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ValueOptions Federal Services, Inc.  
1434 Crossways Blvd, Chesapeake, Virginia 23320  
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[www.valueoptions.com](http://www.valueoptions.com)

Business Size: Other than small business

**Authorized Human Resources & Equal Employment Opportunity Services**

*Schedule Pricelist*

**Special Item No. 595-21: Human Resource Services (Excluding EEO)**  
**Special Item No. 595-28: Social Services, Professional Counseling, Veterans  
Readjustment & Behavioral Health Services**

**STANDARD INDUSTRY GROUP:** 738 X  
**SERVICE:** Human Resources and EEO Services  
**SERVICE CODE(S):** R799

**CONTRACT NUMBER:** GS-02F-0183W  
**PERIOD COVERED BY CONTRACT:** June 9, 2010 through June 8, 2020

**FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE**



® Online access to contracting ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The internet address for GSA Advantage! is [GSAAdvantage.gov](http://GSAAdvantage.gov).

For more information on ordering from Federal Supply Schedules click on the FSS button at [fss.gsa.gov](http://fss.gsa.gov).

Prices shown herein are Net (discount deducted)

Pricelist current through modification #0023 dated May 19, 2015.



## The ValueOptions® Advantage: Excellence in the EAP Industry

ValueOptions® is the nation's largest independent behavioral health and wellness company, specializing in providing Employee Assistance Program (EAP), health improvement services, and career counseling and training services. We provide services to more than 23 million individuals through a variety of contracts with federal, state and county agencies, as well as with health plans and employers.

With a national behavioral health provider network with more than 86,000 practitioner locations, ValueOptions® makes the clinical well-being of our members our first priority. We develop innovative and cost-effective solutions for individuals and organizations to help people adopt healthy behaviors and proactively manage wellness and disease.

ValueOptions®' state-of-the-art EAP services – led by an executive team of recognized industry leaders - have been honored with numerous awards. Our EAP services help address issues that affect productivity in the workplace. Our wide spectrum of telephonic, face-to-face and Web-based EAP services gives employees and family members access to counseling and referral services for personal or work-related problems, in a confidential setting anytime and anywhere. We also support organizations with services, such as crisis preparedness, intervention and management support. Organizations and employees benefit from our experience and dedication to fostering a healthier workforce where employees are present, productive and contributing to your organization's success.

At ValueOptions®, our mission is to deliver the highest quality of care to the populations we serve and to provide the best, most innovative practices. Our proven experience and expertise make us the best resource for supporting the health and performance of the people we serve.



## Contract price List for GS-02F-0183W

### CUSTOMER INFORMATION

- 1a. Awarded Special Item Numbers: 595-21: Human Resource Services (Excluding EEO) & 595-28 Social Services, Professional Counseling, Veterans Readjustment & Behavioral Health Services
- 1b. Lowest Priced Item: \$0.60 per employee per month, minimum of 100 employees in ordering activity
- 1c. See price list for descriptions and prices of all labor categories and services.
2. Maximum order: \$1,000,000
3. Minimum order: \$100
4. Geographic Coverage: Worldwide (CONUS and OCONUS)
5. Point of Production: Norfolk, Virginia, USA
6. Discount from list prices: 3.2% to 52.3%
7. Quantity discounts: 2% off for customers with more than 10,000 up to 50,000 employees. 3% for customers with more than 50,000 employees.
8. Prompt payment terms: 0% net days. ValueOptions® does not offer a prompt payment discount.
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign items: None.
- 11a. Time of delivery: 30 days ARO

11b. Expedited Delivery: Items available for expedited delivery are noted in this price list under this heading.

11c. Overnight and 2-day delivery: Overnight and 2-day delivery are not available.

11d. Urgent Requirements: This contract contains an "Urgent Requirements" clause. Please contact the Contractor's representative to affect a faster delivery. (Chuck Taylor, 919-943-6802)

12. F.O.B. point: Norfolk, Virginia

13a. Ordering address: ValueOptions®, Inc. Attn: Chuck Taylor, 1434 Crossways Blvd, Chesapeake, VA 23320

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405.3.

14. Payment address: ValueOptions®, Inc. PO Box 1016; Mailcode 500-96-01-05 Charlotte, NC 28201-1016

15. Warranty provisions: Services only contract

16. Export packaging charges: Not applicable

17. Terms and conditions of Government purchase card acceptance: Government purchase cards are accepted at, below, or above the micro-purchase threshold.

18. Terms and conditions of rental, maintenance, and repair: Not applicable

19. Terms and conditions of installation: Not applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable

20a. Terms and conditions for any other services: All items not offered to organizations with less than 100 employees

21. List of services and distribution points: Not applicable

22. List of participating dealers: Not applicable



23. Preventative maintenance: Not applicable

24a. Special attributes such as environmental attribute: Not applicable

24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found ( [www.valueoptions.com](http://www.valueoptions.com).) The EIT standards can be found at: [www.section508.gov/](http://www.section508.gov/).

25. Data Universal Number System (DUNS) number: 079691240

26. ValueOptions Federal Services, Inc. is registered in the System of Awards Management (SAM)

**595-28 Social Services, Professional Counseling, Veterans Readjustment & Behavioral Health Services**

**EAP SERVICES: PRICING INFORMATION**

<b><u>Part #</u></b>	<b><u>Service</u></b>	<b><u>Price Type</u></b>	<b><u>Price</u></b>
VO-1	EAP 1-3	Per employee per month	\$0.60
VO-2	EAP 1-5	Per employee per month	\$0.81
VO-3	EAP 1-8	Per employee per month	\$1.23
VO-4	EAP 1-3 Gold	Per employee per month	\$0.83
VO-5	EAP 1-5 Gold	Per employee per month	\$1.06
VO-6	EAP 1-8 Gold	Per employee per month	\$1.48

**595-28 Social Services, Professional Counseling, Veterans Readjustment & Behavioral Health Services**

**LABOR CATEGORIES: PRICING INFORMATION**

<b><u>Part #</u></b>	<b><u>Labor Category</u></b>	<b><u>Price Type</u></b>	<b><u>Price</u></b>
VO-7	Educational Advisor	Per hour	\$59.54
VO-8	Career Counselor	Per hour	\$70.86
VO-9	Call Center Manager	Per hour	\$76.44
VO-10	Project Manager	Per hour	\$104.87
VO-11	School/Business Liaison	Per hour	\$45.79
VO-12	Team Supervisor	Per hour	\$51.81
VO-13	Research/Verification Administrator	Per hour	\$38.80
VO-14	Field Consultant	Per hour	\$56.48
VO-15	Counseling Supervisor	Per hour	\$73.31
VO-16	Field Consultant Manager	Per hour	\$59.82
VO-17	Information Systems Manager	Per hour	\$98.36
VO-18	Telecommunications Engineer	Per hour	\$62.66
VO-19	Information Security Engineer	Per hour	\$98.36
VO-20	Information Technology Support Analyst	Per hour	\$52.59

## 595-21: Human Resource Services (Excluding EEO)

### PRICING INFORMATION

<u>Part #</u>	<u>Service</u>	<u>Price Type</u>	<u>Price</u>
VO-21	Online Career Interactive Website with LMS	Per month	\$45,942.00

**Customers who purchase the 'Online Career Interactive Website with LMS' may also purchase the following additional enhancements (Part #: VO-22 through VO-106) to offer on their website. The LMS can be configured to allow access for predetermined enhancement services to all registered users, select group of permitted users, or based on other configuration rules defined by the customer. Each use of the enhanced service will result in the following fee to the customer:**

