



Employer Assisted Program



TABLE OF CONTENTS

- EXECUTIVE SUMMARY
- COMPREHENSIVE SUPPORT
- ACCESS
- PROVIDER NETWORK
- TECHNOLOGY TO IMPROVE MENTAL HEALTH
- ACCOUNT SERVICES
- PROMOTION
- UTILIZATION REPORTS
- Fortitude180™ Substance Use Disorder Program
- ADDITIONAL EAP ENHANCEMENTS



EXECUTIVE SUMMARY

OSH360 have partnered with CCA to offer the first EAP designed specifically for workers in safety-sensitive jobs. Not seen elsewhere in the marketplace, this novel integration of evidence-based treatment protocols and keen focus on workplace safety, buttressed by our industry-leading EAP services, ensures that employees receive targeted support to promote lasting results. The following are highlights of our proposed program:

- **Easy access to professional support** Master's-level counselors are available 24/7 to provide immediate crisis support and clinical intake.
- **Short-term counseling** Included within the EAP, with no out-of-pocket costs or use of medical benefits.
- **Revolutionary support for substance use disorders** Our comprehensive, three-year Fortitude180™ program involves intensive case management from the beginning phase of treatment, through the return to work and beyond.
- **A dedicated account team** Our account team, available 24/7, will manage all aspects of the program from the initial launch to ongoing promotion, wellness seminars, crisis management, utilization review, and program planning.
- **Organizational focus** We proactively address issues such as improving mental health and reducing stigma associated with getting help, adapting to change, reducing turnover, curbing conflict, and improving work-life balance and well-being.
- **Immediate crisis and trauma services** Our crisis services include on-site counselors, grief groups, critical incident stress management (CISM), and assessment of at-risk employees.
- **All of which are supervised by an experienced Corporate Medical Director.**

White glove solutions driven by clinical expertise

There is no margin for error when it comes to safety sensitive positions—mishandling just one situation can have devastating implications for both individuals and organizations. OSH360 powered by CCA has helped individuals and organizations thrive over several decades. As a premier Employee Assistance Program (EAP) provider, we leverage our expertise in clinical and organizational psychology to create collaborative, respectful, and emotionally healthy workplaces to improve both individual and organizational well-being.



Our approach is entirely proactive—we identify trends in utilization data and flag potential problem areas before they impact the organization. We identify risks within employee groups and train managers to be proactive in addressing employee challenges. And we stay abreast of current events (such as shootings, natural disasters, etc.) in our clients' locations so that we can send information and resources to HR before they need to ask. This focus has created strong partnerships with our clients, some of whom have been with us for over 25 years. Every EAP offers 24/7 support, but CCA responds more quickly, more personally, and more proactively than our competitors. The success of our personalized, hands-on approach is evidenced by our 98% client retention rate.

COMPREHENSIVE SUPPORT

OSH360 powered by CCA's EAP helps employees and their families maintain their emotional well-being, supporting them with challenges such as stress, anxiety, depression, marital and family challenges, substance abuse disorders, and much more. Our programs include:

EAP Services

- 24/7/365 access to support
- Telephonic, in-person, or virtual assessment
- Online assessment scheduling
- Digital intake
- Short-term counseling
- Referrals, including coordination with health care benefits, to:
 - Long-term counseling
 - Specialized care
 - Community resources
- Intensive case management and follow-up
- Substance use, fitness for duty, and return to work evaluations

Work-Life Services

We offer a full spectrum of comprehensive Work-Life services to help members manage the challenges of daily life with information and referrals in the following areas:

- Childcare
- Education
- Adult and Eldercare
- Wellness and Health
- Convenience and Daily Living
- Legal and Financial



ACCESS

We are proud to own, staff, and operate our own call center—this enables us to control the quality of services we provide to our members. Support or clerical staff are never utilized. Our Access Line is answered 24/7 by full-time, master’s-level EAP counselors experienced in intake and crisis management, clinical assessments, chemical dependency, trauma response, and other relevant interventions.

In addition to calling, members have multiple digital paths to request services including our member app, emailing through the member website, or completing our online intake form. Alternatively, members can self-schedule an intake assessment with one of our master’s level EAP counselors.

