

GuidanceResources[®] Proposal
City of Kingsport, TN
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SUBMITTED BY:

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About ComPsych	1
GuidanceResources[®] Solution	1
Program Services	1
ComPsych Work-Life Resources	3
Pricing for City of Kingsport, TN	6

About ComPsych

ComPsych® Corporation is the world's largest provider of mental health services and is the pioneer and worldwide leader of fully EAP, behavioral health, wellness, work-life, HR, FMLA and absence management services under its GuidanceResources® brand. ComPsych provides services to more than 68,000 organizations, covering more than 139 million individuals throughout the United States and 200 countries. By creating "Build-to-Suit" programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being. Our customers range from the Fortune 500 to smaller public and private concerns, as well as government entities and Taft-Hartley groups.

However, more important than the fact that we are the industry leader, is why we are the leader. Every year, more than 1,000 companies switches their program to ComPsych's GuidanceResources. Further, we retain an extremely high percentage of our customer base—more than 99 percent choose to stay with ComPsych. Our customers see the value of the depth and breadth of our services, our ability to successfully engage an employee population and the stringent standards of quality we utilize to monitor our service delivery. Quite simply, [we over-deliver on expectations](#). It is this commitment that garners our exceptional growth and customer retention rates, as well as our individual satisfaction ratings.

ComPsych works with each customer to create build-to-suit programs that help employees improve their overall well-being and address the full continuum of life's issues—personal, family and wellness concerns. We help organizations foster high-performing work cultures that attract and retain the best and brightest, resulting in superior productivity and performance, and increased profits.

For more information, please visit www.compsych.com.

GuidanceResources® Solution

ComPsych's GuidanceResources solution offers cutting-edge employee benefits and stands apart by comprehensively supporting employees across the broad spectrum of life's issues. We pioneered our unique brand, GuidanceResources, to seamlessly integrate counseling, behavioral health, wellness, work-life, crisis intervention, training services and absence management services into a single solution that helps employees lead healthier and more productive lives.

ComPsych creates multifaceted, single-source solutions specific to each organization's culture and employee needs. Through our build-to-suit programs, employees experience integrated programs that contribute to the high-performance culture City of Kingsport, TN seeks. GuidanceResources provides employees with information, resources and creative solutions that address personal life challenges and improve workplace productivity and performance. By choosing GuidanceResources, City of Kingsport, TN will receive the highest quality, consistency and outcomes within an outstanding value proposition.

Program Services

ComPsych's strengths are our commitment to our build-to-suit approach, EAP and work-life integration, extraordinary program utilization, face-to-face referrals and high-touch attention from account services through quality management.

ComPsych Global Solutions

ComPsych programs help maximize productivity, minimize risk and contain costs while meeting the unique needs of each organization.

Our GuidanceResources® brand offers employers a comprehensive, approach to employee assistance programs (EAP) that consistently deliver high-quality clinical, work-life, and crisis management services around the world.

ComPsych provides services to more than 53,000 organizations, covering more than 118 million individuals throughout the United States and more than 170 countries.

Adding ComPsych's services to City of Kingsport, TN's benefit plan will deliver true value to its employees and help City of Kingsport, TN's most valuable resource—its people.

EAP Services

Intake and assessment: ComPsych's EAP will identify and resolve employee concerns before they become serious problems for individuals and City of Kingsport, TN. ComPsych's EAP can address a wide range of issues, from stress and marital/family conflicts to major life changes.

Individuals will access ComPsych's GuidanceConsultants via a 24-hour toll-free line. These GuidanceConsultants are master's level clinicians who conduct intake using an empathic approach. They listen to individuals' issues, assess their needs, make initial recommendations and refer callers to the local specialists required to resolve their issue.

GuidanceConsultants use our automated system to match individuals who need in-person counseling with a GuidanceExpert (local provider). This system pinpoints GuidanceExperts in close proximity to each individual. Our local EAP GuidanceExperts are state-licensed, clinical professionals with deep understanding of the workplace-related EAP service delivery model. Our GuidanceExperts evaluate and facilitate treatment within the 3 or 6 session model. They will also guide individuals through a transition to the medical plan or community resources.

Referral for Counseling

For routine matters, individuals can schedule an appointment in an average of three days. These routine face-to-face appointments are available six days a week.