VO-22	Online Assessment plus Feedback	Per person	\$107.28
VO-23	EQ-I Assessment plus Feedback	Per person	\$122.88
VO-24	Custom Training Development	Per hour	\$175.55
VO-25	Online Home Study Course: Home Business	Per course	\$53.64
VO-26	Online Home Study Course: Running an Online business	Per course	\$53.64
VO-27	Online Home Study Course: Computing Concepts	Per course	\$53.64
VO-28	Online Home Study Course: Introduction to PC's	Per course	\$53.64
VO-29	Online Home Study Course: TypingMaster Pro	Per course	\$53.64
VO-30	Online Home Study Course: Effective Business Communications	Per course	\$53.64
VO-31	Online Home Study Course: Grammar	Per course	\$53.64
VO-32	Online Home Study Course: Vocabulary WordSmart	Per course	\$53.64
VO-33	Online Home Study Course: Budgeting and Saving	Per course	\$53.64
VO-34	Online Home Study Course: Business Math for Life	Per course	\$53.64
VO-35	Online Home Study Course: Investing Fundamentals	Per course	\$53.64
VO-36	Online Home Study Course: QuickBooks 2004	Per course	\$53.64
VO-37	Online Home Study Course: Microsoft Office Excel Advanced	Per course	\$53.64
VO-38	Online Home Study Course: Microsoft Office Excel for Beginners	Per course	\$53.64
VO-39	Online Home Study Course: Microsoft Office PowerPoint	Per course	\$53.64
VO-40	Online Home Study Course: Microsoft Office Word	Per course	\$53.64
VO-41	Online Home Study Course: Microsoft Outlook	Per course	\$53.64
VO-42	Online Home Study Course: Microsoft Office Access	Per course	\$53.64
VO-43	Online Home Study Course: Microsoft Windows 7	Per course	\$53.64
VO-44	Online Home Study Course: Rosetta Stone Language Courses	Per course	\$53.64
VO-45	Online Group Counseling Webinar (6-20 Participants): Career Planning Hot Shot: What Makes a Job or Career Right for You?	Per webinar	\$219.43
VO-46	Online Group Counseling Webinar (6-20 Participants): Got Career Challenges? Overcoming Career Challenges through Thought and Action	Per webinar	\$219.43

<b>Part #</b>	<b>Service</b>	<b>Price Type</b>	<b>Price</b>
VO-47	Online Group Counseling Webinar (6-20 Participants): It's all about YOU: Your Next Steps!	Per webinar	\$219.43
VO-48	Online Group Counseling Webinar (6-20 Participants): What's In It for Me? Introduction to Career Planning	Per webinar	\$219.43
VO-49	Live Web Workshop (2-5 participants): Are You Ready for Distance Learning?	Per workshop	\$111.18
VO-50	Live Web Workshop (2-5 participants): Choosing the Right Program or College Major	Per workshop	\$111.18
VO-51	Live Web Workshop (2-5 participants): CLEP Prep	Per workshop	\$111.18
VO-52	Live Web Workshop (2-5 participants): Creating a Prior Learning Assessment (PLA) Portfolio	Per workshop	\$111.18
VO-53	Live Web Workshop (2-5 participants): Earn the College Credit That's Due You	Per workshop	\$111.18
VO-54	Live Web Workshop (2-5 participants): Strategies for the Successful Student	Per workshop	\$111.18
VO-55	Live Web Workshop (2-5 participants): Develop Winning Interview Skills	Per workshop	\$111.18
VO-56	Live Web Workshop (2-5 participants): Is Owning a Business Right For You?	Per workshop	\$111.18
VO-57	Live Web Workshop (2-5 participants): Job Search Strategies, Modules 1-4	Per workshop	\$111.18
VO-58	Live Web Workshop (2-5 participants): Networking to New Opportunities	Per workshop	\$111.18
VO-59	Live Web Workshop (2-5 participants): Surviving the Current Job Market	Per workshop	\$111.18
VO-60	Live Web Workshop (2-5 participants): Writing a Resume That Gets Noticed	Per workshop	\$111.18
VO-61	Live Web Workshop (2-5 participants): Career Planning for the 40+ Crowd	Per workshop	\$111.18
VO-62	Live Web Workshop (2-5 participants): Creating My Education Plan	Per workshop	\$111.18
VO-63	Live Web Workshop (2-5 participants): Exploring Technical Careers - Using Technical Skills to Your Advantage	Per workshop	\$111.18
VO-64	Live Web Workshop (2-5 participants): How to Plan for a Satisfying Retirement	Per workshop	\$111.18
VO-65	Live Web Workshop (2-5 participants): Creating Personal Change: Get "Unstuck"!	Per workshop	\$111.18
VO-66	Live Web Workshop (2-5 participants): Dealing with Change	Per workshop	\$111.18
VO-67	Live Web Workshop (2-5 participants): Emotional Intelligence I	Per workshop	\$111.18
VO-68	Live Web Workshop (2-5 participants): Emotional Intelligence II	Per workshop	\$111.18
VO-69	Live Web Workshop (2-5 participants): Generational Differences - Closing the Generation Gap	Per workshop	\$111.18

<b>Part #</b>	<b>Service</b>	<b>Price Type</b>	<b>Price</b>
VO-70	Live Web Workshop (2-5 participants): Human Relations in Business	Per workshop	\$111.18
VO-71	Live Web Workshop (2-5 participants): Life after Outplacement	Per workshop	\$111.18
VO-72	Live Web Workshop (2-5 participants): Life Engagement - It's a Big Deal	Per workshop	\$111.18
VO-73	Live Web Workshop (2-5 participants): Organizing Your Life Part I and II	Per workshop	\$111.18
VO-74	Live Web Workshop (2-5 participants): Personal Branding: Representing Your Own Best Asset – Yourself	Per workshop	\$111.18
VO-75	Live Web Workshop (2-5 participants): Smart Talk - Communicating Effectively	Per workshop	\$111.18
VO-76	Live Web Workshop (2-5 participants): Social Networking - It's About Business, Too	Per workshop	\$111.18
VO-77	Live Web Workshop (2-5 participants): Strategies for Resolving Conflict Constructively	Per workshop	\$111.18
VO-78	Live Web Workshop (6-20 participants): Are You Ready for Distance Learning?	Per workshop	\$219.43
VO-79	Live Web Workshop (6-20 participants): Choosing the Right Program or College Major	Per workshop	\$219.43
VO-80	Live Web Workshop (6-20 participants): CLEP Prep	Per workshop	\$219.43
VO-81	Live Web Workshop (6-20 participants): Creating a Prior Learning Assessment (PLA) Portfolio	Per workshop	\$219.43
VO-82	Live Web Workshop (6-20 participants): Earn the College Credit That's Due You	Per workshop	\$219.43
VO-83	Live Web Workshop (6-20 participants): Strategies for the Successful Student	Per workshop	\$219.43
VO-84	Live Web Workshop (6-20 participants): Develop Winning Interview Skills	Per workshop	\$219.43
VO-85	Live Web Workshop (6-20 participants): Is Owning a Business Right For You?	Per workshop	\$219.43
VO-86	Live Web Workshop (6-20 participants): Job Search Strategies, Modules 1-4	Per workshop	\$219.43
VO-87	Live Web Workshop (6-20 participants): Networking to New Opportunities	Per workshop	\$219.43
VO-88	Live Web Workshop (6-20 participants): Surviving the Current Job Market	Per workshop	\$219.43
VO-89	Live Web Workshop (6-20 participants): Writing a Resume That Gets Noticed	Per workshop	\$219.43
VO-90	Live Web Workshop (6-20 participants): Career Planning for the 40+ Crowd	Per workshop	\$219.43
VO-91	Live Web Workshop (6-20 participants): Creating My Education Plan	Per workshop	\$219.43
VO-92	Live Web Workshop (6-20 participants): Exploring Technical Careers - Using Technical Skills to Your Advantage	Per workshop	\$219.43
VO-93	Live Web Workshop (6-20 participants): How to Plan for a Satisfying Retirement	Per workshop	\$219.43

<b>Part #</b>	<b>Service</b>	<b>Price Type</b>	<b>Price</b>
VO-94	Live Web Workshop (6-20 participants): Creating Personal Change: Get "Unstuck"!	Per workshop	\$219.43
VO-95	Live Web Workshop (6-20 participants): Dealing with Change	Per workshop	\$219.43
VO-96	Live Web Workshop (6-20 participants): Emotional Intelligence I	Per workshop	\$219.43
VO-97	Live Web Workshop (6-20 participants): Emotional Intelligence II	Per workshop	\$219.43
VO-98	Live Web Workshop (6-20 participants): Generational Differences - Closing the Generation Gap	Per workshop	\$219.43
VO-99	Live Web Workshop (6-20 participants): Human Relations in Business	Per workshop	\$219.43
VO-100	Live Web Workshop (6-20 participants): Life after Outplacement	Per workshop	\$219.43
VO-101	Live Web Workshop (6-20 participants): Life Engagement - It's a Big Deal	Per workshop	\$219.43
VO-102	Live Web Workshop (6-20 participants): Organizing Your Life Part I and II	Per workshop	\$219.43
VO-103	Live Web Workshop (6-20 participants): Personal Branding: Representing Your Own Best Asset – Yourself	Per workshop	\$219.43
VO-104	Live Web Workshop (6-20 participants): Smart Talk - Communicating Effectively	Per workshop	\$219.43
VO-105	Live Web Workshop (6-20 participants): Social Networking - It's About Business, Too	Per workshop	\$219.43
VO-106	Live Web Workshop (6-20 participants): Strategies for Resolving Conflict Constructively	Per workshop	\$219.43

