On-line access to contract 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.

**FSS Schedule Title:** Human Resources and Equal Employment Opportunity (EEO) Services  
**FSS Schedule Group and Part:** Industrial Group 738 Part X  
**Product Services Codes (PSC):** PSC R499  
**Special Item Number(s):** 595-21 Human Resource Services / Training  
**Special Item Number(s):** 595-28 Social Services, Professional Counseling and Veterans’ Readjustment & Behavioral Health Services

**Contractor:** Janus Associates, Inc. dba BHS  
6225 Smith Avenue, Suite 203  
Baltimore, MD 21209-3630  
PH: 443-738-0101  
Fax: 410-620-4305  
Website: www.BHSonline.com

**Contract Number:** GS-02F-023GA  
**Contract Period:** 02/02/2017 through 02/01/2022  
**Contract Administrator:** Dawn Motovidlak  
President and CEO  
PH: 443-738-0101  
Fax: 410-620-4305  
Email: dmotovidlak@BHSonline.com

**Business Size:** Women-owned Small Business

For more information on ordering form Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
ABOUT BHS

BHS is in the business of bettering lives. We transform organizations by empowering their people to achieve their fullest potential. When employees bring their best selves to work, organizations increase their ability to meet their performance goals.

With more than 35 years’ experience developing and executing work-based programs such as employee assistance, well-being, behavioral health, professional coaching and organizational development solutions, BHS has helped thousands of organizations drive employee engagement, increase productivity and improve health and safety in their workplaces.

BHS offers proactive and innovative tools and solutions across three pillars: for employees, for managers and supervisors, and for the organization. We recognize that each organization has different needs and a “one size fits all” solution rarely achieves the ideal outcomes an organization expects.

By choosing BHS as your workplace partner, we are confident you will see just how passionate we are about your people’s well-being and the success of your organization. Our hope is to work with you to tailor a program that exceeds your expectations. More so, we want to earn your trust as a workplace partner that supports your people, culture, health and safety initiatives.

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s):
541612HC Agency Human Capital Strategy, Policy and Operations
624SS Social Services, Professional Counseling and Veterans’ Readjustment & Behavioral Health Services

1b. Lowest Priced Items: See price lists beginning on Page 4

1c. Labor Category Descriptions: See service descriptions beginning on Page 4

2. Maximum order: $1,000,000

3. Minimum order: $100

4. Geographic coverage: 50 States, DC, Puerto Rico

5. Points of productions: Baltimore, MD

6. Discount from list prices: Prices include all discounts and are net price.
7. **Quantity Discounts:**
   - For Services and Training: $1M - $1.6M (per task order): 3%
   - Greater than $1.6M (per task order): 6%
   - For Work-Life Services: Volume discount of 1% PEPM over 100,000 employees

8. **Prompt payment terms:**
   - For Services and Training: 2% Net 30 days
   - For EAP Work-Life Services: 0% Net 30 days

9a. **Government purchase cards accepted at or below the micro-purchase threshold:** Government purchase cards are accepted for purchases equal to or less than the micro-purchase threshold ($3,000).

9b. **Government purchase cards accepted above the micro-purchase threshold:** Government purchase cards are accepted for purchases over the micro-purchase threshold ($3,000).

10. **Foreign items:** Not applicable

11a. **Time of delivery:** As specified in the Government customer task orders.

11b. **Expedited delivery:** Contact Contractor for negotiated expedited delivery.

11c. **Urgent requirements:** Contact Contractor for faster delivery or rush requirements.

12. **F.O.B. point:** Destination

13a. **Ordering address:** Janus Associates, Inc. dba BHS
    6225 Smith Avenue, Suite 203
    Baltimore, MD 21209-3630
    PH: 443-738-0101
    Fax: 410-620-4305

13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blank Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment address:** Janus Associates, Inc. dba BHS
    6225 Smith Avenue, Suite 203
    Baltimore, MD 21209-3630

15. **Warranty provision:** Not applicable
16. **Export packing charges**: Not applicable

17. **Terms and conditions of Government purchase card acceptance**: No discount offered

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 list and discounts**: Not applicable

20a. **Terms and conditions of any other services**: Not applicable

21. **List of services and distribution points**: Not applicable

22. **List of participating dealers**: Not applicable

23. **Preventative maintenance**: Not applicable

24a. **Special attributes**: Not applicable

24b. **Section 508 Compliance**: The EIT standards can be found at www.section508.gov

25. **Data Universal System (DUNS) number**: 62-171-3171

26. **Central Contractor Registration database**: Registered. CAGE Code: 1WJR9
624SS Social Services, Professional Counseling and Veterans' Readjustment and Behavioral Health Services

