

IMPACT Solutions - Ohio based Employee Assistance & Work/Life Program specialists offering high touch, relationship-driven personalized service to colleges and universities

IMPACT ACHIEVEMENTS



- ◆ **2016 Higher Education aggregate utilization was 34%, more than six times the national average of 4-6%** as reported by Employee Assistance Professional Association (EAPA)
- ◆ 87% of our clients resolved or improved their presenting problem as a result of EAP intervention
- ◆ 88% of clients surveyed reported that they felt better equipped to handle their presenting problem after receiving EAP intervention
- ◆ 74% of our clients experienced improved general functioning as a result of EAP intervention

INTRODUCTION

IMPACT Solutions has over 35 years of experience providing EAP and Work/Life services to our clients. For the last 18 years, we've specialized in higher education, secondary education and healthcare systems. IMPACT Solutions understands the needs of higher education and the importance of offering high touch, relationship driven, in-depth service. We are not a splinter department or an affiliate to a larger business. We proudly serve 25 higher education institutions within the state of Ohio.



IMPACT Solutions was selected by the Inter-University Council of Ohio's Purchasing Group as the preferred EAP provider for Ohio Colleges and Universities in 2010 and again in 2015 for an additional 5 years

"Big enough to do it all, Small enough to do it right"
Dr. Joel R. Gecht, President & CEO



KEY BENEFITS TO OUR CLIENTS

- ◆ Coverage beyond the immediate family - IMPACT covers your faculty/staff member, their spouse or partner, household members, dependents living anywhere in the United States and their parents and parents-in-law
- ◆ 24/7/365 immediate phone support by licensed, masters level mental health professionals
- ◆ Face-to-face counseling sessions that are available restriction-free (NO pre-assessment obstacles to service) provided nationally on a per person/per occurrence basis
- ◆ Telephonic coaching sessions with wellness experts in nutrition, elderlaw, mindfulness and more
- ◆ IMPACT on the Web offering thousands of vetted articles and resources, assessment tools, on-demand seminars, skill builders and much more
- ◆ Unlimited access to Legal, Financial and Identity Theft Prevention & Recovery assistance services
- ◆ Highly credentialed local and national network of Masters and Ph.D. level of clinical providers
- ◆ Dedicated **local** Account Management services to handle day-to-day needs, facilitate supervisory referral cases and monitor program promotion (within driving distance)
- ◆ A Higher Education Board of Advisors comprised of CHRO's and other HR stakeholders partnering with IMPACT EAP to share best practices and remain focused on trends affecting colleges & institutions

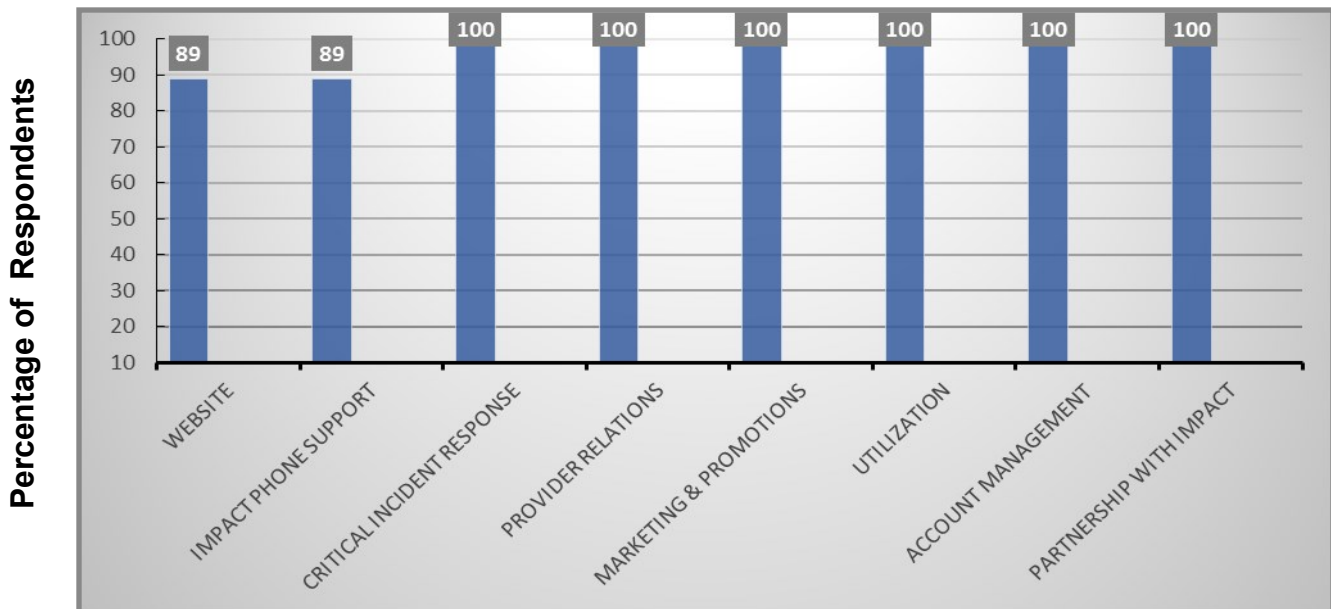
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IMPACT PERFORMANCE

Each year IMPACT submits an annual Report Card Survey to our Human Resource leadership as a quality assurance measure of our client’s satisfaction and experience with the IMPACT Employee Assistance & Work/Life Program. The survey explores eight key areas: **partnership, account management, 24/7 phone line support, utilization reporting, provider network, crisis management, IMPACT website, and marketing & promotions.** This objective tool provides us with valuable feedback that plays a critical role in our ability to measure and evaluate our service delivery as part of our performance guarantee under the IUC agreement. Additionally, it helps us target and develop important program improvements as part of our on-going commitment to relationship driven customer service.

The chart below represents the percentage of respondents that provided an overall rating of **excellent/above average** on the 2016, IMPACT Report Card survey.

Higher Education Aggregate Report Card Summary, 2016
Respondent Ratings of Excellent/Above Average



IMPACT Service Areas



We are the official EAP Provider of the Inter-University Council of Ohio.