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1. ACI INTRODUCTION

1.1 DECLARATION
ACI desires to provide a comprehensive, off-site EAP for all employees, and their dependents. Family is broadly defined by ACI including domestic and life partners, relatives and others. The ACI EAP policies regarding family members are inclusive rather than exclusive.

The scope of the program includes diagnosis, referral and problem resolutions sessions for any issue. ACI’s plan includes legal consultation with an attorney, not a paralegal or assistant. Similarly financial counseling is with a specialist, not a network counselor.

ACI serves a wide range of clients across all industries, but has developed a unique niche in servicing the employee populations of hospitals and other medical facilities. ACI’s extensive history of providing specialty benefits to longtime clients such as the Mercy Medical Center, Presbyterian Intercommunity Hospital and Northern Inyo Hospital, has aptly prepared ACI’s expert staff to meet the specific workforce needs of Tulare District Hospital with exemplary customer service. ACI’s staff is highly-experienced in working with hospitals and other medical facilities with diverse workforce populations and irregular working hours. For all clients, ACI delivers high-quality and personalized services designed to enhance the organization at all levels. With an annual client retention rate of over 90%, ACI is a top ten industry leader known for exemplary customer service, innovative program delivery, and unbeatable pricing.

ACI includes specialized training on an unlimited basis. This includes Lunch ’n Learn seminars, Webinars, unlimited management and supervisory training, unlimited employee orientations and unlimited Critical Incident Stress Management, (CISM includes on and off-site, onsite emergency response and more as requested).
2. BACKGROUND
ACI is a full-service international Employee Assistance Program (EAP) provider with over 20 years of experience dedicated to providing EAP, Work/Life and Wellness services. ACI has successfully balanced the responsibilities of a large benefits provider with the appeal of a high-touch service-oriented business. ACI offers innovative and customized services designed to make each employee more productive and successful in the workplace and at home.

2.1 ACI HISTORY
ACI’s business is the workplace. ACI’s products include: a full-service EAP; AFFINITY© Life Management Solutions; Concierge Desk; AppleCore Wellness; EAP International; Sarbanes-Oxley Reporting; and Special Modules including Workers’ Compensation, Management Consulting and Student Assistance Programs (ASSIST).

Privately held since 1983, this employee-owned company demonstrates consistent double-digit annual growth, remaining debt free with ongoing profitability. Ranked #8 in the country by Business Insurance Magazine (June 2008), ACI’s stability and reliability are widely recognized.

ACI’s clients range from Fortune 500 corporations and major public sector concerns to small local business. ACI’s customer-driven and hands-on approach services create the foundation for ACI's successful programs.

2.2 THE ACI DIFFERENCE
For 25 years, ACI has led the field in employee assistance and Work/Life services. ACI’s reputation for service and integrity contributes to its long-time client satisfaction. The ACI difference includes:

▲ ACI’s clients enjoy unlimited benefits for critical incident stress management (CISM), lunchtime seminars, orientations and more.

▲ ACI’s multilingual Intake Specialists answer all incoming calls live and provide immediate attention to each client.

▲ ACI’s medically trained and multilingual service staff is available 24/7.

▲ Over 40,000 providers are members of ACI’s ever-growing network. Help is never far away.

▲ For international clients, ACI’s EAP Worldwide offers an extensive global provider network.

▲ ACI provides state-of-the-art MIS on-line reports of quarterly utilization. ACI encourages your company and employees to utilize services to the fullest. Utilization rates are consistently above national average rates.

▲ In an environment of consumer-driven service, ACI’s “high touch” approach and service philosophy allow for the most flexible rates and customizable plans of another EAP in the country.

Is it any wonder ACI was rated as a top ten EAP provider nationwide?
2.3 THE ACI EAP AND BENEFITS OVERVIEW

Wellness, mental health care management and cost containment comprise the foundation of all ACI products and services. Each caller to ACI is provided with a virtual help-desk in solving life’s dilemmas. Childcare, senior care, legal services, help with educational opportunities, pet care and even a concierge desk are just some of the many services we offer!