EAP and Work-Life Program

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Unit</th>
<th>3-EAP Sessions</th>
<th>5-EAP Sessions</th>
<th>6-EAP Sessions</th>
<th>8-EAP Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (100-499 employees)</td>
<td>PEPM</td>
<td>$1.53</td>
<td>$1.84</td>
<td>$2.02</td>
<td>$2.20</td>
</tr>
<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (500-999 employees)</td>
<td>PEPM</td>
<td>$1.25</td>
<td>$1.56</td>
<td>$1.73</td>
<td>$1.91</td>
</tr>
<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (1,000-4,999 employees)</td>
<td>PEPM</td>
<td>$1.14</td>
<td>$1.46</td>
<td>$1.62</td>
<td>$1.81</td>
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<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (5,000-9,999 employees)</td>
<td>PEPM</td>
<td>$1.06</td>
<td>$1.37</td>
<td>$1.53</td>
<td>$1.73</td>
</tr>
<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (10,000-24,999 employees)</td>
<td>PEPM</td>
<td>$1.00</td>
<td>$1.31</td>
<td>$1.47</td>
<td>$1.67</td>
</tr>
<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (25,000-49,999 employees)</td>
<td>PEPM</td>
<td>$0.94</td>
<td>$1.25</td>
<td>$1.42</td>
<td>$1.61</td>
</tr>
<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (50,000-99,999 employees)</td>
<td>PEPM</td>
<td>$0.88</td>
<td>$1.19</td>
<td>$1.36</td>
<td>$1.55</td>
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<tr>
<td>595-28</td>
<td>EAP and Work-Life Program (100,000+ employees)</td>
<td>PEPM</td>
<td>$0.82</td>
<td>$1.14</td>
<td>$1.30</td>
<td>$1.49</td>
</tr>
</tbody>
</table>

*BHS’ best value EAP and Work-Life Program is available for the per employee per month (pepm) fee and includes the number of EAP sessions selected in the chart above and all other services described in the EAP and Work-Life Program Services section of this catalog.

Other Behavioral Health and Employee/Workplace Support Services

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Unit</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>595-28</td>
<td>Critical Incident or Disruptive Event Response</td>
<td>Per Hour</td>
<td>$342.07</td>
</tr>
<tr>
<td>595-28</td>
<td>Substance Abuse Professional (SAP) Services for Department of Transportation (DOT) SAP cases on an as needed, fee-for-service basis</td>
<td>Per Case</td>
<td>$879.60</td>
</tr>
<tr>
<td>595-28</td>
<td>Coaching/Consultation/Counseling and Care Coordination for Behavioral Health or Well-Being needs– telephonic, video or face-to-face</td>
<td>Per Hour</td>
<td>$122.17</td>
</tr>
<tr>
<td>SIN</td>
<td>Description</td>
<td>Unit</td>
<td>Rate</td>
</tr>
<tr>
<td>------</td>
<td>-----------------------------------------------------------------------------</td>
<td>------------</td>
<td>--------</td>
</tr>
<tr>
<td>595-28</td>
<td><strong>Education Booths: Health Promotion</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>595-28</td>
<td><strong>Education Booth Coordination Services</strong> – facilitating provider and client services such as scheduling; locating resources and materials for booth; tracking communications and providing customer feedback</td>
<td>Per Hour</td>
<td>$146.60</td>
</tr>
<tr>
<td>595-28</td>
<td><strong>Education Booths</strong> – manning booths, minimum 2-hours on-site per event</td>
<td>Per Hour</td>
<td>$122.17</td>
</tr>
<tr>
<td>595-28</td>
<td><strong>Special Screening Booths</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>595-28</td>
<td>Biometric screening (30-person minimum)</td>
<td>Per Hour</td>
<td>$53.75</td>
</tr>
<tr>
<td>595-28</td>
<td>Flu shots (30-person minimum)</td>
<td></td>
<td>$29.32</td>
</tr>
<tr>
<td>595-28</td>
<td>Healthy Cooking Demonstration</td>
<td></td>
<td>$342.07</td>
</tr>
<tr>
<td>595-28</td>
<td>Healthy Smoothie Demonstration</td>
<td></td>
<td>$342.07</td>
</tr>
<tr>
<td>595-28</td>
<td>Healthy Trail Mix Demonstration</td>
<td></td>
<td>$293.20</td>
</tr>
<tr>
<td>595-28</td>
<td>Hydration Station</td>
<td></td>
<td>$293.20</td>
</tr>
<tr>
<td>595-28</td>
<td><strong>Fitness Classes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>595-28</td>
<td>One-time fitness class</td>
<td>Per</td>
<td>$146.60</td>
</tr>
<tr>
<td>595-28</td>
<td>Eight-week series fitness class</td>
<td>Per</td>
<td>$122.17</td>
</tr>
<tr>
<td>595-28</td>
<td>Fitness Class Coordination – facilitating provider and client fitness classes such as finding suitable instructors; scheduling with instructor and the customer; customer feedback, follow up and tracking.</td>
<td>Per Hour</td>
<td>$146.60</td>
</tr>
<tr>
<td>595-28</td>
<td><strong>Health &amp; Wellness Training</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>595-28</td>
<td>Health &amp; Wellness Training</td>
<td>Per course, per location, per provider</td>
<td>$390.93</td>
</tr>
</tbody>
</table>