If employees have an urgent request, we will provide care through a referral to a GuidanceExpert within 48 hours. During emergency calls, ComPsych's GuidanceConsultants use their crisis intervention skills to implement crisis protocols immediately.

For routine referrals, ComPsych will contact the individual within two days of the first call to make sure a suitable appointment was available. For urgent and emergency cases, we will follow up within one day. During any call, we encourage the individual to follow through with our referral recommendation.

Immediate Critical Incident Response

ComPsych staffs our internal critical incident stress management (CISM) services department 24 hours a day with experts who deal exclusively in critical incidents such as violence, serious illness and deaths, natural disasters, fatal accidents and corporate restructuring.

A CISM session is a meeting organized for an individual or group of people affected by a critical event. The onsite sessions, conducted by a GuidanceExpert, aim to reduce the likelihood of long-term psychological consequences for individuals exposed to the critical event. They offer support, normalize trauma responses and help individuals to manage the symptoms. ComPsych can provide onsite CISM sessions within hours if needed.

Formal Referrals

When City of Kingsport, TN needs to refer an employee to the EAP, ComPsych's formal referral specialists will assist City of Kingsport, TN's managers/supervisors or HR professionals throughout the process. Referrals can be either voluntary or

GuidanceConsultantsSM

ComPsych GuidanceConsultants are master's-level intake clinicians who will listen to employees' issues, assess their needs and refer them to specialists to resolve their issues. They have broad-based clinical skills and experience in assessing issues such as stress and depression, alcohol/drug use, suicide, emergency responses and work-life concerns.

formal.

A **voluntary referral** occurs when an employee comes to their manager with an issue or when a manager identifies an issue during initial performance and disciplinary discussions. The manager reminds the employee that the EAP can assist them. The employee can choose whether to use the EAP.

In a **formal referral**, a manager/supervisor directs the employee to use EAP services after informing him or her that performance or behavior issues are hindering productivity, or a policy such as drug-free workplace has been violated.

Managers/supervisors formally refer employees after taking disciplinary steps.

Optional Program Features

As the industry leader in behavioral health solutions, ComPsych has never seen a bigger opportunity to meet mental health and well-being challenges head-on by breaking down program access barriers and offering services in ways that resonate with individuals regardless of their age, background, culture or abilities. We understand that building mental health awareness and developing resources that support mental health and financial well-being are now, more than ever, a key focus for City of Kingsport, TN.

As such, our proposal includes the option to add the following innovative solutions:

- **Computerized Cognitive Behavioral Therapy (CCBT) Platform:** We offer a leading, interactive digital program that addresses all of the most common behavioral health issues in a personalized and user-friendly fashion. CCBT offers expanded alternative access to behavioral health care and is available in eight languages via desktop, tablet and mobile app, providing support and services whenever and wherever users need it most. This service is available for an additional fee.
- **Well-being Coaching:** ComPsych knows that employees do not view their lives in compartments, and that mental health, work-life challenges and physical issues often intertwine. Available as a fully integrated add-on to current EAP programs, we offer access to one-on-one coaching services (via telephonic or video sessions) that address mental health, physical health and well-being through one holistic solution. Our certified coaches help participants address a wide variety of socio-emotional well-being issues including, but not limited to, burnout, stress, resiliency, time management, self-esteem, motivation and beyond. Our program also addresses physical well-being issues such as exercise, nutrition, weight management, sleep, back care, tobacco cessation and much more.

ComPsych Work-Life Resources

FamilySource® for Family and Personal Convenience Services

ComPsych's FamilySource program offers unlimited access to help for childcare, adoption, education, elder care, pet care and personal convenience needs. FamilySource support includes:

- Assistance identifying preschools, elementary schools, high schools, colleges, and graduate and professional programs
- Consultation, coaching and qualified, prescreened referrals regarding parenting, childcare and aging concerns
- Customized research, tailored educational materials and referrals
- Education regarding the adoption process and referrals to qualified agencies
- Information regarding general health and wellness topics

Unlimited Management Consultation

ComPsych has expertise with issues like substance abuse, compliance with the American with Disabilities Act and other government regulations, workplace violence and organizational re-engineering. If City of Kingsport, TN needs support for an employee issue, a ComPsych HR specialist can provide it, working from extensive knowledge of and experience with workplace regulations and best practices. Our services to City of Kingsport, TN will reflect our customers' HR policies and procedures.

