

# EMPLOYEE ASSISTANCE PROGRAM

## Viewbook



Time for Family



Time for Work



Time for You



**Submitted by:**  
**MINES and Associates**  
**1.800.873.7138 [www.minesandassociates.com](http://www.minesandassociates.com)**

2023

**Proposal to Provide an EAP:  
Employee Assistance Program**

Table of Contents

---

**Program Summary .....3**  
**Differentiators (Why MINES?) .....4**  
**Service/Program Overview.....6**  
**Section intro/A word on organizational wellbeing .....6**  
**Employee services.....6**  
**Management/HR services .....10**  
**Communication .....12**  
**Training .....13**  
**Critical incident Support Services.....13**  
**Customer Service/Access .....13**  
**Section intro/Concierge level support.....13**  
**Advocacy/handholding/patient navigation.....13**  
**Access: Anywhere, any way, any time .....14**  
**Network(s) .....14**  
**Section intro/Network quality.....14**  
**Provider qualifications .....14**  
**Specialty networks/sub-networks .....14**  
**NetDev capabilities .....15**  
**International coverage .....15**  
**Administration/Delivery .....16**  
**Account management details/intro .....16**  
**Overview & Pricing .....19**

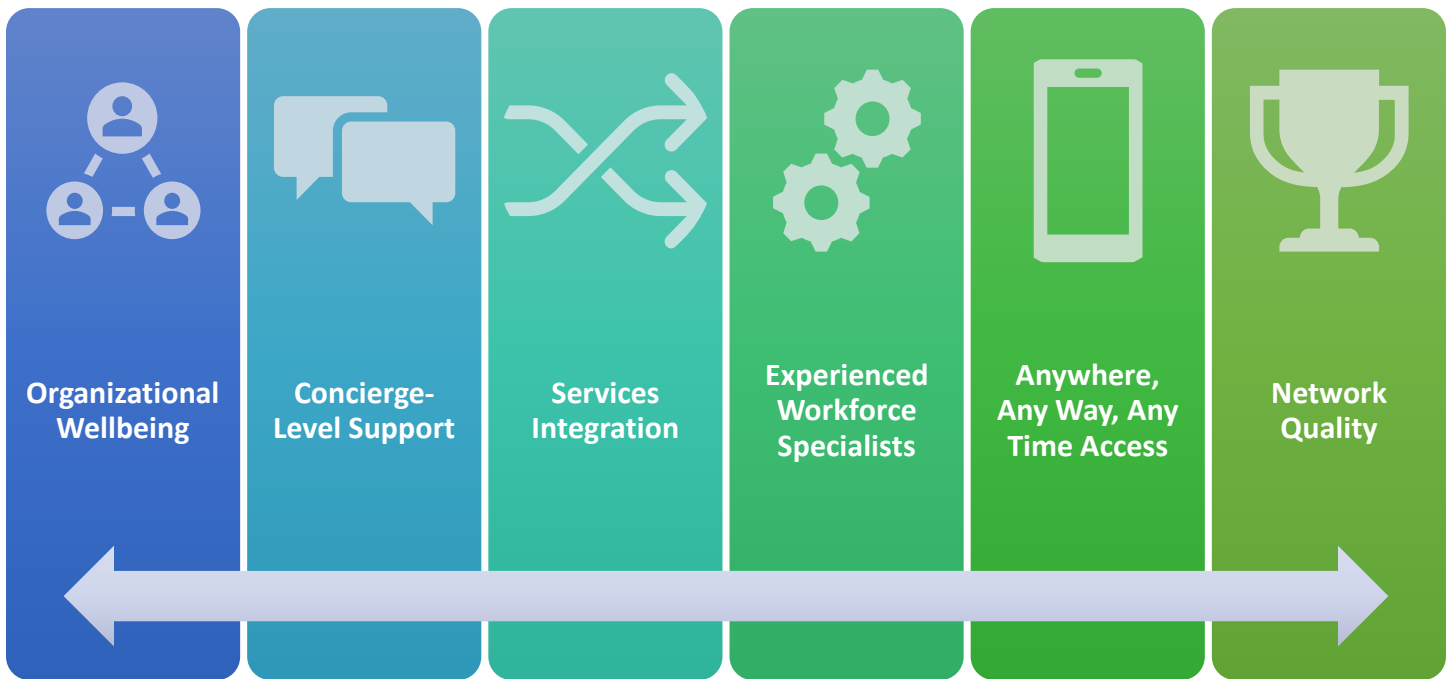
The information contained on the pages of this proposal constitutes trade secrets or confidential commercial and financial information that the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public except as may be required by law. The offeror also requests that this information not be used in whole or in part by your organization for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result or in connection with the submission of the proposal, your organization shall have the right to use the information to the extent provided in the contract.

# Program Summary

Peace of Mind, Business Results

SAMHSA (Substance Abuse and Mental Health Administration) reports continue to show that only 1 in 5 adults with a mental illness are receiving treatment. This statistic combined with an uncertain future for mental health funding means that employers are often the only path to access benefits for those in need. These alarming statistics also bring to light how common it is for these issues to affect the workforce, and simultaneously its productivity. MINES' goal is to work as a partner with your organization to make sure every employee is aware of the EAP, can access it easily, and can bring about a change in their productivity and overall wellbeing.

