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Header 6

List View

**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 1248038

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: INOVA HEALTH CARE SERVICES

Alias/DBA: INOVA EMPLOYEE ASSISTANCE

Total Bid: \$1,132.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0702

SO Doc ID: TAX2300000008

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Status: Closed

Solicitation Description:

Total of Header Attachments: 6

Total of All Attachments: 6



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1248038  
**Solicitation Description:** Open End Contract for Employee Assistance Program  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2023-07-25 13:30	SR 0702 ESR07192300000000196	1

**VENDOR**  
 000000197451  
 INOVA HEALTH CARE SERVICES

**Solicitation Number:** CRFQ 0702 TAX2300000008  
**Total Bid:** 1132      **Response Date:** 2023-07-20      **Response Time:** 15:43:02  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**

Joseph E Hager III  
 (304) 558-2306  
 joseph.e.hageriii@wv.gov

<b>Vendor Signature X</b>	<b>FEIN#</b>	<b>DATE</b>
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Open End Contract for Employee Assistance Program	400.00000	EA	2.830000	1132.00

Comm Code	Manufacturer	Specification	Model #
84131609			

**Commodity Line Comments:** PEPM Rate of \$2.83 to include the 8 Session Model, the 14 Hour Bank of time for seminars, health fairs, and trainings, as well as the wellness coaching program.

**Extended Description:**

Open End Contract for Employee Assistance Program  
Please see section 4 of the attached specifications. Quantities are estimated and for bid purposes only.



# State of West Virginia Request for Proposal for a Employee Assistance Program RFP# 0702 TAX2300000008

*Technical and Financial Response prepared by:*

## Inova Employee Assistance

July 24<sup>th</sup>, 2023

### **Inova Employee Assistance**

Alex Piguet, Contracting Officer

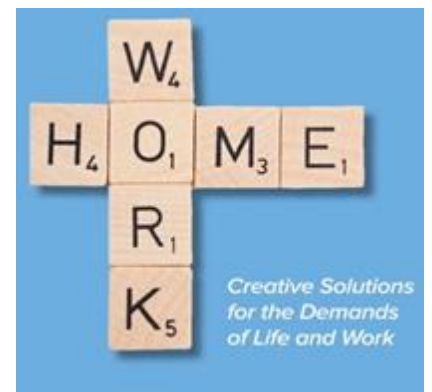
3949 Pender Drive, Suite 310

Fairfax, VA 22030

[Alexander.Piguet@inova.org](mailto:Alexander.Piguet@inova.org)

703 966-4684

[www.inova.org/eap](http://www.inova.org/eap)



## Table of Contents

- ✓ Introduction to the Firm
- ✓ Scope of Work
  - Counseling
  - Provider Network/SAP/CISD/Training/Onboarding
  - Additional Services/Wellness Coaching
  - Work/Life Program
  - Employee Engagement Website/Online Resources
  - Reporting & Q/A
  - Program Promotion
- ✓ Account Management Team
- ✓ References
- ✓ Pricing

Joseph E. Hager III  
Department of Administration  
Purchasing Division  
2019 Washington St E  
Charleston, WV 25305

Re: RFP for Employee Assistance Program (EAP) Service Provider for the State of West Virginia-  
Department of Taxation.

Dear Mr. Hager and the EAP Selection Committee,

Thank you for allowing Inova Employee Assistance (Inova) the opportunity to repropose EAP services for The State of West Virginia- Department of Taxation and your employees. We welcome this opportunity to reintroduce you to our services and demonstrate how Inova can continue to help reduce health care claims, increase productivity, and reduce employee turnover for the Department of Taxation. This proposal is tailored to meet and exceed the State's needs and requirements, and we believe our services are best suited to support your employees, and their families.

**Inova is a leading local healthcare organization, with our headquarters in Fairfax, VA. As we currently serve multiple different entities within the State of West Virginia, we have the unique ability to serve The Department of Taxation and the same responsive, and high-touch manner as we do our other valued clients within the State. Not only does Inova have a robust network of internal, as well as affiliate providers to serve the State, but being so close by we also have the capability to respond immediately to all emergent (and non-emergent) onsite requests from the State. As the current incumbent for the State, we believe we are in the best situation to serve your employees and their families.**

Inova Employee Assistance (Inova) has been providing EAP services since 1981. During that time we have been heavily focused on serving public-sector/government employers including State, City, State, District and Federal Government entities. Over 80% of our book of business is comprised of municipal employers and we are proud to have many of those organizations compose some of our longest running clients. Inova Health System has a history dating back to the late 1800's and has continuously grown not only in the D.C. Metro area, but well beyond. Our EAP program now covers clients in all fifty states and in over 180 countries around the globe. Inova programs are continually revised and expanded to meet the needs of an ever-changing workforce.

At Inova, we feel that our individual approach to each client regardless of size allows us to learn about the people behind the contract and create a customized services delivery method which accounts for the uniqueness of the organization and the employees themselves. Our clients are never a number based on an employee count.

**Inova will continue to provide the State an 8-Session counseling model combined with our robust work life offering, and wellness coaching model at a PEPM rate of \$2.83. Inova will also include onsite time for implementation, orientations and employee trainings and seminars per- the RFP. We have included in your PEPM all requested onsite time to be utilized at the State's discretion for supervisor trainings, health fairs, and seminars. These services and bank of hours can be changed to the State's specifications.**

We invite you to read more about how these services can make a positive difference for your organization and help protect your most valuable asset, your employees. Serving our local municipalities is and has been the primary mission of Inova Employee Assistance since the inception of our program, and we would be honored to serve the State's Department of Taxation.

If you have any questions regarding this proposal, please feel free to contact me at 703 966-4684 or [Alexander.Piguet@inova.org](mailto:Alexander.Piguet@inova.org).

Best regards,



Alex Piguet  
Contracting Officer  
Inova Employee Assistance  
(703) 966-4694 ©  
(703) 385-2090 (f)  
[Alexander.piguet@inova.org](mailto:Alexander.piguet@inova.org)



## **INOVA BACKGROUND & EXPERIENCE**

Inova is one of the country's leading not-for-profit healthcare providers and has been serving the community for over 150 years. Inova is one of only four health care systems in the U.S. with a AA+ bond rating which makes us one of the most financially stable health care organizations in the country.

Inova Employee Assistance was founded in 1981. Inova EAP excels at providing employee assistance programs, work-life consulting, and training services to public sector clients throughout the US. This includes work-life needs assessments, policy development, and implementation. For over 35 years, Inova EAP has continued to grow to become one of the leading employee assistance programs in the country. Our EAP headquarters is located in Fairfax, VA.

Through our holistic approach to EAP, we provide employee-focused services that provide confidential, reliable guidance for a wide range of challenging issues- stress management, family care, anxiety, depression, dealing with loss, and legal and financial concerns. The proactive use of the EAP by employees can reduce the frequency of workplace incidents, overall medical claims, and absenteeism, while at the same time increasing productivity and moral in the workplace keeping your employees emotionally healthy, happy, and at work. ***Throughout this proposal, we will relay to the State how this approach will continue to improve your employee productivity, while reducing workplace absenteeism and turnover, resulting in significant cost savings to the State.***

At Inova, we feel that our individual approach to each client regardless of size allows us to learn about the people behind the contract and create a customized services delivery which accounts for the uniqueness of the organization and employees themselves. Our clients are never a number based on an employee count. We strive to provide superior results to each client and offer some unique differentiators in the EAP marketplace:

- **Reduction in Health Insurance Claims** – 93% Case Resolution within EAP, reducing payout by Employer and Employee
- **Satisfaction with EAP Services** – Inova has a 99% customer retention of our clients year over year many of them who have been with us for 25+ years. We also have a 98% employee satisfaction rate, ensuring that we provide the services employees are looking for
- **Reducing Workplace Absenteeism and Unplanned Absences**
  - Avoidance of work loss in 60% of cases, with an average savings of 17 hours per case
  - 72% of the people receiving EAP care exhibited improved work productivity, with an average gain of 43%
  - Facilitating safe, timely, and effective return-to-work for employees following short-term and extended absences
- **High Utilization Rates** – In 2022, Inova saw 9-11% utilization for government municipalities
- **Value** – Inova offers comprehensive services, 24/7 support, on-call dedicated account management, and competitive pricing

- **Financial Stability** – As mentioned previously Inova has the financial backing and resources to continue to grow and evolve to meet the ever changing needs of your employees.

***Inova has been focused on the public sector marketplace for over 35 years. We deliver a program that offers the State the following advantages:***

- **Genuine Program Integration** – Inova offers the State a seamless program without sacrificing expertise in any area of service. Employees only have to call one number to access the program and we take care of the rest. Whether an employee needs short-term counseling or a child care provider, our in-house team knows our products through-and-through and will provide the employee with the most comprehensive and holistic solution.
- **Answer-Model** – Our services are available 24/7—and master’s level clinicians, based in Alexandria, VA and Raleigh, NC answer all calls live in a supervised clinical call center environment. We do not employ customer service representatives and there are no after-hours periods.
- **Outstanding Customer Service** – Our organization has an excellent reputation for delivering high-touch account management. ***Inova specializes in delivering EAP services to government entities and municipalities throughout the country.*** Our key distinguisher is our highly credentialed, experienced team. The State will not be just another account in our book of business. We will collaborate directly with the State to help ensure the success of the EAP for your specific population across each individual location.
- **Multiple Modes of Access** – Our program is intended to be user-friendly and to meet 100% of employees where they’re at, regardless of any generational, cultural, and personal preferences. In addition to toll-free access, employees may access the EAP via LiveCONNECT instant messaging, text, email, and our Inova EAP application.
- **Provider Network Model** – Inova Employee Assistance works off of a network provider model. We have a very robust network for the State, as well as the entire region. Your employees will have the benefit, and flexibility of seeing providers for counseling near their home, or workplace, whichever is more convenient. In addition, *our extensive provider network allows Inova the ability to pair each employee and their specific need with certain providers who specialize in those fields/areas of concern.*

Inova has partnered with and will continue to partner with Workplace Options (WPO) for our provider network outside of the Metropolitan Washington area as well as our call center.

## Response to Scope of Work

Our EAP program design involves the use of our in-house counselors, our network of affiliate counselors, and our in-house work-life specialists. Our in-house counselors deliver telephonic counseling, online counseling, and case management services, while affiliate providers deliver face-to-face counseling and some telephonic counseling.

Employees and their family members may access our EAP 24/7 for confidential support with a variety of personal and work-related issues, including but not limited to:

- Anxiety
- Bereavement
- Bullying/harassment/discrimination
- Care problems related to child care/elder care/disability care
- Career/job-related stress
- Substance abuse
- Domestic violence
- Family/relationship issues
- Legal/financial concerns
- Gay/lesbian/gender issues
- Health problems
- Illness of family member
- Matrimonial/domestic settlement problems
- Redeployment/relocation/redundancy
- Stress management

When employees contact the EAP, they will first speak to one of our in-house counselors who performs the intake and initial assessment. The counselor then determines the most appropriate course of action, which may be a confirmed referral to short-term counseling, referrals to community resources for issues outside the scope of the EAP, or a warm transfer to a work-life specialist. Our work-life specialists deliver resource and referral services, providing practical assistance to employees around a wide variety of issues.

## Counseling

### *Short-term Counseling*

The primary counseling model that we use is called short-term solution-focused counseling. This involves a move away from the analysis of problems to the discovery of solutions that are already at work in an individual's life. The therapy concentrates on helping individuals identify the skills, strengths, and resources that are already present and moves them towards a solution.

## *Access*

State employees, spouses, and dependent children, as well as graduate students, can access any of the services we provide, for any issue they face, without limitation. Our services are available via toll-free phone 24 hours per day, seven days per week, 365 days per year—and master’s level counselors answer all calls live in a supervised clinical call center environment. There are no automated attendants, voicemails, or pagers, ensuring after-hours, weekend, and emergency calls are answered and managed in the same manner regardless of the time the call is placed.

In addition to contacting our services by toll-free phone, participants have the option of accessing the program via email, LiveCONNECT instant messaging, and our iConnectYou smartphone app (phone, video, instant message, or SMS text).

## *Referral Process*

Should an employee want to contact the EAP for assistance, he or she can access the service directly and need not involve a manager. This allows your employees to feel more confident that the EAP is a confidential resource, available to address their personal or professional needs.

With this said, confidential formal referrals of employees to the EAP are welcome, and can be arranged quickly and easily. Neither the State, nor Inova, can force an individual to seek assistance through the EAP, but provided that Inova has the signed consent of the employee, we will contact him or her as soon as the referral form has been received.

## *Assessment Process*

The assessment process, which determines the need for counseling, begins at the case intake. All clinical calls receive a thorough, telephonic clinical assessment that includes expert identification of the presenting problem or need; investigation into support systems; coping strategies; background information; and a mandatory risk assessment. This conversation will help the counselor determine the most beneficial support option for the caller’s needs.

For an emergency (immediate/life-threatening) counseling need, we deliver immediate telephonic intervention and if needed, connection to emergency services. The counselor will remain on the phone with the participant until emergency services arrive and will also remain available to discuss case and assessment information as needed to assist with the participant’s admission.

After the assessment, once counseling is deemed appropriate, the employee will be matched with a counselor who meets his or her particular needs and preferences (e.g., gender, ethnic background, training, or experience in a particular area).