ACI is a flexible, extra mile and “high-touch” company with a level of professionalism our clients report as top-notch. Some benefits we can offer your employees in managing life’s complex demands:

▲ LUNCH AND LEARN SEMINARS: unlimited ACI’s Lunch ‘n Learns are lively, stimulating and interactive.
▲ COUNSELING: Assessment, referral and short term problem resolution.
▲ HELPLINE 24/7: For urgent after-hours help, ACI is available.
▲ LEGAL AND FINANCIAL CONSULTATION: unlimited access to legal and financial consultation.
▲ DEPENDENT CARE REFERRALS: unlimited referrals including customized profiles for eldercare and childcare needs.
▲ TRAINING FOR MANAGERS AND SUPERVISORS: unlimited and in person.
▲ ORIENTATION: unlimited face-to-face meetings plus orientations delivered online, on CD or VHS or with PowerPoint. ACI even offer overheads for those who haven’t grown web feet!
▲ PROMOTIONAL MATERIALS: unlimited posters, foreign language materials, magnets*, payroll stuffers and more.
▲ HEALTHYMAIL© AND AFFINITY© NEWSLETTERS: Succinct and topical e-newsletters delivered right to your inbox.
▲ AFFINITY ONLINE: Features self-help tools, resources and answers at any time of the day or night from any internet-connected computer. It is completely anonymous so privacy is assured.
▲ CRITICAL INCIDENT STRESS MANAGEMENT: unlimited A humanistic benefit, this is an important cost containment feature of the EAP, assisting in preventing the debilitating residual effects of stress and shock.
▲ UTILIZATION REPORTING: Monitors EAP usage, provides feedback to the employer and facilitates robust employee utilization. Delivered online with the highest security standards.
▲ ACCOUNTABILITY AND SATISFACTION: An employee’s progress is followed until treatment is complete or declined. High-risk cases receive a special level of accountability and tracking. Live interviews supplemented by online and hard-copy questionnaires are tools used for optimal client satisfaction.
▲ ELIGIBILITY: All employees and household or family members are eligible.
▲ ACCESSIBILITY: One phone call to ACI initiates a seamless delivery of service.
▲ DIVERSITY: Multilingual providers and culturally sensitive resources meet the special needs of ACI’s client workforce.
▲ CONFIDENTIALITY: An ACI hallmark. The strictest standards and security are maintained, meeting all state and federal guidelines.
2.4 WHY COMPANIES OFFER EAP BENEFITS

The EAP helps employees and their family members solve personal and work related problems before they grow into more serious and costly crises. The EAP is also a management tool that, when properly used, can increase productivity by dealing with the day-to-day problems of employees and their families that distract or keep them from optimally performing when at work (see Exhibit 1.4). Assistance is aimed at cost effective, short-term problem resolution.

Data indicate that more than 90% of Fortune 500 companies have an EAP for their employees. These programs are now an expected and valued part of any corporate benefit package as well as standard in the insurance industry’s product line.

The Employee Assistance Professional Association (EAPA) estimates that companies recover between $9 and $14 for every dollar invested in an EAP.

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Exhibit 2.4: Productivity as Affected by Emotional Problems and EAP Utilization

Journal of Employee Assistance Vol. 34 No. 2 2nd Quarter 2004

- Yellow bars: Difficulty in Performing Work Before Using EAP
- Green bars: Difficulty in Performing Work Using After EAP

Exhibit 2.4: Productivity as Affected by Emotional Problems and EAP Utilization
3. EMPLOYEE ASSISTANCE PROGRAM BASICS

ACI employs the highest standards of ethical and professional conduct regarding all communication of privileged information. Critical to the success and high utilization of the ACI EAP is the confidence that the employees have in the confidential nature of their communications.

3.1 ELIGIBILITY
All employees, their household and family members may use the Employee Assistance Program. ACI recognizes the complexity, variety and influence of an employee’s relationships and thus does not necessarily limit eligibility to the employee, spouse or dependent. No cards or identification are required.

3.2 ACCESSIBILITY
Employees may access the EAP voluntarily or at the request of a supervisor, manager or Human Resources personnel. Management is trained to identify employees who are having behavioral and/or job performance problems and may benefit from an EAP assessment. They are also instructed on how to use the EAP for supervisory referrals.

Whether self or management referred, one phone call to ACI initiates a seamless delivery of service. ACI’s live Intake Specialists boast a zero percent dropped call rate! Non-English language requirements are handled by a warm transfer to ACI’s language line.