PROVIDER NETWORK

OSH360 powered by CCA’s provider network is the result of 40 years’ experience in the EAP business and consists of over 50,000 providers nationwide. All are master’s- or PhD-level clinicians (e.g., Licensed Clinical Social Workers, PhD psychologists) from a variety of backgrounds with a wide range of specialized areas of clinical expertise.

Provider Network Diversity

We build our provider network with an eye towards counselors with diverse backgrounds and experiences, in addition to impeccable credentials and skills. Providers also participate in cultural competency assessments and training. We collaborate closely with members to address their provider preferences and match them with providers who can help them achieve a positive outcome.

Curated Referrals

We never give our members a list of providers that they must wade through and navigate. Instead, we do all the legwork and curate one referral that perfectly suits their needs. Before making the referral, we contact the provider directly to alert them to the referral and communicate the results of our clinical assessment. We verify that the provider meets the member’s preferences (e.g., gender, language spoken, or experience in a particular area). We also verify the provider’s participation in the member’s insurance plan, ensuring they can continue counseling beyond their EAP sessions if needed. We follow up with each member to confirm that the member is satisfied with the provider. This thorough, personalized approach ensures high quality and continuity of care.

Timing

For routine counseling needs, we provide a referral to a counselor within two business days of the initial assessment. We guarantee that a counselor will be available for a first appointment within



five business days of the initial assessment. This time frame is often shorter. For urgent needs, we provide an appointment within 24 hours, and emergencies are handled immediately, using local emergency medical resources, when needed.

TECHNOLOGY TO IMPROVE MENTAL HEALTH

We are committed to bringing our services where they're most convenient for our members—in the palms of their hands. We are especially proud of the innovations we have created to better serve our members:

CCA@YourService App

Our CCA@YourService mobile app affords even greater ease and efficiency to accessing mental health, well-being, and daily living resources. Grounded in the practices of cognitive behavioral therapy, mindfulness, and positive psychology, this results-based app includes:

- Emotional Wellness Screening: Comprehensive assessment to identify challenges such as anxiety, depression, stress, sleep, relationship, conflict, substance use and more.
- Self-Use Programs: Personalized, self-paced emotional well-being tools and sessions including tips, exercises, skill builders, and over 800 animated videos.
- Work-Life and Daily Living Requests: Resource and referral requests and searches, saving employee's time while supporting wellbeing and work-life balance.

Member Website

Updated on a regular basis, this extensive, centralized database offers thousands of articles, informational tools, self-assessments, calculators, locators, and other resources, all designed to support members with a myriad of work-life and daily living challenges. It is one of the most comprehensive websites in the industry, yet easy to use. And it can be linked to your Intranet site and serve as another resource to communicate benefits to employees. Our state-of-the-art member website is mobile enabled, ensuring ease of use.

Member Digital Intake

Members have the option to access counseling support through our Online Intake Form. After clicking the link, members complete basic questions in a user-friendly format regarding their demographics, location, support requested, and provider preferences, if any. Once the member digitally signs the form, including a HIPPA acknowledgment, the request is immediately sent to our Provider Relations Team who will contact the member with a curated referral.

Self-Scheduling

Our online scheduling platform allows members to self-schedule an intake assessment with one of our EAP counselors. Members can not only choose a time that is convenient for them, but they may also select the counselor of their choice by browsing their profiles and viewing their bios.



After making their selection, members will receive a confirmation email with their appointment information. Prior to the appointment time, members will also receive an email reminder.

ACCOUNT SERVICES

OSH360 working with CCA will assign an Account Executive (AE), backed by an Account Team, to your organization. Having 24-hour access to a dedicated Account Team who is already intimately familiar with your organization's needs and culture contributes to building a program that is highly utilized, trusted, and valued. Your AE will be responsible for directing and coordinating all your account service needs, including:

Implementation

OSH360 working with CCA specializes in simple, streamlined transition and implementation. Your AE manages the process from start to finish. Key features that reduce the effort required by your staff include:

- Customized electronic promotional materials and announcements
- Program Introductions for employees and supervisors, delivered onsite or via live webinar and archived for on-demand access
- Participation in health fairs and other relevant benefit events
- Coordination with your outgoing vendor to establish transition procedures

HR and Management Consultations

It has been said that managers influence mental health more than therapists—yet most aren't trained to support employees through the myriad challenges they face today. One of the key elements we bring to organizations is support for HR and managers regarding employee concerns as well as organizational challenges. Your Account Team is available 24/7 to provide expert guidance and assistance on a broad range of issues, including:

- Emotional well-being
- Harassment
- Job performance
- Safety and risk
- Substance abuse
- Workplace change, conflict, and dynamics

Crisis Support

From a suicidal employee to a weather-related emergency, OSH360 powered by CCA offers immediate crisis intervention, around the clock and around the world. Available 24/7 to provide unlimited consultation, our team of experts will guide you through the proper response to the event, coordinate internal and external resources, and support your organization through the recovery process. We have extensive experience helping employees cope with and recover from



incidents such as workplace violence, employee deaths, COVID and pandemic-related trauma, weather disasters, accidents, acts of terrorism, organizational restructuring, and reductions in work force. Critical Incident Services can be provided onsite in as little as two (2) hours.

Services include:

- employee meetings
- grief groups
- critical incident stress management (CISM) sessions
- group and individual evaluations and counseling
- evaluation of high-risk employees

Organizational Needs Assessment

Over four decades of experience have shown us that many issues can be prevented from escalating with early intervention. While most EAPs have “reactive” models, this organizational assessment is just one example of our proactive approach to enhancing well-being for individuals, teams, and organizations. It enables us to determine areas of potential risk related to employee stress, psychological safety, absenteeism, retention, and productivity and helps leadership craft targeted solutions. Additionally, the assessment process is an opportunity for the dedicated Account Executive and Team to familiarize themselves with your organization’s unique challenges and goals, as well as aspects of company culture that might exacerbate mental health issues. And, by getting to know the major players, we increase visibility of the EAP and gain more program advocates.

PROMOTION

We’re Working to Destigmatize Behavioral Health

Even the best resources aren’t successful if they’re not utilized. While the stigma around seeking support for mental health issues has decreased, it can still act as a barrier to appropriate care. At OSH360, we’ve always been determined to engage even the most hard-to-reach employee groups.

Communication

Successful implementation will get your program off to a good start; strong, ongoing promotion will keep utilization high. We will help you develop a custom, 12-month strategic promotional plan that will maintain program visibility. This promotional plan may include:

- Ongoing introductory sessions – onsite and/or virtual
- Manager sessions – onsite and/or virtual
- Topical posters and quarterly newsletters
- Made-to-order communications highlighting specific employee groups and/or services
- Monthly webinars
- Health fair participation



- Lunchtime wellness seminars

Materials are provided electronically to allow for a variety of distribution methods, such as internal newsletters, email, bulletin boards, and Intranet.

Wellness Seminars

OSH360 provides regular educational opportunities for members through our one-hour wellness seminars. These instructor-led, introductory workshops can be delivered onsite or via live webinar. Sessions provide employees with an overview of the topic as well as tips and techniques to help lead a more balanced life. We offer over 150 different seminars on topics ranging from Mindfulness Meditation to Managing your Finances. Your OSH360 AE will work with your staff to identify topics and schedule sessions.

UTILIZATION REPORTS

OSH360 provides quarterly, semi-annual, and annual utilization reports. These reports present statistical information on program usage, types of requests, services provided, and demographic data. They include analysis and comparison to other organizations of similar size, location, or industry.

Your AE will review and present the report details, analyze data, identify trends, and make strategic program recommendations based on the report data. We will ensure that the program remains aligned with your organization's overall goals. Reports are reviewed with client liaisons in regular meetings led by an AE.

Introductory Sessions

Unlimited virtual sessions are included:

- Employee Orientation sessions to introduce the program.
- Supervisory Training to teach managers and supervisors about the EAP and how to use the program as a supervisory tool.

Implementation and Promotional Services and Materials

Development of customized promotional plan and provision of electronic materials.

Member App

Providing greater ease and efficiency for members accessing clinical services and self-guided CBT modules. Resources and referrals for work-life and daily living challenges are also provided.

Member Website



State-of-the-art, interactive, mobile-enabled member website includes articles, audio files, e-learning modules, health assessments, self-searchable provider databases, finance tools and legal documents.

Utilization Analysis and Reporting

Quarterly, Semi-annual, and Annual utilization reports including analysis and review meetings.