**541612HC Agency Human Capital Strategy, Policy and Operations**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Unit</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>595-21</td>
<td><strong>Organizational Development Training Services Delivery</strong> (On-site hours)</td>
<td>Per Hour</td>
<td>$271.03</td>
</tr>
<tr>
<td>SIN</td>
<td>Description</td>
<td>Unit</td>
<td>Rate</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>595-21</td>
<td>Organizational Development Training Consultation, Customization, Coordination, Preparation, Follow Up, and Reporting &amp; Admin Time</td>
<td>Per Hour</td>
<td>$122.92</td>
</tr>
<tr>
<td>595-21</td>
<td>Customized HR Organizational &amp; Team Development Training</td>
<td>Per Hour</td>
<td>$271.03</td>
</tr>
<tr>
<td>595-21</td>
<td>Off-the-Shelf Learning and Development Services Training</td>
<td>Per course, per location, per provider</td>
<td>$390.93</td>
</tr>
<tr>
<td>595-21</td>
<td>Training Customization</td>
<td>Per Hour</td>
<td>$146.60</td>
</tr>
<tr>
<td>595-21</td>
<td>DOT Compliant Drug Free Workplace Training</td>
<td>Per course, per location, per provider</td>
<td>$586.40</td>
</tr>
</tbody>
</table>

**EAP and Work-Life Program Services**

All services described below are included in the per employee per month (pepm) indicated in the rate schedule. The pem covers all employees, their household members and dependents (participants). EAP and/or Work-Life Programs can also be customized by adding or eliminating service components. Rates will be adjusted accordingly.

**Service Access**

Participants have 24/7/365 telephonic access to EAP and Work-Life services. Additionally, for non-emergent issues, participants may contact us through our live chat feature via our website, by email or by completing an online service request form. BHS provides TTY access for participants with hearing loss and can accommodate participants with special needs or physical disabilities. BHS can accommodate over 240 languages and special requests for an EAP counselor of a specific gender, race, ethnicity, religion or cultural background.

**In-the-Moment Support, Crisis Counseling and Emergency Services**

A master’s level EAP counselor is available anytime during the initial call or throughout the EAP process to provide crisis counseling or in-the-moment support for individuals who just need a compassionate ear, inspiration or guidance on how to handle a stressful situation.

All participants requesting emergency EAP services or who are assessed as having an emergency receive immediate support. BHS defines an emergency as a potential threat to the safety of self or others. Due to the nature and frequency of emergent calls, a Clinical Supervisor is always available to coordinate an emergency response. The assigned BHS intake coordinator gathers pertinent information and if the participant is in imminent danger, immediately notifies a Clinical Supervisor of the situation. The intake coordinator remains on the line and works to stabilize the participant as the Clinical Supervisor mobilizes the
appropriate crisis response from the proper authorities. After the arrival of the response team and the situation has been stabilized, the intake coordinator confirms the participant is safe and coordinates a follow up, face-to-face intervention that same day unless medical attention is required.

**Telephonic Intake and Assessment**

When a participant calls BHS to access EAP or work-life services, he/she will undergo a conversational intake and assessment process, conducted by an EAP Intake Coordinator. The central function of the intake and assessment is to:

1. Evaluate the urgency of the situation and risk level of the participant
2. Understand the participant’s presenting problem and uncover any additional issues which may be fueling or resulting from the presenting problem
3. Establish a positive alliance and rapport with the participant
4. Gather data in order to determine the right course of action for the participant.