Not all EAPs are created equal, however. Many EAPs fail to provide the utilization, access, specialty service and networks, or integration necessary to make the program successful. MINES is proposing a partnership with your organization to transition to a robust, top-tier, Employee Assistance Program (EAP) that looks to provide support for the entire organization and provide a program that delivers:



Innovation ○ Data Impact ○ Specialty Expertise

# Why MINES?

---

When choosing an Employee Assistance Program there are a lot of choices out there in the marketplace. These options include embedded as well as stand-alone varieties that all promise the best services and care. These can look similar or equal when compared and can make it difficult to determine the best fit for your organization. Furthermore, the amount of alternative mental health support programs, such as virtual mobile apps, available on the market can make it even harder to decide what is best for your team and their unique needs. **This is why MINES offers a top-tier program that provides a level of care far greater than what is found with most alternatives.** The difference is clear when you take a closer look and see that with MINES EAP you have access to:

## Experienced workforce specialists

---

The best EAPs have a deep understanding of the workforce that only comes with decades of experience. MINES has been providing behavioral health services since 1981. In that time, MINES has administered multiple award-winning Employee Assistance Programs that have served thousands of organizations and supported the mental health and wellness of thousands of people across every industry and organization size, both nationally and internationally. This experience has made MINES experts in employee and organizational complexities including culture, interpersonal dynamics, manager/employee interaction, workplace policy, personnel productivity, policy implementation, and more.

## Access & Network

---

MINES has over 24,000 provider locations across the US including carefully curated Specialty Networks that serve populations with high-stress or unique needs that cross industrial, cultural, and social dimensions. These include networks for First Responders that comprises specialists experienced with treating trauma, PTSD, secondary trauma, stress, compassion fatigue, and more, as well as networks for the LGBTQ+ and BIPOC communities that provide experienced and safe experiences with providers that can provide shared lived-experiences and are well versed in best practices for the individuals that they serve. MINES also provides flexible access that include digital AND face-to-face options for employees and household members with simple and fast intake and scheduling.

## Service Suite, Tech, & Innovation

---

MINES has designed a comprehensive and complimentary service suite to support all aspects of our clients' wellbeing for employees, leadership, and the organization itself. Through MINES' EAP, employees and their household members gain access to free and confidential counseling (available face-to-face and digitally), financial and legal services, online access to our robust web-portal with free mindfulness apps, unlimited work/life referral services, wellness coaching for life goals, smoking cessation, parental and lactation needs, and more! Leadership and Human Resources are also supported with unlimited consultation, unlimited work performance referrals, critical incident support, supervisor trainings, and unlimited conflict resolution services. Our services are designed to work together to create a wholistic approach to how we support clients with evolving and innovative use of technology, counseling delivery, pricing, and customer service that is focused on our top priority of improving access and outcomes for every person that we serve.

## High-touch Customer Service

---

The MINES Team strives to serve each client with high-touch, personalized support. We aim to truly become your EAP partner and learn about your workforce and organizational needs so that we may provide specialized and compassionate guidance through each benefit available, and any process individuals may encounter while utilizing their EAP benefits. Across the Behavioral Health industry there is an increasingly prevalent issue of difficulty connecting with providers, setting appointments, and getting into treatment. To mitigate this difficulty, MINES has integrated extensive client navigator and helping hand services including contacting providers on the individual's behalf, guiding through processes, and more to assist our clients in getting connected to care and helping them address mental health, wellness, and work/life challenges quickly and easily so they can get back to work, and on with their lives.

## Engagement & Impact

---

MINES combines our high-touch customer service with customized promotion and outreach to achieve industry high utilization rates. Our average utilization across our book of business is 9% (which is 4 times higher than embedded EAP's and twice the national average for standalone EAPs) and is even higher for many high-needs or high-stress populations. MINES uses data from client outcomes and organizational reports to inform how to better serve populations, drive engagement, and provide valuable resources and messaging that tie the EAP back to day-to-day issues clients are experiencing. This cycle provides a program that is always improving and growing in meaningful ways and able to adapt to the needs of your workforce.

## Outcomes

---

All of the above lead to extraordinary outcomes and measurable improvement in employee and organizational productivity and wellbeing! Our customer satisfaction surveys average above 95% satisfaction with 9/10 respondents stating they would recommend the services to others. Another important factor is therapist's perception of change. This looks at whether a provider thinks a client's condition has improved, stayed the same, or has gotten worse. MINES sees a reported status of improved for 90% of cases resolved within the EAP sessions.

# Service/Program Overview

---

## A word on organizational wellbeing

---

It is MINES' belief that to serve an employee or member of an organization, we must serve the entire organization. Therefore, it is our top priority to provide an innovative and wholistic program that will support your organization from the top down with robust employee behavioral health and wellbeing support features combined with powerful management and Human Resource extension tools. The unique stress factors involved in the work environment require the utmost consideration in building an effective Employee Assistance Program. Some specific goals of this program include helping employees to develop productive ways of dealing with stress related to work concerns, marital and family difficulties, cross cultural concerns, drug and alcohol problems, nutrition, weight control, smoking cessation, and relapse prevention. These proactive goals help ensure that issues are addressed as they arise and helping prevent spending more of your health care dollars down the road.

## Employee Services

---

### Counseling

Employees that are distracted from work or are struggling with life situations including stress, burnout, substance abuse, trauma, compassion fatigue, and more will have access to free and confidential counseling sessions. Counseling sessions are conducted by master's level or doctoral level clinicians. MINES network has specialized providers with a variety of expertise and licenses including specialty networks for first responders, LGBTQ+, BIPOC communities and more, to help make sure referred providers are a perfect fit. For more detail on our network, providers, and specialty networks please see the network section of this proposal.

#### Intake and Navigation Services:

These counseling sessions can be accessed by calling into MINES highly trained intake team, or by completing an online intake through our quick and easy digital intake service. Each intake involves a basic behavioral health and substance abuse screening designed to identify individuals in crisis and help MINES staff to develop an appropriate plan for each individual in need.

Regardless of intake method, upon completion of the intake counseling referrals can be offered for up to three providers, as well as client navigation services are offered. Through client navigation, MINES staff can contact providers on the client's behalf to confirm details including availability and appointment times in order to ensure fast and reasonable access to care.