Fortitude180™ 3-year Substance Use Disorder Program*

Traditional SUD programs tend to be short-term and employ a one-size-fits-all approach, with minimal ways to hold providers accountable for outcomes. The result is relapse rates that would be considered completely unacceptable for any other disease. Understanding that short-term solutions lead to short-term results, we approach substance use disorder as a chronic issue vs. an acute concern. Designed in concert with Dr. Kusti, highlights of this comprehensive, three-year program include:

- **Holistic Treatment:** Three distinct treatment phases address different aspects of the recovery journey. From intensive outpatient programs to long-term follow-up care, this comprehensive approach ensures that individuals receive the support they need at every stage of our three-year program, helping to prevent relapse.
- **Evidence-Based Requirements:** The program establishes clear requirements for participation and specific credentials from substance abuse facilities, along with regular audits that we conduct. By prioritizing evidence-based practices and accountability measures, we maximize the likelihood of positive outcomes for participants.
- **Intensive Case Management:** Each employee has a dedicated Clinical Case Manager (CCM), who is also a master's- or PhD level counselor, to shepherd them through the program. In addition to providing in-the-moment grounding support, the CCM Counselor is continually in contact with the employee and the treatment provider to determine active participation and successful compliance with treatment recommendations. After the employee completes the program, the CCM continues to follow-up for a mutually agreed upon period, to help support the transition back to work and ensure they are set up for ongoing success.
- **Employer Collaboration:** Recognizing the pivotal role of employers in supporting employee well-being, the program emphasizes collaboration with corporate stakeholders. From integrating with occupational medicine providers to facilitating return-to-work accommodations, employers are actively involved in the recovery process.
- **Expert Consultation and Guidance:** Each organization has a dedicated multi-disciplinary team to provide consultation, support, and expert guidance. Additionally, Dr. Kusti and his OSH360 experts will be available to provide best-in-class recommendations and job specific planning.



ADDITIONAL EAP ENHANCEMENTS

The enhanced services listed below are available for an additional fee, based on scope, which can be provided upon request.

Onsite EAP Counseling

CCA's onsite counselors offer convenient access that enables busy employees to seek assistance without leaving their worksite. We provide a dedicated counselor who learns about your organization and provides continuity for your employees, HR, and managers.

Learning & Development – Training Programs

OSH360 powered by CCA's immersive and interactive training programs leverage group exercises, role play, discussions, and other activities to practice new skills and reinforce learning. By using exercises and business cases that closely resemble participants' own working conditions, we make it easy for managers and employees to apply their learning to the job. We deliver training sessions in the following modalities:

- Onsite live, instructor-led sessions at your location or ours
- Virtual live, instructor-led sessions via web
- Adaptive learning, customized eLearning modules

Selected programs are available as adaptive eLearning through our partnership with Area9 Lyceum. Fees depend on scope of project.

OSH360 uses CCA's unique blend of behavioral insight, business experience, and best practices in adult learning to cultivate the skills and behavioral change that optimize employee performance. Our Learning & Development programs cover a wide array of critical topics, including:

- Resiliency and Stress Management
- Communication During Stressful Times
- Strategies for Working Remotely
- Leading with Empathy
- The Art of Giving Feedback

Risk mitigation and compliance programs include:

- Sexual Harassment Prevention
- Diversity, Equity, and Inclusion
- Unconscious Bias
- Managing Mental Health in the Workplace
- Addressing Substance Abuse Problems in the Workplace
- Improving Emotional Well-being in the Workplace



Coaching Services

OSH360 coaching services help maximize organizational talent and reduce business risk. OSH360 powered by CCA, employs a systemic approach in its methodology that considers the needs of the organization, key stakeholders, and of course the individual. Our process incorporates setting clear, attainable behavioral goals, conducting standardized personality assessments, soliciting 360-degree feedback, and developing a targeted strategy to achieve change. We offer three coaching solutions:

Executive Coaching

When shifts in behavior call for a new leadership style, OSH360's coaching services guide executives in making the necessary connection between style, organizational culture, and strategic direction.

Manager Coaching

Help today's bosses become tomorrow's leaders. OSH360's Manager Coaching extends the benefits of coaching beyond the executive level to your managers and supervisors.

Behavioral Risk Coaching

Unprofessional behavior puts the entire organization at risk. Unchecked, this behavior increases the organization's risk of litigation, employee disengagement, and diminished performance. OSH360 helps these individuals take responsibility for and understand the problem, to ensure it isn't repeated in the future.