The EAP counseling benefit is easily accessed with convenient appointment scheduling and office locations. ACI’s network of providers is over 40,000 strong throughout North America and abroad.

3.3 DIVERSITY
With the advent of the global economy and multicultural characteristics of the workforce, ACI gives special consideration to the varied social, ethnic and cultural concerns of the workplace. ACI has identified specific providers to meet the needs of the non-English speaking employee and family member. ACI has allied with community resources providing licensed social workers and health care personnel to meet the special needs of the employee and family member.

3.4 CONFIDENTIALITY
Critical to the success and high utilization of any EAP is the confidence employees have in the privileged nature of their communication. The highest standards of ethical and professional conduct dictate all communication of privileged information.

All contacts with EAP providers and employees are strictly confidential. Federal and state law protect this privilege. When it is felt that the best interests of an employee could be served by disclosure, the employee is asked to sign an informed consent to release confidential information. Except with the written authorization of the employee, no individual reports are provided.
4. FEATURES AND PROMOTION

So that each employee may be more productive and successful in the workplace and at home, ACI offers comprehensive services and solutions to a wide range of life’s complex demands.

FEATURES

ACI provides more unlimited features and benefits. Counseling, legal and financial consultation, dependent care solutions, Critical Incident Stress Management, orientations, trainings are only a few features of ACI’s EAP.

4.1 COUNSELING, ASSESSMENT AND REFERRAL

The first phase of assistance is professional assessment of the employee problem. In this phase, the assessment process: identifies the concern; assesses the severity of the problem; identifies resources; and plans a next step with the employee.

Should the severity or complexity of the employee/family member’s problem dictate, referral to an outside provider of service may be necessary. If so, the ACI counselor will investigate the employee’s current benefit coverage, ability to pay, geographic accessibility and type of program when making a referral. The counselor will also monitor the results of the treatment in high risk cases such as those involving substance abuse or suicidal ideation.

Oftentimes, short-term problem resolution can occur within the EAP model sessions without a need for referral.

4.2 HELPLINE 24/7

A 24-hour, 365 day-a-year toll-free number is answered by a trained and multilingual answering service that provides information or has a counselor promptly return the call. Helpline staffers are prepared to deal with the distraught and difficult callers.

Emergency calls, so identified, are immediately handled by ACI staff therapists on call.* There is also immediate availability of drug and alcohol intervention at the home or work site.

* Please be advised that the ACI Helpline staff are unable to return calls to blocked numbers.
4.3 LEGAL AND FINANCIAL CONSULTATION *UNLIMITED*

**Legal** - Each member is entitled to one (1) initial **thirty-minute** office or telephone consultation per separate legal matter at no cost with a **network attorney**. In the event that you wish to retain a participating attorney after the initial consultation, you will be provided with a preferred rate reduction of **25%** from the attorney’s normal hourly rate. Virtually all types of legal matters are eligible for these services.

**Mediation** - Each member is entitled to one (1) initial **thirty-minute** office or telephone consultation per separate legal matter at no cost with a **network mediator**. In the event that the member wishes to retain a participating mediator after the initial consultation, they will be provided with a preferred rate reduction of **25%** from the mediator’s normal hourly rate. Typical matters may include divorce & child custody, contractual & consumer disputes, real estate & landlord tenant, car accidents & insurance disputes, etc.

**“Do It Yourself” Legal Forms Document Preparation** - Our simple and inexpensive online/assisted (members will have access to telephonic document preparers) process will enable consumers to complete their own legal document preparation from the comfort of their home, without incurring the cost of an attorney, or dealing with lengthy completion and delivery periods. Member’s will receive a preferred discount of 10% off and the types of forms include, divorce, wills, living wills, power of attorneys, immigration and much more.

**Financial** - Each member is entitled to no cost telephonic consultation with **financial counselors**. Typical matters include credit counseling, debt and budgeting assistance, tax planning, retirement and college planning questions. These services are provided by seasoned financial professionals and licensed CPA’s. Telephone consultations are generally limited to **thirty minutes** per issue. Local referrals are available for more complex financial planning issues.