#### Modalities:

Clients can access counseling utilizing the following modalities:

- Face-to-face: Traditional in-person appointments at provider office.
- Telehealth: Appointments conducted via HIPAA secure telephonic or video conferencing.
- Digital Messaging: Online text, video, and audio messages via an asynchronous digital messaging platform provided by best-in-class partners. In addition to asynchronous communications, clients can opt to schedule live sessions.

Client care is divided into three categories:

1. Emergency (life threatening), the employee is taken care of immediately.
2. Acute but non-life-threatening, same day appointments with a therapist will be available.
3. Routine situations, appointments are scheduled within as little as 3 - 5 working days in most cases.

Management consult for referral:

Supervisors can call directly for informal consultation and confer with one of our clinicians about problem employee situations as long as the employee's confidentiality is not breached. For more information on management referrals, please see "Work Performance Referrals" under the Management Services section.

Crisis line:

MINES crisis line is available 24-hours a day, 365 days a year and is staffed with on-call clinicians at all times. The crisis line is available to provide immediate assistance to individuals experiencing suicidal or homicidal thoughts or intentions, acute distress including but not limited to stress, burnout, anxiety, substance abuse, relapse issues, and more. MINES clinicians will provide on-the-spot support and ensure the individual is in a safe and stable condition before helping them determine next steps and further resources. MINES will contact emergency services when needed.

Referrals:

If further therapy or care is needed beyond the contracted sessions, the staff is well versed in the referral sources available. Every effort will be made to take the employee's personal and financial status, as well as access to insurance, into consideration when a referral is indicated. Referrals are always made with respect to the employee's insurance. For those employees who are insured with an HMO or PPO, MINES functions as an advocate for the employee with those systems as they can be difficult to access. No information is given to anyone without a signed written release from the client.

## Legal and Financial Services

### Basic Financial Services

Financial goals and money issues can be daunting and stressful. MINES offers unlimited financial referrals for all EAP members and their household members, as well as one no-cost 30-minute consultation per separate financial matter with a network financial professional. Additionally, a preferred rate reduction of 25% from the customary financial service fees will be available. MINES' financial professionals are available to help EAP members understand and address their financial issues including:

- Basic Investing
- Getting Out of Debt
- Retirement Planning
- Credit Score
- Tax Issues
- Saving for College
- Buying a Home
- Estate Planning
- Financial Struggles

### Enhanced Financial Resources

Employees and household members needing more nuanced financial assistance can opt to use a set of their EAP sessions available to them to utilize goal-oriented financial coaching with a MINES financial counselor. These enhanced financial sessions would be accessed just like the behavioral health sessions and can help address topics including general financial needs as well as Home Buying, Loan Process Education, Medicare Coaching, and Social Security assistance.

### Legal Services

Dealing with legal problems can be overwhelming. MINES offers unlimited legal referrals for all EAP members and their household members as well as one no-cost 30-minute consultation per separate legal matter with a network attorney. Additionally, a preferred rate reduction of 25% from the customary legal fees will be available. Employees can access a legal professional for issues including:

- Divorce/Separation

- Contract Disputes
- Will Preparation
- Real Estate
- IRS Matters
- Immigration
- Family Law
- Bankruptcy

## Work/Life Assistance

Through MINES EAP, your organization’s employees will have access to unlimited specialized work/life services that provide information, research, and referrals for childcare, eldercare, and convenience services. These can include needs such as community programs, home cleaning services, pet care, repair services, childcare centers, fitness and nutrition classes and services, assisted living facilities, transportation services, career services, new parent services, and more. Our intake staff can follow up with employees that use the work/life services to ensure that each employee receives the help and information they need and that they are completely satisfied with their experience, and to follow up on any additional needs.

## Online/digital tools

MINES understands that EAP services need to be in sync with how people use technology in their daily life. This is why MINES makes it easy to gather resources, find information, and do intake for all EAP services quickly and easily 24-hours a day with our digital tools and resources. These tools includes a comprehensive digital intake for easy service access; an on-demand mindfulness application, eM Life, offering a convenient and personalized approach to everyday mindfulness practice; and PersonalAdvantage, an online resource library full of self-help tools, assessments, articles, and more! See below for more details on these digital services included in the EAP.

### Digital Intake

MINES online Digital Intake system allows for EAP services to be accessed whenever, wherever. **Company Name**’s employees will be able to log on using a company code to do a quick and easy intake that involves a simple behavioral health screening, some simple questions around the service they are looking for, and an easy to navigate system that is customized based on the service mix unique to your organization.

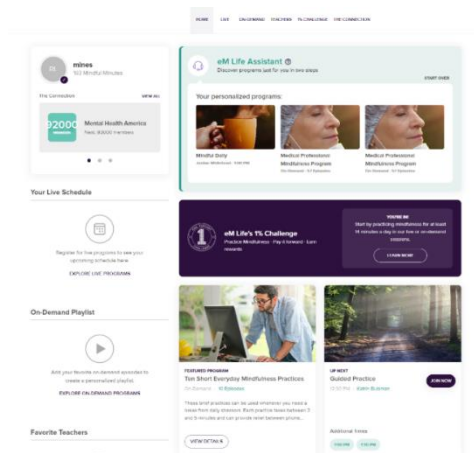


All Digital Intake submissions are reviewed by our highly trained intake staff to make sure we have complete information, can follow up for any navigation needs or questions, make sure the individual gets connected to their requested services as quickly and easily as possible, and address any follow-up considerations or additional service requests.