- Resources and referrals for personal convenience service providers including event planning, home improvement, moving and shopping

ComPsych Staff Attorneys Provide LegalConnect[®] Services

When individuals call ComPsych's legal assistance program, LegalConnect, our lawyers will provide insightful coaching and guidance to help individuals address their unique challenges. Our legal assistance program [provides unlimited telephone access](#) to our in-house team of dedicated attorneys, as well as the following:

- Articles applicable to the caller's issue
- Free 30-minute assessment and 25 percent discount off fees when in-person representation is necessary
- Unlimited post-referral support for additional questions
- Referrals to self-help resources, legal aid organizations, government resources and other low cost or free legal provider options

FinancialConnect[®] Assists with Financial Matters

ComPsych's FinancialConnect program provides assistance with financial and insurance issues through unlimited telephone access to certified public accountants (CPA) and certified financial planners[®] (CFP[®]) on staff at ComPsych. Features of FinancialConnect include:

- [Unlimited telephone access](#) to certified financial specialists on staff at ComPsych
- Information on household budgeting, financial planning and investments
- Online access to contact information for qualified, certified Financial GuidanceExperts
- Online tools and resources for common financial issues

Industry-Leading Online Information and Tools

ComPsych's award-winning GuidanceResources Online site will provide employees with comprehensive online guidance, information, advice and helpful tools covering thousands of topics. Components of GuidanceResources Online include:

- Interactive tools and assessments such as financial calculators, budgeting spreadsheets, language translator and personal issue quizzes
- Customized child care provider/facility lookup and mapping for more than 600,000 resources by location and preference, availability verification based on specific criteria
- Comprehensive elder care facility lookup by location, with ratings and rankings research, and current availability and information on more than 140,000 providers
- Information regarding colleges and universities, career schools, graduate programs, scholarships and testing information; searchable by detailed criteria
- Attorney resource lookup and mapping by ZIP code and proximity for more than 6,300 firms and 21,000 practitioners
- Link to economically create simple, legally binding wills
- Financial planner lookup and mapping by ZIP code and proximity for more than 26,000 financial professionals
- Discounts through partners such as Nationwide Pet Insurance, as well as access to a robust, members-only discount portal, Working Advantage.
- Resource guides that take an in-depth look at a single topic or issue (e.g., ADHD, burnout, career development,

Award Winning GuidanceResources Online

GuidanceResources Online: comprehensive, award-winning online includes:

- "Ask a GuidanceConsultant" feature allows users to confidentially email issues to clinicians
- Chat live with staff experts
- Mobile site enables users to browse content and news articles by topic and find local legal, child care and elder care providers.
- Click-to-call capability
- Online centers and communities

We encourage City of Kingsport, TN to gain first-hand experience of our robust Internet offering.

www.guidanceresources.com

diabetes prevention, elder care, financial wellness, pregnancy, identity theft, PTSD, resiliency, student loans, etc.)

- On-demand training—Users can also access On-demand learning modules through GuidanceResources Online at any time at no additional cost. These 5-10 minute podcasts cover our most frequently requested topics in a user-friendly interactive format that includes quizzes and engaging questions. Examples of on-demand training topics include Stress - A Way of Life or Fact of Life?, Managing Personal Finances, and Time Management Tools & Principles.
- Online Centers and Communities for issues such as autism, elder care, healthy habits, bullying, maternity and more. These community hubs include “Resources for Caregivers and Loved Ones”; Videos, HelpSheets and Links to External Resources. For example, the autism hub includes topics such as: “What are Some Common Signs of Autism Spectrum Disorder?” and “Is Autism Spectrum Disorder Inherited.”

Training Sessions

We commit to maintaining a high level of awareness of the GuidanceResources program for City of Kingsport, TN, which drives utilization and maximizes the employee benefit from our services. To help accomplish this objective, ComPsych has included 3 training hours per contract year in our quoted rates.

