



TRIAD EMPLOYEE ASSISTANCE

# PROPOSAL

WWW.TRIADEAP.COM



## THE TRIAD DIFFERENCE

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For many organizations, adding an EAP means closing the gap in benefits. Your employees use their health insurance to manage their physical health. By offering EAP services, they will also gain resources for maintaining and improving their mental well-being. An EAP can have a significant impact on employee absenteeism, presenteeism and workplace engagement, providing great [ROI](#) for the employer.

We stand out from other EAP's because:

- We encourage face-to-face counseling, though also understand that some employees prefer virtual counseling, which is why we offer both. Easy access to a variety of counselors translates into more timely appointments and higher use.
- Our network of highly qualified, independent counselors and agencies have various areas of expertise such as substance abuse, marital and family therapy, specialists with children and teens and other issues. More counseling options for employees translate into higher use and more timely appointments. We pride ourselves on developing provider networks based on the unique needs of our clients.
- Triad consults with HR and leadership for no cost about problematic employee behavioral and performance issues; and, for organizational challenges such as team conflict and incivility, leadership skill deficits, change management. Trainings, conflict resolution, supervisory referrals, and crisis support onsite helps address these issues.
- After-hours emergencies are answered by master's level counselors who provide in-the-moment crisis support; follow-up the next business day for in-person help if needed.
- Triad is focused solely on providing EAP services. We take pride in providing high-quality services and feel responsible and accountable to perform well.
- Triad's creates professional promotional materials. Many of these materials would be personalized. It is part of the reason Triad boasts an average annual usage of 8.2%, which is significantly higher than the national average of 3.9% or embedded ("free") average of 1.5%.

Sincerely,

Kenra Haftel

Business Development Director

Triad EAP

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## Pricing Summary:

Triad will collaborate with you to create a customized EAP package that meets your organization's needs. Pricing is based on an employee count of 153 and will be billed on a per employee, per month basis (PEPM).

CONFIDENTIAL MENTAL HEALTH COUNSELING	PEPM	Annual Cost
EAP 3-session plan per incident, per year	\$1.83	\$3,360
EAP 4-session plan per incident, per year	\$2.05	\$3,764
EAP 5-session plan per incident, per year	\$2.35	\$4,315
EAP 6-session plan per incident, per year	\$3.00	\$5,508
ADD-ON SERVICES FOR EMPLOYEE BENEFIT PACKAGES	PEPM	Annual Cost
Legal and Financial Consultations Services	\$.10	\$184
Work-Life Referral Services	\$.33	\$606
Life Coaching	\$.70	\$1,285
ORGANIZATIONAL SUPPORT: EMPLOYER DIRECTED SERVICES	What is included?	Hourly rate beyond included case time
<b>Supervisory Referrals:</b> includes consultation with the supervisor, one counseling session with the employee, and follow-up	Unlimited, 3-hour cases	\$95/hour
<b>*Conflict Resolution:</b> between employees and/or the supervisor.	ONE 4-hour cases	\$105/hour
<b>Additional Counseling Sessions:</b> Up to 8 additional sessions can be authorized to support employees in extenuating circumstances.	N/A	\$95/hour
<b>*Crisis Support Onsite:</b> in-person and virtual options are available	ONE, 4-hour cases	\$125/hour
<b>*Workplace Training Program</b> in-person and virtual training options are available to help your team grow personally and professionally.	ONE, 1-hour virtual training	\$275/hour
<b>*Leadership Coaching:</b> The number of sessions included in packages are customized by the employer.	Varies	Varies
<b>Substance Abuse Prevention and Interventions</b>	Varies	Varies
<b>Workplace Consultations:</b>	1-hour consultation per event	\$65/hour

