



## General Services Administration Federal Supply Service

### Authorized Federal Supply Schedule Price List

Online 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: <http://www.fss.gsa.gov>.

### Human Resource and EEO Services

Schedule 738x Refresh 2

FSC Group 874

SIN 595-21

subSIN G Employee Assistance

### Contract Number: GS-15F-0015M

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>

**Contract Period:** November 1, 2005—October 1, 2010

**Contractor:** The Sand Creek Group, Ltd.  
610 North Main St., Suite 200  
Stillwater, MN 55082  
Tel: (651) 430-3383  
Fax: (651) 430-9753  
E-mail: [info@sandcreekeap.com](mailto:info@sandcreekeap.com)

**Point-of-Contact:** Gretchen M. Stein, Ph.D., CEAP  
Contract Administrator  
[gretchens@sandcreekeap.com](mailto:gretchens@sandcreekeap.com)

**Business Size:** Small, Woman-owned



## Customer Information

Contract No.: GS-15F-0015M  
 Taxpayer ID No.: 41-1776423  
 Cage No.: 03657

1.a.	SIN	SUBSIN	Services	Schedule
1.b.	595-21	G	Employee Assistance	738x Refresh 2

- 2. Maximum Order \$1,000,000.00
- 3. Minimum Order \$1,000.00
- 4. Geographic Coverage National and International
- 5. Production Point The Sand Creek Group, Ltd.  
Stillwater, MN 55082
- 6. Discount from List Price shown herein are net (discount deducted)
- 7. Quantity Discount N/A
- 8. Prompt Payment Terms Net 30 days
- 9. Government Credit Card is accepted for orders below micro purchase threshold Yes
- 10. Foreign Items N/A
- 11. Delivery Time Will adhere to Purchasers Delivery Schudule
- 12. FOB Point Destination
- 13. Ordering Address The Sand Creek Group, Ltd.  
610 North Main, Suite 200  
Stillwater, MN 55082  
Telephone: 1-800-632-7643  
Fax: 1-651-430-9753

Order Procedures: For the ordering procedures, services and materials, information on Blanket Purchase Agreements (BPAs) and a sample BPA please go to [www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules).

Continued from previous page

## Customer Information

14. Payment Address	The Sand Creek Group, Ltd. 610 North Main, Suite 200 Stillwater, MN 55082
15. Warranty Provision	N/A
16. Export Packing Charges	N/A
17. Terms and Conditions of Government Card Acceptance	None
18. Terms and Conditions of Rental Maintenance, and Repair	N/A
19. Terms and Conditions of Installation	N/A
20 a. Terms and Conditions of Repair Parts	N/A
20 b. Terms and Conditions of Other Services	N/A
21. List of Services and Distribution Points	N/A
22. List of Participating Dealers	N/A
23. Preventive Maintenance	N/A
24. Year 2000 (Y2K) Compliant	Yes
25. Environmental Attributes	N/A
26. Data Universal Number System	84-875-4214
27. Notification Regarding Registration in Central Contractor (CCR) Database	Yes

## About The Sand Creek Group, Ltd.

The Sand Creek Group, Ltd. is a privately held, woman owned, small business with corporate headquarters on the banks of the beautiful St. Croix River in Stillwater, Minnesota. The Sand Creek Group, Ltd. designs, administers, and delivers innovative behavioral health care systems locally, regionally, nationally and internationally.

Incorporated in February of 1994, this successful business brings together the experience and integrity of experts in the fields of employee assistance, mental health, chemical dependency, trauma response and human resource management. The Sand Creek Group is a growing organization dedicated to innovative workplace programming with the highest attention given to customer satisfaction and service. We currently serve over 250,000 employees and their dependents with employee assistance counseling, organization development consultation, work/life programs, workplace wellness and critical incident stress management and training services.

The Sand Creek Group is a women owned, small business and a Minnesota Targeted Group Business. The Sand Creek Group is owned, controlled and operated by its' President and Chief Executive Officer, Gretchen M. Stein, Ph.D., CEAP and its' Chief Financial Officer, Joan E. Sirotiak, MA, CEAP.