City of Kingsport, TN can mix and match any combination of the following:

- Orientation sessions (employee or management)
- Personal development workshops: wellness seminars, brown bags or lunch and learns
- Health and enrollment fairs
- On-site CISM services

Additional on-site CISM services are available for \$265/hour. Additional training is available for \$215/hour

Program Promotion and Management

Account managers oversee all program deliverables, such as communication materials, training and reporting. Proactive program management and outreach efforts include the following:

Program Promotion

- Communication campaigns based around program launch and awareness, ongoing engagement, and topical industry issues and trends. Communication vehicles include eye-catching and informative brochures, wallet cards, posters, topical articles, etc.
- Pieces created by our in-house design/communications and training departments
- Orientations and personal development seminars conducted by training experts

Expert Account Services

- Designated account manager accountable for program success
- City of Kingsport, TN-focused to ensure timely response
- Single point of contact for all administrative questions
- HIPAA-compliant documentation and reporting

Focused Quality Management

- Executive involvement through monthly quality committee meetings
- Follow-up calls conducted within 48 hours
- Quality standards and measurements—from individual access and direct care delivery to customer service, reporting and overall responsiveness
- Satisfaction surveys: We send surveys via email (with employee permission) within 30 days

Pricing for City of Kingsport, TN

The following pricing is offered on a per-employee-per-month basis for City of Kingsport, TN's 700 total active employees.

	3-session	6-session
Fully integrated GuidanceResources (EAP, FamilySource, LegalConnect, FinancialConnect and GuidanceResources Online)	\$1.89 pepm	\$2.19 pepm
Well-Being Coaching	\$0.60 pepm	
CCBT	\$0.27 pepm	
Additional CISM Services	\$265 per hour	
Additional Training Services	\$215 per hour	

With a five-year guaranteed contract, ComPsych will offer City of Kingsport, TN a five-year guaranteed rate. The ComPsych proposal is valid for six months.

GuidanceResources Services

EAP Services

- Local in-person EAP assessment, referral counseling and brief treatment (up to 6 sessions, depending on the model chosen, per issue per employee/family member per year)
- Community resource referrals to supplement EAP counseling
- Network management
- Individual follow-up and satisfaction surveys
- Critical incident response services: expert management consultation and prompt on-site services to lessen the impact of traumatic events (telephonic consultation is unlimited; on-site CISM services are available for \$265/hour)
- Management consultation and referrals
- Drug-free workplace and DOT policy consultation, substance use assessments and case oversight

Well-being Coaching

- Access to staff health coaches who are experienced in providing ongoing support and feedback and keeping participants motivated to make lasting lifestyle changes
- Holistic, one-on-one support provided virtually (telephonic or video sessions)
- Coaching for a wide variety of issues that impact socio-emotional well-being, physical health and the ability to reach personal goals
- Builds self-efficacy through a shared decision-making model

Computerized Cognitive Behavioral Therapy (CCBT) Platform

- Interactive digital programs that use sophisticated technology to build personalized curricula

- Programs that address the most common behavioral health issues such as anxiety, racing thoughts, mindfulness, sleep, resiliency and more

Work-Life Services

- Family care services (FamilySource): Customized research, tailored educational materials, and prescreened referrals for child care, adoption, elder care, education, pet care and personal convenience services
- Legal services (LegalConnect): Unlimited phone information on legal issues by ComPsych staff attorneys; free 30-minute assessment and 25 percent discount off fees when in-person representation is necessary
- Financial services (FinancialConnect): Unlimited phone information on financial issues by ComPsych staff CPAs and CFPs

Program Administration Services

- Toll-free access 24 hours a day, seven days a week to counseling and crisis intervention by master's-level clinicians
- GuidanceResources Online: City of Kingsport, TN-specific, online interactive services
- Unlimited program utilization
- Program literature—promotional brochures, wallet cards and semiannual posters and fliers
- Program evaluation, reporting and account management
- ComPsych included a bank of 3 on-site hours per contract year in our quoted fees. These on-site hours may be composed of any combination of on-site CISM services, orientation sessions (employee or management), personal development workshops or health fair representation. Additional on-site CISM services are available for \$265/hour. Additional training is available for \$215/hour.

For CISM and training purposes, ComPsych uses local GuidanceExperts and trainers/facilitators whenever possible, so travel is rarely required. When travel is required, it will be billed upon terms which Interstate City of Kingsport, TN and ComPsych mutually agreed