For an urgent counseling need, we will provide the participant with a confirmed referral within six business hours. The referred counselor will have availability for an appointment within 48 hours of the initial assessment.

For a routine counseling need, we will provide the participant with a confirmed referral within two business days. The referred counselor will have availability for an appointment within five business days of the initial telephonic assessment.

### *Counseling Sessions*

Telephonic counseling takes place in a structured format with the counselor and individual pre-agreeing on times for each of the (up to) 8 sessions.

Face-to-face counseling is normally provided at a counselor's approved premises, at a location convenient to the employee's home or work address. To ensure confidentiality, we require affiliates' counseling facilities to be private. For individuals with a handicap, we ensure the provider's facilities can accommodate their needs. This may include, but is not limited to on-site parking, elevator access, and wheelchair ramps.

The participant works with the counselor to schedule each of the (up to) the agreed upon sessions. Most counseling appointments are arranged between the hours of 8 am and 8 pm, Monday through Friday; however, we have a number of counselors in the network who can schedule appointments after hours and on weekends. Sessions are typically one hour in length.

### *Long-term Counseling*

Short-term counseling through the EAP may not be adequate to meet every individual's needs. If the initial assessment establishes that long-term specialist counseling is required, or if this is identified at an early stage of the counseling process, then we can make an external referral to ensure that the employee is placed on the path he or she needs to get more intensive support. Similarly, after an employee has completed his or her allotted sessions of counseling covered by the EAP, we may refer him or her to community resources.

While long-term specialist counseling is not included in the cost of the EAP, whenever possible, onward qualified referrals are otherwise made to no-cost or low-cost services in a location convenient to the participant. These referrals are customized based on the individual's unique needs. We utilize internal provider databases and our research teams to locate appropriate referrals for each participant. A clinician will then follow up with the participant to provide the necessary support and encouragement to ensure the participant engages with the recommended action plan.

In addition, if a participant has medical coverage through the State, we will try to refer them to a counselor who accepts the insurance plan for possible coverage after EAP sessions end. We also store information about the local medical providers in the BenefitCONNECT section of our case management system, so that we are able to share program contact details with the participant and/or coordinate a warm transfer.

## *Case Management*

All cases are managed by case managers who are responsible for managing the progress, the quality, and the clinical content of the counseling. All clinical cases include telephonic follow-up with the referred provider and the participant at prescribed intervals during the case process to ensure quality and satisfaction.

*Based on an eight-session model, in our experience, 95% of cases are resolved within the allotted sessions or less.*

## Counselor Qualifications

### *In-House Counselors*

All in-house counselors have a minimum of a master's degree in a behavioral health discipline, are licensed or provisionally licensed, and have at least two years of previous clinical experience. They complete an intensive in-house training program, participate in mandatory ongoing training, and are supervised by an experienced clinical management team. In addition, our clinicians are experienced in intake and crisis management, clinical assessments, chemical dependency, trauma response, and other relevant interventions.

## Affiliate Network

Inova is ideally situated to serve the State's employees both in, and out of the State of West Virginia. Our affiliate providers deliver face-to-face counseling and we have an extensive nationwide network of more than 55,000 EAP credentialed professional. **This includes 130 providers within the State of West Virginia. Detailed provider report located in the Appendix.**

Providers in West Virginia	
State / Provider Type	Number Providers
<b>WV</b>	
Advanced Registered Nurse Practitioner	1
Master Level Clinician	22
Nurse Practitioner	1
Professional Counselor	45
Psychiatrist	1
Psychologist	31
Social Worker	29
<b>Grand Total</b>	<b>130</b>

As a certified Credentials Verification Organization (CVO) through the National Committee for Quality Assurance (NCQA), our credentialing process complies with the rigorous standards set forth by the NCQA for primary source verification. The minimum standards for network inclusion are as follows:

- Possession of a master's degree in a mental health discipline.
- Five years' experience in the direct provision of clinical care.
- Current and unrestricted license as a mental health practitioner at the independent practice level; exceptions may be made for rural, remote locations that are served by providers who are licensed or certified but must be supervised as a condition of licensure or certification. Consideration of community standards guides the determination for making an exception.
- Maintenance of professional liability insurance at the level of \$1 million per occurrence and \$3 million aggregate.
- Attestation/disclosure to the existence of prior sanctions or limitations to license, malpractice claims history, the existence of felony convictions, and the ability to perform the essential functions of an EAP counselor.

Qualifications for licensure, accreditation, certification, and/or registration to perform mental health counseling are determined by local government, professional associations, or other authority. Our practice is to conduct primary source verification of the credential that is required to practice in the clinician's particular location. If license or registration is issued by a local regulatory authority in a mental health-related discipline or equivalent, it must be current and in good

standing. If a local professional association issues an accreditation or certification for mental health-related counseling in social work, psychology, or a related field of mental health or regional equivalent, it must be current and in good standing.

## Critical Incident Support

We have experience responding to small- and large-scale critical incidents including employee death, violence, workplace accidents, terror attacks, natural disasters, and layoffs/restructuring. We offer various services, including information, practical support, telephonic crisis support, management consultation, crisis preparedness trainings, on-site group/individual meetings, and face-to-face counseling. The ultimate objective of our post-incident service is to assist employers with decreasing the number of psychological casualties among employees to facilitate a return to regular business as quickly as possible.

Within 30 minutes of the notification of an incident, one of our experienced incident managers (IM) will engage you in a management consultation. The IMs are clinical trauma professionals who will support you from the initial consultation, to establishment of the intervention plan, through the event and post-event follow-up. Along the way, they are constantly checking in with the client representative to make sure we are doing everything we can to help. For each critical incident that we respond to, the IM is in contact with the client representative about one hour per onsite hour.

It is important to note that immediate on-site counseling is not always clinically appropriate. Bringing a trauma professional on site immediately may increase employees' level of anxiety, as they wonder if there is more to what happened than they were aware of. With this said, when appropriate, a qualified trauma professional can arrive on site within as few as three hours, based on the intervention plan determined during the management consultation. We also offer an unmatched level of post-incident support. This includes outreach to affected employees and guidance for managers, providing them with information on how to identify and support employees who may need assistance after the onsite response has concluded. We know that, in many cases, the impact of a trauma does not manifest immediately, but may take a few weeks. With our outreach, we ensure that no one falls through the cracks.



## DOT/SAP

Inova will coordinate this for the State. All SAP professionals are certified through a nationally recognized certified organization. We will make every attempt to use the State's EAP account manager or management team to provide these services. IEA substance abuse professionals (SAP) will evaluate and case manage employees who have tested positive under DOT/DOD regulations. We will:

- Assess the employee's problem with alcohol or drugs.
- Recommend a course of education and/or treatment.
- Coordinate treatment referrals.
- Conduct a face-to-face follow-up evaluation prior to return to safety sensitive duty.
- Determine the appropriate follow-up testing schedule, monitor employees throughout the entire process.

## Trainings/Seminars

We offer on-site and web-based workshops and seminars to support a full range of work/life and workplace management issues. Types of seminars offered include:

- Personal development
- Child care
- Older adult/elder/geriatric services
- Legal matters
- Consumer financial issues
- Parenting
- Wellness
- Management strategies
- Organizational development
- Leadership development

Seminar content is designed to assist participants in learning new skills, modifying behaviors, improving communication techniques and utilizing resources that enhance personal effectiveness. Participants gain practical knowledge and useful strategies to help with problem solving and improving relationships. The exchange of ideas and discussion of challenges serves to further enrich the experience of participants.

These seminars are generally offered in one- or two-hour sessions during the lunch hour or workday. Our flexible schedule adapts to your allotted time slot—one-hour, half-day or full-day sessions—or a seminar series. Our seminars are customizable; topics can be expanded, combined, or modified to reflect your specific organizational requirements.

**Inova has included a bank of 14 hours that can be used by the State for supervisory and/or educational programs per year, Per the RFP.**

## Orientations/Presentations

Your account manager can work with the State to coordinate and deliver employee presentations as well as workshops for managers. These presentations provide a thorough understanding of how the EAP works and allow the opportunity for participants to ask questions. The sessions also focus on the very practical aspects of the service, as well as the counseling, so that employees are aware of the broad scope of support that is available.

The manager workshops not only highlight the service provided, but also give managers an understanding of how the EAP can help support them in their role as a manager. The workshops cover topics such as recognizing the warning signs of stress, how to informally refer an employee to the EAP, how to use the formal management referral process, and how to distinguish between healthy pressure and harmful stress.

The outcome of running these sessions is that usage of the EAP increases, as employees and managers understand the full scope of the service. Managers also become more proactive in dealing with difficult employee situations, make more referrals, and know how to use the service as a management tool.

It is important to note that all of our trainings can be offered on-site or as virtual webinars. Webinars are an effective means to reach out to employees who might not otherwise be able to attend an event or seminar. In fact, the program launch with a new vendor is an excellent opportunity to offer webcasts to conduct new program launch orientations to raise employee awareness.

## Onboarding/Implementation

Inova works closely with previous EAP vendors to ensure transition of programs is undetectable to end user employee. If possible, we attempt to keep employees with an existing provider to continue counseling. If this option is not available we help to ensure that all counseling cases are transitioned to a new provider. We have included an implementation plan that lays out how we will work with The State to implement the EAP. The State will have a dedicated Account Management team that will provide continuous support for The State and its employees around the EAP. All printed materials are included and will be available in electronic format.

Once the onboarding process has been completed, your account manager will keep an open line of communication with The State. This individual will provide quarterly briefings to the State's HR staff, and will share information on an ongoing basis. If any on-site support is required during the duration of the contract with The State, your account manager will coordinate this, as needed.

Through our own experience delivering services, market research, attendance at conferences, and interactions with clients and brokers, we are well in tune with the employee support industry as well as any changes to legal requirements at the state or federal level. We use this information to

help drive our approach to improving existing services and developing new offerings. In turn, we keep our clients informed of any relevant developments. During review meetings or via email communications, your account manager will share information regarding current best practice in the industry, as well as her knowledge of other clients and their innovations—all the while, maintaining client confidentiality. Our implementation process is broken down into 3 phases: Discovery, Engagement, and Operations. Details on these phases located in full implementation plan.

***There is no need for an implementation plan as Inova is the current provider for the State.***

## Other Resources

### *iConnectYou*

iConnectYou is our innovative mobile app that allows users to contact the EAP without having to look up any numbers. Functioning as a virtual wallet card, participants simply choose their preferred mode of communication—phone, video, instant messaging, or SMS text—and tap a button. Master’s level counselors answer incoming requests live 24/7.

Not only can participants initiate contact with the program via the app, iConnectYou is also used to deliver structured telephone, video, or text-based counseling. Participants can connect with experts instantly or make arrangements for a later appointment.

Additional features include interactive self-assessments and informational resources. Users can browse a library of self-help articles about emotional and physical wellbeing with just a few swipes on their phone.

iConnectYou is designed for Android and iOS devices and is available in Google Play and iTunes stores worldwide. We provide employees with a code specific to the State to access the app’s full features.

### *Aware – Mindfulness-Based Stress Reduction (MBSR)*

Our unique research-based MBSR program, Aware, is an alternate modality of support for participants experiencing life stress, pain, and challenges with focus and concentration, as well as individuals who want to increase their awareness of and commitment to intentional living.

With a personalized approach to applying mindful practices to life, Aware teaches participants how to be engaged, diminish distractions, and counteract stress. The program cultivates focused and resilient employees, who are more engaged and productive in the workplace. Through six weekly telephonic sessions, MBSR-trained health and wellness professionals provide on-on-one support and supply electronic resources for self-guided individual practice. Assessments conducted at the start of the program and upon completion provide measurable outcomes to demonstrate personal progress.

### *Virtual Group Counseling*

Our new virtual group counseling program is offered via a secure telephonic conference platform, with video capabilities in development. Participants would be referred to a group based on a clinical assessment. Those referred for group counseling will present with similar issues (e.g., bereavement, work-life balance, anxiety) and without risk.

Each group session is 90 minutes in duration, with eight sessions. Membership to each group will be closed once the first session is held, with a minimum of six and a maximum of ten participants per

group. To protect participants' privacy, we will not refer more than one individual from an organization to the same group. All participants will speak the same language. A clinician oversees each group and ensures a sound contract is adopted during the first session, maintains time boundaries, provides structure to the sessions, keeps the discussion solution-focused, and provides containment.

### *In My Hands – Computerized Cognitive Behavioral Therapy (cCBT)*

In My Hands is a case manager-assisted self-help program that addresses mild to moderate anxiety, stress, and depression. The online program educates users and suggests techniques and tasks designed to guide participant progress for positive therapeutic outcomes. Several modules are available, including Introduction to CBT; Self-Esteem and Thinking Styles; Low Mood and Depression; Stress and Anxiety; and Coping and Resilience.

The self-paced program encourages participants to interact with the application weekly, and to monitor their own perception of how they are functioning in terms of personal well-being, close family relationships, work, and social roles. The course includes seven online CBT sessions, with email and/or telephone support from qualified counselors.

Participants who engage in cCBT have unlimited access to the program for six months, and may complete the sessions as many times as desired within that period. A cCBT case manager follows up with participants to ensure the program is addressing their needs, answer any queries, and review progress toward their goal. Users can also contact their case manager at any time to discuss their progress.