## **LABOR CATEGORY DESCRIPTIONS**

<b><u>Labor Category</u></b>	<b><u>Functional Responsibility</u></b>	<b><u>Minimum Qualifications</u></b>
Educational Advisor	Provide telephonic and online basic education and employment related services to assist individuals in reaching their education and career goals; typically refer individuals to Career Counselors or online resources for more comprehensive services	Bachelor's Degree; Four years experience
Career Counselor	Provide comprehensive telephonic education and employment related services to assist individuals in reaching their education and career goals; conduct professional assessments of education goals, provide career services, which can include but are not limited to, education counseling, career counseling and student financial assistance	Master's Degree; Five years experience
Call Center Manager	Provide supervision in a telephonic service center	Master's Degree; 5-7 years experience

<b><u>Labor Category</u></b>	<b><u>Functional Responsibility</u></b>	<b><u>Minimum Qualifications</u></b>
Project Manager	Manage day-to-day client interaction and set and manage client expectations; requires communicating effectively with clients to identify needs and evaluate alternative business solutions; suggest areas for improvement in internal processes along with possible solutions; lead internal teams/task forces; have authority to speak and act on behalf of the Contractor	Bachelor's or Master's Degree; 5 years experience
School/Business Liaison	Develop and maintain relationships with academic institutions and businesses to communicate and distribute program information; create strategic plans to grow program participation; conduct program analysis to track outcome, providing input as needed in the establishment of goals and measures; all other duties assigned at the task order level	Bachelor's Degree; 2-4 years experience
Team Supervisor	Accountable for providing day-to-day technical, programmatic, and administrative supervision of project/functional team to ensure the timely, accurate, and responsive provision non-clinical services and available resources to all clients, participants, and providers	Bachelor's Degree; 1-2 years experience
Research/Verification Administrator	Establish new client relationships with academic institutions and businesses to communicate and distributes program information; research and vet all program applications; responsible for documenting correspondence and resolution of issues; maintain and update contact data from schools, businesses, and institutions; all other duties assigned at the task order level	Bachelor's Degree; 2-4 years experience
Field Consultant	Serve as a regional subject matter expert with regards to client programs; provide outreach and education to clients and participants; provide information and referral services to clients and participants	Bachelor's Degree; 5 years experience
Counseling Supervisor	Responsible for all aspects of service delivery related to the delivery of emotional well-being, career advancement, and other counseling sessions, detailed research on general and technical subjects with outreach to various agencies, reporting and analytics for the business and specialty teams; responsible for the consistency in service delivery and is a key contact for all other functional areas within Service Delivery; will maintain the highest degree of sensitivity, compassion, and respect for all participants	Master's Degree or Registered Nurse / Mental Health Clinician; 4-5 years experience

<b><u>Labor Category</u></b>	<b><u>Functional Responsibility</u></b>	<b><u>Minimum Qualifications</u></b>
Field Consultant Manager	Provide leadership and direction to project teams to effectively translate client needs; oversee team program guidelines and recommend changes and adjustments, as well as conduct program analyses; manage virtual team of Field Consultants, and other support staff; develop policies and procedures, job aids, and training in support of program delivery and team management; ensure efficient and effective communication between Field Consultants and clients; responsible for project administrative actions	Bachelor's Degree; 5-10 years
Information Systems Manager	Serve as the lead specialist in support of internal and external Information Assurance (IA) projects; develop and maintain security policies and procedures; perform information systems risk assurance assessments ensuring all protocols are up-to-date; provide technical security expertise in planning, preparing, and technology, managing a multitude of DIACAP accredited information systems; prepare DIACAP security certification and accreditation documentation including security plans, contingency plans, and accreditation requirements	Bachelor's Degree and CISSP Certification; 6 years experience
Telecommunications Engineer	Supervise and provide technical support for immediate and long-range telecommunications plans; responsible for the proper monitoring of all telephony systems details and making appropriate recommendations for improvement of these systems; provide technical support and project guidance to all other professional, technical, and/or support staff on a Telecommunications team, ensuring smooth processing of all telephony orders, service orders and requests, ACD routing, Business Recovery, and new Service Center implementations/de-implementations	No minimum education requirement; 6 years experience
Information Security Engineer	Perform technical analysis on computer security procedures including personal, physical security, communications, hardware, software, and data; enforce security requirements for protecting data against unauthorized, accidental, or deliberate, modification, disclosure, denial, and destruction	Bachelor's degree; 3 years experience
Information Technology Support Analyst	Support, monitor, test, and troubleshoot hardware and software problems pertaining to LAN; utilize specific knowledge of applications and work directly with end-users and functional area support teams to identify and remediate local issues; recommend and schedule repairs; provide end-users support for all LAN-based applications; install and configure workstations	No minimum education requirement; 3 years experience

## **DESCRIPTION OF SERVICES**

### **Employee Assistance Program (EAP) Services Overview**

ValueOptions®' EAP services are designed to help participants cope with the challenges and difficulties of daily life. By focusing on prevention, assessment, problem solving, and solution-focused counseling, the EAP is able to resolve most issues and address a myriad of other everyday life concerns while creating a culture of health among the employers we serve. Where more intensive or long term treatment is required, the EAP provides a complete assessment of the issues and refers the participant to the most appropriate resource using their health insurance carrier, mental health/substance abuse benefits and/or affordable or no-cost community organizations and self help groups. Our EAP services are designed to engage individuals to take action and assist them in navigating to the most appropriate benefit or resource.

### **Overview of Services**

All of our EAP models include the following services as part of the EAP Program:

**24-UR ACCESS** – ValueOptions®' EAP Care Managers are available 24-hours a day, seven (7) days a week through a toll-free telephone number and the Web. We maintain robust telephone call management systems in our service centers to ensure we respond to all calls quickly, compassionately, and professionally. Participants can also access a wealth of behavioral health and wellness information on our award-winning Web site, Achieve Solutions. Through these channels, participants have easy access to information and services.

**ACCOUNT MANAGEMENT** – Our account management approach is to be anticipatory, strategic, and proactive, with a focus on consistent, long-term client satisfaction. Our commitment to providing outstanding account management is evidenced in our 2008 Client Satisfaction Survey results which showed that over 99 percent of our commercial clients were satisfied with their Account Manager. Our client retention rate is unparalleled within the industry. The Account Executive serves as the primary point of contact and as a consultative resource regarding numerous workplace issues, and works with the client to fully



comprehend the organization's culture, concerns, short and long term objectives and goals.

**ACHIEVE SOLUTIONS** – ValueOptions®' online EAP resource that includes behavioral health, work/life and wellness information, assessment tools, and various self-help programs. The Achieve Solutions Web site, available in English and Spanish, is intuitive with user-friendly interactive navigation, and the content is continually updated to reflect new stories, articles, and topical material. The Web site has repeatedly won the industries top awards for best site content and navigation among health education Web sites.

**CLINICAL SCREENING** – Participants may speak with a licensed, master's-level EAP Care Manager, 24-hours a day, and seven (7) days a week. EAP Care Managers conduct a thorough telephonic screening to determine the participant's problem and the most appropriate level of help. Participants are screened for depression, level of risk, substance abuse problems, suicidal ideation, and homicidal ideation. Psychosocial, cultural and linguistic, and occupational factors are also elements included in these screenings. If the results of the screening indicate that the participant needs assistance in coping with a specific challenge of daily life that is short term in nature, which meets the definition of EAP services, the ValueOptions® EAP Care Manager will either provide the coaching telephonically, refer the participant to an EAP provider for coaching within the session model of the EAP, and/or make a referral to a community resource. If the results of the screening indicate that the participant has a chronic or severe issue that requires more long-term psychological counseling or substance abuse counseling the EAP Care Manager will refer the member to their health insurance plan that generally offers and covers Behavioral Health medical services. Factors considered when identifying the most appropriate provider for the participant's unique needs include but are not limited to the participant's specific clinical and/or non-clinical problem, workplace issues, need for a provider specialist, geographic location, and gender preference. We have built our reputation around our clinical excellence and yet we recognize that many people call the EAP for any number of non-clinical issues, and in those cases we provide motivational support and serve as the connectivity between the individual's needs and the most appropriate resource.