### eM Life Mindfulness App

eM Life is a purpose-driven mindfulness solution for **Company Name**’s total population. Experience the connection with certified experts in live, interactive, or on-demand sessions and go deeper and add our evidence-based, immersive programs that address high-cost chronic and behavioral health conditions. Accessible through MINES online portal, features include:

- Mindful Dailies: 5000+ live, expert-led, interactive online sessions each year
- Hundreds of hours of on-demand content on a wide range of topics
- Applied mindfulness practices with skill building and strategies to integrate into daily life





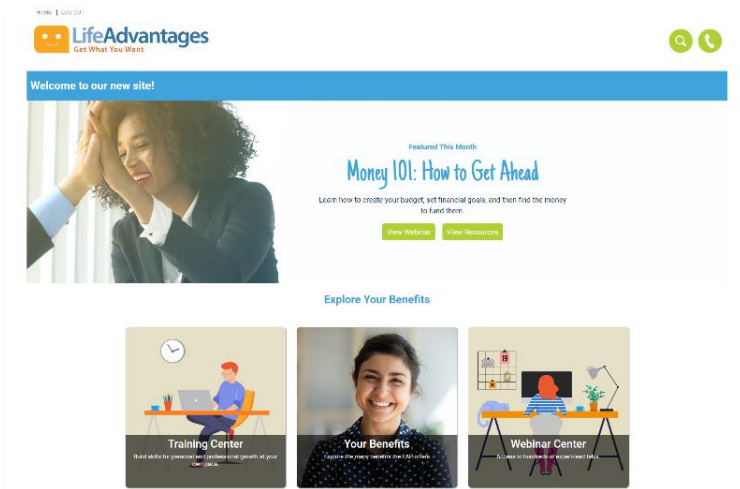
- Expert-led community for support and purpose
- Real-time reporting on progress and activity to drive behavior change

## PersonalAdvantage

MINES PersonalAdvantage service is a great tool to help **Company Name**'s workforce reduce stress and find balance in areas including physical, intellectual, emotional, social, spiritual, and occupational wellness.

PersonalAdvantage is an online work/life tool available with most program models, that gives employees access to thousands of resources for issues ranging from mental health and personal development to childcare, eldercare, and wellness. Employees will have access to:

- Forms
  - Tax forms
  - Banking and credit forms
  - Debt and bankruptcy forms
  - Estate and retirement planning
  - More
- Calculators and Assessments
  - Banking and credit issues
  - Budgeting and investing needs
  - Life insurance calculators and more
- Articles and Videos
  - Informative resources
  - Diverse topics
  - Stress
  - Depression
  - Anxiety
  - Healthy aging
  - Workplace health, and more.



## Supportiv: Peer-to-Peer Support Chat Services

Supportiv Peer Support Services offer on-demand peer-to-peer small group chats that are tailored to bring together individuals who share similar struggles and lived experiences. Chats follow a conversational arc that goes from venting to learning coping skills, collaborative problem-solving, and the precise matching of relevant healing resources. All peer support chats are professionally moderated, facilitated, and safeguarded in real-time to ensure a safe and positive experience. All accessible 24/7/365 with a wait time of under 1 minute. Highlights include:

- **Precision Peer Support Lead by Professional Moderators**
- **Real-time Personalized Resource Matching**
- **Range of Topics** including anxiety, depression, family pressures, relationship conflicts, sadness, grief, loneliness, social isolation, caregiving burdens, work stress or burnout, and social determinants of health, and more.



## Premium Wellness Support

As part of MINES continuing mission to provide our clients with a full and comprehensive Employee Assistance Program to support all employees and their specific wellness needs, our EAP provides access to a suite of premium wellness services as part of our standard program. We know that everyone has different wellness goals and are tackling unique challenges in their lives, so we strive to provide a service mix that can help no matter the life situation. These services include a professional wellness coaching program, virtual reality-based smoking cessation and stress reduction programs, and a parental coaching program. Please see below for more details on these services.

### Professional Wellness Coaching

Each employee, and their household members, may utilize up to 4 sessions of free and confidential wellness coaching through our URAC Accredited Comprehensive Wellness Partner. Each wellness session involves a 20 to 30-minute telephonic session with a personal certified wellness coach at the time that works best. Topics addressed can be anything from food & fitness to improved sleep, life balance, smoking cessation, stress reduction, and even professional development. Individuals will work with a personal coach who will help clarify the area(s) most important, help create a plan that will be a good lifestyle fit, and then set up follow-up sessions to provide guidance and encouragement.

### MindCo™ - Stress Relief and Smoking Cessation

A comprehensive 6-week CBT (cognitive behavioral therapy) based smoking cessation and stress management program is provided to all employees/members and their household members. Delivered through a virtual reality headset, both programs include mindful exposure therapy, extensive follow-up, and helpful peer support from the comfort of home. Other program details includes:

- Virtual reality mindful exposure therapy.
- 6-week program with 8-month follow up to help individuals stay smoke/stress free.
- Peer support component, all resulting in a 33% quit rate and 45% smoking reduction rate for smokers and significant stress reduction for all individuals.

### Parental Coaching and Lactation Consultation

Parental Coaching Program. Employees, and their household members, will be able to access a diverse selection of new parent coaching topics and work directly with a coach, across up to 4 coaching sessions, to address a multitude of behavioral topics. Whether the child needs help building new skills through personalized coaching, sessions with a therapist or psychiatrist, or the parent need coaching for challenges with younger kids, MINES's expert coaching team can help. Employees/members can take video visits right from home or on-the-go. Chat with an expert within minutes and schedule a video visit within days.

### Expanded Coaching Services

In addition to the coaching options above, MINES also offers a variety of other coaching providers and resources depending on client need, including financial coaching, life coaching, career coaching, work performance coaching, nutrition coaching, and even special education coaching and resources.