### *Wellness Coaching (Included in PEPM price)*

Our telephonic wellness coaching program offers access to certified professional coaches who provide individualized, goal-oriented guidance, wellness education, strategy development, and encouragement. Individuals and coaches commonly design wellness plans around weight management, nutrition, tobacco cessation, physical activity, stress management, and overall lifestyle improvement.

Together, a coach and participant review the participant's health concerns and wellness goals and create a plan that moves the participant toward improved wellbeing. The coach and participant work together, for an average of six sessions, increasing the participant's self-efficacy and internal motivation for lasting behavior change. During coaching sessions, the participant works to identify support and strengthen new habits which lead to long-term success.

We adhere to the highest of quality in coaching by having the ability to both train our own coaches and provide oversight and development of our coaching staff. Coaches are trained through our own approved coach training program: the Live Well Wellness Global Coach Training Program. This comprehensive coach training is recognized by both the International Coach Federation (ICF) and the International Consortium of Health and Wellness Coaches (ICHWC) as an approved coach

training program. In addition, all affiliate coaches are required to undergo our Foundations of Wellness Training.

## Work-Life Services

We provide consultation, educational information, and qualified referrals to support individual's more practical work-life balance challenges. The scope of topics for which we provide work-life services is almost limitless. A sampling of topics include, but are not limited to:

- Adoption
- Education
- Household tasks and repairs
- Moving and relocation
- Pet Care
- Community Resources
- Child care
- Elder/Adult care
- Leisure and travel
- Parenting
- Pre-Postnatal care
- Wellness

The process begins with a thorough consultation and assessment with a work-life consultant to get a clear understanding of all aspects of the participant's specific request. Consultants often help individuals identify questions that they had not yet considered and take the time to truly understand the specifics of each case and assist the caller throughout the process.

During the initial consultation, the work-life consultant will offer suggestions and ideas for consideration when and where appropriate. Our consultants commonly provide guidance about topics such as the difference between various care options (e.g., day care centers vs. family day care homes), the most cost-effective options, and how to evaluate providers.

A research consultant then identifies potential resources from our database that meet the specific criteria for service such as quality, distance, and cost. The consultant makes telephone contact with each provider in the pool to determine if it is a match. During this call, the consultant verifies the data in the provider profile (e.g., fees, availability, address, hours of operation, program features, etc.) and updates the record. The consultant then selects three to five providers with confirmed vacancies and sends them to the participant according to his/her preference (via email, mail, or fax). Referrals are accompanied by educational materials related to the topic including tip sheets, checklists to help evaluate resources, and handbooks.

## *Legal Assist*

We contract with a nationwide network of attorneys to provide consultation to employees or family members regarding their legal concerns. Callers can obtain support for any legal issue, with the exception of those involving disputes or actions between an employee/dependent and their employer or for business issues.

Following are the top 10 matters for which employees use the legal service:

- Divorce/Custody
- Criminal
- Estate planning/Wills/Trusts
- Real estate
- Landlord/Tenant
- Bankruptcy
- Personal injury/Malpractice
- Debtor/Creditor
- Adoption
- Probate

Legal Assist includes two service options: telephonic advice and local referral. In both options, participants receive a free 30-minute consultation with an attorney. With the local referral option, in most instances, participants receive a 25% discount on fees if additional assistance is required.

## *Financial Assist*

With our Financial Assist program, participants can access a program of comprehensive financial support services—empowering them to concentrate on responsibilities at work, rather than on financial concerns.

The most common financial issues addressed include:

- Bankruptcy counseling
- Budgeting (to cope with reduction in household earnings; to reduce debt; to save; household budgeting)
- Buying a home for the first time
- Major life event planning
- College fund planning
- Credit card debt (lowering rates; consolidating debt)
- Retirement planning
- Foreclosure prevention
- Identity theft prevention



Participants requiring financial services will begin by completing an intake with a financial consultant and presenting his issue(s). In many cases, the consultant can provide issue resolution assistance on the spot. Any callers requesting Financial Assist services outside of business hours will receive a follow-up call from a financial consultant the next business day.

If, after speaking with a financial consultant, issue resolution requires additional preparation, planning, or more specialized financial assistance, the financial consultant will offer the participant an appointment with one of our qualified financial counselors for a detailed telephonic consultation regarding his most pressing financial issues. Appointments with our financial counselors are available Monday through Saturday and typically last about an hour. There is no limit to the length of the consultation or restrictions on repeated use of the service.

## Employee Engagement Website

Our participant website features informative articles, assessments, resource links, and audio and video files covering emotional well-being, health and wellness, and workplace issues as well as child care, elder care, adoption, and education. A team of dedicated staff keeps the site content up-to-date on an ongoing basis.

Key site features include:

- English and Spanish sites + 25 other languages
- Entirely customizable layout, including colors, branding, and content options
- Searchable databases and resource links for child care providers, elder care and related services, and resource links for locating attorneys, certified financial planners, pet sitting, private and public high schools and colleges, and volunteer opportunities
- 40 financial calculators
- On-demand online seminars monthly with archiving of past seminars
- Access to Mayo Clinic medical and health information
- eLearning Modules: a diverse library of online training programs
- Savings Center: a discount shopping program offering up to 25% discounts on name-brand goods and services
- Relocation Center: an interactive program that allows users to preview communities across the US, providing vital statistics and comparisons
- 106 ready-to-use legal forms provided by Nolo

## LiveCONNECT

In addition to telephone access, participants can contact the EAP through LiveCONNECT. This instant messaging tool is displayed prominently on the website and facilitates an online chat

between participants and qualified counselors. Instant messaging is also an excellent alternative method for hearing-impaired individuals to access the service.

Employees access LiveCONNECT on the website simply by clicking on an icon. After clicking on the icon, the user will be asked to fill out a simple form to direct the chat request to the appropriate team. Once the form is submitted, the employee will engage in a live conversation with a counselor. The web-based tool does not require users to download any software to enable access to LiveCONNECT.

## Management Consultations

### *ManagerAssist*

Specialized support for supervisors and HR managers is available through our telephonic ManagerAssist program. Through ManagerAssist, a manager can learn how to encourage an employee to get help with whatever challenges he may face. Counselors commonly offer assistance on topics such as addressing performance issues, referring an employee to the EAP, and building team morale. With this support, the manager can provide the employee with the tools to get assistance, helping to prevent or reduce an absence. This service provides managers with the tools to:

- Balance the imperative for improved performance with the offer of assistance with any personal problems
- Recognize employee absence issues and use early intervention efforts to manage attendance
- Step out of the role of counselor or diagnostician and focus on performance

## Reporting

We will provide quarterly and annual confidential management utilization reports. The State's designated account manager will meet with you to review these reports, analyze data, identify trends, and adapt the program based on results. Standard reports include data covering:

- Caller demographics (age, gender, and status)
- Utilization summarized by State-defined division
- Issue categories for counseling and work-life cases
- Identified personal and work-related issues
- General assistance queries (not counted as utilization)
- Web hits
- Method of contact
- Workplace activities (on-site events including training, crisis support, etc.)

Please note, reporting on the formal referrals is available only with the signed consent of the employee in question.

On an ongoing basis, your account manager will closely monitor both utilization trends and success of the promotional campaign, and will work closely with you to adapt the program as needed. Inova will be available to conduct monthly discussions with the State to review the program's effectiveness and address any concerns.

## Surveys

We have developed an Interactive Voice Response (IVR)-based satisfaction survey that is offered to users live at the end of a call. The participant uses a phone keypad to respond, answers three questions, and has the opportunity to leave detailed comments via voicemail at survey end.

Since launching this survey, we found a significant increase over the number of responses we currently receive from email or paper surveys. The YTD response rate is at 17%. Typical response rates for traditional email/online EAP surveys are lower than 3%. We also found the responses to be overwhelmingly positive:

- 98.8% felt we cared about them and their request
- 98.5% felt that we helped them
- 98.8% felt that their company made the right decision in hiring us to provide the service

In addition to this IVR survey, we send post-services surveys out to participants who have received support. This easy-to-complete, web-based survey includes the same three questions asked in the IVR survey.

***Performance Guarantees***

Service level agreements (SLAs) are a key component of our quality systems and performance management. Our standard SLAs regarding quality and performance are tied to call answer times, abandonment rates, availability of counselors, complaints, account management support, and overall client satisfaction.

We will work with the State and to agree upon service level agreements and will report on achievement of these standards.

Performance guarantees are a key component of our quality systems and performance management. Our standard performance guarantees regarding quality and performance drive our commitment to customer service and are tied to call answer times, abandonment rates, availability of counselors, complaints, account management support, and overall client satisfaction.

We will work with the State to agree upon service level agreements and will report on achievement of these standards....

Key Performance Indicator	Target	At Risk %
All calls received by the Inova call center are to be answered within thirty (30) seconds.	85%	1%
Call abandonment rate: "Call abandonment" means Participant disconnections due to extended wait times."	≤ 5%	1%
For the face-to-face counseling, the counselor's premises are to be within a 30-mile radius of the employee's home or work.	95%	1%
Formal complaints from Participants are limited to not more than 5% of total calls received during any calendar year. The complaints are considered to be formal when they submitted in writing to Inova and acknowledged in writing by Inova as a formal complaint. Electronic submission is considered acceptable for this purpose. For the purposes of this key performance indicator, the sample size of total calls received will not be less than 100 calls.	5%	2%
In the course of its business, Inova conducts surveys and evaluates the participants' feedback. 90% of these surveys evaluations are to report results as "Satisfactory" or better. For the purposes of this key performance indicator, the sample size of total participant feedback will be based upon not less than a 10% return rate.	90%	3%
Verified referrals for work-life services will be provided within three business days of initial contact.	95%	1%
Quarterly reports, including executive summaries, are delivered within twenty (30) calendar days of each quarter end date.  Annual reports are delivered within forty-five (45) calendar days of each calendar year end.	100%	2%

## *Program Promotion*

Your account manager will work with the State to coordinate and deliver employee presentations/orientations as well as workshops for managers. These presentations provide a thorough understanding of how the EAP works and allow the opportunity for participants to ask questions. The sessions also focus on the very practical aspects of the service, as well as the counseling, so that employees are aware of the broad scope of support that is available.

The manager workshops not only highlight the service provided, but also give managers an understanding of how the EAP can help support them in their role as a manager. The workshops cover topics such as recognizing the warning signs of stress, how to informally refer an employee to the EAP, how to use the formal management referral process, and how to distinguish between healthy pressure and harmful stress.

The outcome of running these sessions is that usage of the EAP increases, as both employees and managers understand the full scope of the service. Managers also become more proactive in dealing with difficult employee situations, make more referrals, and know how to use the service as a management tool.

It is important to note that all of our trainings can be offered on-site or as virtual webinars. Webinars are an effective means to reach out to employees who might not otherwise be able to attend an event or seminar. In fact, the program launch with a new vendor is an excellent opportunity to offer webcasts to conduct new program launch orientations to raise employee awareness.

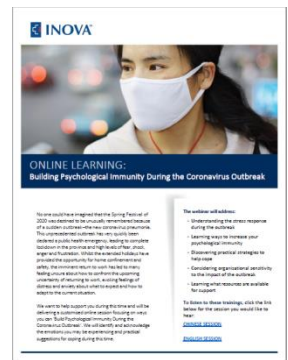
To effectively promote our services, we offer a variety of promotional materials (also available in hard-copy format at cost), including brochures, posters, content for announcement communications (e.g., a letter from the HR Director), and a launch email. All of our promotional materials emphasize that the program is both free and confidential.

Our calendar of monthly themes reflects topics of interest to working people such as work-life balance, wellness, child care, elder caregiving, and legal and financial issues. Our materials focus on positive outcomes to typical challenges, and embrace a broad selection of employee assistance and work-life topics. *All documents are provided in Microsoft Word so they can also be easily edited for content. PDF and/or print-ready files are available.*

As an additional component to the EAP we offer monthly on-demand webinars through the EAP website. Webinars include topics such as relationship building, communication, stress management, and healthy living, and all events are delivered by topic specialists. Each topic links into the theme for the corresponding month's EAP promotion, so employees can be reminded to call the EAP for information and support on an issue, as well as view a supporting webinar. Employees can ask questions and receive customized answers; they may also reference previously posed questions and corresponding answers posted in the FAQ section.

All of the materials listed below are available in electronic format and can be desktop printed. We can also provide print-ready documents and arrangements can be made to have pieces professionally printed. Promotional items include:

- *Orientation PowerPoint Presentation* – describing each aspect of the service, and providing examples of how the service can be utilized
- *Program Brochure with wallet card* - describing all available EAP and work-life components of the program (hard copy and electronic version)
- *Program Posters* – outlining program highlights and access information, these are appropriate for posting in a shared space such as a lunchroom (hard copy and electronic version)
- *Topical Flyers* – the State can select from a list of topics ranging from financial concerns to stress management
- *Webinar Announcements* – following the calendar of topics established in the work plan, each poster describes the monthly theme and encourages employees to take advantage of the resources offered by the program
- *Healthy Pathways* – a quarterly newsletter, focusing on specialized health and behavioral topics such as diet and nutrition, and time management
- *Lifelines* – our quarterly newsletter of work-life articles and seasonal topics
- *Frontline Supervisor* – our newsletter, with tips and advice for supervisors on monitoring employee performance, issue resolution, as well as examples of common struggles that supervisors face
- *Pandemic Relief Blasts* - a newsletter with prompt delivery of emergency response information for major weather or updated pandemic information



We maintain our own internal graphic design and service promotion staff who will work with the State to ensure appropriate branding of the service. All of the materials above will be white labeled under the State brand, and tailored specifically for, and reflecting the necessary policies and practices adopted by the State. We will ensure we uncover all of this information on new State policies and practices during the initial phase of our implementation.