**PROMOTIONAL MATERIALS** – ValueOptions® will initiate a communications program that informs participants about the variety of EAP services available, how to access these services, and encourages them to seek assistance when the need arises. Promotional materials are available in both English and Spanish, in electronic and print formats to facilitate visibility in all client locations. Promotional materials are available through the Account Executive, or through ValueOptions.com. Our promotional material includes:

- introductory EAP and Achieve Solutions announcement,
- EAP brochures and wallet cards,
- EAP posters,
- tip sheets on timely topics of choice,
- monthly and quarterly electronic newsletters, and
- orientation video on DVD or the Web
- Podcasts and e-mail messages

ValueOptions® takes a unique approach to the creation and implementation of promotional materials recognizing that this is the first exposure employees often receive on the EAP. We have developed creative and unique promotional materials leveraging marketing techniques that incorporate generational differences, lifestyle issues and interests. The result has been increased utilization among those generational groups that have often been underserved by the traditional EAP.

**MANAGEMENT CONSULTATION SERVICES** – We build the type of relationship with our clients where managers and supervisors recognize the EAP as the first point of contact in relation to all human issues in the workplace. Management is helped to observe, confront and take action as needed. Close contact is maintained with management throughout the case and checkpoints are designated where progress can be measured.

**EAP REPORTING** – Comprehensive EAP utilization reports are provided to clients on an annual basis. The annual report includes a year-end analysis and recommendations by Account Executives. Our Information Technology systems are flexible in their data element programming, utilization statistic retrieval, and



normative trending capabilities, allowing analysis of data on as broad or as focused a scope as required to effectively measure program and treatment effectiveness. Reports are blinded and do not contain any individual identifying information; instead, reports provide such demographics as gender, ethnicity, age categories, and problem categories.

**CLIENT SUMMITS** – Each quarter, ValueOptions® invites our clients to attend one hour teleconferences on topics of special interest. These forums enable clients to interact with national experts and their peers on current workplace challenges and trends.

## **DOMESTIC EAP MODELS**

We offer several EAP models to meet the specific needs of each organization. The differences between the models are described in the following paragraphs.

### **DOMESTIC EAP 1-3 SESSION MODEL**

A 1-3 session model allows for assessment and up to three (3) face-to-face sessions with a clinician, per problem, per year. These short-term sessions are designed to address situational issues and not chronic mental health problems. Participants presenting problems that are outside the scope of EAP services will be referred to their mental health benefit or a community resource program. Using this model, approximately 45-55 percent of EAP participants, based on our book of business, resolve their problems without requiring further assistance.

### **DOMESTIC EAP 1-5 AND 1-8 SESSION MODELS**

The 1-5 and 1-8 session models allow each participant to receive up to five (5) or eight (8) EAP sessions per problem, per year, respectively. EAP clinicians assess the participant's issue and treat up to limit of the session model. With these models, approximately 70-80 percent of problems, based on our book of business, are resolved without additional resources.

## **DOMESTIC EAP WITH LEGAL/FINANCIAL & WORK LIFE GOLD MODELS**

ValueOptions® offers three models of Domestic EAP with Legal/Financial & Work Life Gold: (1) 1-3 sessions; (2) 1-5 sessions; and (3) 1-8 sessions. These models offer the same services as described above, as well as the additional services described below.

ValueOptions®' Resource and Referral program provides participant's with nationwide coverage accessible via the toll-free telephone line and the Achieve Solutions Web site. The benefits of having integrated EAP and Work/Life Resource and Referral services include streamlined service delivery, cross-referral opportunities, early problem intervention to create better outcomes, centralized account management, consistent employee promotions, seamless implementation, and one usage report.

Services include telephone consultation and educational materials cover wide range of life events:

- child care,
- adult care,
- prenatal care,
- adoption services,
- parenting and grand parenting,
- temporary or back-up care,
- summer care,
- children with special needs,
- academic services,
- balancing work and family, and
- at-risk adolescents.

All referrals provided to a participant are screened to confirm that they match the participant's unique requirements and that they have openings. If there is not a resource in the database, a Work/Life Specialist will research until resources are found.

## **WEB CONTENT INCLUDES:**

- access to counselors and requests for referrals;
- child and elder care resource finder;
- online library of educational materials on areas including child care and elder care;
- online international section, “Think Global,” providing information on resources in countries around the world;
- Cool Minds™, a dedicated area for children; and
- “Sound Information” (audio library).

## **LEGAL AND FINANCIAL SOLUTIONS INCLUDING MEDIATION AND IDENTIFY THEFT—**

As a standard component of the EAP, we offer our clients Legal and Financial Solutions, including mediation services and identity theft protection services.

**LEGAL SERVICES** -- Clients’ employees and their family members are eligible for a free, legal consultation of up to 30 minutes in length. This face-to-face or telephonic consultation allows the participant to confer with a professional experienced in general law, who practices within their geographical area and/or in the jurisdiction of the matter. If the participant retains the attorney to provide further services, these services are discounted by 25 percent off the attorney’s usual hourly rate. Participants may obtain assistance with issues such as divorce, adoption, will preparation, powers of attorney, custody disputes, bankruptcy, landlord/tenant issues, traffic violations and subpoenas.

**FINANCIAL SERVICES** -- ValueOptions®’ financial services entitle each participant to a free, 30-minute telephonic consultation with a CPA, financial planner, budget specialist, or licensed securities broker. This telephonic counseling/consultation is available for personal financial issues including wage garnishment, tax preparation, child support, saving for college, retirement planning, and many others. Initial consultations often generate follow-up activities designed to enhance financial stability for the participant, such as family budgeting programs, debt consolidation, or in

some cases, referral to an attorney. Additional costs to a participant are incurred only when a financial professional is actually retained.

**MEDIATION SERVICES** -- Through the EAP, participants receive a free, 30-minute mediation consultation; where a mediation professional will listen to their issue and determine if mediation is the appropriate method for resolving the legal matter. If the participant opts to use mediation, ValueOptions® offers a 25 percent discount off of our mediators' standard hourly rate. Our nationwide network of mediators includes licensed attorneys and other subject matter experts who hold advanced degrees and have professional mediation experience. Examples of the types of issues for which participants can use mediation services include divorce and child custody, contractual and consumer disputes, real estate and landlord/tenant issues, and car accidents and insurance disputes.

**IDENTITY THEFT PROTECTION/COUNSELING** -- Identity theft protection/counseling program helps participants resolve fraud-related issues when time is not on their side. ValueOptions®' fraud resolution services assist consumers at the inception of a fraud-related emergency. When participants call the toll-free EAP number, they receive:

- a free, 30-minute consultation with a fraud resolution specialist, who conducts eight emergency response activities,
- help restoring their identity and good credit,
- a free "ID Theft Emergency Response Kit,"
- support for administering the costly steps to dispute fraudulent debts as a result of ID theft, and
- follow-up and support during the fraud resolution process.

### **595-21: Human Resource Services (Excluding EEO)**

### **Career Counseling and Training Services Overview**



ValueOptions® Career Counseling, Educational Counseling and Training services are designed to help participants maximize their potential by reaching their education and career goals. ValueOptions® telephonic and web-based services focus on providing participants the coaching and training needed to help them assess and develop their professional goal, as well as improve on specific vocational skills. Our services include, but are not limited to, self-assessments, online courses, web-based group workshops, and one-on-one counseling sessions with our experienced Career Advisors and Counselors.

**ONLINE CAREER INTERACTIVE WEBSITE WITH LMS** – The ValueOptions website delivers a dynamic, interactive, user-friendly website that uses current industry leading technology and customized Web tools to deliver a quality online experience for participants. The Learning Management System, only accessible through our website, allows for the customer to administer, document, track, report and deliver online education courses or training programs. Participants will be able to receive certifications of completion as they complete activities (e.g. assessments, quizzes, self-paced workshops, etc.).

