

LIFESOLUTIONS SERVICES FOR INTERMEDIATE UNIT 1

24-hour Telephone Consultation

Twenty-four hour telephone consultation is available to *LifeSolutions* clients to assist in the de-escalation of crises related to personal problems. Crisis calls are answered “live” and managed by Master’s or Ph.D. level counselors around the clock, every day of the year.

Assessment, Brief Counseling and/or Referral

(1-6 sessions) Professional counselors provide thorough assessment and counseling services to clients. The assessment addresses a wide variety of personal and/or work-related concerns including family and marital problems, anxiety, depression, stress, and substance abuse. Counselors will make appropriate referrals if necessary. If a referral is needed, the counselor takes into consideration the health care benefits of the individual and their geographic location.

Manager/Supervisor Training

LifeSolutions offers supervisory training to familiarize Intermediate Unit 1 supervisors with the manner in which *LifeSolutions* may be used to support performance management. The training is an interactive, multi-media presentation that reviews the role of and services offered by *LifeSolutions*, the key employee assistance policy statements, and the roles of the supervisor, human resources personnel and the *LifeSolutions* Solutions’ counselor. For the fees regarding Trainings covered under this Agreement, see **Training, Orientations and Educational Workshops** Section below.

Employee LifeSolutions Orientation

On-site Employee Orientation is provided as part of *LifeSolutions* core services. The content of the Orientation includes a review of *LifeSolutions* purpose, services, access requirements, and eligibility requirements. *LifeSolutions* will also address individual questions during the Orientation. For the fees regarding Orientations covered under this Agreement, see **Training, Orientations and Educational Workshops** Section below.

Educational Workshops

LifeSolutions offers a variety of presentations to Intermediate Unit 1 managers and employees. These educational workshops provide information on topics including stress management, substance abuse, dealing with change, and interpersonal relationships. For the fees regarding Workshops covered under this Agreement, see **Training, Orientations and Educational Workshops** Section below.

Training, Orientations and Educational Workshops

Manager/Supervisor Trainings/Employee Orientations/Educational Workshops are available to Intermediate Unit 1 at an hourly rate of \$160 per hour.

Manager/Supervisor Consultation

(Unlimited sessions) Telephonic consultation is available 24/7 for Intermediate Unit 1 managers and supervisors to assist in the resolution of employee performance problems.

Policy development

LifeSolutions provides consultation on the development of an employee assistance program and related policies including Drug Free Workplace, Workplace Violence, Fitness for Duty and Performance Management. An *LifeSolutions* representative is available to assist in developing guidelines and procedures.

Promotional materials

LifeSolutions provides materials including brochures, posters, and monthly newsletters on relevant topics and assists in the design and implementation of promotional strategies.

Account Management and Program Consultation

A designated account manager is assigned to Intermediate Unit 1. This account manager provides consultation on employee assistance policies and practices; collaboratively develops, coordinates and

implements promotional strategies; and generates periodic utilization reports in accordance with this Agreement.

Critical Incident Debriefings

In the wake of a natural or human disaster or traumatic incident, debriefings are available for Intermediate Unit 1's managers and employees. *LifeSolutions* services provides an on-site response to affected employees in group discussions, which typically are one to two hours in duration. Trained counselors use a Critical Incident Stress Debriefing model that, when used appropriately, can mitigate stress-related symptoms that often occur after critical incidents. Debriefings are available to Intermediate Unit 1 at an hourly rate of \$160 per hour.

On-line WorkLife Resources

A web-based library of articles, calculators, videos and surveys in five core areas of interest – balancing family, work and personal time; childcare and eldercare options; staying healthy in mind and body; financial tools and legal resources; and learning new skills - in one easy to navigate site.

Personalized Work/Life Referrals

LifeSolutions provides access to prompt, practical help with family and personal life concerns in the areas of childcare, eldercare, adoption, legal or financial matters, college and academic resources, and daily living. A Work/Life Specialist determines an individual's needs and researches the resources available. Referral options and information tailored to each person's needs are provided via phone, mail or email.