*Samples of all marketing materials are located in the Appendix.*

## Confidentiality

Maintaining confidentiality is a fundamental requirement for all aspects of our EAP service provision and we preserve client confidentiality at all times in accordance with the Employee Assistance Professionals Association (EAPA) Code of Ethics; Health Insurance Portability and Accountability Act (HIPAA); other relevant professional guidelines; and the law. Disclosure of personally identifiable and sensitive information is allowable only when there is authorization by a participant's consent, or when required by law. When disclosure does occur, it should be undertaken in ways that best protect the participant's trust.

A data protection officer has been appointed who is responsible for day-to-day data protection matters and for developing specific guidance on data protection issues. Our senior management team, the quality team, and all those in managerial or supervisory roles are responsible for developing and encouraging good information handling practice within the service.

Our specialists and counselors will convey the limits of confidentiality when asked and provide this information clearly in informed consent materials offered to participants. Where a counselor or specialist is faced with a participant who is assessed to be a danger to himself, herself, or others, the counselor must advise the participant of the possible limits to confidentiality in that context. As a condition of employment, our employees are required to read and sign a confidentiality agreement, outlining the appropriate guidelines for use and handling of confidential information.

To ensure that each service center is a confidential environment, staff members are required to follow and maintain the following minimum guidelines:

- Confidentiality of every participant's information will be respected at all times. Use of a participant's name, location, and situation will not be shared with any non-service delivery staff member or anyone outside of our organization.
- Workstations must be locked when not in use.
- Access to all case/participant information is through authorized password access only.
- Employees may enter the service center only with an assigned key card with employee identification.
- Visitors must enter the service center only through the front entrance, provide identification, sign a confidentiality agreement, and be escorted by a staff member with key card access.
- Printed information should be collected promptly from printers or photocopiers.
- Confidential information that must be saved should be archived in private folders. If the information is no longer required, it should be shredded as per policy.

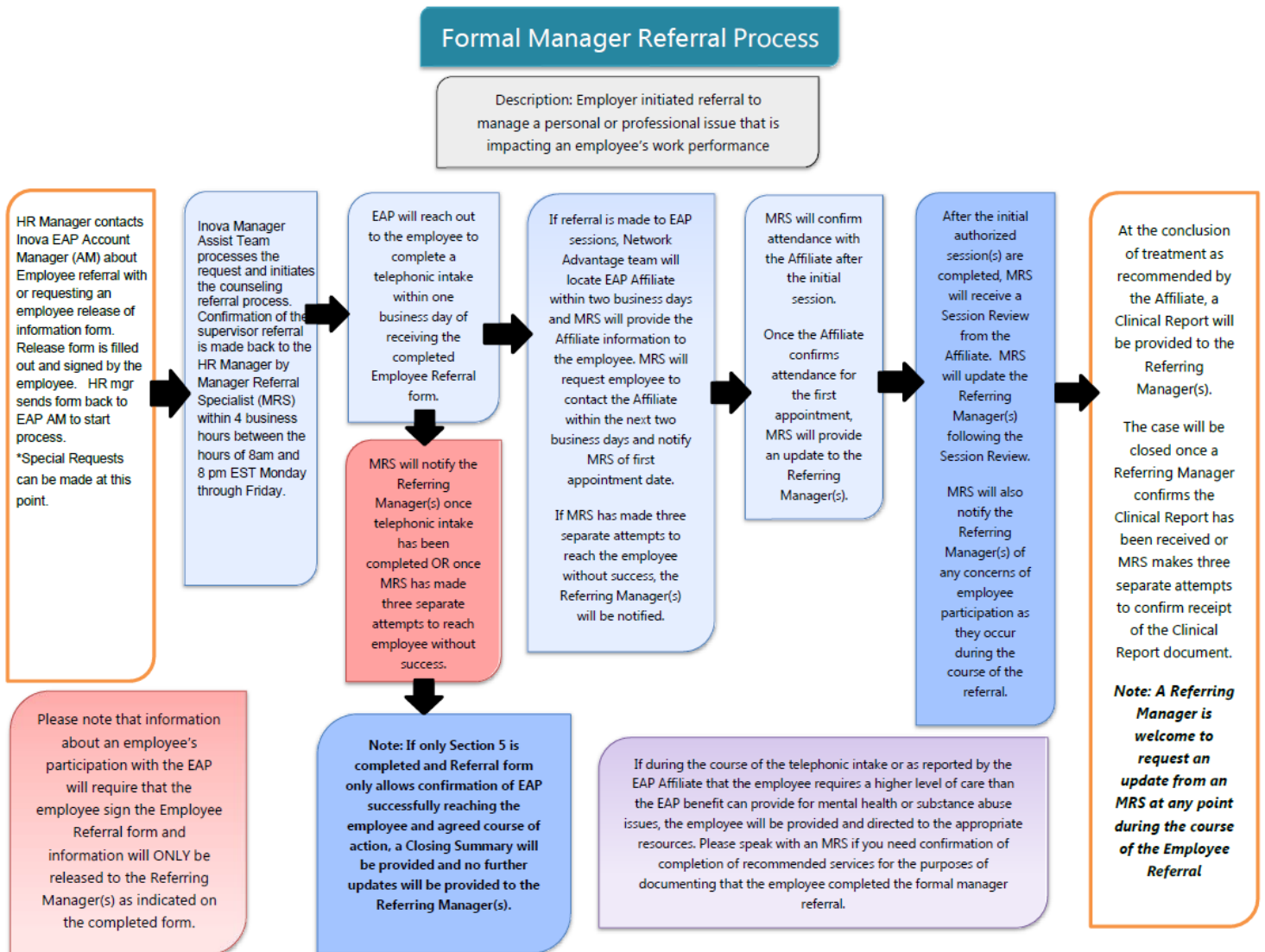
We do not provide any reports that could compromise employees' privacy. We do not individually report on a division so small ( $\leq 50$  employees) that there is a risk for disclosing individual employee information; such statistics are incorporated into regional reports. For locations with 50 or fewer



employees, the only data to be provided is an indication of whether or not there was utilization. For locations with 51 to 250 employees, we provide an Organizational Report, which includes statistics related to gender, type of support, source of information, and methods of contact.

In addition, reporting on the support provided through mandatory referrals is available with the signed consent of the employee in question.

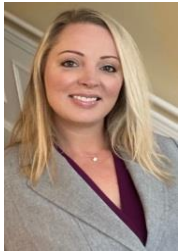
Our formal Manager Referral process is laid out below. We are able to provide regular communication with both employees and supervisors through out this process.



In addition to the tools included in our Manager Assist program the State's account management team will provide ongoing assistance to State managers for referrals. Please note, reporting on the formal referrals is available only with the signed consent of the employee in question.

## The State's Account Management Team

Inova prides itself on providing each client organization with superior customer service, follow-up and issue resolution. We offer a team approach to our clients to ensure uninterrupted coverage and support. The account management team below will provide the time and resources needed and requested by the State's Department of Taxation.



**Amanda Grabliauskas, CEAP** will continue to serve on the primary account management team for the Town. Amanda joined the Inova team in December of 2020 and has worked in the Behavioral Health and Employee Assistance industry for over 10 years with experience in account management, training, drug-free workplace and communications. Amanda has worked with Loudoun Town in her previous EAP account management roles. She received her Master's Degree in Maryland at Towson University and currently resides in Ashburn, VA.



**Cheryl Tillman, M. Ed, CEAP** will serve on the primary account management team for the State. Cheryl has over 20 years of EAP account management experience including experience managing accounts of similar size and scope to the State. Cheryl holds a master's degree in guidance and counseling from the University of North Carolina. Cheryl is a Certified Employee Assistance Professional (CEAP). Cheryl has managed all types of EAP accounts over her career and is experience training specialist, developing and delivering on-site training and seminars. She also has an extensive background in Critical Incident Services coordination and delivery.



**Geetha Desikan, LPC, CEAP** will also serve on the primary account management team for the State. Geetha has over 20 years of experience in providing mental health, substance abuse, EAP and work-life services and served as the Town's account manager for years during our tenure as the Town's EAP provider. She is experienced in short-term counseling, problem identification/assessment, referrals and follow-up services and is highly proficient in management and work-related consultations. Geetha has expertise in developing and implementing customized educational workshops and is experienced in providing trauma response and CISD services. She possesses excellent verbal and written communication skills, strong knowledge of community resources and experience working with a highly diverse population. Geetha has her master's degree in Community Counseling, is a Licensed Professional Counselor and is a National Certified Counselor. She is also a Certified Employee Assistance Professional (CEAP), holds certification in Critical Incident Stress Management (CISM). Geetha has worked with LCG in the past, as well as several other government entities and municipalities in the area and has extensive experience working with public safety teams in the area.



**R. Bobbie Jaeger Agee, LCSW, CSAC, CEAP**, one of the account managers with Inova Employee Assistance Program, has over 25 years of experience in providing services in the behavioral health arena. She began her career in the Metro area working at Virginia Hospital Center as the Counseling Manager in the Outpatient Addictions Treatment Program. More recently, Bobbie worked as an employee assistance professional with Arlington EAP where she developed expertise in developing programs and services for public safety personnel and employee within the public school system. Ms. Agee has the knowledge and skills to assist the workplace during difficult times with decades of experience providing management/human resources consultations, developing educational workshops for staff in addition to serving on peer support and emergency response teams. Having entered the social work field with a strong background in anthropology, Bobbie has developed a passion for assisting the workplace with a highly diverse workforce. Bobbie earned her master's degree in social work from SUNY Albany, a master's degree in anthropology from American University and a bachelor's degree from Hunter College in New York. She is a Licensed Clinical Social Worker, Certified Substance Abuse Counselor, and a Certified Employee Assistance Professional. Additionally, she holds certification in Critical Incident Stress Management (CISM) and is qualified to conduct Substance Abuse Professional (SAP) evaluations under the Department of Transportation (DOT).



**Craig Cheifetz, M.D., FACP**

Dr. Cheifetz provides medical oversight to Inova's Employee Assistance Program. A 20+ year employee with Inova, Craig Cheifetz is currently the Regional Dean for the Virginia Commonwealth University School of Medicine Inova Campus and Inova's Vice President for Corporate Services for which services include: concierge medicine, executive healthcare, occupational health, employee assistance and employee wellness programs. He graduated medical school from the State University of New York at Buffalo both AOA and Summa Cum Laude and completed his residency and chief residency at Georgetown University Medical Center. His primary interests are in clinical and corporate health innovation and clinical education having completed both the Stanford Faculty Development Facilitator's Program in Clinical Teaching and the Harvard-Macy Program for Leaders in Medical Education. He has lectured at the national, regional, and local levels in the area of clinical education. For the past 12 years he has advised hundreds of companies, many of which are Fortune 100 companies, on effective and innovative strategies to optimize their health and wellness related workforce programs. Dr. Cheifetz has also served as a trusted medical advisor for the Inova Health System's Personalized Health Accelerator.



**Brian Petz, ATC, LATC** is the Executive Director for Inova's Employee Assistance Program. Brian provides business development and contract support for Inova's Employee Assistance. Part of a team that creates health benefit solutions for local organizations and businesses, Brian has closely worked with hundreds of US and international organizations to implement the latest in health and wellness benefit programs. Brian has been with Inova since 1998. Brian will provide administrative

oversight and program support.



**Alex Piguet** is the Contracting Officer for Inova's Employee Assistance Program. Alex provides business development and contract support for Inova's Employee Assistance Program. Alex brings 15 years of sales and marketing experience in both the medical and technology arenas to the Inova team. Alex is a graduate of the U.S. Naval Academy and a prior naval officer. Alex will facilitate contract negotiation and program support.

## References

We have numerous clients of similar size and scope of business to the State. Currently we serve multiple municipality/government entities similar to The State. Please feel free to reach out to the following INOVA clients:

We have numerous clients of similar size and scope of business to The State. Currently we serve multiple municipality/government entities similar to The State. Please feel free to reach out to the following Inova clients:

### ***Prince Georges State Public Schools, Maryland (PGCPS)***

IEA provides full service EAP counseling legal, financial assist, and work-life services for PGCPS. The public schools have 16,534 eligible employees under the EAP. We have provided EAP Services since September 1, 2009 to the present.

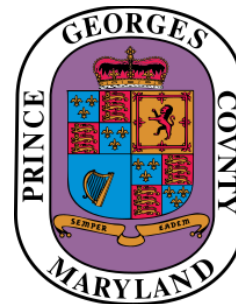
James Storm  
Benefits Specialist  
Sasscer Administration Building  
14201 School Ln, Rm 210  
Upper Marlboro, MD 20772  
Prince George's State Public Schools, Maryland  
(301) 952-6314  
[james.storm@pgcps.org](mailto:james.storm@pgcps.org)



### ***Prince Georges County, MD***

Inova provides full-service EAP counseling legal, financial assist, work-life services, *and wellness coaching for Prince Georges Town Government in MD.* The Town has over 6,000 eligible employees under the EAP. We have provided EAP Services since June, 2021 to the present. This reference can speak to all aspects of the EAP including our Wellness Coaching program.

