

Exhibit A

IMPACT Employee Assistance Program

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Who We Are & What We Do

IMPACT Solutions is a behavioral healthcare and people development consulting firm with an experienced staff of EAP, coaching, training, and organizational development specialists. Since 1981 we have been helping organizations to succeed by empowering their people to thrive through solution-focused offerings.

Overview

IMPACT Solutions is widely recognized as a leader in the EAP field, serving a broad range of clients. The IMPACT Employee Assistance Program is designed to align with each client, including those with multiple locations, to meet their daily organizational challenges and unique personnel needs.

Through a high-touch service oriented approach, the IMPACT EAP has consistently achieved utilization 3-4 times the national average, resulting in a high return on investment (ROI) for our clients.

Your employees are integral in achieving your bottom-line objectives. Personal and work-related problems can interfere with their ability to be effective on the job. The IMPACT EAP equips you with a resource for your employees and their families, offering counseling, coaching and guidance when such problems arise.

Our mission is to help each of our clients provide their employees with the best individualized attention. We strive to fulfill this mission by:

- » Listening to our clients, with a focus on partnership and collaboration
- » Consistently delivering quality-driven services
- » Maintaining the highest level of ethical standards and integrity
- » Balancing our growth with a sustained focus on service excellence

Features

The IMPACT EAP offers you and your employees peace of mind that there is always someone to talk to, 24 hours a day, 365 days a year. Your employees have access to unlimited phone consultation with a live mental health professional. Assistance is available to ALL employees and their household members, as well as dependents living away from home and parents & parents-in-law.

The IMPACT EAP covers a wide spectrum of personal and work-related challenges and daily living matters, from stress and marital/family issues, to depression, anxiety, substance abuse and other commonly experienced concerns.

Program features include:

Phone Support

Toll-free phone line answered 24 hours a day, 365 days a year directly by a live masters level and above mental health professional, offering:

- » Confidential phone support - counseling, coaching, and other types of consultation for employees as well as for managers, supervisors, and HR professionals
- » Referrals to community resources for legal, financial, and identity theft recovery matters, child/elder care assistance, medical resources, education needs, and much more
- » Post-trauma telephone consultation and coordination for supervisors and managers

IMPACT Solutions employs master level trained, licensed mental health professionals as our phone counselors and first responders to all incoming calls. Our standard intake process includes a thorough needs assessment, a full description of EAP services and an action plan including referral recommendations to other benefit programs and providers that may address the employees' full range of needs. IMPACT clinicians will often work collaboratively with other professionals, such as primary care physicians, wellness coaches, and other specialists when treating an employee.

Face-to-Face Counseling

Assessment and allotted counseling sessions provided by the IMPACT local/national provider network:

- » Priority and emergency scheduling *with evening and weekend availability*
- » Unlimited case management and treatment monitoring services to ensure ongoing high-quality care
- » Coordination of benefits and treatment services with the existing healthcare plan
[Note: complimentary counseling sessions provided per person per occurrence, NOT per year, allowing for multiple counseling occurrences per year]

It is IMPACT's policy to ALWAYS extend the full counseling benefit to all eligible employees and family members regardless of assessment outcome. For example, if the individual required long-

term counseling beyond the allotted EAP sessions, IMPACT would attempt to identify an EAP provider that also participates in the individual's health care plan therefore maintaining continuity of care while minimizing the out of pocket expense to the employee.

Dedicated Account Management

A masters level account manager is assigned to handle the account's day-to-day needs, working in tandem with the IMPACT client team:

- » Complimentary on-site orientation training, provided as reasonably required
- » Distribution of member wallet cards and posters at start-up and provided as needed
- » On-going monthly newsletters; two versions – one for employees and another for managers/supervisors
- » Detailed activity reports providing utilization information
- » Coordination of management referral process to address employee performance problems

IMPACT on the Web

A web-based work/life resource, offering secure access to over 4 million resources nationwide, instant provider listings, personal calculators, and on-line seminars, all providing the timely knowledge for daily life management:

- » Over 3000 Resource articles and tip sheets - addressing family and care-giving, health and wellness, emotional well-being, working smarter, daily living and many other topics
- » Interactive self-search locators for child/elder care, adoption, education, pet sitting, volunteer opportunities, and attorneys
- » Child care center discounts
- » Savings center for discounts on name-brand items
- » Relocation center for comprehensive information on U.S. communities
- » Ready Docs, including wills, bills of sale, demands and releases, property agreements, advanced directives by state, and others
- » Interactive e-learning sessions, health assessments, educational resources, and over 65 financial and health related calculators
- » Wellness resource links
- » Prescreened "best of the web" resource links
- » Monthly online seminars
- » "Feature of the month" tools and resources
- » Spanish language content
- » *Client document library* – secure access to benefit information, archived newsletters, self-assessments, utilization reports, and other informational documents for management & HR

IMPACT on the Web
The IMPACT EAP offers confidential professional support for work/life matters


Live immediate assistance, 24/7
800-227-6007

Work/Life Home
Parenting
Aging
Balancing
Thriving
Working
Living
International



Nursing Homes: Making the Right Choice

Emma's family didn't know what to do. Her son put grab bars in the shower. Her daughter brought lunch over every day. The neighbors checked in often. But at age 82 Emma needed more help. She wasn't able to manage her medicines, and she was having a regular problem with incontinence. Then she forgot to take her key out of the front door, and she left the water running in the kitchen sink all night. Staying home alone just wasn't working for Emma.
[Read more about... Nursing Homes: Making the Right Choice](#)