### **PAST PERFORMANCE**

The Sand Creek Group specializes in Employee Assistance services to government employees. We hold contracts for Employee Assistance Services with the following federal customers:

- **General Services Administration, Federal Supply Service**, Human Resource & EEO Services, Schedule 738X Refresh 2, FSC Group 874, SIN 595-21, SubSin G-Employee Assistance.
- **Executive Office of the President of the United States** including The White House Office, Office of the Vice President, Council of Environmental Quality, Office of Administration, Office of Management & Budget, Council of Economic Advisors, National Security Council, Office of National Drug Control Policy, Office of Policy Development, Office of Science & Technology Policy, Office of US Trade Representative and the Presidents Foreign Intelligence Advisory Board.
- **United States Department of Agriculture, Forest Service Region 1** including 14 National Forests and Grasslands, The Aerial Fire Depot, Regional Office, Law Enforcement and Investigation and two job corps units.
- **United States Department of Agriculture, Forest Service Region 9** including 15 National Forests and Grasslands, the Regional Office, Forest Products Laboratories, North Central Forest Experiment Station, Interagency Fire Center, Northeastern Forest Experiment Station and Northeastern Area State and Private Forestry.

**United States Department of Agriculture, Forest Service Central Administrative Zone** including the Fort Collins, Colorado and Ogden, Utah Service Centers, 10 Forestry Services Labs, the National Agro Forestry Center, the Wilderness Research Institute, and Washington Office Detached Units.

- **United States Department of Agriculture, Rural Development & Natural Resources Conservation Service** including 20,000 employees in 50 states, Puerto Rico, Guam & Pacific Trust Territories.

In addition to federal customers, The Sand Creek Group also provides EAP services to over 300 public entities at the state, county and city level, and to national corporations and associations including Major League Baseball, Minnesota Dental Association and 28,000 employees covered by Minnesota Counties Insurance Trust.

How The Sand Creek Group Compares:

Dun and Bradstreet recently completed a Past Performance Evaluation Report on The Sand Creek Group. The Summary Performance Rating of The Sand Creek Group was 95 on a 100 point scale. **This is 15 points higher than the average company in our line of business.**

More detailed performance ratings by Dun and Bradstreet include:

Reliability	96
Cost	96
Order Accuracy	94
Delivery/Timeliness	96
Quality	93
Business Relations	98
Personnel	99
Customer Support	97
Responsiveness	97

**DESCRIPTION OF SERVICES:**

The Sand Creek Group offers a broad brush program to address the variety of problems people encounter in life that can affect their job performance and their personal lives. Our service package is designed to 1.) encourage employees that could benefit from EAP to become aware of the services, 2.) be convenient and easily accessible, and 3.) be the highest quality of professional service with a variety of services to meet the changing needs of employees and their families.

**Nationwide Coverage.** The Sand Creek Group utilizes a highly qualified provider network, a network of over 10,000 counselors throughout the United States, Puerto Rico, The Pacific Trust Territories, Canada and beyond. We are able to provide employee assistance services for all the employees of any federal agency who may choose to participate. Outside the Continental United States, our counselors speak English and the native language of the country they are working in. In addition, Sand Creek offers multilingual interpreter services available in 140 languages.

**Administrator/Supervisor Training Seminars.** Training will be provided to supervisors and managers to further develop their understanding of the EAP so that they will make full use of it. All supervisory staff will be trained as needed in the appropriate ways of dealing with and referring troubled employees to the Employee Assistance Program. Included in the seminar is information on how to recognize a troubled employee, documenting performance, approaching an employee with concerns, establishing goals for work performance improvement and referring to the EAP. Alternate training methods for supervisors located in remote areas include CD-ROM orientations and e-learning seminars on Sand Creek's website.

**On-Site Employee Orientation Seminars.** All employees will be invited to an Employee Assistance Awareness presentation to familiarize them with this benefit. Employees will receive a thorough orientation to the services of the program and how to access help. Employees will be encourage to seek help in resolving personal and work related issues before they affect work performance.

**Promotional Materials and Service.** To keep your Employee Assistance Program (EAP) visible to employees and their families, we offer a variety of promotional materials.

*General Program Awareness Brochures With Wallet Cards* – For distribution to employees to familiarize them with the many features and benefits of the EAP.

*Awareness Posters* to post in prominent places for employees to see.

*Sand Creek Web Page*—For the latest information on our EAP visit [www.sandcreekeap.com](http://www.sandcreekeap.com).

*The Sand Paper*, our quarterly newsletter on topics of interest to employees and their families. [The Sand Paper Archives](#) of articles available online. Employees can access and print articles of interest on a wide variety of mental health topics.

*Supervisor Manuals* –to assist supervisors in the referral process.

*Magnets*—An easy, “at-a-reach” way for employees to keep the EAP phone number handy.

*Monthly email announcements* on topics of interest to employees.