Upon completion of the assessment, the Intake Coordinator utilizes the evaluation content to develop recommendations for effective intervention to address each of the participant’s identified problems. The right course of action may include one or more of the following program services:

- In-the-moment support or crisis counseling provided by a master’s level EAP counselor with ongoing follow up
- An appointment with a telephonic, face-to-face or virtual EAP counselor for short-term support or problem-solving sessions
- Benefit navigation and referrals to medical care or specialized treatment provided by a qualified community resource along with ongoing support and follow up
- An appointment with a local face-to-face or virtual EAP counselor to conduct a further assessment to confirm the right course of action
- A referral to any available work-life services or other employer sponsored programs or benefits with ongoing follow up

**Access to BHS’ EAP Provider Network**

BHS maintains a network of 60,000 providers throughout the U.S. and more than 20,000 globally. All network EAP providers must meet the following criteria:

- A master’s degree or higher from an accredited college or university recognized by the corresponding professional association in a clinical mental health field
- Licensed or certified at the highest level of practice with no restrictions
- Minimum of three (3) years full-time post-graduate clinical experience in the assessment and brief intervention of mental health and chemical dependency services
- Maintain individual professional liability coverage of $1 million/$3 million
Two years’ experience of half-time or greater providing EAP assessment, short-term problem-solving and referral services

EAP Assessment
The initial 1-2 EAP sessions are typically used for a comprehensive psychosocial assessment. The EAP counselor carefully screens for, reviews and considers the following:

- The nature, extent and duration of the participant’s problem(s)
- The participant’s overall functioning over the previous year
- The extent to which the problem(s) impact the participant’s daily functioning along both personal and occupational dimension
- The potential negative impact, risk or liability to the participant’s employer
- The presence of any emergent clinical conditions or symptoms (e.g., suicidal/ homicidal ideation and/or intent)
- The participant’s control over his/her impulses
- The presence, evidence, extent and impact of substance abuse/chemical dependency conditions
- The presence of sleep or eating disorders
- The presence of significant psychiatric impairment (e.g., psychosis or other thought disorder)
- The presence of environmental problems and social service needs (e.g., housing, financial difficulties, domestic violence)
- The participant’s social support system
- The participant’s motivation to seek assistance and follow through with recommendations
- The presence of specific clinical disorders generally requiring specialized medical attention, long-term treatment or specialized treatment (e.g. EMDR, hypnotherapy, ECT, TMS, etc.)

The EAP counselor may use as many sessions as are necessary up to the number available (as selected by the agency) in order to assess the participant’s needs and determine the most appropriate recommendation and the best course of action for the participant.

Short-Term, Problem-Solving Sessions
If after the assessment it is determined the issue can be resolved within the remaining EAP sessions (session model is selected by the agency), the counselor will work with the participant until the issue is resolved or until the participant has made appropriate progress. BHS provides a full range of support for short-term needs including:

- Family problems
- Marital or relationship issues
- Drug/alcohol abuse and dependency
- Concerns about the substance abuse of a loved one
- Depression
- Anxiety
- Stress/tension
- Anger management
- Grief and loss
• Parenting challenges
• Concern about the health or care of a loved one
• Personal, school or work-related stress
• Trauma
• Performance issues

• Gender identity
• Inter-personal concerns
• Time management
• Organizational skill needs
• Work-life balance
• Focus and concentration concerns

Referral Services
If following the assessment, or at any time during short-term problem-solving sessions, it is determined the participant requires medical care, specialized treatment, long-term care for a chronic issue or support services such as social services or self-help groups, BHS will provide referrals to appropriate, screened and qualified resources. When referrals are made, it is BHS’ standard practice to provide the participant with a choice of at least three (3) screened and qualified resources. In providing these referrals, BHS makes it clear that BHS and their employer are not responsible for the quality of services rendered by the resources identified. The decision whether to utilize a resource identified by BHS rests solely on the participant. The participant will also be made aware of the cost of selected resources and that payment is the obligation of the participant or the participant’s health insurance company.

Follow Up for EAP and Work-Life Cases
For low-risk EAP cases, BHS follows up with the participant and the provider after the first session and after the final session. If the participant is assessed and requires referrals, BHS will follow up with the participant after their first session with the treatment provider to ensure satisfaction with the resources.

For high-risk EAP cases and EAP cases referred by a supervisor, BHS will follow up with the participant, the EAP provider and the referring supervisor (when applicable) after each session. If the participant is assessed and requires referrals, BHS will follow up after the first session and on an as needed basis, but at least monthly, to discuss the treatment plan, the anticipated timeline for progress, compliance to recommendations, the need for additional services, discharge, return to work and aftercare planning. BHS supports and coordinates any identified needs and follows up for a minimum of one (1) year or until all parties agree the participant’s issue has resolved or the participant has made appropriate progress.

For work-life cases, BHS follows up within 1 week of the time of the participant’s initial request to ensure satisfaction with the legal, financial, childcare or eldercare resources and/or referrals provided.