Janelle Mills-Lawrence  
Wellness Program Manager  
Office of Human Resources  
Prince George's Town Government  
301 883-6374  
[jamillslawrence@co.og.md.us](mailto:jamillslawrence@co.og.md.us)




***District of Columbia Government***

Inova provides full service EAP counseling legal, financial assist, work-life services, *and wellness coaching* for DC GOV. The government has over 20,000 eligible employees under the EAP. We have provided EAP Services since June, 2014 to the present. This reference can speak to all aspects of the EAP including our Wellness Coaching program.

*Paul Shaw- DCHR  
Benefits & Retirement Administration  
1015 Half Street SE, 9<sup>th</sup> Floor  
Washington, D.C. 20003  
(202) 442-9725  
[Paul.shaw@dc.gov](mailto:Paul.shaw@dc.gov)*



## Investment for Inova Employee Assistance and Work-Life Services

	<b># of Employees</b> 400 (With Wellness Coaching + bank of time)		
	<b>EAP Counseling Session Model*</b>		
Price Per Employee/ Month	PEPM		8 Sessions
Price Per Employee/ Year	PEPY		\$2.83
Total EAP and Work Life Annually			\$33.96
			<b>\$13,584.00</b>

**\*Other Session Models Available-** session model is # of counseling sessions per employee or household member per issue per year, no limit on the number of individual issues

*In order to ensure that through every employee engagement, Inova’s EAP is able to provide a holistic approach to employee issue resolution, we have bundled our comprehensive services into one complete offering. Inova does not provide fee-for service pricing. All items on the detailed below are included in the PEPM shown below, including all counseling, work-life (financial and legal services, child and elder care, ID theft, daily living concierge search) staff and employee training, critical incident services, marketing materials, as well as hard copy wallet cards, brochures and posters for all 400 employees of the State of West Virginia Department of Taxation.*

### Pricing Includes:

- Employee Counseling Services of up to agreed-upon number of sessions face to face, telephonic or on-line counseling per issue, per employee/ household member, per year
- Referral and follow up to your organization’s insurance if needed
- 24/7/365 phone, email, on-line chat access to all eligible participants
- Customizable EAP website
- Full suite of Work Place Services to include-
  - Legal and Financial Assistance
  - ID Theft protection
  - Elder Care Services
  - Child Care Services

- Adoption Services
- Resources for children with special needs
- Parental Services
- Education and School Resources
- Convenience Services and Pet Care Services
- Skill Builders On-line Webinars for Employee Education
- Benefits Connect unifying all company benefits information
- Marketing materials and employee communication to include brochures, posters, wallet cards, welcome letters
- Lifelines Newsletter, Front Line Supervisor Newsletter, Healthy Pathways Newsletter
- **Full On-Site Orientations and Implementation**
- **14-Hour bank of onsite time to be utilized at the State's discretion for supervisory and/or educational programs per year, Per the RFP.**
- **Telephonic Wellness Coaching to include personalized program development and goal setting, educational materials on fitness and health-related topics.**
- **5-Year Rate Guarantee**
- Unlimited web-based and Go to Meeting employee orientations and supervisor trainings
- Supervisor training guide and unlimited Supervisor Consultation
- On-going Account Management
- Cobra participation and compliance with Government EAP regulations

**Additional Services (beyond included bank of time)**

- Additional Critical Incident Services: \$300.00 per hour, 2-hour min
- Additional On-site or live webinar health and wellness trainings- \$400 per session
- Additional On-site or live webinar Drug-Free Workplace Compliance- \$400 per session
- Additional On-site employee orientations and supervisor trainings- \$400 per hour
- DOT Substance Abuse Professional Services- \$800 per Case





Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Prof

Proc Folder: 1248038

Doc Description: Open End Contract for Employee Assistance Program

Reason for Modification:

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2023-06-28	2023-07-13 13:30	CRFQ 0702 TAX2300000008	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Customer Code:  
 Vendor Name :  
 Address :  
 Street :  
 City :  
 State : Country : Zip :  
 Principal Contact :  
 Vendor Contact Phone: Extension:

**FOR INFORMATION CONTACT THE BUYER**

Joseph E Hager III  
 (304) 558-2306  
 joseph.e.hageriii@wv.gov

Vendor  
 Signature X

FEIN# 54-0620889

DATE 7-19-23

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

The West Virginia Purchasing Division is soliciting bids on behalf of the State Tax Division to establish a contract for provision of the Employee Assistance Plan (EAP) that will assist employees with personal problems and/or work-related problems that may impact their job performance, health, mental, and emotional well-being per the attached specifications and terms and conditions.

**INVOICE TO**

TAX DIVISION OF  
PO BOX 11748

CHARLESTON  
US

WV

**SHIP TO**

TAX DIVISION OF  
REVENUE CENTER  
1001 LEE ST E, STE 1

CHARLESTON  
US

WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Open End Contract for Employee Assistance Program	400.00000	EA	\$2.83	\$13,584.00

Comm Code

Manufacturer

Specification

Model #

84131609

**Extended Description:**

Open End Contract for Employee Assistance Program

Please see section 4 of the attached specifications. Quantities are estimated and for bid purposes only.

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Amanda Grabliuskas

(Address) 3949 Pender Dr. #310 Fairfax VA 22030

(Phone Number) / (Fax Number) 703 246-8821

(Email address) Amanda.Grabliuskas@inova.org

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through W/OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Inova

(Company)

(Signature of Authorized Representative)

Alex Piquet

(Printed Name and Title of Authorized Representative) (Date)

703 966-4684

(Phone Number) (Fax Number)

Alexander.Piquet@inova.org

(Email Address)

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.:**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

**Inova**

Company

Authorized Signature

**7/17/2023**

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

REQUEST FOR QUOTATION  
Employee Assistance Plan (EAP)

- 10.1.1 Failure to perform Contract Services in accordance with the requirements contained herein.
  - 10.1.2 Failure to comply with other specifications and requirements contained herein.
  - 10.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
  - 10.1.4 Failure to remedy deficient performance upon request.
- 10.2 The following remedies shall be available to the Agency upon default.
- 10.2.1 Immediate cancellation of the Contract.
  - 10.2.2 Immediate cancellation of one or more release orders issued under this Contract.
  - 10.2.3 Any other remedies available in law or equity.

**11. MISCELLANEOUS:**

- 11.1 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: \_\_\_\_\_

*AMANDA GRABLIUSKIS*

Telephone Number: \_\_\_\_\_

*703 - 246 - 8821*

Fax Number: \_\_\_\_\_

*703 - 385 - 2090*

Email Address: \_\_\_\_\_

*AMANDA.GRABLIUSKIS@INOVA.ORG*

### Provider counts in WV by County and Provider Types

County		Count of
Advanced Registered Nurse Practitioner	1	1
Master Level Clinician Nurse Practitioner	22	22
Professional Counselor	45	45
Psychiatrist	1	1
Psychologist	31	31
Social Worker	29	29
<b>Grand Total</b>	<b>130</b>	<b>130</b>

Provider_ID	ProviderType	City	State	Zip	County
6207473	Advanced Registered Nurse Practitioner	Huntington	WV	25701	Cabell
5025090	Master Level Clinician	Huntington	WV	25701	Cabell
5025090	Master Level Clinician	Huntington	WV	25701	Cabell
5030727	Master Level Clinician	Ronceverte	WV	24970	Greenbrier
5030727	Master Level Clinician	Ronceverte	WV	24970	Greenbrier
6109217	Master Level Clinician	PRINCETON	WV	24740	Mercer
6135177	Master Level Clinician	Huntington	WV	25701	Cabell
6141713	Master Level Clinician	South Charleston	WV	25303	Kanawha
6141713	Master Level Clinician	South Charleston	WV	25303	Kanawha
6144612	Master Level Clinician	Buckhannon	WV	26201	Upshur
6146780	Master Level Clinician	Charleston	WV	25301	Kanawha
6154306	Master Level Clinician	Huntington	WV	25701	Cabell
6181646	Master Level Clinician	Parkersburg	WV	26101	Wood
6181646	Master Level Clinician	Parkersburg	WV	26101	Wood
6182017	Master Level Clinician	Nitro	WV	25143	Kanawha
6182542	Master Level Clinician	Huntington	WV	25701	Cabell
6604905	Master Level Clinician	Willamson	WV	25661	Mingo
6605853	Master Level Clinician	Wheeling	WV	26003	Ohio
6606422	Master Level Clinician	Wheeling	WV	26003	Ohio
6607846	Master Level Clinician	Shepherdstown	WV	25443	Jefferson
6608053	Master Level Clinician	Weston	WV	26452	Lewis
6608079	Master Level Clinician	Charleston	WV	25301	Kanawha
6608191	Master Level Clinician	Charleston	WV	25301	Kanawha
6878	Nurse Practitioner	Parkersburg	WV	26101	Wood
1495	Professional Counselor	Parkersburg	WV	26104	Wood
2785	Professional Counselor	Barboursville	WV	25504	Cabell
3702	Professional Counselor	Charleston	WV	25301	Kanawha
3702	Professional Counselor	Charleston	WV	25301	Kanawha
4728	Professional Counselor	Charleston	WV	25301	Kanawha
5992	Professional Counselor	Madison	WV	25130	Boone
6511	Professional Counselor	Martinsburg	WV	25401	Berkeley
6511	Professional Counselor	Martinsburg	WV	25401	Berkeley
1087342	Professional Counselor	Wheeling	WV	26003	Ohio
1103829	Professional Counselor	Huntington	WV	25701	Cabell

5015471	Professional Counselor	Princeton	WV	24740	Mercer
5018527	Professional Counselor	Mount Clare	WV	26408	Harrison
5019373	Professional Counselor	Huntington	WV	25701	Cabell
5019446	Professional Counselor	Parkersburg	WV	26104	Wood
5027980	Professional Counselor	Martinsburg	WV	25401	Berkeley
5033305	Professional Counselor	Barboursville	WV	25504	Cabell
5036567	Professional Counselor	Weston	WV	26452	Lewis
5045356	Professional Counselor	Berkeley Springs	WV	25411	Morgan
6102837	Professional Counselor	Barboursville	WV	25504	Cabell
6103699	Professional Counselor	Madison	WV	25130	Boone
6108477	Professional Counselor	Martinsburg	WV	25401	Berkeley
6111417	Professional Counselor	Martinsburg	WV	25401	Berkeley
6131357	Professional Counselor	Huntington	WV	25701	Cabell
6132839	Professional Counselor	Berkeley Springs	WV	25411	Morgan
6136602	Professional Counselor	Ranson	WV	25438	Jefferson
6137384	Professional Counselor	Weston	WV	26452	Lewis
6137755	Professional Counselor	Barboursville	WV	25504	Cabell
6138246	Professional Counselor	Morgantown	WV	26505	Monongalia
6144448	Professional Counselor	Charleston	WV	25301	Kanawha
6147535	Professional Counselor	Martinsburg	WV	25403	Berkeley
6197045	Professional Counselor	Princeton	WV	24740	Mercer
6197839	Professional Counselor	Charleston	WV	25311	Kanawha
6201334	Professional Counselor	Charleston	WV	25311	Kanawha
6213266	Professional Counselor	Barboursville	WV	25504	Cabell
6213416	Professional Counselor	CHAPMANVILLE	WV	25508	Logan
6612388	Professional Counselor	Elkins	WV	26241	Randolph
6616506	Professional Counselor	Morgantown	WV	26501	Monongalia
6616654	Professional Counselor	Morgantown	WV	26501	Monongalia
6618236	Professional Counselor	Princeton	WV	24740	Mercer
6620135	Professional Counselor	South Charleston	WV	25303	Kanawha
6621061	Professional Counselor	Dunbar	WV	25064	Kanawha
6621723	Professional Counselor	Huntington	WV	25701	Cabell
6622791	Professional Counselor	Morgantown	WV	26501	Monongalia
6623947	Professional Counselor	Logan	WV	25638	Logan
6624252	Professional Counselor	Barboursville	WV	25504	Cabell



