards, monthly newsletters)	Included

*PEPM – Per Employee Per Month

**Critical Incident Stress Debriefings for Public Safety personnel for traumatic events (if requested)