Legal Consultation and Referrals
Upon contacting BHS, an assessment will be conducted to determine if there are any issues fueling or resulting from the participant’s presenting legal issue. Once BHS determines how we can best support the participant’s legal needs, we will assist the participant in preparing for his or her consultation with an attorney. Once the participant is prepared, the participant is warm transferred to a work-life specialist who will research, screen and qualify the necessary resources to assist the participant. Within three (3) business days, unless it’s an emergency, a referral for an appropriate attorney who has availability within the next 5-7
days is provided to the participant. The free, 30-minute consultation can be telephonic or face-to-face. If after his or her consultation, the participant wants representation from the attorney on an ongoing basis, the attorney’s hourly rates will be offered at a 25 percent discount. Common legal issues covered include:

- Adoption and guardianship
- Advice on small claims court
- Advice, consultation and representation for contracts, incorporation or partnerships
- Assistance in the acquisition or sale of real property
- Bankruptcy representation and defense of lending related legal issues
- Criminal matters
- Custody and support matters
- Divorce, separation and annulment issues
- Domestic or family law issues
- Estate planning law
- Lease and rental agreements
- Name changes
- Property boundary disputes
- Warranty and other consumer product matter
- Businesses and corporations
- Debt and bankruptcy
- Lawsuits and mediations
- Cars and tickets
- Real estate
- Caring for children
- Divorce and child custody
- Wills and estates
- Internet law
- Neighbors and pets
- Marriage and living together
- Landlords and tenants
- Patents and trade secrets
- Personal injury

Please note BHS does not assist with any legal issues involving an employer.

Financial Consultation and Counseling
With the financial benefit, participants will enjoy unlimited and free telephonic financial counseling, information and education. Upon contacting BHS, an assessment will be conducted to determine if there are any issues fueling or resulting from the participant’s presenting financial issue. Once BHS has fully assessed the participant’s needs, we will provide the participant with a basic overview of the financial service and resources typically available. The participant will then be connected to a financial counselor, who will fully explore the financial goals of the participant. The participant may work telephonically with his or her assigned financial counselor on the identified financial situation or goals. Financial counseling is available on an unlimited basis for a three-month period. Common financial issues covered include:

- Budgeting
- Debt management
- College funding
- Life insurance needs
- Credit counseling
- Debt consolidation
- Tax preparation and consultation
- Purchasing a vehicle
- Banking and credit
- Calculators
- Estate and retirement planning
- Debt management
- Education and college funding
- Credit counseling
Childcare Resources and Referrals
Upon contacting BHS, an assessment will be conducted to determine if there are any issues fueling or resulting from the participant’s presenting childcare need. Once the participant’s needs have been fully assessed, BHS will provide the participant the necessary resources and referrals or will connect the participant to a childcare specialist to assist with further research, screening and qualifying resources and referrals. Within three (3) days from the initial request, the participant receives a minimum of three (3) resources and/or referrals, when available. Common childcare needs include:

- Preschool/nursery schools
- Before- and after-school programs
- Childcare centers and in-home care
- Baby-sitting agencies
- Nanny agencies
- Corporate daycare centers
- Summer programs
- Special needs programs
- Emergency/temporary care
- Family childcare homes

Eldercare Resources and Referrals
Upon contacting BHS, an assessment will be conducted to determine if there are any issues fueling or resulting from the participant’s presenting eldercare need. Once the participant’s needs have been fully assessed, BHS will provide the participant the necessary resources and referrals or will connect the participant to a specialist to assist with further research, screening and qualifying resources and referrals. Within three (3) days from the initial request, the participant receives a minimum of three (3) resources and/or referrals, when available. Common eldercare needs include:

- Nursing homes
- Assisted living facilities
- Continuing care
- Home health care
- Long distance caregiving
- Medicare and Medicaid
- Supplemental insurance
- Hospice
- Case management services
- Adult care assessments
- Independent/senior housing
- Subsidized housing
- Residential care
- Nutrition services
- Rehabilitation services
- Respite care
- Senior citizen centers
- Intermediate care facilities
- Meals on Wheels
- Transportation services

Online EAP and Work-Life Resources
The BHS app and MyBHS web-portal offers unlimited access from a PC or any mobile device to more than 500,000 tools and resources on a variety of well-being and skill-building topics. Online services include:
Unlimited Management Consultation and Support

BHS will provide unlimited telephonic consultation to assist management and supervisors in identifying, confronting and moving problem situations to a positive resolution. Consultative services are available 24 hours a day, 7 days a week. Our Management Consultants specialize in helping supervisors define their challenging situations in manageable terms and focus on problem-solving techniques. Not only does BHS provide services regarding employee concerns, but on problematic trends identified in a work group or throughout the entire organization as well. BHS consults not just when there is a problem, but when there is an opportunity to prevent problems from occurring.