## Benefit Highlights:

<b>COUNSELING SERVICES</b>	<b>PEPM</b>
In-person and telehealth counseling options available	YES
Counseling is available to employee, their spouse or significant other and dependents 26 and under.	YES
Access to a credentialed clinical provider network	YES
24/7 crisis support for mental health emergencies	YES
<b>Emergency Responder Network:</b> Access to a network of counselors who understand the unique stress that first responders and their families face.	YES
<b>LEGAL ASSIST</b>	<b>Legal/Financial add-on</b>
Complimentary 30-minute consultation with an attorney	YES
<b>Discounted rates:</b> most attorneys will offer a discounted rates if further representation is required.	YES
<b>Will Builder:</b> Annual subscription to Quicken Will Builder software	YES
<b>FINANCIAL ASSIST</b>	<b>Legal/Financial add-on</b>
<b>Financial Consultation:</b> A financial counselor can help employees with budgeting, debt consolidation and more.	YES
<b>Savings Center:</b> Program offers an array of online discounts from leading retailers, restaurants, and theaters.	YES
<b>Tools and Resources:</b> Financial calculators, DIY articles and more	YES
<b>LIFE COACHING</b>	<b>Life Coach add-on</b>
<b>Five sessions</b> with a life coach are available to employees only	YES
<b>WORK/LIFE REFERRAL SERVICE:</b>	<b>Work/Life add-on</b>
<b>Custom research:</b> Skilled researchers to provide support for any work, personal, or everyday matter that's important to the employee or their family. Employees can seek recommendations for child-care, elder-care, home maintenance, relocation services and much more.	YES

## EAP MENTAL HEALTH COUNSELING SERVICES



**EAP Counseling:** Short-term, solution-based counseling intended to help employees and their families move through issues quickly. Counselors help clients recognize and begin to address concerns including depression, anxiety, stress, substance abuse, trauma, grief, parenting, or relationship issues—just to name a few.

**Long-term Counseling:** We do not triage cases based on the area of concern. All eligible employees are entitled to the pre-determined

number of sessions included in their plan. For long-term issues, the EAP can be used as a starting point. Once the EAP sessions have been completed, the counselor may suggest continued treatment, and employees can transition to health insurance coverage or self-pay arrangements if needed.

**Provider Network:** Our counselors have a minimum of a master's degree in psychology, counseling, or social work; current liability insurance; and are registered with the state licensing board. In-person and telehealth options are available.

**Emergency Responder Network:** Triad has established a network of counselors who understand the unique workplace stressors and culture of an emergency responder. They are also able to support families of emergency responders.

**Scheduling Appointments:** Our online provider search engine allows employees to find a counselor who best meets their unique needs. Our professional call-center staff is also available to assist employees in their search.

The employee will connect with the counselor to schedule appointments directly to ensure they find the date and time that works with their schedule.

**Crisis Support:** In the event of a mental health emergency, employees can connect with a master's level counselor 365/24/7.

**Eligibility:** Employees, their spouse or domestic partner, and dependents 26 and under are covered by the plan. Individual, couples, and family counseling options are available. Our network of providers are well versed in working with children as young as 3 years and older.

**Additional Counseling:** An employer can offer up to an additional 8 counseling sessions to help support employees facing extenuating circumstances. Additional fees apply, see pricing details above.

## OPTIONAL BENEFIT PROGRAMS:

### LEGAL, FINANCIAL ASSIST & ID THEFT RECOVERY (OPTIONAL)



**Legal Assist:** Employees can obtain qualified legal support before their issues become performance obstacles. Employees receive a 30-minute consultation with an attorney per issue. If they need to retain the attorney, they can receive up to a 25% discount on most services. The only issue we don't provide coverage for is employment law.

Legal services are available in all 50 states. We will only refer employees to attorneys who have expertise in the caller's home state or in the state in which they require legal advice. [\[more\]](#)

**Financial Assist:** Financial Assist provides employees comprehensive financial support for them to concentrate on their job, not their financial worries. Certified Consumer Credit Counselors can help with debt management plans to work with creditors to provide repayment plans for unsecured debt; help consumers understand the ramifications of bankruptcy filing and determine other options; provide credit reports (for a fee) and help employees understand content and discuss options for improvement if needed; and provide housing education such as preparing for home purchase or locating options for keeping the home in the case of financial distress. Counselors do not sell or endorse specific products and make referrals only to non-profit services. [\[more\]](#)

**Integrated ID Recovery:** Protect your productivity and your employees with Identity Recovery. Taking common-sense, preventive measures can help your employees avoid identity theft. This benefit provides a 30-minute consultation with an identity recovery professional. In the consultation, our professional will work with employees to objectively assess their situation, create an action plan, and provide the knowledge and tools to implement that plan effectively. [\[more\]](#)



## WORK/LIFE REFERRAL SERVICE (OPTIONAL):



Triad's Work/Life Program spans the spectrum of an employee's life cycle, from workforce entry to retirement. Assisting employees to achieve a balance between work and home life is one of the most important steps an employer can take to attract and retain loyal, high caliber employees.