6621909	Psychiatrist	Huntington	WV	25701	Cabell
3447	Psychologist	Parkersburg	WV	26101	Wood
3700	Psychologist	Martinsburg	WV	25401	Berkeley
3742	Psychologist	Weston	WV	26452	Lewis
6690	Psychologist	Beckley	WV	25801	Raleigh
7245	Psychologist	Parkersburg	WV	26101	Wood
7325	Psychologist	Parkersburg	WV	26104	Wood
7325	Psychologist	Parkersburg	WV	26104	Wood
1095345	Psychologist	Morgantown	WV	26505	Monongalia
1095345	Psychologist	Morgantown	WV	26505	Monongalia
1105566	Psychologist	Parkersburg	WV	26101	Wood
2184006	Psychologist	Bluefield	WV	24701	Mercer
2184006	Psychologist	Bluefield	WV	24701	Mercer
3023031	Psychologist	Falling Waters	WV	25419	Berkeley
5026858	Psychologist	Weston	WV	26452	Lewis
5054697	Psychologist	Charleston	WV	25313	Kanawha
6030933	Psychologist	Huntington	WV	25701	Cabell
6100938	Psychologist	BARBOURSVILLE	WV	25504	Cabell
6111160	Psychologist	Martinsburg	WV	25401	Berkeley
6111160	Psychologist	Martinsburg	WV	25401	Berkeley
6132879	Psychologist	Mount Clare	WV	26408	Harrison
6136645	Psychologist	Barbourville	WV	25504	Cabell
6138239	Psychologist	Chapmanville	WV	25508	Logan
6138239	Psychologist	Chapmanville	WV	25508	Logan
6146811	Psychologist	Charleston	WV	25311	Kanawha
6148270	Psychologist	Morgantown	WV	26505	Monongalia
6149704	Psychologist	Charleston	WV	25311	Kanawha
6158249	Psychologist	Huntington	WV	25701	Cabell
6615499	Psychologist	Princeton	WV	24740	Mercer
6615747	Psychologist	Marlinton	WV	24954	Pocahontas
6615999	Psychologist	Barboursville	WV	25504	Cabell
6619398	Psychologist	Beckley	WV	25801	Raleigh
2787	Social Worker	Barboursville	WV	25504	Cabell
3734	Social Worker	Bridgeport	WV	26330	Harrison
6281	Social Worker	Logan	WV	25601	Logan

6686	Social Worker	Beckley	WV	25801	Raleigh
6691	Social Worker	Beckley	WV	25801	Raleigh
6832	Social Worker	Beckley	WV	25801	Raleigh
7089	Social Worker	Beckley	WV	25801	Raleigh
7296	Social Worker	Parkersburg	WV	26101	Wood
1072924	Social Worker	Charleston	WV	25301	Kanawha
1072924	Social Worker	Charleston	WV	25301	Kanawha
5026234	Social Worker	Charleston	WV	25301	Kanawha
6015978	Social Worker	Mount Clare	WV	26408	Harrison
6026037	Social Worker	Wheeling	WV	26003	Ohio
6113132	Social Worker	Morgantown	WV	26505	Monongalia
6114922	Social Worker	Parkersburg	WV	26101	Wood
6133336	Social Worker	Parkersburg	WV	26101	Wood
6133512	Social Worker	Barboursville	WV	25504	Cabell
6133512	Social Worker	Barboursville	WV	25504	Cabell
6136647	Social Worker	Barboursville	WV	25504	Cabell
6137667	Social Worker	South Charleston	WV	25309	Kanawha
6137916	Social Worker	Wheeling	WV	26003	Ohio
6138998	Social Worker	Ripley	WV	25271	Jackson
6143046	Social Worker	Martinsburg	WV	25405	Berkeley
6143046	Social Worker	Martinsburg	WV	25405	Berkeley
6155438	Social Worker	Wheeling	WV	26003	Ohio
6619707	Social Worker	Scott Depot	WV	25560	Putnam
6622287	Social Worker	Huntington	WV	25701	Cabell
6624010	Social Worker	Huntington	WV	25701	Cabell
6624383	Social Worker	Barboursville	WV	25504	Cabell

# Inova Employee Assistance

## 2023 Wellness and Training Catalog



# Inova Well – EAP

We take a whole-human approach to health—supporting personal wellness journeys with specialized programs in seven areas.



## BE AWARE

The starting point on every wellness journey is built on the foundation of understanding your personal health profile.

Immunizations	3
Health Screenings	4



## HEALTH COACHING

While the individual path may be unique, coaching offers support along the journey.

Wellbeing Workshop	5
--------------------	---



## GET ACTIVE

Physical fitness is a core element of health that supports long-term health benefits and helps prevent chronic disease.

Fitness Classes	6
	7



## EAT WELL

Good nutrition and healthy eating habits provide a foundation for being healthy and can reduce the risk of chronic disease.

Eat Well Seminars	8
-------------------	---



## HEALTHY MIND

Living life to the fullest is centered on having a healthy mind. This broad scope includes addressing stress management, altruism and financial wellness.

Seminars	9
	10
Interactive Education	11



## BE CONNECTED

Much time is spent with work teammates. Finding shared interests and helping one another develop is paramount in creating a sense of community in the workplace.

Team Building	12
---------------	----



## EAP SEMINARS

Mindfulness Series (30 Minutes Sessions)	13
	14
Standard 90 Minute Trainings	15-16
Leadership Trainings (60 Minutes)	17
Standard 60 Minute Trainings	18 -26
Other Standard 60 Minute Trainings	27



## Quadrivalent Flu Shot

Influenza is commonly spread, strikes suddenly and lasts several days. The Quadrivalent flu shot protects against four strains of the flu. The flu vaccination can reduce symptoms of the flu and flu-related hospitalizations and decrease doctor visits, missed work and school absences.

**\$38/person (30-person minimum)**

## FluZone High-Dose Flu Shot

People age 65 and older are at higher risk of serious flu-related complications. FluZone high-dose flu shot protects against three strains of the flu and is specifically designed for populations age 65 and older. This vaccine contains four times the antigen compared with the regular shot. The additional antigen promotes a stronger immune response to the flu for senior citizens.

**\$83/person (30-person minimum)**

## Tuberculosis (TB) Skin Test

TB is an airborne disease caused by bacteria. Germs are passed when someone who is sick with the disease coughs, speaks, laughs or sneezes. The Mantoux tuberculin skin test (TST) can determine whether a person is infected with TB bacteria. TST is performed by injecting a small amount of fluid into the skin and having a registered nurse read the result within 48 to 72 hours.

**\$35/person (10-person minimum)**

**\$150 fee for all result readings**

## Tdap Vaccine

Tetanus causes painful muscle tightening and stiffness. Diphtheria can cause breathing problems, heart failure, paralysis and other problems due to a thick coating in the throat. Pertussis causes severe coughing spells leading to difficulty breathing, vomiting and disturbed sleep. Boostrix Tdap vaccine protects against tetanus, diphtheria and pertussis. This vaccine is important for health care professionals and individuals having close contact with a baby younger than 12 months.

**\$35/person (10-person minimum)**

## Hepatitis B Vaccine

Hepatitis B is a liver infection caused by the Hepatitis B virus and is transmitted when blood, semen or another body fluid from a person infected with the Hep B virus enters the body of someone who is not infected. The Engerix-B Hep B vaccine protects against Hepatitis B. This three-series vaccine is given at zero months, one to two months and four to six months.

**\$110/person (10-person minimum)**

**The services listed on this page are done on site. Inova is able to provide onsite delivery in the following areas:**

- **Northern Virginia including sites in Fairfax, Loudoun and Prince William Counties and surrounding County locations on request**
- **The District of Columbia**
- **Maryland Counties including Montgomery, Prince Georges, Frederick Counties and surrounding County locations on request**





# Health Screenings

## Non-Fasting Biometric Screening Package

Our cholesterol screening package helps participants become familiar with their key health numbers—and our representatives recommend next steps to enhance overall quality of life.

Non-fasting finger-stick screening to determine:

- Total cholesterol, HDL and glucose
- Blood pressure
- BMI
- Waist circumference

Following the screening, a health educator will discuss the results with each participant.

**\$52/person (30-person minimum)**

## Fasting Biometric Screening Package

Our cholesterol screening package helps participants become familiar with their key health numbers—and our representatives recommend steps to enhance overall quality of life.

Fasting finger-stick screening to determine:

- Total cholesterol, HDL and glucose
- Blood pressure
- BMI
- Waist circumference

Following the screening, a health educator will discuss the results with each participant.

**\$54/person (15-person minimum)**

**\$200 for aggregate reporting**

**\$50/hour for Be Connected Concierge**

## InBody Screening

Our InBody screening measures: body fat percentage, Body Mass Index (BMI), basal metabolic rate, limb symmetry and hydration percentage.

**\$275/hour (two-hour minimum)**

The services listed on this page are done on site. Inova is able to provide onsite delivery in the following areas:

- Northern Virginia including sites in Fairfax, Loudoun and Prince William Counties and surrounding County locations on request
- The District of Columbia
- Maryland Counties including Montgomery, Prince Georges, Frederick Counties and surrounding County locations on request





# Wellbeing Workshop

## Weigh to Wellness Workshop

A 6- week support group workshop focused on building healthier habits and reaching personal weight management goals in a safe and sustainable way. Our expert health coaches take a systematic approach to achieving a healthy weight and help participants understand nutrition, physical activity and behavior change.

**\$3,500**

## Stress Management Workshop

A 6- week support group workshop focused reaching personal stress management goals in a healthy and sustainable way. Our expert health coaches discuss stress relieving techniques to help participants through every day stressors successfully.

**\$3,500**

## Power in Numbers Workshop

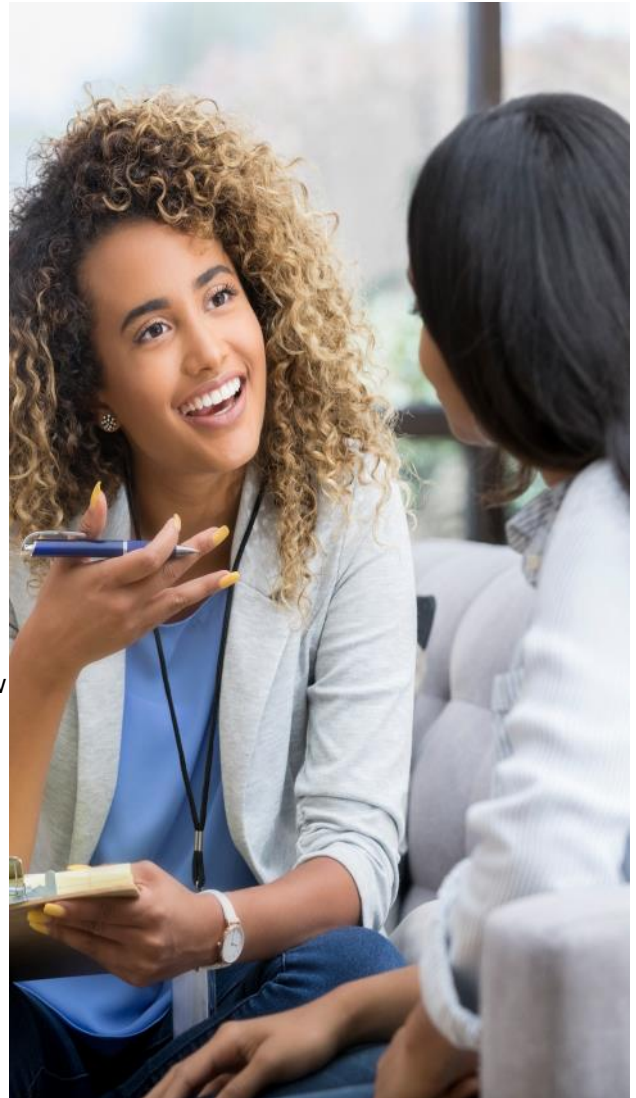
This 6 week support group led by our expert health coach takes a deep dive on how to recognize your current health situation and how to take action to prevent chronic disease such as hypertension, diabetes, high cholesterol and heart disease.

**\$3,500**

## Eat Well Workshop

This 6-week support group workshop designed to lay a good foundation of understanding nutrition. Led by our expert health coach to discuss sustainable portion control, mindfulness and overall eating well for life.

**\$3,500**





# Fitness Classes

## Aerobic

### WALK IT OUT

Walking is a low-impact exercise that improves cardiovascular fitness, lowers weight and improves mood. Walk It Out is a brisk, rhythmic, vigorous walking program designed to improve cardiovascular efficiency, strengthen the heart, control weight gain and reduce stress—all while learning the importance of walking correctly. No equipment required.

### CARDIO SCULPT

Energize each major muscle group with cardio and strength intervals to give you a total body tone.

### CARDIO KICKBOXING

This high-energy, high-impact cardio class tones your body, conditions your cardiovascular systems and teaches you self-defense tactics.

### BOOTCAMP

This military-inspired workout incorporates bodyweight exercises, cardio and resistance training in a fun, yet challenging workout! Appropriate for all fitness levels and modifications will be provided as needed.

### ZUMBA

Take the “work” out of workout by mixing low-intensity and high-intensity moves for an interval-style, calorie-burning dance party! Appropriate for all fitness levels.

### CLASS PRICES

Single session | \$300

Eight-week session | \$2,000

10-week session | \$2,500

12-week session (mix and match) | \$3,000

All of our fitness classes and all of our seminars can be virtual or on-site. Inova is able to provide onsite delivery in the following areas:

- Northern Virginia including sites in Fairfax, Loudoun and Prince William Counties and surrounding County locations on request
- The District of Columbia
- Maryland Counties including Montgomery, Prince Georges, Frederick Counties and surrounding County locations on request

## Strength

### BARRE @ HOME

With movements inspired by ballet, Barre @ Home features strength and endurance exercises using body weight and light hand weights. The focus is on the lower body and core to develop strength and flexibility from the ankles up through the calves, knees, thighs, glutes and abdominals. This class provides all of the benefits of a Barre class, without leaving your home.

### INDUSTRIAL STRENGTH (EQUIPMENT REQUIRED)

Consistent strength training makes you stronger and improves your overall fitness. This class uses 8-10-pound dumbbells and fitness bands to target major muscle groups, such as the chest, back, arms, legs and glutes. Combined with low-impact interval training (LIIT), Industrial Strength teaches you safe weightlifting techniques while improving your cardiovascular fitness to fuel fat burn and ignite strength gain.