Technical Specifications:

- Website allows for 1- 4,000,000 users
- Minimum user requirements: User hardware is speculative and all that is needed is a modern updated browser and live connection to the internet
  - Microsoft Internet Explorer 8 or higher, Google Chrome or Firefox or applicable modern browser
  - A valid email address
- User authentication process – Customers will provide an employee feed to ValueOptions with relevant information for all users with permitted to access the website. As each user registers on the website, his/her information will be authenticated against the employee feed. Only those users with validated access rights will gain access to the website.

Customers will have the ability to customize their website content/offerings based on the following services available to assist Participates to realize continuous growth for career potential and opportunities and to promote work/life balance:

<b>Online Self</b>	• Invest in Your Values - to help Participants identify skills, interests, values
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<b>Assessments</b>	<ul style="list-style-type: none"> <li>• SkillScan - to help Participants identify skills, interests, values</li> <li>• MBTI - to help Participants identify skills, interests, values</li> <li>• Deal Me in Interests Inventory - to help Participants identify skills, interests, values</li> </ul>
<b>Interactive Quizzes and Tools</b>	<p><b><u>Career Development Quizzes</u></b></p> <ul style="list-style-type: none"> <li>• Are You in Good 'Interview' Shape? - How much do you know about today's employers? .</li> <li>• Entrepreneurial Assessment: Do You Have What It Takes to Run Your Own Business? - Many people dream of starting their own business, despite statistics that indicate many close up shop each year. This assessment helps you decide whether or not you have what it takes to succeed on your own.</li> <li>• Career Interest Games (developed by the University of Missouri Career Center) - Depending upon your personality, you may find some work environments more to your liking than others. This tool is designed to help you match your career interests and skills with compatible careers.</li> <li>• Kingdomality - Tap your imagination and explore how your vocational pursuits mirror those of medieval times. Find out how personality types, properly identified and understood, can lead to an individual's success, but if ignored, they can set the stage for failure.</li> </ul> <p><b><u>Education Quizzes</u></b></p> <ul style="list-style-type: none"> <li>• Is Distance Learning Right for You - Do you prefer taking classes in a traditional classroom setting or are you a good candidate for distance learning? Take our quiz and see what your preferred learning style is.</li> <li>• PLA Three-Minute Quiz - Spend just three minutes to see if you have the experience and education to earn hours of college credit without attending class.</li> <li>• Matching College Majors or Programs to Your Personality (based on copyrighted work of Dr. John L. Holland) - Discover which college majors are good matches for you, depending on your Holland personality type. According to Dr. John Holland's theory, people and work environments can be classified into six different groups: Realistic, Investigative, Artistic, Social, Enterprising, and Conventional. Although you may have some interests in and similarities to several of the groups, you may be attracted primarily to two or three of them; this exercise will identify them for you.</li> </ul> <p><b><u>Learn More About Yourself Quizzes</u></b></p> <ul style="list-style-type: none"> <li>• That's Not the Way I See It - Is perception really everything? Test your perception skills by trying our fun illusions.</li> <li>• To Change Or Not to Change Quiz - Are you ready to make a change? Find out where you are according to the Stages of Change.</li> </ul>

<p><b>Interactive Tools</b></p>	<ul style="list-style-type: none"> <li>• Interactive Barriers and Obstacle Chart - to understand current barriers to achieving goals</li> <li>• Customized Resume Creator which allows them to easily create and update their information</li> <li>• Interactive Virtual Interview Center to help individuals distinguish themselves as an exceptional candidate for the job</li> <li>• The Paragon Learning Style Instrument (PLSI) – to determine learning preferences so they can understand their preferred school type, classroom style, teaching methodology and learning tools</li> <li>• The Prior Learning Assessment Quiz - helps translate life experiences to college credit through portfolio development or the College Level Examination Program (CLEP)</li> </ul>
<p><b>Online Self-Paced Workshops</b></p> <p>*Live Web Workshops for these topics, led by an instructor, may be purchased for an additional fee</p>	<ul style="list-style-type: none"> <li>• Are You Ready for Distance Learning?</li> <li>• Choosing the Right Program or College Major</li> <li>• CLEP Prep</li> <li>• Creating a Prior Learning Assessment (PLA) Portfolio</li> <li>• Earn the College Credit That’s Due You</li> <li>• Strategies for the Successful Student</li> <li>• Develop Winning Interview Skills</li> <li>• Is Owning a Business Right For You?</li> <li>• Job Search Strategies, Modules 1-4</li> <li>• Networking to New Opportunities</li> <li>• Surviving the Current Job Market</li> <li>• Writing a Resume That Gets Noticed</li> <li>• Career Planning for the 40+ Crowd</li> <li>• Creating My Education Plan</li> <li>• Exploring Technical Careers - Using Technical Skills to Your Advantage</li> <li>• How to Plan for a Satisfying Retirement</li> <li>• Creating Personal Change: Get “Unstuck”!</li> <li>• Dealing with Change</li> <li>• Emotional Intelligence I</li> <li>• Emotional Intelligence II</li> <li>• Generational Differences - Closing the Generation Gap</li> <li>• Human Relations in Business</li> <li>• Life after Outplacement</li> <li>• Life Engagement - It’s a Big Deal</li> <li>• Organizing Your Life Part I and II</li> <li>• Personal Branding: Representing Your Own Best Asset – Yourself</li> <li>• Smart Talk - Communicating Effectively</li> <li>• Social Networking - It’s About Business, Too</li> <li>• Strategies for Resolving Conflict Constructively</li> </ul>

<p><b>Other Resources</b></p>	<ul style="list-style-type: none"> <li>• My Personal Information Center stores information that will not be available to anyone but the military spouse. They can easily find their assessment results, resume, or other important papers. <ul style="list-style-type: none"> <li>○ Stored files include: My Account, My Career Plan, My Online Assessments, My Favorites, My Resumes, and My Education Plan and My Online Courses.</li> </ul> </li> <li>• Helpful Resources Center has direct hyperlinks to connect the individual to valuable resources in Education and Career Development (e.g. Career One Stop, Peterson’s College Finder, Princeton Review, etc.)</li> <li>• Live Career Counselor Chat instant messaging</li> <li>• Discussion Board - Discussion Board for Participants, providing opportunities for Participants to communicate their questions regarding education.</li> <li>• Frequently Asked Questions - ValueOptions will provide a list of top questions and answers that Participants can review to assist them with the career and education planning.</li> <li>• Articles, Booklets and Resources - ValueOptions will provide links to timely articles and resources regarding career and education information for Participants.</li> <li>• What’s New - On the home page of the ValueOptions website will be What’s New where announcements regarding scholarships, education and career programs, etc. for Participants can easily be highlighted.</li> <li>• Online Library Resources - ValueOptions will feature information on how to register for helpful information.</li> </ul>
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**WEBSITE ENHANCEMENTS:**

Customers who purchase the ‘Online Career Interactive Website with LMS’ may also purchase the following additional enhancements (Part #: VO-22 through VO-106) to offer on their website. The LMS can be configured to allow access for predetermined enhancement services to all registered users, select group of permitted users, or based on other configuration rules defined by the customer. Each use of the enhanced service will result in an additional fee to the customer.

**ONLINE ASSESSMENT PLUS FEEDBACK** – participants take a validated vocational assessment such as MBTI, DISC, Birkman, Invest in your Values and Strong. A career counselor provides a personalized feedback session based on the participant’s results.



**EQ-I ASSESSMENT PLUS FEEDBACK** – participants take the MHI emotional intelligence assessment. A certified career counselor will complete a one hour preparation session before conducting a personalized feedback session based on the participant’s results.

**CUSTOM TRAINING DEVELOPMENT** – a staff of instructional designers, with the help of subject matter experts, develop customized content based on the customers’ requirements. Training designs come in three formats: (1) instructor led, (2) synchronous (i.e., live webinar) and (3) asynchronous (i.e., self-paced).