**Tax Consultation and Preparation** - Members are entitled to receive up to **30-minutes** (two 15 minute sessions) of telephonic income tax planning related consultation per year on each separate tax issue they encounter. Preparation of all personal income tax documents are prepared by a CPA at a preferred rate reduction of **25%** from the CPA’s normal fee.
4.4 DEPENDANT CARE
Today's employee is often "sandwiched" between caring for children and caring for aging parents and adult dependents. As the average life span increases, more than one-third of the adults 65 and older will require assistance in living. At the same time the working parents of young children face the challenge of finding safe and nurturing child care resources.

As part of the EAP, ACI provides the employee with resources for dependent care. Whether the aging loved one requires financial, legal or housing assistance, ACI's national network of geriatric locators, case managers, and other specialists can assist employees in finding the best solution.

Dependent care involving children presents a different set of challenges. Geography, safety, and cost of program are only a few of the many concerns parents have when placing children in care. Using the same system—a network of national specialists—ACI assists employees in creating solutions to childcare dilemmas.

CHILDREncare
Today's parents have more childcare options than ever before. And, more concerns. To make the right decisions about childcare, your employee needs two things: information and resources. AFFINITY can provide both. Whether they're first time parents or coping with teenagers, your employees will discover that AFFINITY services are invaluable. Consultation and referrals are available.

ELDERCARE
Studies show that nearly one in four households are currently providing care to a friend or relative age 50 or older. Using our national network of geriatric locators, case managers, and other specialists, we assist employees in finding the best situation for their loved ones. By reducing this burden, employees are able to return to work and focus with less loss of time and energy. Consultations and referrals are made on eldercare issues.
4.5 CRITICAL INCIDENT STRESS MANAGEMENT **UNLIMITED**
Critical Incident Stress Management (CISM) and trauma intervention are handled with skill and empathy and are included in the program. Whether on-site or in ACI offices, there is no additional charge. CISM can prevent emotional injury and long-term effects of stress, shock and post-traumatic reactions.

This specialized component of the EAP must, of necessity, be emphasized. As more crime, vandalism, acts of sabotage, and personal aggression have entered the workplace, the EAP has become an important part of recovery and assistance. For traumatic events such as bank robberies, bomb threats, aggressive acts, industrial sabotage, suicide, and other tragic occurrences, ACI provides specially-trained teams that are experienced in handling the emotional and shock reactions which accompany a tragedy.

ACI is also prepared to help management provide effective leadership following a traumatic event. There is no limit to the number of events covered.

4.6 MANAGEMENT AND SUPERVISORY TRAINING **UNLIMITED**
ACI prides itself on the unlimited features of its EAP, including unlimited training. Through a combination of using the latest in technology and "clean and lean" program administration, ACI provides to each EAP customer this exceptional benefit.

Specially designed and unlimited training sessions for managers and supervisors are included in the EAP. The three-fold focus of the initial training includes:

▲ **Identifying the Troubled Employee**
Identifying problem behaviors in an employee’s work performance may lead to an EAP referral. Emphasis is on documentation of job performance difficulties, understanding patterns of problem behavior and problem identification. Managers are given specific interactive practice situations.

▲ **Substance Abuse**
"Normal" habits, dependency, use and abuse of mind-altering substances are discussed. Alcoholism, drug abuse and addiction are family problems that affect the worker, their family and the employer.

▲ **Violence in the Workplace**
As society becomes increasingly violent, so does the workplace. Each year, one in every four workers is likely to be threatened or assaulted at work. Prevention and early identification are the tools managers and supervisors need in order to be proactive in worker safety.

ACI’s clinicians have received specialized training from a variety of sources including: National Organization of Victim Assistance; Kaiser Permanente Workplace Violence Training; Certified Employee Assistance Professionals: Risky Business; and COMPASS.
4.7 MANDATORY REFERRAL PROGRAM
Should a company adopt mandatory referrals, ACI supports supervisors in dealing with difficult work and job performance problems:

▲ Applying policies and procedures in a consistent manner.
▲ Establishing Return to Work agreements.
▲ Creating a work environment that supports the employee’s reintegration after successfully meeting the terms of a Return to Work agreement.
▲ Protecting the workplace while meeting confidentiality guidelines.

4.8 DRUG-FREE WORKPLACE ACT COMPLIANCE
Participation in ACI’s EAP meets the requirements for the federal Drug-Free Workplace Act. With the inclusion of periodic all-employee meetings, distribution of literature, and supervisory trainings, the EAP provides compliance under this federal Act.