### CORE CONDITIONING

The class is formatted to systematically target core muscles with movements that allow the spine to flex, rotate and extend. This class will give any user a solid program that will lay the foundation to build their overall strength and balance, improve posture and movement patterns and avoid injuries. All fitness levels welcome. Exercises will be performed standing or lying on a mat.

### ABS/BACK/GLUTES

This class is great for reducing lower back pain and working on movements to counterbalance prolonged sitting and sedentary lifestyles. All fitness levels welcome. Exercises will be performed standing or lying on a mat.

### HIGH-INTENSITY INTERVAL TRAINING

This class is a full-body exercise that combines short bursts of intense exercise with periods of rest or lower-intensity exercise. This workout is a mix of aerobic and resistance-based exercises. All fitness levels welcome. Lightweight and/or resistance bands are encouraged.





# Fitness Classes

## Mobilize, Stabilize, and Recover

### POWER YOGA

This vigorous, fitness-based approach to vinyasa-style yoga incorporates the athleticism of Asthanga, including lots of vinyasas (series of poses done in sequence). Power Yoga emphasizes strength and flexibility while enhancing stamina, flexibility, posture and mental focus. It also relieves tension and releases toxins through sweat. Because it is rigorous, it burns more calories than most traditional forms of yoga and can help with weight loss.

### STRETCH AND FLOW

A gentle mind/body workout that incorporates poses to strengthen and stretch the body, while breathing deeply to enhance relaxation and muscle strength. Appropriate for all fitness levels.

### RESTORATIVE STRETCH

Restorative yoga sequences are performed in a slow and supported way that helps you relax and rest. Poses are typically held for up to five minutes at a time.

### MEDITATION

Designed for people who are curious about meditation or short on time but still want to experience the benefits of meditation. Sessions are 30 minutes.

### STANDING CORE, DYNAMIC STRETCH

Working from a standing position, the first 30 minutes of class focuses on postural alignment, breathing, balance and stabilization of the spine, hips and shoulders. The last 30 minutes incorporates slow continuous movements that focus on joint mobility and stretching the muscles and fascia to increase energy, decrease stiffness and improve posture. All fitness levels welcome and no equipment is required.

### TAI CHI

This class incorporates slow, gentle movements that are based on ancient martial arts techniques. Tai chi promotes balance, energy flow and feelings of serenity while improving balance and the mind-body connection.

### HATHA YOGA

This yoga practice involves connection to breath, body, and mind. You will typically hold poses for 5-8 breathes or 15-30 seconds each to start. Then flow through a series to create vinyasas, or a series of poses that flow from one to another using your breath to guide your pace. Hatha yoga will create a stronger connection to your mind and body, a stronger core, and increase flexibility and range of motion from joint to joint. All levels welcome, modifications are provided for those with limited range of motion or injuries. (Please notify instructor before class begins.) *Blocks and straps optional.*





## Quick and Healthy Meals on a Working Schedule

Working a full-time job? Find out how you can balance healthy eating and a busy schedule at the same time.

Purpose: To show “hands on” on how participants can fit healthy eating into a busy lifestyle **\$400**

## Planned Nutrition for Optimal Health

This seminar will leave you feeling more confident about your ability to make and maintain healthy diet choices. Participants will learn the ins-and-outs of current Dietary Guidelines for Americans and how to easily apply these every day. With the right tools under your belt, no schedule is too hectic to incorporate healthy, mindful eating. Interactive demonstrations, pragmatic recommendations and a Q&A session help to tailor this topic to your team’s own goals and challenges at work, at home, and even on-the-go. **\$400**

## Diet Fads Seminar

Nutrition is a rapidly maturing science with new dos and don’ts constantly flooding our media and minds. This seminar will help you identify and filter through the latest fad diets and food trends. You’ll walk away with a more discerning eye for gimmicks and schemes, as well as applicable diet and lifestyle practices that stand the test of time. **\$400**

## Family, Food, and Fitness Seminar

This one-hour seminar can help you and your family eat and move well. Whether you are home more than ever with your family or struggling to juggle it all, we are here to support you with creative ways to keep your family well. We offer expert tips that can get you in the kitchen as a family unit, make exercise a family affair and help make physical activity a part of your daily routine. Don’t miss out on these realistic tools to create healthy lifestyle habits for the entire family. **\$400**

## Power in Plants Seminar

A plant-based diet can mean many different things to many different people. This interactive seminar will test your knowledge and provide clarity on what a plant-based diet is, the benefits of plant-based nutrition and how to make healthy lifestyle changes in order to reach your goals. **\$400**

## Fuel for Thought Seminar

This one-hour seminar provides you with the ability to fuel your body in a healthy way. You will learn all about the benefits of real food, colorful fruits and vegetables and the importance of vitamins, minerals and phytochemicals. We will review information on nutrient deficiencies and share the truth about dietary supplements. **\$400**

## Healthy Eating on a Budget

A common mantra says, “It’s too expensive to eat healthy.” This may be true in certain circumstances such as when comparing specific foods and brands. But you shouldn’t toss out your healthy eating goals because your food budget’s getting squeezed. In this seminar we will explore smart-shopping and meal-planning skills to help save money while staying true to your nutrition goals. **\$400**





# Seminars

## Wellness 101

This seminar will help you gain the tools and resources for your wellness. We will provide recommendations for stress management and self-care in regards to eating well, getting active and sleeping well. You are not alone and we are here to support you with all things wellness. **\$400**

## Power in Numbers

Knowing your biometric numbers is a key component of lifelong health, but it can be confusing and even daunting at times. This 60-minute seminar provides the knowledge needed to recognize your current health situation and how to take action toward greater health. The focus is on key health indicators that determine current health status and the tools that can help improve overall well-being. **\$400**

## Self-Care Seminar

Self-care allows you to live your best life while inspiring others to do the same. Creating these consistent habits and routines can help you avoid burnout and combat the toxicity of stress. Stop existing through resisting—embrace the transforming benefits of caring for you. **\$400**

## A Happy Heart is a Health Heart/Whole-Hearted Health & Well-being

This seminar will explore the latest science on emotional and social well-being and their profound effects on cardiac health. We'll discuss how the heart is truly our third brain when it comes to giving feedback to our bodies. Gain tools, skills and resources to start thinking and caring about your heart in a whole new way. **\$400**

## Time to Thrive

It's time to thrive! Are you ready for robust personal growth this year? We celebrate our accomplishments, understand our challenges as well as growth. This seminar will help you take action, reclaim and refine your priorities and personal goals. Come away with action steps to become your healthiest and happiest self. **\$400**

## Men's Health

This 60-minute seminar dives into the true meaning of men's health, including: recommended health screenings, weight management, forming good nutritional habits, staying active and sleep and stress management—all to improve the two Qs (quality and quantity of life). All genders are welcome. **\$400**

## Women's Health

This 60-minute seminar dives into the true meaning of women's health, including: recommended health screenings at all ages, chronic disease, weight management, the power of mindfulness, pelvic floor awareness and beyond. Creating a comprehensive physical, mental and social well-being routine for women is vital for long-term success in all aspects of life. **\$400**

## HeartMath™ Seminar

HeartMath is a system of simple and powerful self-regulation breathing techniques. They are easy to learn and designed to be used "in the moment," whatever the situation, to self-regulate your emotions and behaviors to reduce stress, increase resilience and unlock natural, intuitive guidance for making more effective choices. This enables you to break through to greater levels of personal balance, creativity, insight and health. **\$400**

## Meditation

Designed for people who are curious about meditation or short on time but still want to experience the benefits of meditation. Sessions are 30 minutes. **\$400**



# Seminars

## Healthy Weight Management Seminar

This session will help you understand the importance of food as it relates to weight management. Learn how the quality of the food you consume can not only positively or negatively impact your weight, but how you feel throughout the day. **\$400**

## Manage Stress: Path to Personal Resilience Seminar

This seminar will make you feel confident about ways to cope with stress in our busy lives. Participants reflect upon their own sources of stress, recognize the detrimental effects that stress has on our bodies, learn about how to approach and handle stress, as well as expand upon and apply a variety of techniques to relieve stress in everyday life. **\$400**

## Time Management Seminar

Learn to get into a system that simplifies organization, tracking and action on your workflow. This interactive seminar will help you identify proactive methods to increase results and eliminate time-wasters. Clear, priority-driven time management strategies can help you gain control of your daily workflow, increase performance and reduce unnecessary stress. **\$400**

## Goal-Setting Seminar

This informative seminar will go over how to create attainable health and wellness goals and, more importantly, how to stick to them. Join us to learn what it takes to create a successful health goal, which will ultimately lead to new, improved and sustainable health for you and your family. **\$400**

## How to Build an Exercise Program Seminar

This seminar can help participants to begin an exercise routine and/or increase exercise with more confidence and safety. Participants will understand how to assess their fitness using the FITT principles and goal-setting for success. They will also learn how to create fitness programming that fits their lifestyle. A question and answer session during the seminar helps create an interactive and engaging environment. **\$400**

## Restful Recommendation Seminar

This session will help you to better understand how important sleep is and how you can get more by adopting new healthy habits. **\$400**

## Working From Home Wellness

This multi-dimensional, interactive presentation includes: virtual reality meditation, mindfulness and self-care tips, an ergonomic checklist, real-time exercise demonstrations, eatwell-at-home tips and sleep hygiene guidance. **\$400**

## Computer and Office Ergonomics Seminar

This seminar on office ergonomics will provide you with the knowledge you need to establish a better fit between you and your job. Participants will learn about common office ergonomic risk factors and simple workstation adjustments that can reduce these risks. **\$400**

## Ask the Coach

This one-hour seminar reviews the top wellness tips to improve quality of life, including how to sleep better, stay hydrated, move well, eat well and be mindful. The second half of the seminar is a panel with the Inova Well Certified Health Coach team. Ask any and all wellness questions of our professional nutrition experts, exercise physiologists, fitness specialists and more. Come with questions and leave with tools to thrive on your wellness journey! **\$400**

## Ready to Quit: Tobacco Cessation Seminar

Thinking about or preparing to quit tobacco but need more support? Inova Well is here for you! In this seminar you will gain the support you need, as well as viable tools and techniques to help you reach your quit goals. Our health experts will talk you through where to start, how to plan and how to live the healthier lifestyle you deserve. **\$400**

## Stress Management for Kids

Just like adults, kids can feel stress. This seminar will discuss how to identify signs of stress in children and ways the adults in their lives can help them to manage that stress. **\$400**



# Interactive Education

## Seating Massage

Our team is composed of certified massage therapists who will come onsite to provide massages to you and your employees. The therapist will concentrate on the head, neck, back and shoulders. Employers should allow 10 to 15 minutes per person.

**\$200/hour, per therapist (two-hour minimum)**

## Virtual Reality Booth

We offer a variety of different settings through this virtual reality experience to help individuals relieve stress and focus on being centered. Be guided through a mindful session at the beach or atop mountains.

**\$200/hour, per 3 goggles (two-hour minimum)**

## Wellness Stop-by Booth

Our interactive stop-by booth is designed to start the conversation and provide education on lifestyle wellness topics. Choose one of the following topics for us to share helpful information and engage in a meaningful dialogue: weight management, physical activity, nutrition and healthy mind. Learn how to implement healthy strategies into your every day life in just a few minutes.

**\$200/hour (two-hour minimum)**

The services listed on this page are done on site. Inova is able to provide onsite delivery in the following areas:

- Northern Virginia including sites in Fairfax, Loudoun and Prince William Counties and surrounding County locations on request
- The District of Columbia
- Maryland Counties including Montgomery, Prince Georges, Frederick Counties and surrounding County locations on request





# Team Building

## LEGO® Play

Imagine yourself as a child again, waiting for the end of the school day to get back to your LEGO creation. Days are busy, and it can be difficult to find activities to unwind and relax. LEGO Play is a way for grown-ups to take a stroll into a kid's world again. This team-building activity provides you and your team with a 60-minute mindful experience while channeling your inner creativity!

**\$500 (1 Hour Session)**

## Build Bridges, Not Walls

Two teams build separate halves of a bridge using the materials provided. Once finished, they work together to make the halves fit. A great game for building collaboration and creativity skills. Materials provided to build the bridge are cardboard, LEGO, straws, paper, tape and a ruler. Teams will work for 60 minutes using communication problem solving, teamwork and design collaboration without actually seeing each other.

**\$500 (one- hour minimum; 25-person maximum; \$10/ person for each additional participant after 25)**

The services listed on this page are done on site. Inova is able to provide onsite delivery in the following areas:

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## Teamwork Trivia

We design puzzles, clues and game flow for team building in a fun, creative way! Team members will work together to solve brainteasers around the room. This focuses on clear communication and having fun.

**\$500 (one- hour minimum; 25-person maximum; \$10/ person for each additional participant after 25)**

## Team Building Wellness Retreat Day

Team building is an imperative strategy to work more efficiently and maximize the team and individual attributes such as communication, focus, problem solving, creativity, loyalty and leadership. Building a strong team through implementing fun, wellness focused activities can essentially lead to high morale and motivate employees! Let us help your team improve performance and breakdown barriers through a personalized wellness retreat.