**ONLINE HOME STUDY COURSES (SELF-PACED)** – Online Home Study courses may include, but are not limited to, the following:

- **BUSINESS HOME STUDY COURSES:**

- **HOME BUSINESS** – This is a four (4) module course on how to start a home business. Topics include Choosing a Business, Raising Financing, Office Management and Managing your Business. You will need to “allow pop-ups” on your PC to participate.
- **RUNNING AN ONLINE BUSINESS** – This course provides an overview of the resources and standards that need to be considered when preparing a strategy for an online business. There are 13 (thirteen) modules in this course. Topics include Your E-Business, Getting Started, Influences on E-Commerce, Killer Apps, Developing Your E-Business, Real-Time and Data Mining, Lowering Your Business Costs, Customer Service and Payment, Marketing Your E-Business, Advertising on the Internet, Building Marketing Strategy, Resource Planning, and Managing Your E-Business.

- **COMPUTER AND TECHNICAL COURSES:**

- **COMPUTING CONCEPTS** – This course examines several basic computing concepts. Security issues are discussed, including

administrative, physical, logical and network security, and how to plan for security risks. The basic concepts of database functionality and selection are also discussed. Data processing and management is explored in detail, including teleprocessing, data transmission, and messages. Course includes a skill assessment that generates a customized learning path based on your results.

- **INTRODUCTION TO PC'S** – This course is designed to introduce users to personal computers. Users will learn what a PC is and what an operating system is. It will cover very basic skills such as turning on a computer, logging on to Windows, and working with files. They will learn to use the major components of a PC, both externally and internally, including: disk drives, monitors, mice, keyboards and printers. Course includes a skill assessment that generates a customized learning path based on your results.
  
- **TYPINGMASTER PRO** – User friendly and efficient, this self-paced course leads users step-by-step to fluent error-free typing using all ten fingers. It features bite-sized learning for those with tight schedules - you can start and stop practice any time you want. We recommend 15 to 20 minute sessions a day for best results. Average completion time is between 8 to 12 hours to learn the basics of typing.
  
- **GRAMMAR AND VOCABULARY HOME STUDY COURSES:**
  - **EFFECTIVE BUSINESS COMMUNICATIONS** – This course teaches the writing skills learners need to effectively communicate in a business and school environment. Learners will learn how to prepare for a writing task, and about strategies and skills for effective word choice, sentence building, and paragraph design. The course challenges the learner with a variety of questions formats, including multi-step simulations and is good for anyone who wants to improve his/her professional writing skills. Course includes a skill assessment that generates a customized learning path based on your results.

- **GRAMMAR** – This course is designed for users who want to improve their grammar skills in a business setting. It examines sentence structure in detail, including parts of speech, subject/verb agreement, use of pronouns, and irregular verbs. Punctuation is discussed, including the proper use of apostrophes, quotation marks, capital letters, numbers and abbreviations. Advanced topics include pronoun types, adjectives and adverbs, colons and semicolons, other punctuation and modifiers. Course includes a skill assessment that generates a customized learning path based on your results.
- **VOCABULARY WORDSMART** – WordSmart is the most advanced vocabulary program of its kind and is the top solution for thousands of students and individuals interested in improving their communication skills. The program has a diagnostic test that determines the student's vocabulary threshold and places the student at a level where their learning will be more efficient.
- **MATH AND FINANCIAL RELATED HOME STUDY COURSES:**
  - **BUDGETING AND SAVING** – This series is designed to teach money management and investing skills to help the average consumer get the greatest return for his or her money. The series is for users who wish to learn how to control debt, choose credit and banking accounts wisely, and create a solid plan for retirement. Features include simulations that teach learners to perform specific tasks in applications through guided, multi-step exercises.
  - **BUSINESS MATH FOR LIFE** – Start with a review of basic computations and then learn how to make a major purchase, manage a payroll, interpret graphs, and more in the self-paced online course that you can complete in as few as 8 to 10 hours.
  - **INVESTING FUNDAMENTALS** – This course explains to users how to get a general picture of their personal financial situations and begin the process of investing. It is a six (6) module course covering the Basics, Organizing, Stocks, Bonds, Mutual Funds and Planning.

- **QUICKBOOKS 2004** – This course introduces QuickBooks and shows how to set up the initial accounts for a company. This is a seven (7) module course. Topics include: Setting Up QuickBooks, Adding Information and Security, Invoices, Purchases and Payments, Timesaving Features, Recording Inventory and Assets, Working with Taxes, Equity, and Liabilities and Extra Features and Reports.
  
- **MICROSOFT OFFICE HOME STUDY COURSES:**
  - **MICROSOFT OFFICE EXCEL ADVANCED** – Discover the essentials of creating formatting and modifying charts and PivotTable items. Expand your knowledge by learning how to quickly format your spreadsheet data by utilizing the advanced formatting features - sort data in lists, find and replace data and work with AutoFilter. Create new and edit existing tables and sort tabled data. Learn how to save time by performing a set of commands, or macros, with a click of the mouse or a simple keystroke. Record, edit, and run macros.
  
  - **MICROSOFT OFFICE EXCEL FOR BEGINNERS** – Learn the essentials of Microsoft Excel and spreadsheets to create and save workbooks, format text and numbers, select ranges and use cut, copy and paste. Learn how to use formulas, and explore printing options for worksheets and workbooks. Page setup and on-line help are also covered.
  
  - **MICROSOFT OFFICE POWERPOINT** – Discover how to create and edit presentations from scratch in PowerPoint. Find out how to insert and modify clip art and spell check your presentation, as well as how to format, edit and proof presentation text. Learn how to create a custom layout for your slides, apply background styles, add speaker notes and copy text and slides between multiple presentations. Learn how to insert charts, create tables and add exciting graphics to your PowerPoint presentation. Find out how to enter and delete data from the datasheet, change the type of chart, format a chart background, explode pie charts, insert graphics and add text to charts. Discover how to create tables and insert Word tables and Excel spreadsheets. See how to draw enclosed objects, apply effects,

add lines, create text boxes, rotate, arrange and align objects and insert a photo album. Learn how to add, edit and format exciting SmartArt graphics in your presentation.

- **MICROSOFT OFFICE WORD** – Learn the basics of Microsoft Word and word processing. Create and save a document, use cut, copy and paste and apply character and paragraph formatting. Find out how to use spell check, create bulleted and numbered lists, work with document views and learn how to make the most of online help. Create, apply and modify styles to speed up your document formatting process, as well as how to create manual page breaks, change document properties such as paper size, vertical alignments and page orientations. Learn how to create block, first line, and hanging indents, insert tab stops and create bookmarks.
- **MICROSOFT OUTLOOK** – Learn the basics of using Microsoft Outlook. Use Outlook email features to send receive, reply to and forward email messages. Find out how to format, track messages and create auto-signatures. Learn to utilize the office clipboard, attach files to messages and open and save attached files. Discover how to use the calendar feature, manage contacts, and work with tasks.
- **MICROSOFT OFFICE ACCESS** – Discover the essentials of creating and working with Access databases. Learn what a relational database is and what it can do for you. Find out how to create and edit tables, set field properties, create relationships and use simple queries, as well as how to create basic forms and basic reports.
- **MICROSOFT WINDOWS 7** – This course will provide you with the basic skills needed to get started with personal computers and work with the various features, tools, and options available in the Windows 7 operating system. In this course, you will familiarize yourself with the Windows 7 environment, customize Windows 7, and manage folders and files
- **ROSETTA STONE LANGUAGE COURSES** – Learn actively and quickly, at your own pace through these online courses by the world-

renowned Rosetta Stone®. Course includes Audio Companion CD's to reinforce each lesson by practicing when you are away from your computer. Audio CD's will be mailed to you once you actually begin the course. Begin with Level I. Each level is considered a course. Completion time limit is nine months (currently offering French, German, Greek, Hebrew, Italian, Japanese, Mandarin, Portuguese, Russian, and Spanish).

