



GuidanceResources® Small Business Advantage Proposal
Stone County School District

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Igniting Human Potential Worldwide

SUBMITTED BY:

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Small Business Advantage Program

The ComPsych employee assistance program (EAP) and work-life benefits solution provides support and resources to help employees resolve personal issues that may impact performance, while equipping management with tools to create a positive work environment. ComPsych's GuidanceResources Small Business Advantage® (SBA) program is composed of cutting-edge employee benefits and stands apart by [comprehensively supporting employees across the broad spectrum of life's issues](#).

Designed especially for the needs of small organizations, the GuidanceResources SBA program provides a turnkey solution for employee benefits. It includes seamlessly integrated employee assistance, behavioral health, wellness, work-life, crisis intervention and absence management services, plus program administration and annual reporting within an economically priced package.

Seamlessly integrated, our GuidanceResources SBA services support employees through just about any issue.

The ComPsych Mission

We exist to champion human resilience by providing human-centered support through all facets of work and life. During life's most vulnerable moments, we answer the call, delivering mental health, work-life, and leave solutions that empower organizations to put people first, knowing that human resilience fuels business success. Our vision is to help build a world where every workplace lifts people up and joins us in igniting human potential worldwide.

EAP Services

Employees and their family members can contact ComPsych with issues regarding behavioral and emotional health, family, legal, financial, wellness or other personal matters 24 hours a day, seven days a week, via our toll-free line or email. Employees always reach our GuidanceConsultants, (master's-level clinicians), who will conduct an issues assessment and direct the caller to the appropriate ComPsych GuidanceExpert (behavioral health specialist, attorney or financial professional in our ComPsych GuidanceExpertSM Network) for further assistance—all through a single point of contact. The ComPsych network includes only ComPsych-credentialed, state-licensed clinicians with expertise in specialties essential to EAP, such as stress and anxiety disorders and critical incident support.

ComPsych's EAP services include:

- [3 session EAP](#) to address personal issues such as relationship struggles, substance abuse, parenting challenges and grief
- [Toll-free line](#) can be used for any need—whether EAP or work-life
- [Clinicians with master's degrees](#) greet callers immediately 24 hours a day, seven days a week
- [All callers offered a face-to-face appointment](#) with a behavioral health specialist in our ComPsych GuidanceExpert Network

- **Critical incident support** for events such as employee deaths, layoffs and other incidents
 - Crisis calls answered 24 hours a day, seven days a week
 - Strength, talent and experience of critical incident stress management (CISM) team
 - On-site, professional response to critical incidents
 - Local expertise in minimizing impact of critical incidents
 - Available at any time to managers, no matter what the issue

For follow-up purposes, ComPsych contacts all callers shortly after making an appointment and sends satisfaction surveys via email (with employee permission) within 30 days.

Work-Life Services

Through ComPsych's fully integrated GuidanceResources program, we offer support and resources for family, legal and financial issues, as well as our EAP and CISM services. Our holistic approach encourages employees to access the program. This, in turn, can reduce problems before they manifest as lost productivity, absenteeism or increased health care claims costs.

ComPsych's work-life services include the following:

FamilySource® Referral and Resources

- Unlimited assistance for childcare, adoption, education, elder care, pet care and personal convenience needs
- Research, prescreening of all referrals and customized referral packets—all completed by in-house specialists
- Online tools and information about family and personal issues

LegalConnect® Information and Referrals

- Unlimited telephone access to our expert staff attorneys, who have experience in the practical and emotional aspects of legal concerns
- Information tailored to each employee's legal needs
- Referral to local Legal GuidanceExperts at a discounted rate

FinancialConnect® Information and Resources

- 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

Online Services

In addition to obtaining help through the toll-free line, customers' employees will have information, advice and tools at their fingertips through ComPsych's GuidanceResources® Online, whose content includes:

- Interactive tools and assessments such as financial calculators, budgeting spreadsheets, language translator and personal issue quizzes
- On-demand training modules and other guided self-care tools
- Resource guides that take an in-depth look at a single topic or issue (e.g., ADHD, burnout, career development, diabetes prevention, elder care, financial wellness, pregnancy, identity theft, PTSD, resiliency, student loans, etc.)
- Customized childcare 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
- Robust legal form library that offers fillable forms and templates that cover and provide guidance on common legal issues
- Discounts through partners such as Nationwide Pet Insurance, as well as access to a robust, members-only discount portal, Working Advantage.
- Condition-specific online centers and communities that connect users dealing with similar issues (e.g., autism, caregiving, empty nesting, grief, healthy habits, maternity, resiliency, etc.) and offer numerous topical resources, including videos, HelpSheets, slideshows and on-demand trainings, as well as links to external resources

Program Management

Comprehensive program management and administration services are included in every GuidanceResources SBA program. Our account management team will implement and maintain the client's program, including coordinating communications, training and annual reporting.

GuidanceResources SBA Pricing

ComPsych will provide our GuidanceResources Small Business Advantage program for the Stone County School District's 400 employees.

	Rate
3-session EAP, LegalConnect, FinancialConnect, FamilySource and GuidanceResources Online	\$2.25 pepm
Additional on-site CISM services	\$265 per hour
Additional on-site training services	\$215 per hour

ComPsych requires a three-year minimum agreement. With a five-year guaranteed contract, however, ComPsych will offer the client a five-year guaranteed rate. ComPsych's proposal is valid for a period of six months.

Program Services

EAP Services

- Local in-person EAP assessment, referral counseling and brief treatment (up to 3 sessions per issue per employee/family member per year)
- Critical incident stress management (CISM) services: expert telephonic management consultation and prompt on-site services to lessen the impact of traumatic events (telephonic consultation is unlimited; on-site CISM sessions are charged at \$265/hour)
- Network management
- Management Referrals: ComPsych formal referral specialists can help the client's managers or HR professionals to refer employees to the EAP through either voluntary or formal referrals. We will provide consultation and management of the process for the client.

Work-Life Services

- FamilySource: unlimited customized research, educational materials and referrals on childcare, adoption, elder care, education, pet care and personal convenience services
- LegalConnect: unlimited phone information on legal issues by ComPsych staff attorneys; free 30-minute assessment and 25 percent discount off fees if in-person representation is necessary
- FinancialConnect: unlimited phone information on financial issues by CPAs and CFPs on ComPsych staff

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: interactive services, tools and information
- Unlimited program utilization
- Program evaluation, annual reporting and account management
- Program literature (via PDF)—promotional brochures, wallet cards, posters and fliers

ComPsych included a bank of 1 on-site hours per contract year in our quoted fees. These on-site hours may be composed of any combination of orientation sessions (employee or management), personal development workshops or health fair representation. Additional training is available for \$215/hour.

ComPsych uses local providers whenever possible for CISM and training purposes. As such, travel is rarely required. When travel is required, it will be billed as mutually agreed upon.

Innovative Program Options

ComPsych can include the following GuidanceResources programs within the client's GuidanceResources SBA program 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, we offer access to one-on-one coaching services (via telephonic or video sessions) with certified and ComPsych-employed coaches 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.

FMLASource[®], Inc.

FMLASource offers outsourced administration and expert consultation for leaves of absence under the Family and Medical Leave Act. As a program enhancement, FMLASource can administer a wide range of absence policies including the Americans with Disabilities Act Amendments Act (ADAAA), jury duty, military service, bereavement, paid time off and organization-specific leave policies.