## Management & HR Support

The Employee Assistance Program developed by MINES serves as a management tool for organizations, and is designed to provide support to your organization's Human Resources department as well. MINES' high touch account management team are experts in human behavior. They are there to partner with our Human Resources colleagues and provide human resources extender and management services such as those listed below. Furthermore, MINES' case management team act as a liaison between Human Resources and employees for specific needs such as WPRs and to address specific client needs. Case managers can act as a direct line to MINES for important matters and crisis situations. We offer assistance to managers, supervisors, HR, and stewards (if the workforce is union affiliated) in these areas with unlimited consultations.

### Organizational Development Team

Offers unlimited management consultation - as we will be aware of system problems from a variety of employee perspectives, we can be a valuable resource for management as to how to handle difficult or possibly litigious situations. This consultation will be done with complete confidentiality of the employees.

### Advisory Services

Writing, revising and implementing policies such as sexual harassment and violence in the workplace.

### Conflict Resolution

Helping managers and employees deal with communication with up to 4 hours per incident.

### Consultation on Program Development and Benefit Integration

Helping to maximize services while reducing costs by collaborating on how to best leverage MINES' program and how to integrate our program with the organizations policies, initiatives, and work in concert with other wellness and benefits vendors to create the most wholistic program delivery possible.

### Work Performance Referrals (WPR)

Provides a powerful tool, granting supervisors added performance management control, with the option to receive continuous feedback concerning progress and compliance. Cases are case managed by MINES Clinical Case Managers with some cases resulting in over 50 instances of communication between MINES, the client, the employee, and treatment providers, our services help make this process painless and easy to navigate for everyone.

### Crisis Intervention

Helping employees when they need it most. Employees can experience a crisis either on or off the job that can be life threatening. MINES' 24-hour crisis line is staffed with certified counselors who are always ready to help 365 days a year by providing on-the-spot professional counseling and contacting emergency services if necessary.

Critical Incident Strategy - helping your organization with planning and strategy development for critical incidents to help your organization prepare for emergent and tragic situation.

### Organizational Development Services

If the needs of the organization are more complex than the standard services, MINES has an Organizational Psychology Division that can provide team building training, conflict management, human resources investigations, fit for duty evaluations, strategic planning, organizational design, break through projects, executive assessments, executive or leadership coaching and many others.

### Organizational Wellbeing Inventory and Evaluation (O.W.I.E.)

The Organizational Wellbeing Inventory and Evaluation (OWIE) is an organizational assessment (available at an additional fee) that assesses the health and wellbeing in six areas of focus. The tool is customized to the organization or department and is designed to create a dialogue around goals, direction, culture, and any other critical areas needed to address long-term organizational vision and growth. The six areas assessed include:



# Communications

Each year, MINES develops a wellness theme around the 8 core dimensions of wellbeing (Physical, Occupational, Intellectual, Environmental, Financial, Social, Spiritual, and Emotional Wellness) and corresponding wellness communications include a monthly email newsletters (sent to your Human Resources Department), monthly webinars, regular blogs and online discussions, quarterly supervisor and employee publications, and social media resources created to keep employees thinking about their work/life balance and overall well-being for them and their family.

## TotalWellbeing Approach

Each year we take ideas and resources around wellbeing and tie them into the bigger picture at the personal level, the community level, and the rest of the world. It is important to understand the influence that the world has on our wellbeing and the influence we may have on others. All year long we look at ways to strengthen one's connection with their community and support their wellbeing by providing information, insight, and resources to help address every day mental health and wellness topics along with ways to help their families and other loved ones so that we can all thrive together! MINES delivers resources through the following employee communications:

### Newsletter

MINES' monthly newsletter, Total Wellbeing is your way to connect the dots between the 8 core dimensions of wellbeing. The newsletter includes helpful resources and tips on monthly topics ranging from nutrition to financial planning. The newsletter is also the best communication tool to keep employees up to date on blog activity, invitations to free monthly webinars, and MINES quarterly wellness publication, *BalancedLiving*.

### Webinars

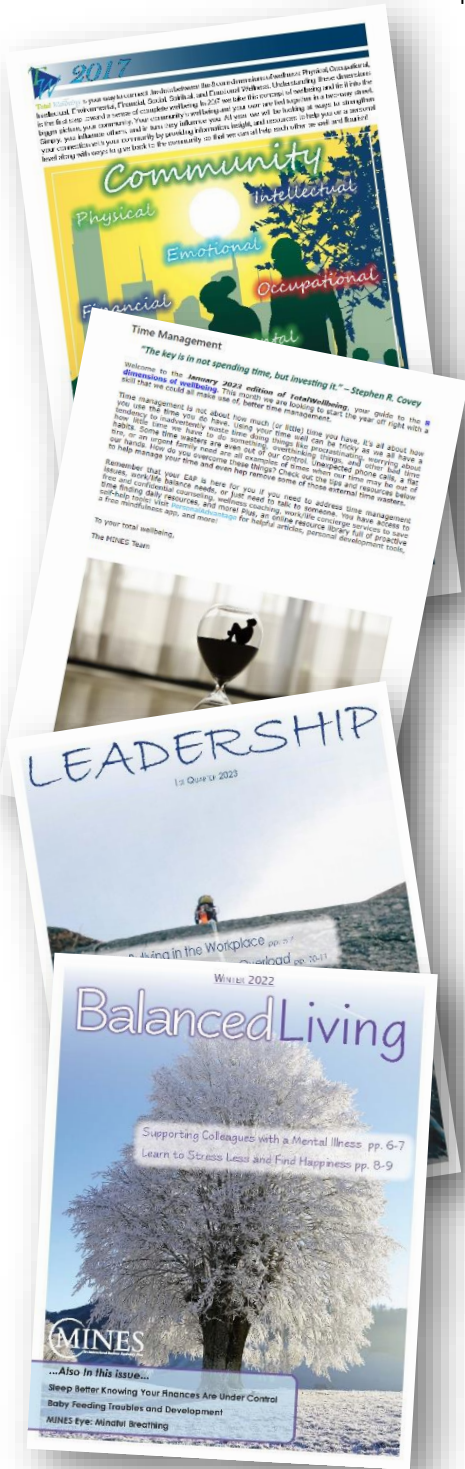
Each and every month employees are invited to join in on webinars that provide valuable information and insight into various topics including communication skills, legal issues, parenting, stress management, and more.