Should BHS recommend a manager or supervisor formally refer an employee to the EAP, BHS will encourage documentation of the referral and coach the supervisor through the referral process. Whenever possible, BHS encourages supervisors to consult with the EAP and other internal resources early in the problem-identification process prior to the actual referral.

EAP Management Referrals, Compliance Monitoring and Reporting

When a referral is made to the EAP by a manager, BHS follows the standard practice of requesting the participant sign a release of information, so BHS may communicate the participant’s progress and compliance with recommendations to the referring manager. In compliance with privacy and confidentiality requirements, communication with the manager is limited to the content identified in the signed release. BHS encourages performance/management consultation before the actual referral. Such a practice facilitates an effective management referral, compliance monitoring and reporting process.

EAP and Work-Life Program Management

A dedicated program manager will be assigned to the agency to:

- Understand the organization’s needs, culture, expectations, challenges and goals related the EAP
- Oversee an effective transition from the previous vendor
- Ensure the program is implemented and managed per the agency’s expectations
- Serve as the day-to-day point of contact for program administration
- Ensure the EAP is adequately promoted and provide promotional materials and campaigns as needed
- Provide high-level consultation on crisis situations or other concerns impacting the agency
• Coordinate all requests for on-site events and activities
• Monitor trends, provide innovative solutions to combat negative trends and ensure optimal utilization of program services
• Meet with key officials on a regular basis to discuss evolving needs and evaluate the delivery of EAP and work-life services
• Review and analyze program utilization data and deliver reports outlining program impact and trends
• Offer regular consultation, ongoing program review, troubleshooting and creative, strategic consultation
• Provide ongoing program evaluation and make suggestions/recommendations for program enhancement

Employee and Supervisor Orientations
The employee orientation is designed to educate employees on the services available to them. The orientation provides an overview of all available resources, reminds participants the service is free and confidential, describes common reasons for accessing services and explains frequently asked questions regarding what happens when participants contact the EAP.

The supervisor orientation includes all information in the employee orientation as well as educates supervisors on how to most effectively use the EAP as a management tool. Because supervisors are positioned to notice early warning signs of trouble, they are taught how to recognize these signs and suggest the EAP early and proactively.

Program Promotional Materials and Other Engaging Tools
BHS will provide a wide variety of electronic and print-ready promotional materials to ensure the program stays fresh and employees stay engaged. Examples include:

• An announcement letter or email with program details
• A summary of services flyer
• Electronic wallet cards
• On-demand, online EAP orientation in your MyBHS portal
• Monthly newsletter for all employees and supervisors submitted electronically
• Monthly service promotions and corresponding activities
• Monthly webinars on a variety of well-being topics
• Electronic flyers and posters to promote EAP and work-life services
• Special announcements and crisis communications when needed

Quarterly Program Reporting
BHS will monitor utilization and analyze data to identify workplace trends. BHS will produce impact and utilization reports which will summarize program activities, overall program utilization, demographics, outcomes and insights. BHS annual reporting will be delivered with an executive summary illustrating key
findings and recommendations. In addition, BHS will deliver an annual report of satisfaction survey results and solutions for quality improvement. These reports are also available as needed. BHS utilization reports and satisfaction surveys are developed and submitted in a way that the individual identity of all participants is protected.

**Café Series - Monthly Training**

BHS will provide a webinar on a different well-being, work-life or skill-building topics each month. In addition, we archive previous Café Series webinars to allow on-demand and unlimited access to presentations on approximately 80 topics.

**The BHS Training Center**

The BHS Training Center contains an extensive array of approximately 100 training courses. Each course is self-paced, takes approximately 45 to 60 minutes to complete, is fully tracked, and concludes with a custom completion certificate. Some courses include interactive exercises, knowledge assessments and audio. This library is always expanding. Popular topics include:

- Basics of Effective Communication
- Conflict Resolution
- Communication Strategies
- Dealing with Difficult Customers
- Interpersonal Skills
- Time Management
- Applying Emotional Intelligence in the Workplace
- Becoming an Effective Team Member
- Civility in The Workplace
- Attention Management
- Managing Negative People
- Appreciating Personal Differences
- Succeeding as a Supervisor
- Leading Effective Teams
- Motivating Employees
- Delegating
- Managing Stress
- Providing Effective Feedback
- Recognizing and Avoiding Burnout
- Achieving Personal Goals
- Improving Mindfulness
- Increasing Self-Awareness
- Workplace Diversity
- Managing Change
- Recognizing and Managing Anger