Department of Labor statistics show the vast majority of illicit drug users in the US are employed. Of 12.3 million adult illicit drug users, 9.4 million (77 percent) work.

More than 60 percent of adults know someone who has reported to work under the influence of alcohol or drugs.

One in five workers report that they have had to work harder, redo work, cover for a co-worker or have been put in danger or injured as a result of a co-worker’s drinking.

Up to 40 percent of industrial fatalities and 47 percent of industrial injuries can be linked to alcohol consumption and alcoholism.

Alcoholism is estimated to cause 500 million lost workdays annually.
4.10 ACI REFERRAL PROCESS FLOW CHART

Accessing Services

One Phone call to ACI initiates A plan of action that maximizes The success and productive Reintegration of the employee To the workplace.

Employee/Family Member

Manager or Supervisor
refers employee to EAP

Manager contacts EAP

Manager refers to EAP

Close EAP case

Close EAP case

Brief treatment using 6 visit model

Provider treats short term issues

Issues determined. (i.e. substance abuse, depression, marital discord)

Referral to provider for continued treatment

EAP monitors treatment compliance as liaison between the employer and the provider until the employee completes treatment recommendations.

Intake by ACI & provider referred given.

Assessment performed by provider to determine long term presenting issue.

Short term

Long term

PROPRIETARY
5. PROGRAM PROMOTION

With a focus on employee utilization, ACI provides consistent support and monitoring to ensure maximum service usage.

5.1 LUNCH 'N LEARN SEMINARS* UNLIMITED
A unique feature of the EAP is the popular Lunch 'n Learn seminar. These are informal, on-site, lunch hour programs that address wellness topics, offer practical suggestions, and foster utilization of EAP services. Diverse topics are built around contemporary problem issues. No other EAP firm offers unlimited Lunch 'n Learn lunchtime seminars!

*Attendance minimums apply. Excluded topics include: Sexual Harassment & Cultural Diversity

5.2 ORIENTATION*
The first step in fostering employee acceptance and utilization of the EAP is through an employee orientation. ACI will deliver an unlimited number of orientations, as many as necessary, to familiarize employees with their EAP.

Orientations describe the features of the program and how to access them; the confidential nature of the EAP; eligibility; types of referrals made to the EAP (voluntary or self-referral, supervisory or mandatory referral); the Release of Information form; and location of offices. Orientation sessions, conducted by ACI counseling staff, may be set to scheduling, attendance minimums and meeting space availability.

*Attendance minimums apply

5.3 PROMOTIONAL MATERIALS UNLIMITED
EAP promotional materials explain how the EAP works and familiarize employees with their prepaid benefit. ACI provides free posters and brochures to publicize the program; flyers to promote Lunch 'n Learn seminars; supervisory manuals; inserts for corporate newsletters; letters to family members; Summary Plan Descriptions (SPD’s) and HealthYMails©. Available at a small cost are the popular AFFINITY© newsletters, magnets and other promotional items.

5.4 HEALTHYMMAIL®
At no additional cost, the company will receive monthly a reproducible e-flyer on health related subjects of interest to a wide range of employees. Some are timely (i.e. "Reducing Holiday Stress") and others address contemporary issues such as "Talking to Your Kids about War and Terrorism." Offering practical suggestions, each HealthYMail© provides interesting and easily readable information for coping with daily life issues.
8. SYSTEM DESIGN & PROGRAM MANAGEMENT

To help you reach your goals and get the most from your ACI EAP, your Account Manager coordinates, tracks and monitors delivery of services and employee utilization.

8.1 ACCOUNT MANAGEMENT
ACI’s designated Account Manager will seamlessly coordinate the implementation and provision of services including employee orientations and management training. The account manager serves as a problem solver, point of information, and community specialist, especially for difficult referrals and special needs employees and/or family members.

8.2 ACCOUNTABILITY & REPORTING
A quarterly statistical report will be provided via ACI’s secure website including a use and effectiveness summary, trends and activities, and a full demographic breakdown of utilization. Provided are: the number of employees and family members seeking assistance; categories of problems in which assistance is sought; age; sex; reason for contact; type of referral; and referral source. Sample Utilization reports are available on request.

Reports provide cost-containment, dates, trends and programming suggestions. Clear graphics and summaries make statistics clear and easily readable.