### Publications

MINES provides access to two quarterly publications. *BalancedLiving*, which is a work/life balance and wellness focus publication providing articles, and self-help resources around a new selection of topics each quarter. The second publication, *Leadership*, is put together with supervisors and leadership in mind. This publication covers legal issues, management and communication styles, and problem-solving oriented resources selected to help those in supervisor positions gain new ideas and support around issues they face every day.

### Blogs & Social Media

MINES hosts a blog accessible to all employees that offers ongoing discussion and updates around wellness, topics, current-events, social-wellbeing, and anything else that we think may be relevant and useful information. This forum offers employees a way to engage directly with MINES as well as others around these topics in a live and interactive platform. MINES also shares information from time to time around events, wellness topics, and current events via social media including Twitter, which employees can follow directly or monitor via our live feed on [minesandassociates.com](https://minesandassociates.com).



## Training

---

MINES believes that employees are an organization's most valuable resource. MINES fully customizes and tailors its training programs to meet the needs of your organization in enhancing the productivity and well-being of your workforce. The goal of each training, workshop, or seminar is to create self-awareness and to provide each employee with foundational tools for professional and self-improvement. MINES hosts over 250 trainings across a variety of wellbeing categories including employee and leadership development, legal and financial issues, personal development, wellbeing, diversity, and more. Customized trainings are also available for nuanced training needs and most trainings can be provided either face-to-face or virtually depending on need. Please visit our [online training catalog](#) to review our full training catalog.

## Critical Incident Support Services

---

The psychological effects of witnessing a tragedy or experiencing a death in the workplace may result in a variety of psychological symptoms. Research indicates that the sooner a victim receives psychological first aid, the less likely they are to experience long-term or severe problems. The EAP can do more to help before serious symptoms occur and can identify unforeseen consequences you might not realize are connected. In addition, management often does not know how to communicate with the employees, the community, or the media regarding these tragic events. Often, they are impacted as well. MINES staff are there to support management on these aspects of a CISS as well. Since 1981, MINES has never missed supporting its organizations during a crisis. In fact, organizations that had other EAPs and couldn't reach them have called MINES and we did not let them down. The EAP staff is available to help assess the need for individual and/or group debriefing sessions or other support. Critical Incident Support Services can include an array of support services including management consultation on messaging and support, group meetings and process groups, individual psychological first aid, after hours support for delayed responses, and other communication with various levels of management. When needed critical incident support can be provided virtually in addition to, or in place of, onsite support. MINES is happy to consult on the best response approach and time frame to help ensure the most impactful support possible. To further reinforce our crisis response capabilities, MINES works with two best-in-class partner networks as back-up to ensure 24/7 responsiveness to any CISS need.

## Customer Service & Access

---

### Concierge Level Support

---

MINES takes a high-touch approach to all levels of service. By truly partnering with our clients, we get to know the humans behind the human resources and develop a solid understanding of the work they do every day so we can help keep them working. To help accomplish this goal we provide personal support for each and every individual that comes to MINES for help and guide them through all levels of our services to support them as they tackle their behavioral health and work/life challenges. Guiding them step by step if necessary and escalating immediately for any serious cases.

### Advocacy & Client Navigation

---

MINES will be there to provide a personalized experience and to act as an advocate for those seeking help and support through the program. This starts at intake with client navigation services. Every client that accesses services, whether through our digital intake or by calling us, will have the option to utilize our Client Navigation Services which can help guide them through assessing and accessing services and take the burden of making multiple outreaches as they navigate the EAP. MINES intake and operations staff can outreach providers and coaches on the client's behalf to confirm availability, appointment timeframes, and other nuanced provider details to make sure that not only is an appointment available in a reasonable timeframe, but that the provider is a perfect fit as well. This can help those that are struggling and may be overwhelmed by the prospect of accessing services or may simply be too busy and just need a bit of help getting things set up.

## Access: Anywhere, any way, any time

---

Utilizing our carefully curated provider networks combined with our streamlined intake process and client navigation services, we make access fast, easy, and will match each person with the most appropriate services and providers possible. MINES takes an individualized approach to each employee, household member, including children and teens, to make sure each person's unique needs and wants are met to fullest degree through our comprehensive variety of access channels and treatment modalities. MINES has worked hard to mitigate the pervasive provider access issues prevalent in the mental health industry and beyond by leveraging technology, carefully curated provider networks, and comprehensive communication and follow up to ensure a complete and personalized approach to behavioral health and wellness support with superior access.

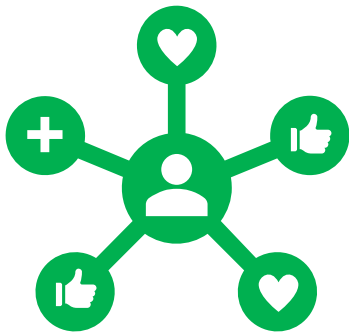
## MINES Network

---

### Network Quality

---

At the heart of MINES high-quality counseling and coaching services is our provider network. Comprised of highly qualified providers, our network is constantly in development as we carefully curate our counselors and coaches to fit the evolving nature of our clients' needs and the modern behavioral health marketplace. We have strived to help clients navigate the struggles of provider shortages and lack of accessible care through careful planning, partnering, and innovative solutions to deliver an actively managed network of well vetted, licensed support specialists. Furthermore, our intake coordinators help clients access and select the best and most suitable providers based not only on presenting issues and specialties needed, but providers that understand our clients on an individual and cultural level. This includes the utilization of our specialty networks, board-certified wellness coaches and trainers, best-in-class organizational development experts, and constant network development around client locations and support needs.