*Paycheck Stuffers*—Topical reminders of the EAP for employees.

In addition, we are more than happy to work with your organization to create promotional materials that support and enhance your image to your employees.

**Consultation.** Ongoing, we provide coaching by phone or in person to administrators and supervisors to assist them in working with a troubled employee and utilizing the EAP within the organization.

## **Education.**

*Lunch & Learn*--In addition to the program orientation trainings mentioned above, The Sand Creek Group offers a wide variety of "Lunch & Learn" seminars. As the name implies, these seminars are typically 45 minutes to one hour in length and are offered to a group of employees at an employees' place of work over the lunch hour. Popular topics previously presented include:

- "Stress Management—The Basics & A Different Perspective"
- "Feeling Good About Yourself & What You Do"
- "Appreciating Multiple Generations At Work"
- "Conflict Resolution—Resolving Issues Cooperatively & Effectively"
- "Toxic Employees At Work"
- "Communication Skills For The Workplace"
- "Handling Angry Customers"
- "Creating A Respectful Workplace"
- "Good Grief—Helping Individuals & Work Teams Cope With Grief & Loss"
- "Facing The Challenges of Changing Times"
- "Understanding & Managing Anger"
- "Got Too Much Month At The End of Your Money?"
- "Balancing The Demands of Work & Family"

*Alcohol & Drug Abuse*--As part of the furthering of the Drug-Free Workplace, the Sand Creek Group offers interesting and innovative ongoing alcohol and drug abuse education programs to our federal agency customers.

**Confidential Assessment, Referral and Brief Counseling.** When problems arise, all of your employees and their family members may contact The Sand Creek Group for assessment, brief counseling and, when necessary, referral free-of-charge to them. We guarantee an offer of an appointment within two working days. No limit is placed on the number of assessments and referrals made annually. All contact is strictly confidential.

Problem areas that we address within our organization include:

- Relationship issues – marital conflict and communication concerns
- Separation and divorce concerns and blended family issues
- Alcohol or chemical dependency and related family problems
- Work concerns and job performance issues
- Loss and grief
- Domestic violence and sexual abuse
- Financial crisis, problems with creditors and budget planning
- Depression, anxiety and other mental health issues including stress
- Parent/Child difficulty
- Post traumatic stress & terrorist related crisis stress
- Career management and counseling
- Life cycle transition including mid-life crisis and pre-retirement
- Work/Life issues including dependent care.

We refer clients needing legal assistance outside our organization to attorneys with whom we have good working relationships who will, in many cases, see our clients free of charge for an initial consultation. A discount is also available should the client considers continuing with the legal professional.

Help for many of the above “problems in living” are not generally covered under your current health benefits.

**Chemical Dependency Case Management and Relapse Prevention.** The Sand Creek Group offers a model for the treatment and case management of chemically dependent employees that significantly increase employees’ chances of continued recovery and abstinence. The steps of this model include assessment by a certified CD counselor, referral into a treatment program that has been individualized to meet that employees needs, close monitoring of the treatment process by the EAP/CD counselor, case management and routine visits for the follow-up with the CD/EAP counselor.

**Client Advocacy with Health Provider Networks.** There is wisdom in having your EAP outside your health insurance organizations. The EAP counselors play an important role in advocating for the needs of your employees with health care provider networks. Sometimes clients may be denied services within your managed health plan or be asked to wait too long for help. The Sand Creek Group advocates for your employees to get the care they need. The Sand Creek Group currently maintains health benefit information on the many health care plans available to Federal employees. Keeping current on the health benefits of our clients is an important role of The Sand Creek Group.

**Liaison With A Wide Range of Treatment Resources.** When a client calls the EAP, they will be immediately referred, within the EAP, to a counselor who is specially trained in their area of need and who practices near the caller’s home or work. This unique approach immediately gets specialized help to the employee. Seventy percent (70%) of our clients find the help they need within the EAP without an out of program referral. For the thirty percent (30%) who need treatment outside the EAP, we maintain a local based extensive information bank of community resources and treatment services through our local providers, backed by our national research bank in Stillwater, Minnesota.

**24-Hour Telephone Crisis Intervention.** Should an emergency occur, we offer professional telephone crisis intervention every hour of every day including weekends and holidays. Our telephones are answered by professional counselors able immediately to handle the crisis presented.