8.3 SERVICE LOCATIONS
As a worldwide service company, ACI provides programs throughout the United States and Canada. ACI’s offices and affiliates are located in 50 states, major cities and many outlying locations. ACI offers locations convenient to an employees work or home.

By using ACI’s county and statewide network of providers, employees and family members can choose any location convenient to home or work and any provider meeting the established qualifications. The client is assured of confidentiality with no chance of meeting a co-worker in the waiting room or having conversations overheard.

With a large network to choose from, employees who are traveling are covered in any location across the nation or abroad, college students can seek counseling whether at UNLV or UCLA, and dependent seniors can receive services from Alaska to Florida. These are only a few advantages of ACI’s EAP network providers. Confidentiality, the heart of any EAP is the primary concern. Employees and family members can seek help with maximum flexibility finding that right provider for their particular combination of personality, presenting problem and convenient location.

8.4 QUALITY ASSURANCE
ACI utilizes the following assurance process in quality service delivery:

▲ Peer Review - staff with a broad range of clinical specializations and areas of expertise are an invaluable resource.
▲ Weekly case conferences to monitor unusual or high-risk cases.
▲ In-service training to further clinical skills, review training models and update on technology trends.

▲ Psychiatric and medical consultation.

▲ Continuing Education - staff and providers often participate in outside seminars and advanced degree programs. Professional Development Hours, Certified Employee Assistance Professional re-certification and state licensing are some of the requirements.

▲ Follow-up feedback process for counselors and client organizations. Quarterly utilization reports are reviewed by Executive staff to monitor EAP usage, trends and potential "red flags" to the employer.

▲ Professional affiliation - staff maintain memberships in diverse professional associations such as APA, CAMFT, CAC, NOVA and ADA, as well as broad interest groups such as EAPA, NCA, EASNA, and CWCA.

8.5 SATISFACTION OUTCOME SURVEYS
Client satisfaction surveys are an important part of ACI’s internal feedback system. The results and comments are monitored continually. Feedback to individual providers is immediate. Surveys are available online. See exhibit below.

8.6 FOLLOW-UP & LIVE RESPONSE
All persons utilizing the EAP counseling service will be followed until they complete treatment or decline further services. The intervals at which the employee will be contacted vary according to the nature of the problem, but in general begin at one month, and in some cases may continue for up to one year.

All chemical and alcohol dependency referrals are automatically monitored for at least one year. Specifically, ACI will seek information from the client regarding their success with the EAP service and the effectiveness of treatment. High-risk cases including chemical and alcohol dependency, suicidal or homicidal ideation, psychosis, victimization, suspected abuse, violence potential and management referrals receive follow-up monitoring from ACI’s professional staff.
9. COST PROPOSAL

ACI's account managers will work with you to set goals, achieve objectives and provide your most valuable asset - your workforce - with the best and most competitive plan available.

### 9.1 PROPOSED FEES

<table>
<thead>
<tr>
<th>Corporate Package</th>
<th>$1.69 PEPM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Three Session Model</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Six Session Model</strong></td>
<td>$1.99 PEPM</td>
</tr>
<tr>
<td><strong>Part-Time Rate</strong></td>
<td>$0.80 PEPM</td>
</tr>
</tbody>
</table>

**Corporate Package Includes:**
- 24-hour toll-free access
- Nationwide network of providers
- Face-to-face assessment, short-term problem resolution, and referral
- *Unlimited* on-site or media orientations*
- *Unlimited* on-site management/supervisory trainings*
- *Unlimited* promotional items and free brochures
- *Unlimited* on-site Lunch ´n Learn seminars*
- *Unlimited* on-site Critical Incident Stress Debriefings
- *Unlimited* substance abuse case management and support
- *Unlimited* management consultation regarding difficult employee issues
- *Unlimited* direct supervisory referrals for performance issues
- *Unlimited* telephonic legal consultation
- *Unlimited* telephonic financial consultation
- *Unlimited* child & eldercare referrals
- Quarterly utilization reports

* On-site trainings require a minimum of 15 attendees

### 9.2 PROPOSAL ASSUMPTIONS

- Rates based on an employee count of 650
- Six session model is limited to three sessions per 6 month period in CA
- Rates guaranteed for two years
- *Unlimited* is defined as one hour per day per onsite visit per location
- Attendance minimums apply along with 72 hour cancellation notice