**On-site Counseling, Training and Other Events**

All agencies with BHS EAP and Work-Life services will receive our discounted rates for all on-site services. BHS offers health education booths, special screening booths, fitness classes, health and wellness training and a rich library of off-the-shelf learning and development workshops on a variety of well-being, management, leadership, skill-building and compliance topics such as: Managing Difficult Conversations, Managing Conflict, Appropriately Confronting Performance Issues, Effective Communication and Time Management. In addition, BHS Organizational Development team can customize one of our existing trainings or develop a special training to meet specific agency goals and objectives.
BHS provides on-site support in the event of a crisis, an unexpected incident or announcement and can help participants overcome obstacles, stay focused and achieve success. BHS can provide defusings, debriefings, one-on-one support, grief groups, support groups and on-site counseling on an as needed or regularly scheduled basis.

Other Behavioral Health and Employee/Workplace Support Services

Critical Incident or Disruptive Event Response

The dedicated program management team will provide unlimited, expert consultation to mitigate the impact of traumatic or disturbing events that affect staff. BHS is accessible via our toll-free number and available 24 hours a day, 7 days a week to respond to any work-based critical incident or traumatic event.

BHS’ first priority is to offer as needed consultation to the organization to determine the most appropriate response. BHS’ policy is to also notify all members of your program management team of any crisis or emergent situations.

At the same time, BHS requires the call center prepare themselves with incident-appropriate resources to quickly support participants who may contact the EAP as a result of the incident. BHS ensures any on-site services are delivered by team members trained in crisis management, who have been fully briefed on the organization’s needs, culture, policies and expectations.

Depending on the incident in question, BHS will provide the most clinically appropriate solution. This can range from anything up to and including:

- Sending tip sheets to the point of contact for immediate assistance in handling a crisis
- Providing support for and/or drafting communication on behalf of the point of contact to inform employees about the incident
- Developing strategies and content for dealing with the media, such as press releases, press conferences or general talking points
- Offering on-site support to the organization during a press event or press conference
- Providing defusing, debriefing grief groups or counselor chat sessions on-site or via secure video conferencing, if appropriate
- Providing ongoing support and follow up to our point of contact(s) and/or supervisors, providing them with the resources they need to process their own emotions while still serving as a pillar of support for their employees
- With their permission, BHS is available to provide outreach calls to employees specifically impacted and will provide as needed support and follow up with them

Regardless of the nature of the event, the goal of BHS Critical Incident and Disruptive Event Response services is always the same – to provide comprehensive and customized support that will minimize the immediate and long-term effects of the incident or event on the employees and the organization overall.
Substance Abuse Professional (SAP) Services
CFR 49, Part 40 compliant SAP evaluation and case management services are delivered by qualified SAPs. Cases include:

- List of qualified SAPs provided to the participant on behalf of the employer
- Dedicated case management to guide the Dedicated Employer Representative (DER) and participant throughout the entire SAP process
- Initial and follow up SAP evaluation
- Customized referral letter, violation letter and rehabilitation agreement
- Continual treatment monitoring and compliance reporting
- Aftercare and follow up testing recommendations
- Paper trail documentation consisting of all contacts with the participant, SAP, treatment/education center(s), test site(s), supervisor and the DER

Coaching/Consultation/Counseling and Care Coordination Services
BHS has built a unique solution to support individuals in achieving their overall behavioral health and well-being goals while improving their safety, productivity and overall satisfaction at work. This personalized and fresh approach to traditional behavioral health and wellness coaching helps individuals tackle their biggest obstacles and guides them through surviving to thriving at work and in life. BHS assigns a dedicated, personal advocate for each participant to provide action planning, goal setting, inspiration and ongoing guidance and encouragement from a behavioral perspective. The advocate navigates through and removes barriers to accessing existing agency programs, resources and benefits when necessary.

Education Booths
BHS provides a variety of education booth options to make your next on-site event a success. Education booths are staffed by qualified educators. BHS coordinates and provides all promotional materials and equipment based on the selected theme.

Education booths available:

- Alcohol Awareness Googles
- Brain Fitness
- Breast Cancer Awareness
- Deskercise!
- Diabetes Awareness
- Heart Health Awareness
- Men’s Health
- Mental Health Awareness
- Nutrition
- Overcoming Stress
- Planting an Office Container Garden
- Skin Cancer Awareness
- Sleep Habits
- Suicide Prevention
- Tobacco Use Awareness
- Weight Management
- Well-Being Wheel
- Women’s Health
Special Screening Booths
BHS provides a variety of special screening booth options to make your next on-site event a success. Screening booths are staffed by qualified screening professionals and are designed to increase health awareness and promote healthy lifestyles. BHS coordinates and provides all promotional materials and equipment based on the selected theme.