### Provider Qualifications

---

The MINES' Network has been carefully selected to include providers with a balance of specialties, modalities, and languages served. This enables MINES to provide access to providers that fit the individual needs of employees. For instance, if an employee needs a provider that specializes in family counseling around financial matters and can also speak Spanish, MINES' can use these criteria to find the perfect provider. MINES' panel of professional counselors include: MA, CAC, CACI, CACII, CACIII, CEAP, LADC, LPC, LCSW, LMFT, PsyD, and PhD. MINES honors participant requests for counselors of a specific gender, ethnicity and/or religion. All of MINES providers are in good standing with their respective state boards and are master's level or higher education with valid licenses or license eligible with supervision.

### Specialty networks

---

MINES understands that there is more to a counselor than their license and education. People want providers that understand them on a personal and even cultural level. This is what we call "lived experience." This desire to have a truly compatible counseling experience is what led MINE to develop our specialty networks for populations and communities with higher needs than the average consumer. These specialty networks include providers that are experts in their given field, are knowledgeable, and commonly members of, the communities they serve and are up to date on the cultural needs and best practices to provide best in class service to the populations that they care for. Our specialty networks include:

- First Responders: Serving Police, EMS, Firefighters, Healthcare workers, and other high-stress, high-trauma populations.

- LGBTQ+: Serving members of the LGBTQ+ communities.
- BIPOC: Serving people of color and their communities.

### Digital Modalities

MINES works with best-in-class partners to provide over 6,000 telehealth exclusive providers. This allows us to provide digital message-based counseling services, as well as telephonic and video counseling options, seamlessly and with direct scheduling capability anywhere in the country.

## Network Development Capabilities

---

MINES’ network is constantly updated by adding and removing providers as needed based on client need and provider availability. MINES has the ability to rapidly add providers to our network in areas of need and is carefully curated to maintain only the highest quality providers with availability for new patients and fast appointment times. If required, our Provider Relations team can focus and build network providers anywhere within a matter of days. The Provider Relations Department adds new providers daily.

Additionally, MINES has an open network for its affiliates. If an employee would like to see someone who is not in the network, the provider is invited to join, provided they meet the credentialing standards. When the employee does not have a provider in mind, we act as an advocate for that employee in giving them the names of providers who specialize in their particular problem area, and calling on the employee’s behalf if they prefer. The ultimate decision belongs to the employee.

## International coverage

---



MINES has the ability to cover international employees through our extended network that covers most countries across the globe with over 83,000 provider locations available worldwide. We focus on local language service centers to provide localized support. This approach to working with local service delivery partners (LSDPs) is unique in the industry: LSDPs are not independent vendors that deliver services to our clients however they want to—they are contracted to deliver services in alignment with our model. While these providers operate as extensions of the international service centers and must adhere to our strict standards, the LSDP staff also serve as the cultural representatives of the EAP in a particular location.

We work with best in class providers and partners to provide international employees with seamless service and support. Offering a unified program to your organization’s employees in all locations provides benefit parity across the organization, ensuring the same high-quality level of service is delivered consistently, regardless of where employees live and work. Some of the advantages of this international program include:

### Local Presence

Employees receive support through our network of service centers, local service delivery partners, and network providers.

State-of-the-art international call centers are located in the US, the UK, Ireland, Canada, Portugal, France, Belgium, the UAE, Indonesia, India, China, Japan, Singapore, and Germany. All service centers share a universal case management system and telephony, and our experienced staff are consistently trained to the same high standards of customer care.

Local service delivery partners are independent EAPs who we have established strategic relationships for the delivery of global services. These partnerships allow us to offer local language call answering in more than 70 countries.

Our global network of over 83,000 credentialed providers deliver culturally appropriate counseling in each participant’s local language, as well as trainings and critical incident support.

# Administration & Delivery

## Account Management

The success of MINES' services hinges upon effective implementation. Consequently, the program development team at MINES has created an objective and support driven implementation plan to effectively integrate the EAP program into your organization's system. A dedicated account manager will act as the primary contact and coordinator of all program services making it fast and easy to reach MINES for support at all times.

## Implementation

### Orientation

As close to the start date of the program as possible, MINES will coordinate an Employee Orientation session that will include an introduction to the program for all employees. During this session all benefits of the EAP will be fully explained including how to access through our intake channels (phone or digital), questions are answered, first round of employee facing materials are distributed and promotion begins.

### Supervisor Training

Although increasing numbers of employees will utilize the EAP on a self-referral basis, supervisors remain in a critical position to encourage employees to seek help due to poor job performance. Training and consultation services are instituted to develop skills in problem detection, the referral process, and confidentiality. An introductory supervisor training can be done during the first year of the contract either face-to-face or via webinar. Manuals are provided.

## Publicity and Promotion

The key to driving program utilization is connecting the benefits of the EAP to the day-to-day situations and needs individuals experience on a regular basis. Our promotional efforts are designed to do just that. Utilizing a multi-strategy approach to publicize and market the EAP, MINES helps people see that the EAP is for both behavioral health and substance abuse needs, as well as many other daily needs they may have.