**Online Group Counseling Webinars (1 Hour) for 6-20 Participants** – Online Group counseling webinars may include, but are not limited to, the following:

- **CAREER PLANNING HOT SHOT: WHAT MAKES A JOB OR CAREER RIGHT FOR YOU? (GROUP COUNSELING)** – This two module group counseling session begins with an innovative approach for understanding jobs and careers, which may be right for you. Instead of examining what you always wanted to do or felt best for you, you will examine the traits and characteristics of jobs and careers which were absolutely wrong for you! You will leave armed with the information you need to identify the steps you might take next to pursue the work that is right for you. This is a great opportunity to "hot shot" your work life and get that engine going at full potential.
- **GOT CAREER CHALLENGES? OVERCOMING CAREER CHALLENGES THROUGH THOUGHT AND ACTION (GROUP COUNSELING)** – This two module group counseling sessions begins by exploring the career challenges which workers most often state as affecting them the most. You will identify your own career challenges and actually rate the degree to which these challenges impact you. You will receive valuable feedback and gain insight about your challenges and the ways you might resolve them. You will also learn to resolve what is "in your hands," to consider the costs (not only financial) of the challenges and resolutions, and to evaluate the pros and cons of your current vocational situation. Everyone these days

experiences challenges from their job and careers. Why not invest just a little time to find ways to do better and feel better?

- **IT'S ALL ABOUT YOU: YOUR NEXT STEPS! (GROUP COUNSELING)** – A combination of group interaction and one-on-one career advising will help you set your Next Career Steps priorities. You'll learn how to identify and circumvent the obstacles that might hinder your progress, and you'll explore the importance of commitment.
- **WHAT'S IN IT FOR ME? INTRODUCTION TO CAREER PLANNING (GROUP COUNSELING)** – In today's rapidly changing world, career planning is critical. This session provides a foundation from which you can build and execute a well-thought-out career plan. At the completion, you will have developed specific objectives that relate to your personal career goals, and you'll be ready to take your next step.

**Live Web Workshops (1 Hour) for 2-5 or 6-20 Participants** – Live web-based workshops may include, but are not limited, to the following:

- **EDUCATION WORKSHOPS:**
  - **ARE YOU READY FOR DISTANCE LEARNING?** – Distance learning includes many types of instruction, including online, interactive video, videotaped classes, and more. Find out whether distance learning is right for you and if you have the characteristics you need to succeed. Learn how to choose the program and provider that best suit your needs and abilities.
  - **CHOOSING THE RIGHT PROGRAM OR COLLEGE MAJOR** – Learn the factors to consider in evaluating the appropriateness of a program of study or major, so you can "put some science" into your choices. Then, review the programs of study and majors based upon these factors. In this workshop, you will also learn how to gather information on the Internet about careers and job trends, so that your choice of a major or program reflects the available jobs in the marketplace.

- **CLEP PREP** – If you're looking to complete a college degree and would like to shorten the path, the College Level Examination Program (CLEP) may be right for you. More than 30 CLEP tests enable you to demonstrate what you know about subjects that are taught at many colleges and universities. This workshop shares the testing process and requirements, an understanding of the types of subjects and content, and resources for CLEP test preparation.
- **CREATING A PRIOR LEARNING ASSESSMENT (PLA) PORTFOLIO** – Find out everything you need to know to determine if writing a Prior Learning Assessment (PLA) Portfolio makes sense for you. Writing a portfolio that describes what you have learned through experience and non-traditional education can be a great way to earn college credit. Learn what it takes, and then get started in this informative workshop.
- **EARN THE COLLEGE CREDIT THAT'S DUE YOU** – You may be able to translate your existing knowledge into college credits and be well on your way to earning a certificate or degree. In this workshop, learn how with the workbook: Earn College Credit for What You Know.
- **STRATEGIES FOR THE SUCCESSFUL STUDENT** – Becoming a successful student requires know-how and not just about the subject. In this workshop, you will learn strategies for taking notes, taking tests, and developing good study habits.
- **DEVELOP WINNING INTERVIEW SKILLS** – Make sure you are ready for that job interview. Get the practice you need, particularly if you have not been interviewed for a job in a while. This workshop offers techniques and practice for improving your performance during the interview. Learn everything you need to know, from what to wear to what to say – and not to say.
- **IS OWNING A BUSINESS RIGHT FOR YOU?** – Thinking about starting your own business one day? If so, this is the workshop for you. You'll learn about the advantages of owning and running your own business, the reasons that some businesses succeed, and why so

many fail. You will find out about the issues you must consider in starting a business and the people with whom you should talk. In addition, you'll take the Entrepreneurial Assessment to measure whether you have what it takes to be an entrepreneur.

- **JOB SEARCH STRATEGIES, MODULES 1-4** – This four-module workshop, “Job Search Strategies,” is a “must” in today’s challenging job market. The modules deal with some of the essential points about conducting job searches which are often missed. This series of workshops enables you to strengthen your approaches to job searching from beginning to end, from examining what you really have to offer through staying “pumped” as you conduct your job search. This workshop consists of four 30-minute modules and in order to gain the full benefits, participants are encouraged to attend all four modules.
  - **JOB STRATEGIES 1: UNDERSTANDING AND EXPRESSING YOUR VALUE** – You cannot sell yourself successfully to prospective employers unless you know what employers are looking for and understand and appreciate what you have to offer. This module helps you examine your employment assets so that you can convey these convincingly to prospective employers. You may discover that you have more to offer than you thought.
  - **JOB STRATEGIES 2: MARKETING YOURSELF USING THE JOB SEARCH TOOLS** – You cannot sell yourself successfully to prospective employers unless you know what employers are looking for and understand and appreciate what you have to offer. This module helps you examine your employment assets so that you can convey these convincingly to prospective employers. You may discover that you have more to offer than you thought.
  - **JOB STRATEGIES 3: HOW TO FIND JOBS AND APPLY FOR THEM** – Do not be limited to the usual ways in which people find jobs. This module uncovers many resources, both high

tech and low tech, that you might not have considered. In this workshop, you will increase your options for finding jobs and discover those resources that may be best for you.

- **JOB STRATEGIES 4: STAYING POSITIVE AND PRODUCTIVE DURING YOUR JOB SEARCH** – Finding the right job in today's job market and economy presents challenges so a job search might take a little longer than you planned. This workshop teaches valuable tips and techniques you may never have considered for staying positive and productive while you look for a job.
- **NETWORKING TO NEW OPPORTUNITIES** – Find out how to develop and make the most of an effective personal network that will help you achieve your goals. Practice informational interviewing techniques, which can help open doors and increase your contacts. Put those you know to work for you.
- **SURVIVING THE CURRENT JOB MARKET** – Ideal for those trying to make sense of their vocational futures in the current economy, this workshop examines the jobs with the best outlooks for the future, "recession-proof" careers and the reasons they survive. It culminates with general information about professional social networking as a way of producing usable business contacts and new career opportunities and, then, offers specific information about several professional social networking sites.
- **WRITING A RESUME THAT GETS NOTICED** – To land a job interview, you first need a resume that markets you effectively and gets you the attention you deserve. Learn the essential elements of a resume, the various types of resumes and which may suit you best, the "do's and don'ts" of resume writing, and the importance of cover letters and thank-you notes.
- **PLANNING YOUR FUTURE WORKSHOPS:**

- **CAREER PLANNING FOR THE 40+CROWD** – Gain confidence in your ability to pursue a new job or career when you are 40 or older. In this workshop, you will examine the issues that face the 40+ crowd, and you will consider practical strategies for dealing with these issues. You'll understand the advantages that older workers have in the job market and learn how to leverage these to get the jobs you want.
- **CREATING MY EDUCATION PLAN** – Examine the decision points essential to planning your education. You will consider your career goals, selecting a school, identifying your support system, and much more. At the end of the workshop, you will have created a customized education plan to guide your education and to share with a career advisor for further exploration and clarification. Taking this workshop can save you time, money, and energy.
- **EXPLORING TECHNICAL CAREERS: USING TECHNICAL SKILLS TO YOUR ADVANTAGE** – Discover how to identify jobs that exist for someone with your skills and interests, along with salary ranges, training, and education requirements. Receive information about job opportunities and how to find them.
- **HOW TO PLAN FOR A SATISFYING RETIREMENT** – Many retirees are actively employed after they retire from their former jobs. Others are engaged in pursuing the interests and activities they never had time for in their previous life. And some are just downright unhappy. This workshop will help you plan for a satisfying retirement by sharing what works and what doesn't for many people. Learn how you can "practice" for retirement. Examine the role that work had in your pre-retirement life and what role it might take afterwards. Retirement can be a highly satisfying period in your life – provided you plan for it properly.
- **SELF-DEVELOPMENT WORKSHOPS:**
  - **CREATING PERSONAL CHANGE: GET “UNSTUCK”!** – Learn an innovative process for creating personal change at work and at home and for getting "unstuck". This process, appreciative inquiry, enables

you to examine not the problems in your life that have prevented you from making progress but, instead, what has worked for you and will continue to work for you. By discovering your strengths you can understand and solve problems, envision the future you truly want, and design a plan for achieving it. Learn how asking important questions can bring you new insight about your values, accomplishments, successes and impact. You will even explore how the language you use to express yourself can affect your destiny. This workshop is far more than "positive thinking"; it is an opportunity to learn a process for getting off "square one" and achieving what you truly want. Isn't it time you became "unstuck" in both your personal and work life?