This comprehensive service provides employees with several access options: telephone, online instant messaging, and online assisted search. Care Consultants

are on-hand 24 hours a day to answer questions and provide referrals for childcare, adoption, education, elder care, wellness, and everyday life issues such as nutrition counseling, smoking cessation, relocation, and consumer purchases.

Care Consultants help employees identify resources to meet their needs. They then contact the service providers to complete the match. Employees have confirmed referrals within 12 business hours for most requests. [\[more\]](#)

## LIFE COACHING (OPTIONAL)

Employees can access up to 5 life coaching sessions annually. A life coach can help you identify your goals, recognize obstacles, and hold you accountable through a proactive and collaborative process that will help you maximize your personal or professional life. [\[more\]](#)



## ORGANIZATIONAL SUPPORT:



We have redefined the traditional EAP concept to support not only employees, but organizations as well, through management-focused solutions to help minimize costs and maximize productivity.

- **Workplace Consultation:** Our team is available to help you assess challenging situations with an individual employee or within the organization. We will help you determine which services would be most beneficial for the organization or employee. [\[more\]](#)

- **Crisis Support Onsite:** When a disturbing or traumatic event occurs at work or involves co-workers, a counselor can come on-site to talk with employees, give them an opportunity to talk about their feelings, provide guidance about what they can expect, and assist them to return to previous levels of functioning as quickly as possible. [\[more\]](#)
- **Conflict Resolution:** When friction develops between employees or departments, a Triad counselor can help the individuals or teams determine the source and help to navigate clashes of personality, authority, and/or working styles. [\[more\]](#)
- **Workplace Training:** Trainings can offer solutions for many of the challenges employees face to help them find and maintain work/life balance, learn new communication skills, and become more effective at managing life's stresses. [\[more\]](#)
- **Supervisory Referral:** When an employee's job performance is deteriorating personal issues at work or at home can be contributing factors. This program enables the employee's supervisor to refer the employee to the EAP for counseling which may help the employee develop coping skills that will improve his or her performance. [\[more\]](#)
- **DOT Drug Free Workplace:** Triad collaborates with the organization's preferred DOT Alcohol and Drug -Free Workplace provider, or Triad can facilitate connecting the organization to a reputable DOT provider. We partner with Substance Abuse Professionals (SAP) and can help coordinate care for employees who are referred by the SAP for outpatient counseling support using the employee's free EAP counseling services.
- **Substance Abuse:** Triad EAP has partnered with IntroVentions, a leading provider of evidence-based prevention and intervention programs. [\[more\]](#)
- **Leadership Coaching:** New and seasoned managers and supervisors can benefit from leadership coaching, as it is an effective way to improve interpersonal effectiveness, increase performance and productivity and achieve work satisfaction. [\[more\]](#)
- **Organizational Development:** Change is hard yet inevitable in the workplace. Our team will then help strategize on how to align an organization's culture, strategy, process, structure, and mission. [\[more\]](#)



## ACCOUNT MANAGEMENT, DIGITAL SOLUTIONS, REPORTING AND PROMOTIONS:

Even the best EAP is not effective unless it is utilized, and many employees may not be aware of the services an EAP provides. Triad produces promotional materials including overview fliers, handouts, monthly newsletters, wallet cards and posters. Our account management team is dedicated creating a partnership with your organization where we work together to increase awareness and encourage employees to take advantage of their benefits.

Preview of some of our promotional materials below:

- [EAP Overview in 2 minutes video](#)
- [Overview Flier](#)
- [Monthly Newsletter](#)

## UTILIZATION REPORTING

Quarterly or annual utilization reports include information on EAP use such as number of clients, age, gender, number of clients and area of concern categories. Protecting client confidentiality is maintained, no identifying details will be shared.

## DIGITAL SOLUTIONS

We strive to reduce barriers to accessing mental health services and lean on technology to assist employees in their search for a counselor and do-it-yourself resources.