- [Couples Considering a Blended Family](#)
- [Making New Friends](#)
- [Making Lifestyle Changes That Last](#)
- [Ah, Newlyweds...Then Reality Sets In!](#)
- [Returning to the Workforce: Strategies for Job Seekers Who Have Been Fired or Laid Off](#)

Site Search

Locate Resources

to search for:

Savings Center

Learning Center

Relocation Center

News For You

Welcome!
Wildfires
Flu
Economy

Welcome to *IMPACT on the Web*, the new and improved IMPACT EAP work/life site with enhanced search capabilities. The IMPACT Employee Assistance Program (EAP) offers confidential support, 24/7, for you and your household members, dependents living away from home, and parents & parents-in-law.

For live, immediate assistance call 800-227-6007 anytime.

How do you feel about change?

I love the potential and challenge.

Some change is good.

Change happens.

This OK with

Online Seminars

Upcoming Online Seminars: Register to attend.

- 09/15/09 - [Ain't Life Grand: Opportunities for Growth](#)
- 10/20/09 - [Lifelong Learning: Selecting the Path That's Right for You](#)
- 11/17/09 - [Creating a More Resilient You](#)
- 12/15/09 - [Safe Shopping: Protecting Yourself Against Consumer Fraud](#)

[View All](#)



Total Wellness

IMPACT Solutions provides numerous wellness tools. And, because many of these tools are web based, they can be used by not only your employees, but their eligible family members as well. Our tools include screenings, assessments, articles, resources, on-line seminars and audio programs. Content areas include Infant & Toddler's Health, Children's Health, Adolescent's Health, Women's Health, Men's Health, Senior's Health and Healthy Eating. Our Medical Care content area features information regarding exercise and fitness, prevention and healthy living, lifestyle changes, special needs and challenges, safety, chronic conditions, alternative and complementary medicine and current research.

Individuals can discover much that they never knew about themselves with our Personal Profiles which includes the Cancer Prevention Grade that will help determine prevention levels for all forms of cancer, Preventive Care that provides employees with personal recommendations, or the Sleep profile to assist with problems related to getting enough sleep.

Individuals can evaluate their risk for different health conditions by taking one of the many risk assessments such as the Diabetes Risk or Heart Disease Risk Assessments or discovering how lifestyle affects health by exploring their fitness level, eating behaviors or stress style and management. A complete general health assessment is also available to get an overall picture of health and wellness quotient improvement areas.

On-Site Trauma Assistance

CISD/CISM counseling provided following trauma occurrences

Legal Assistance

Quick, convenient access to legal support over the phone:

- » General advice and preventative counseling
- » National coverage
- » Local referral service, providing employee with in-person legal representation
- » Educational resources on the web
- » Complimentary half hour consultation, per occurrence, with an experienced private practice attorney from the caller's home state for issues such as family law, real estate, etc. Additional assistance, if required, is available at a discounted rate.

[Note: All legal requests are pre-screened by an IMPACT counselor]

Financial Assistance

Quick, convenient access to comprehensive financial support:

- » Access to financial planners, Monday-Saturday
- » Assistance with debt management, budgeting/consumer credit, financial planning, bankruptcy/foreclosure prevention, housing, and more
- » Nationwide referral database
- » Credit report review
- » Education materials, available online and in hard-copy; both in English and Spanish

Identity Theft Recovery Assistance

Identity theft recovery support over the phone

- » Standard consultation – employee works with an identity recovery professional to assess their situation and create an action plan in order to independently resolve their issue

Added Service for Employees Following if Separation from Employment Occurs

Regardless of COBRA participation, all individuals are eligible for IMPACT services for 90 days after separation from their employer. This allows them to complete services initiated before the separation or to initiate services within 90 days of their separation for issues that might arise as result of the separation. The 90-day extension of service is provided as a courtesy by IMPACT Solutions. The employer is not required to include employees in their monthly reports who have separated from employment during this time period.

Additional Services

A wide array of wellness and organizational development services are also available upon request.

Pricing

<u>3 Session Model</u>	<u>5 Session Model</u>	<u>6 Session Model</u>	<u>8 Session Model</u>
\$1.45 PEPM	\$1.59 PEPM	\$1.75 PEPM	\$1.90 PEPM

We understand that problems return and individuals relapse, which is why it is our policy to provide complimentary visits **not just yearly**, as is the custom for most EAPs, but **per problem occurrence**, and per employee, per household member, per dependent, per parent and per parent in-law anywhere in the United States. This means individuals can access the EAP multiple times throughout the year and receive FREE counseling sessions.

Additionally:

- » The above rates will be locked in for five years (January 1, 2015 – December 31, 2019)
- » Five on-site hours (for training and/or critical incident trauma response) per every 1,000 eligible employees will be provided
- » Current employee communication materials will be reviewed with the IMPACT Higher Education Board of Advisors and enhanced as agreed upon
- » Aggregate performance guarantees will be put into effect in accordance with agreed upon terms between IMPACT and the IMPACT Higher Education Board of Advisors