- **DEALING WITH CHANGE** – Learn to deal with change—on the job and off—in a positive way. You'll identify opportunities for personal and professional growth through the four "C's" of change: Challenge, Control, Connections, and Commitment.
- **EMOTIONAL INTELLIGENCE I** – How well you relate to others can affect your work and personal relationships. This session will build your knowledge of your own Emotional Intelligence (EI) and identify competencies you can develop to increase your own EI and your understanding of others.
- **EMOTIONAL INTELLIGENCE II** – How does your emotional intelligence determine how you will react in real-life situations? Building on EI concepts introduced in Emotional Intelligence I, this session helps you apply the theory of EI to your own circumstances and achieve better emotional balance. Prerequisite: Emotional Intelligence I
- **GENERATIONAL DIFFERENCES: CLOSING THE GENERATION GAP** – Are you a Mature, a Baby Boomer, a Generation X or Generation Y? Learn the assets and liabilities of each generation in the workplace and the effects that these differences have on the ways in which workers relate and accomplish their work. This is a great way to learn

about the various generations and to use this information and insight to close the gap among generations.

- **HUMAN RELATIONS IN BUSINESS** – This workshop introduces some of the most important and useful concepts and strategies for understanding and improving work relationships and satisfaction. Explore new ways to solve the same problems that trouble you at work, and improve the ways you resolve conflict and deal with emotional behavior. Examine how the concepts and strategies for improvement in work relationships might apply to your personal relationships.
  
- **LIFE AFTER OUTPLACEMENT, MODULES 1-5** – The following workshops consist of five 30-minute modules that cover a variety of options for life after being outplaced by your employer. You can choose to complete all five workshops to explore the widest range of possibilities or you can complete only those modules that pertain to you. The last module will enable you to create an action plan and put your planning into action.
  - **MODULE 1: INTRODUCTION AND INVESTIGATING JOBS AND CAREERS** – Discover your "dream" job and determine if it is realistic and attainable, especially in today's job market. Identify and clarify the objectives you need and want to achieve in your career. Are you looking for work in a similar field or in an entirely different field, work for recreation, work to give you time to explore opportunities, or work to build your resume? Learn about the best and worst careers for the future and the ten industries which are always likely to exist. Begin to assess whether education and/or training will be required for you to "land" the jobs and careers you want. Learn about the importance of assessing your financial requirements and what is reasonable to expect regarding pay in a new assignment.
  
  - **MODULE 2: STARTING YOUR OWN BUSINESS AND WORKING ALTERNATIVE EMPLOYMENT SCHEDULES** – Find out about the

best industries for starting a business in the current economy and the top twenty-five home-based businesses. Learn the critical trends and factors to consider when looking for work and starting a business. Become introduced to other resources for starting a business. The current job marketplace makes alternate work schedules, such as part-time, temporary, contract and seasonal work, more available and more attractive. Learn about each of these schedules as well as the best-paying and most popular jobs of each type.

- **MODULE 3: RETURNING TO SCHOOL** – Many people consider how returning to school might fit in their lives and, most importantly, improve their vocational futures. Find out how to determine the education you need for the jobs and careers you want. Get some critical advice about college loans that could protect your future. Consider how the alternate work schedules could support you returning to school.
  
- **MODULE 4: THE NEW RETIREMENT** – Find out how your retirement will likely be different from that of your parents and grandparents. Explore the role of work in retirement since, for most of us, there will be some work in our retirements. Learn what it takes to be not only retired but also retired and happy, and surprise, it is not just money! Rate yourself on the requirements for a successful retirement. Learn about the importance of education and training to prepare for and obtain part-time rather than full-time work in your retirement. Explore the impact of caring for children, grandchildren, and/or parents in your retirement.
  
- **MODULE 5: CREATING AN ACTION PLAN FOR YOUR LIFE** – Identify the steps you will take to understanding better the options you choose and to pursuing these options. If you completed even one of the four modules, Module 5 is a critical step toward planning your future, regardless of whether it is weeks, or months, or even years in the future. In this module, you will become even more specific and practical leaving the

module with actions you will take for success. Thinking about your future options is a critical first step, but creating a plan and enlisting the support of your Career Advisor to accomplish it will put you in good stead "just in case". Remember that the worst thing you can do about your future is nothing.

- **LIFE ENGAGEMENT: IT'S A BIG DEAL** – This workshop, "Life Engagement - It's a Big Deal!" consists of two modules and progresses from your understanding what it really means to being "engaged" in your work and outside of work life to identifying what you can actually do to become more "engaged". The term "engagement" has to do with your connections to your work, people in your life and work, and your feelings of satisfaction. An investment in these two 30-minute workshops can help you create and implement a plan for greater satisfaction and accomplishment.
  - **MODULE I** – The primary goal of this workshop is to introduce you to the concept of "engagement" and to increase your level of "engagement". So, what is "engagement"? It is your connection to the ideas, actions and people in your life.
  - **MODULE II** – In this part, you will explore in-depth the aspects of your life which can increase your level of "engagement". For example, you will examine the level of challenge and stimulation in your life and the way you collaborate with others. As you explore these and other "drivers" of "engagement", you will identify specific actions you can take to feel greater satisfaction and accomplishment. You will actually create a LEAP, Life Enhancement Action Plan. Maybe it's time you took the LEAP.
- **ORGANIZING YOUR LIFE PART I AND II** – Find the time you need to get everything done! Improve your ability to manage tasks by learning to prioritize goals and apply time management skills to every aspect of your life.
- **PERSONAL BRANDING: REPRESENTING YOUR OWN BEST ASSET – YOURSELF** – This workshop consists of two modules and in order to

gain the full benefits of the workshop, it is recommended that participants attend both sessions. These two powerful workshops help you differentiate yourself from your competition! Learn how to understand your strengths and true values, build your confidence, make others aware of your expertise, improve your perceived values in the marketplace and increase your earning potential.

- **MODULE I** – Module I will be an introduction to branding theory and the concepts central to personal branding. This workshop introduces participants to some of the most important and useful concepts and strategies for understanding branding and how corporate branding strategies gave birth to and have paved the way for personal branding.
  - **MODULE II** – Module II continues from the groundwork set in the first workshop where participants gained an understanding of branding philosophy. The second workshop moves on to personal-branding application, learning how to translate the earlier more-theoretical session into a practice that will be useful in setting and reaching personal and career goals.
- **SMART TALK: COMMUNICATING EFFECTIVELY** – What are you communicating by your tone of voice or your body language? Join this fun, interactive workshop to improve your communication, presentation, selling, and conflict-resolution skills and help to ensure that you're always sending the right message.
  - **SOCIAL NETWORKING: IT'S ABOUT BUSINESS, TOO** – This workshop will bring you up to speed on social networking, the pros and cons and how to manage the challenges associated with this new tool for job seekers. Learn how to navigate a rapidly changing space and sensibly discover where and how you can identify useful sites (Facebook, Twitter, etc.) and techniques for searching for a job and advancing your career. It will also help you understand that social networking is as much about what not to do as it is about what to do and how to manage and protect and enhance your number-one asset, your brand: yourself and your identity and your reputation.

- **STRATEGIES FOR RESOLVING CONFLICT CONSTRUCTIVELY** – Got conflict? Get better at dealing with it! This workshop consists of two modules. It is highly recommended that you complete not only Module 1 but also Module 2. Module 1 presents key concepts about conflict, including the reasons why conflict is so prevalent today, while Module 2 enables you to explore some high-impact steps and actions you can take to achieve better outcomes. These modules go beyond taking the "sting" out of conflict and, actually, enable you to become more constructive and feel more satisfied in dealing with conflict.