Examples of promotional resources include employee facing guides, custom pieces for electronic platforms such as apps and intranets, posters placed in common areas, or letters sent to all employees. The standard guides, cards, introductory letter, and posters (all available in English and Spanish) are included in the cost of the program. If a customized employee communication were requested, additional fees may be charged. Monthly wellness resources will be sent to the Human Resources department according to the theme for the month (see Employee Communications and Wellness section) – these articles can then be forwarded to staff as a promotional reminder of their EAP. Leadership, a supervisor newsletter, is sent out quarterly; likewise, *Balanced Living*, a quarterly wellness magazine is for employees and their household members. If needed, MINES can form an EAP advisory group to monitor the program, help troubleshoot any unforeseen implementation or procedural difficulties, and facilitate communication between your organization and MINES. Furthermore, MINES can set up regular meetings to explore organizational initiatives to better align our programming as well as engage MINES marketing team to create custom communications and promotional campaigns to increase engagement.





## Reporting

Another primary benefit that MINES' Employee Assistance Program provides for organizations is the access to an entire team of workforce specialists that can provide expert oversight and analysis of program engagement to help gauge the effectiveness of the program, offer insight into topics and issues being addressed, and provide guidance on how to drive utilization, and address systemic issues before or as they arise. This data and insight are delivered through regular impact reporting and as needed strategic initiatives and collaboration with clients.

Many EAPs measure organizational impact, which looks at all communications and engagement and not just utilization of specific services, and use that data as their utilization to inflate apparent usage. MINES measure both organizational impact and specific service utilization and report both separately to provide a complete and honest picture of program engagement and overall impact of MINES' program.

Utilization reports are provided quarterly, and MINES account managers can detail the number of cases that are resolved within the EAP over how many required referral to an outside resource such as the organization's health insurance plan to your organization can gain insight on the amount of healthcare dollars saved with MINES EAP.

- Utilization (Quarterly):
  - Overall program utilization and employee/member engagement
  - Number of self-referrals vs. supervisory referrals.
  - Overall communication MINES and your organization
  - Onsite events
  - Training details
  - Management support service usage
  - Presented and treated themes/topic areas
  - Demographics of program participants vs. overall employee population.
- Customized Reports:
  - MINES can help develop other reporting views to help analyze additional impact data in such areas as case outcomes, absenteeism, individual/organizational productivity, and other metrics, for example, provided the data is available.

## Confidentiality

It has always been MINES' policy to be proactive when it comes to our clients' privacy. In addition to MINES' own internal procedures, we ensure every aspect of our service delivery is fully compliant with HIPAA standards. Confidentiality is also key to program utilization; therefore, the private nature of counseling sessions and other program features are reinforced through all messaging to make sure individuals trust the EAP and are comfortable utilizing the provided benefits with confidence.

## Services Integration

Curating a diverse and fully integrated mental health and wellness benefits suite can be a very difficult and costly venture. With MINES' EAP, your organization gains access to a robust suite of wellness and mental health benefits that are already fully integrated under one roof with expert account management and intake coordinators to help navigate all aspects of our services.

This is not where integration stops, however, as MINES' EAP can integrate with external partners including the medical network and other partners and initiatives including but not limited to disability carriers, wellness companies, and any other partners or vendors whenever possible to provide a wholistic, team-based approach to supporting the organization on all levels. That way when an individual contacts us with needs we can analyze the services available and connect them to the best support quickly and easily.

## Quality Assurance

MINES strives to ensure every user has the best experience possible and we work hard to make sure they get connected to all services that can help them quickly and easily. MINES staff follow up by phone or email to make sure employees are getting connected to the services needed and to address any additional needs that may arise. An optional satisfaction survey is then sent to ensure the employee's needs and expectations were met, and that customer service was delivered at the high-level expected by MINES' standards. Behind the scenes, MINES has an extensive set of quality assurance standards and systematic review of the MINES employees and provider performance to ensure quality across all levels of service. MINES follows up with ALL users three days after contact via their preferred contact method (phone or email) to ensure that they connected with their resource (counselor, attorney, coach, etc.) and that it is a good fit. Then, a client satisfaction survey is given to capture data on the employee's experience. For more nuanced cases a phone call would be done in addition to the survey so that we may speak with the employee to cover experience, satisfaction, and additional needs. Furthermore, employees are encouraged to call us after they have seen the provider of their choosing to provide feedback on their experience and progress, and to let us know of any further needs. Additionally, we follow up with any providers they see to get updates on their progress to help determine if other services through the EAP are needed and to anticipate the likelihood that a case may go beyond the scope of the EAP and require a long-term treatment solution.

# Overview

## 2023 Employee Assistance Program

For review only. For official quotes, please contact MINES

### Clinical Services

- 24-hour, 365-day crisis line, Evaluation and Assessment, and Telephone Consultation and Referral
- Counseling Sessions for Employees and Household Members - **Many Session Models Available Based On Need**

### Employee Support and Wellbeing

- Online Services – *PersonalAdvantage resource library and eM Life Mindfulness App* - **Unlimited access**
- Employee communications and materials
- Use of EAP sessions for financial counseling
- Financial/Legal Services: **One 30-minute consult per separate legal matter, 25% discount on further legal services**
- **Unlimited** Work/Life Referral Services
- **Premium Wellness Services:**
  - Professional Wellness Coaching: **4-sessions per year**
  - MindCo VR Smoking Cessation and Stress Reduction Program: **6-week program**
  - Parental Coaching and Lactation Services: **4 coaching sessions per year**

### Management and HR Support

- EAP Utilization Reports
- EAP Promotional Materials – Available in English and Spanish
- Unlimited Management Consults, Policy & Implementation Consults, and Work-Performance Referrals
- Return-to-Duty Conferences and Reintegration
- Trainings - **2-4 hours per contract year**
- Employee Orientations, Supervisor Training, and Open Enrollment/Benefit Fairs - **10 hours per contract year\***
- Conflict Resolution Services (One-on-One)
- Organizational Wellbeing Inventory and Evaluation - **Available at an additional cost based on scope of assessment**

### Critical Incident Support

- CISS: On-Scene/Virtual Support - **\$400 per hour, per therapist**

\*Available on-site or via webinar