*Available to all employees and their families:*

- **State of the art website:** [www.triadeap.com](http://www.triadeap.com) is a mobile friendly website which allows users to access content confidentially from various platforms.
- **Counselor search engine:** Allows employees to review counselor biographies and search by area of specialization or location, so they can connect with a counselor qualified to address their unique situation.
- **Inquiry forms:** Our online inquiry forms allow an employee to initiate services without making a phone call.

*Available to employees and their families with the legal, financial, or work-life option:*

- **LiveConnect:** This feature provides easy access 24/7 to a specialist via live chat or telephone.
- **Digital tools and resources:** Resources and support are available 365/24/7 by visiting our website where users can browse a robust library of articles and resources to support their wellbeing at every stage of life.
- **Webinars:** Explore the wealth of learning options available in the on-demand webinar center. New materials are released monthly.

## REFERENCES

Triad provides benefits to more than 600 organizations in the Rocky Mountains and High Plains states. We provide services to more than 100 counties and municipalities throughout the state of Colorado. Below is a sampling of our clients:

### CUSTOMERS IN OR NEAR HUERFANO COUNTY:

Canon City Area Metropolitan Rec & Park District; Canon City, CO; Kyle Horne: (719) 275-1578,  
Canon City Schools (Fremont Sd Re-1); Canon City, CO; George Welsh: (719) 276-5700  
City of Trinidad; Trinidad, CO; Dona Valencich: (719) 846-9843  
City of Walsenburg; Walsenburg, CO; Chuck Reilly: (719) 738-1240  
Fremont County; Canon City, CO; Ashley Martinez: (719) 276-7410  
Mountain View Core Knowledge School; Canon City, CO; Karen Sartori: (719) 275-1980  
Office Of District Attorney (Canon City); Canon City, CO; Mari jo Souza: (719) 269-0170  
Power Credit Union; Pueblo, CO; Shari Krasovic: 719-561-5110  
South Central Boces; Pueblo West, CO; Denille Leplatt: (719) 647-0023  
Town Of La Veta: La Veta, CO, Heather Hillis, 719-742-3631

### OTHER COUNTIES AND MUNICIPALITIES OF SIMILAR SIZE (BY EMPLOYEE COUNT)

Archuleta County; Pagosa Springs, CO; Tina Woodman: 970-264-8379  
Chaffee County; Salida, CO; Dan Short: 719-539-3463  
City of Alamosa ; Alamosa, CO; Jolene Webb: 719-587-2029  
City of Aspen; Aspen, CO; Courtney DeVito: 970-429-1951  
City of Aspen - Intermittant Temp Seasonal; Aspen, CO; Mariana Warr: 970-429-2683  
City of Cortez; Cortez, CO; Matt Cashner: 970-564-4018  
City of Delta; Delta, CO; Tod DeZeeuw: (970) 874-7908  
City of Evans; Evans, CO; Julie Roeder: (970) 475-1138  
City of Glenwood Springs; Glenwood Springs, CO; Yvette Gustad: 970-384-6400  
City of Grand Junction; Grand Junction, CO; Celsey Hope Duritsa: 970-244-1551  
City of Montrose; Montrose, CO; Terri Wilcox: 970-240-1426  
City of Rifle; Rifle, CO; Danielle Hogan: 970-665-6403  
City of Trinidad; Trinidad, CO; Dona Valencich: (719) 846-9843  
Delta County; Delta, CO; Robbie LeValley: (970) 874-2100  
Fremont County; Canon City, CO; Ashley Martinez: (719) 276-7410  
Garfield County; Glenwood Springs, CO; Diane Hayes: (970) 945-1377 x4821  
Gunnison County; Gunnison, CO; Lauren Trautz  
Montrose County; Montrose, CO; Genaro "JR" Castellon: 970-252-503  
Pitkin County; Aspen, CO; Melissa Knight: 970-429-2793  
San Miguel County; Telluride, CO; Christina Lambert: 970-369-5471  
Town of Mountain Village; Mountain Village, CO; Jaime Holmes: 970-369-6412  
Town of Snowmass Village; Snowmass Village, CO; Marianne Rakowski: 970-923-3796  
Town of Windsor; Windsor, CO; Bradley Sorenson: (970) 674-2493  
Mesa County; Grand Junction, CO; Brenda Moore: 970-244-1695

**THANK YOU FOR YOUR CONSIDERATION**