**State of the Art Work/Life Resources.** The Sand Creek Group offers an amazing wealth of resources to help employees manage their work/life issues. It was designed to help employees and their family members quickly find information, resources and tools in five areas:

- Family & Caregiving
- Emotional Wellbeing
- Health & Wellness
- Working Smarter Including Work Safety
- Daily Living

This is a product that must be seen to be believed. If you would like a walk through of this product, please contact Gretchen M. Stein, Ph.D., at 1-800-632-7643 and she will gladly walk you through the many helpful resources available. This product was designed to put thousands of tools and resources at the immediate fingertips of employees and eliminate the hours of time, at work and away from work, that employees waste searching for answers.

**Onsite Specialty Training, Workshops, Seminars and Staff Retreats.** The Sand Creek Group, Ltd. offers workshops, trainings, seminars and staff retreats for your employees as an optional service. Possible topics are: stress management, creating a respectful workplace, balancing family and work demands, handling angry customers, stress management and shift work. These programs go more in-depth than our Lunch & Learn programs and allow the participants to gain both experience and knowledge to bring about real change in their lives.

**Onsite Organization Development and Conflict Resolution.** The Sand Creek Group offers organization development, consultation and conflict resolution services to provide management and the organizational system with resources necessary to address and resolve issues that arise in the work system that interfere with the smooth operation of the workplace. Our consultants work onsite with each member of a work team and the unit as a team to find solutions. These services may include team building, conflict resolution and change management.

**Critical Incident Response.** The Sand Creek Group has experienced counselors trained in Critical Incident Management. Should a situation arise that requires critical incident defusing or debriefing, we can have a trauma team onsite as soon as possible. The US Forest Service annually commends Sand Creek for our services in response to critical incidents pertaining to wild fires.

**Terrorist Attack Response Service.** Based on our work after the terrorist attacks of September 11, 2001, The Sand Creek Group has provided a special package of services to federal employees adjusting to trauma and coping with crisis stress while trying to maintain job performance.

These specialty services include:

*The Creating and Staffing of Onsite Employee and Recovery and Support Centers.* Employee Recovery and Support Centers have been established in federal work place that are staffed by Sand Creek Counselors trained in critical incident response and grief. Counselors are available throughout the work day for employees to “walk in” as their need and schedule requires.

*Critical Incident Stress Debriefing Specifically Designed for the Federal Employee.* The Sand Creek Group conducts onsite formal debriefing sessions for employee groups who have experienced trauma.

*Wellness Seminars* on Developing Resilience, Coping with Stress, Way to Stay Productive in Times of Fear. These wellness seminars offer helpful methods for addressing crisis stress in a federal government environment.

**PRICING**

**\*\*PER CAPITA PRICING PER EMPLOYEE PER MONTH IS ALSO AVAILABLE UPON REQUEST.**

Labor Category	Hourly Rates				
	2006	2007	2008	2009	2010
Basic EAP Consulting, Counseling & Program Services	\$95.00/Hr.	\$95.00/Hr.	\$96.75/Hr.	\$98.74/Hr.	\$103.00/Hr.
*Training Services	\$174.00/Hr	\$174.00/Hr	\$176.00/Hr.	\$179.00/Hr.	\$184.00/Hr
*Critical Incident Debriefing Services	\$174.00/Hr.	\$174.00/Hr.	\$176.00/Hr.	\$179.00/Hr.	\$184.00/Hr.
*Conflict Resolution/Mediation Services	\$174.00/Hr.	\$174.00/Hr.	\$176.00/Hr.	\$179.00/Hr.	\$184.00/Hr.
*Terrorist Attack Response Services	\$174.00/Hr.	\$174.00/Hr.	\$176.00/Hr.	\$179.00/Hr.	\$184.00/Hr.

\*Plus Travel, Meals and Lodging

Promotional Materials

Brochures:

1-499	\$.33 apiece
500-999	\$.30 apiece
1000-2499	\$.25 apiece
2500-4999	\$.20 apiece
Over 5000	\$.18 apiece

Posters:

1-499	\$1.18 apiece
500-999	\$1.15 apiece
1000-2499	\$1.10 apiece
2500-4999	\$1.05 apiece
Over 5000	\$1.00 apiece

Magnets:

1-499	\$.33 apiece
500-999	\$.30 apiece
1000-2499	\$.25 apiece
2500-4999	\$.20 apiece
Over 5000	\$.18 apiece

Supervisor Manuals:

1-499	\$.58 apiece
500-999	\$.55 apiece
1000-2499	\$.50 apiece
2500-4999	\$.45 apiece
Over 5000	\$.40 apiece

Shipping and handling extra on promotional materials