Fitness Classes
Fitness classes are available as an individual class or an 8-week class series. Participants should dress in workout-friendly attire. All participants are required to sign a waiver for all classes.

Fitness classes available:

- Abs, Core and More
- Boot Camp
- Cardio (light or extreme)
- Cize
- Combat Cardio/Kickboxing
- Insanity
- Introduction to Pilates
- Mixxedfit
- Personal Training Group
- PiYo
- Relaxation and Meditation
- Sculpt and Tone
- Strong by Zumba
- Yoga
- Zumba

Health & Wellness Training
BHS offers a comprehensive library of health and wellness training solutions. These training solutions include an array of health and wellness topics, including:

- Back in Shape – Balancing Demands
- Boosting Your Immune System
- Brain Health
- Breast Cancer Awareness
- Cholesterol – The Good, The Bad and The Strategies You Need
- Detoxification
- Diabetes and Heart Health Connection
- Diabetes Awareness
- Dining Out the Healthy Way
- Do Diet Foods Really Work?
- Fighting Office Aches and Pains
- Fitness Without a Gym
- Fitting in Fitness
- Fundamentals of Flexibility
- Getting Fit at the Office
- Healthy Eating Around the Holidays
- Healthy Eating on a Budget
- Healthy Hearts
- Managing Sugar Cravings
- Master Meal Planner
- Meditation and Relaxation
- Men’s Health
- Mental Health Awareness and Suicide Prevention
- Mind-Body Connection
- Mood and Food
- Nicotine Addiction
- Nutrition 101
- Nutrition During Pregnancy
Organizational Development and Training Services

BHS offers a comprehensive library of training solutions to further help your organization develop a highly engaged and skilled workforce. Our cost-effective training solutions include an array of personal and professional development and human resources topics.

Customized HR Organizational & Team Development Training

The following customized HR organizational and team development trainings are available:

- Change Management
- Conflict Resolution
- Corporate Culture
- Climate Surveys
- Diversity and Multiculturalism
- Effective Communication
- Employee Engagement
- Executive, Leadership and Management Coaching
- Exit Interviews
- Leadership Development
- Retreat Development and Facilitation
- Supervisory Development
- Work-Life Balance

Off-the-Shelf Learning and Development Services Training

Personal Development Training

The following off-the-shelf personal development trainings are available:

- Bullying at Work
- Caregiver Support
- Creating Work-Life Balance
- Effective Communication – Healthy Habits for Well-Being
- Financial Planning 101
- Finding Happiness in a Busy World
- Habits are Hard to Break (Part I)
- Habits are Hard to Break (Part II)
- Investing 101
- Master Your Spending
- Organizing Your Space
- Planning Your Child’s Summer
- Preventing Burnout
The Sandwich Generation

The Struggle is Real – Strategies for Time Management

Professional Development Training
The following off-the-shelf professional development trainings are available:

• Basic De-escalation
• Best Practices for Meeting Note Taking
• Building a Respectful Workplace
• Building Motivation and Morale in the Workplace
• Coping with Stress at Work for Employees
• Coping with Stress at Work for Supervisors
• Drug-Free Workplace Training for Employees
• Drug-Free Workplace Training for Supervisors
• Effective Communication – Adapting an Assertive Approach
• Employee Engagement Matters
• Employee Well-Being
• Five Generations in One Workplace
• Inspiring Others – Building a Positive Work Culture
• Managing Change in the Workplace
• Managing Conflict in the Workplace
• Managing Difficult Decisions in the Workplace
• Managing Diversity in the Workplace
• Preventing Sexual Harassment in the Workplace
• Preventing Violence in the Workplace – A Guide for Managers and Employees
• Providing Excellent Customer Service
• Recharge for a More Productive You
• Running an Effective Meeting
• Supervisor Toolkit

HR Compliance Training
The following off-the-shelf HR compliance trainings are available:

• Drug-Free Workplace Training
• Managing Conflict in the Workplace
• Managing Diversity in the Workplace
• Preventing Sexual Harassment in the Workplace

DOT Compliant Drug Free Workplace Training
Department of Transportation (DOT) Compliant Drug Free Workplace training requires a consultation prior to scheduling. A BHS review of your organization’s substance abuse policies is required.

• DOT Drug and Alcohol Training for Employees
• DOT Drug and Alcohol Training for Supervisors
• Preventing Sexual Harassment in the Workplace
• Preventing Violence in the Workplace