### Wellness Activities

- Mindfulness/Grounding/Breath work Activities
- Foam Rolling
- Body Scan/Progressive Muscle Relaxation
- Hydration Station
- Healthy Salad Jar Demonstration
- Wellness Seminar
- Fitness Class

### Team Building Activities

- LEGO Play
- Teamwork Trivia
- Build Bridges not Walls
- Flower of identity
- Pieces of You
- Team/Department "Feel Good" Playlist
- Birthday Line-Up
- Cornhole/ Ladder ball Games

**\$400 per Hour (2 hour minimum)**



## Emotional Strength

**Emotional strength involves the capacity to openly express our emotions, including those that are difficult to process, uncomfortable to discuss, or complex to navigate.**

Sometimes we suppress our true feelings to avoid putting ourselves in a vulnerable situation where others might see us in a fragile and unprotected state. But allowing ourselves to experience genuine emotional responses is a necessary development in our personal growth. In this session, we will examine the benefits of expressing our emotions, explore techniques to foster our emotional strength, and discuss how accepting our vulnerability makes us stronger. **\$200**

## Mindfulness for Compassion

**The practice of mindfulness helps us to learn to be present in every moment of life. But sooner or later, we all have experiences that are difficult or painful.**

The key to staying balanced is to learn how to live life not only with “mindfulness” or “full awareness,” but with compassion and kindness as well. Compassion involves the capacity to feel concern for ourselves and others, and the desire to help in meaningful ways. In this session, we will work on developing compassion and self-compassion, which when applied to daily living, can contribute to greater wellbeing. **\$200**

## Helping Children Learn Mindfulness

**The practice of mindfulness can be as beneficial for children as for adults, as childhood is the ideal stage to introduce concepts of awareness.**

In this session, we teach parents to help children become more aware of their internal and external experiences. Through this awareness, children can begin to process their thoughts and the impact they have on their emotions, helping them learn to control their impulses and improve their emotional intelligence. **\$200**

## Practice of Gratitude

**Being grateful is a habit that allows us to change our emotional state and to feel more positive in our day-to-day.**

Gratitude contributes to contentment because we can be thankful even though nothing extraordinary has happened. In this session, we will learn how to identify what we're thankful for and how gratitude can enrich our lives. **\$200**

## Mindfulness to Concentrate and Pay Attention

**Mindfulness is the practice of consciously paying attention to a certain experience in the present moment, observing it curiously, and accepting it at the same time.**

Numerous studies have shown how mindfulness activates certain parts of the brain that are responsible for planning, memory, concentration, and executing tasks. Through this training, we develop skills to help improve our concentration, avoid getting distracted, and focus better on the task at hand. **\$200**

## Mindfulness for Healthy Eating

**How you ever started snacking just because you were bored or stressed? Have you experienced the feeling of not being aware that you've just eaten?**

Sometimes we manage our emotions and stress with food, and don't pay attention to what we're eating. Mindfulness allows us to savor our food and listen to our body for input on eating. **\$200**

## Being There - The Art of Taking a Walk

**You don't need to be seated in a quiet room with your eyes closed to meditate. You can apply meditation techniques to daily life, such as while you're on a walk.**

In this session, we discuss living mindfully with all our senses and connecting with our bodies in the present moment during our daily activities. **\$200**



## Mindfulness to Sleep Better

**We all know the importance of sleeping well and resting. Lack of sufficient sleep can have negative consequences, such as tiredness, anxiety, irritability, difficulty concentrating, and poor performance.**

The truth is that sometimes we may have trouble sleeping. Thoughts and worries keep us awake. We can, however, take some control over the issue through mindfulness with a series of exercises to help free our minds and promote sleep. **\$200**

## Be Conscious of Time

**Our perception of time changes with our circumstances. At some points, we have too much time and not enough to do, while at other points, we don't have nearly enough time to manage all of the demands of work and life.**

In this session, we examine time management. Being conscious of how we spend our time and how we would like to spend our time can help us develop techniques to better focus on our priorities. **\$200**

## Clearing Your Mind

**Buddha once said "We are what we think. All that we are arises with our thoughts. With our thoughts, we make the world."**

There is a lot of truth in that, as our thoughts really can shape our reality. Do you know how to clear your mind of unwanted thoughts? In this session, we will learn exercises that help us relax, calm our thoughts, and clear our minds for a more constructive cognitive experience. **\$200**

## Beyond the Body Scan

**The capacity to live in the present moment allows us to observe, recognize, and be mindful of our experiences. We tend to assume we're in control of our focus and attention, but much of the time, our mind is not in the present.**

This session takes a deep dive into how mindfulness allows us to recognize what is happening as it is happening, and accept the experience as it is. These mindfulness techniques can be practiced time, any place. **\$200**

## Exploring Moments to Practice Mindfulness

**The less time you feel you have, the more necessary mindfulness becomes. We all know that to incorporate an activity into a routine we need to make it a habit.**

The practice of mindfulness can become a habit once you understand how. In this session, we will explore some easy ways to introduce the practice of full attention into our daily lives. **\$200**







## Responding to Climate Anxiety

**Communication around climate change has increased tremendously over the past two decades. The public has gained awareness via scientific reports such as the Intergovernmental Panel on Climate Change (IPCC) reports, and the growth of associations and movements.**

But with increased awareness comes eco-anxiety, solastalgia, and fear of climate change — especially among those exposed to the information daily.

This session aims to provide strategies to recognize and respond to eco-anxiety, solastalgia, and fear of climate change. **\$600**

## Managing Inclusivity

**Inclusive leadership is a critical capability that empowers organizations to embrace diverse workforces and customer bases, along with new approaches, ideas, and viewpoints.**

An inclusive leader is aware of their personal biases and is comfortable with divergent viewpoints. Inclusive leaders have the ability to create a safe space at work where employees feel they belong, allowing individuals to bring their authentic selves to work. Appropriate for all leaders, people managers, and direct supervisors, this session explores the importance of inclusive leadership to the success of organizational goals, and helps participants emerge with a better understanding of how to foster inclusivity in functional work teams. **\$600**

## Self-Care Tool Kit

**With the challenges of today's world and the demands on our time, we often ignore our own self-care routines. Now, more than ever, we need to reflect on our personal wellbeing.**

Focusing on our mental health, energy, and work-life balance are the key to maintaining our personal wellbeing. This session explores the concept of the “wellbeing wheel” along with new strategies and perspectives on maintaining a healthy self-care routine. **\$600**

## Leading Through Crisis

**This specialized curriculum is for frontline managers and prepares them to effectively manage during a challenging time.**

Participants also receive a Managers' Tool Kit, which is a comprehensive resource for managers who successfully complete this training. Following up on the learning objectives from the course, the tool kit provides frontline managers with leadership approaches, resilience strategies, and directions to employees during, and immediately following, a traumatic event. The tool kit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief, and other educational materials for distribution to team members. By using the resources in the tool kit, managers can meet the basic needs of employees. **\$600**



## Sustaining Resilience During Ongoing Exposure to Trauma

**Leading Through Crisis is a pre-requisite for this session.**

For organizations working in high threat environments, their challenge is helping employees sustain a resilient perspective. This session provides support approaches that relieve the impact of long-term exposure to trauma and reduce the potential for post-traumatic stress disorder

**\$600**

## Leveraging Change for a New Chapter

**Workplaces globally are changing rapidly due to advances in technology, economic pressures, pandemic fallout, and more.**

These changes impact each one of us as individuals. The aim of this 90-minute workshop is to provide participants with the awareness, insight, and strategies needed to handle change successfully. During this session they will learn how to focus on life after the change, rather than remaining stuck in grieving the change. In the words of Socrates, “The secret of change is to focus all your energy, not on fighting the old, but on building the new.”

During the workshop, participants will work towards creating a plan for themselves as they prepare for life after the change. **\$600**

## Delivering Bad News

**Managers frequently are required to deliver bad news to their teams. This can include announcing a death, relaying news of an accident, or informing teams of a restructuring.**

This session is designed to prepare managers to deliver bad news and learn effective approaches to adopt in the process. Participants learn communication guidelines for delivering a death notification, news about suicide, or information around redundancies. The session involves role-plays, discussion, and case studies to help participants with strategies and guidelines to adopt in those difficult and sensitive situations. **\$600**





# Leadership Trainings (60 Minutes)

## Giving and Receiving Feedback-Managers

**Annual appraisals are an opportunity for employees to reflect on their individual performance through the year and celebrate what they accomplished while also identifying areas for improvement.**

For managers, it is an opportunity to reward past performance and identify areas for growth so that their employees can be supported in achieving their potential. Although it is an opportunity for both sides to improve, often it is a conversation that is dreaded — not only by employees, but by managers as well. **\$400**

## Advocating for Your Employees

**The objective of this session is to emphasize the importance of being a supporter for your team.**

The session will show you how you can help your workforce feel truly heard and represented, resulting in greater efficiency, meaningful engagement, and work performance. In turn, this will help cultivate relationships where workers are enabled in their development for both professional and organizational gain. **\$400**

## Getting Comfortable with Conflict: A Leadership Guide

**Almost every workplace has a diverse blend of personalities and preferences, so it is expected that there will be some dispute and conflict.**

Not all employees are the same; some personalities are easier to interact with than others. As individuals, some of us are fearful of conflict and not having a harmonious team can make work very difficult.

However, not all conflict is bad. Conflict can lead to growth and change. Thus, it is important that managers learn how to communicate and facilitate a positive working relationship with any personality type to explore how to reach resolutions that are acceptable to all parties involved and get the team focused on moving forward. This session will teach leaders how to apply conflict management strategies to boost performance and increase collaboration. It will also examine the role our perceptions and biases play, and help leaders cultivate functional relationships among a diversity of people. **\$400**

## The Coach Approach to Leadership

**Explore the role leadership plays in optimizing performance and motivating others.**

Participants will learn methods to achieve success in guiding and motivating others, while leading with a sense of focus, purpose, and direction. Furthermore, they will learn strategies for optimizing performance and bringing out the best in their people. Leaders must draw upon multiple skills to be successful. Many recognize the value of connecting using communication tools that professional coaches use to facilitate powerful conversations. Today's workforce wants a coach approach to leadership. **\$400**

## How to Lead Hybrid High-Performing Teams

**Explore the role leadership plays in optimizing performance and motivating others.**

Participants will learn methods to achieve success in guiding and motivating others, while leading with a sense of focus, purpose, and direction. Furthermore, they will learn strategies for optimizing performance and bringing out the best in their people. Leaders must draw upon multiple skills to be successful. Many recognize the value of connecting using communication tools that professional coaches use to facilitate powerful conversations. Today's workforce wants a coach approach to leadership. **\$400**

## Managing Psychosocial Risks in the Workplace

**Non-physical factors in the workplace can become detrimental to employees' health and wellbeing. When poorly addressed, factors such as workload, change management, and team dynamics become psychosocial hazards.**

These hazards can threaten our mental and physical wellbeing and may lead to several outcomes such as loss of concentration, poor decision-making, at-risk behaviors, increased error rate, reduced effectiveness and productivity, depression, or anxiety. **\$400**

## People-Centric Leadership

**Leaders who follow a people-centric approach know what it means to be successful: to put their people at the forefront of everything they do.**

Great leaders not only understand themselves but they know the people they manage and know the importance of developing compassionate and empathetic relationships. This relies on emotional intelligence (EQ), the ability to recognize their own feelings and those of others, and self-motivation to understand the needs and motivations of others. Leaders who demonstrate a greater EQ help create a healthy and productive workplace. **\$400**



## Why Inclusion Matters

**An essential first step in any DE&I program is focusing on inclusion as a mindset. Creating an attitude and belief that embraces everyone is at the heart of organizational performance.**

Inclusion ensures that there is room at the table for all groups within the organization. Participation in the conversation helps everybody feel welcome and accepted to share, and the level of contribution is tied to their sense of belonging. Group representation should strive for full participation from the perspectives of gender, race, religion, age, ethnicity, sexual orientation, neurodivergency, and education. **\$400**

## Fostering a Sense of Belonging

**The need for affiliation and belonging is an essential human emotional need. This includes belonging to a team, an organization, a community, or a religious or ethnic group.**

By belonging to a group, we feel a part of something larger and more important than ourselves. Satisfying the need for belonging is centered on acceptance, attention, and support from members of the group. The need to belong to a group also can lead to changes in behaviors, beliefs, and attitudes as people strive to conform to the standards and norms of the group. This need for belonging is a reason why membership in Employee Resource Groups (ERGs) has grown rapidly. When people have a sense of belonging, they feel included, leading to more meaning in life. Therefore, connection to colleagues is an important factor in considering leaving or staying in their current position.

Employees who have a sense of belonging and inclusion in the workplace are 3.5 times more likely to contribute their full potential. High belonging has been shown to increase job performance by 56%, reduce turnover risk by 50% and decrease sick days by 75%, according to Harvard Business Review. When scaled across the organization, belonging is good for business. **\$400**

## Bullying and Harassment: Zero Tolerance

**Understanding the psychological impact of workplace bullying and harassment and the role of the bystander.**

Participants will learn to recognize bullying and harassment in a work environment and develop effective strategies to address such behaviors and situations.

**\$400**

## Sustaining a Respectful Work Environment

**We all come to work with the expectation that we are going to be treated appropriately – be shown respect, have our ideas and opinions listened to, have the information we need to do our jobs, and to feel safe.**

This training session will empower attendees with the awareness and knowledge to cooperate and communicate with respect, embrace differences, address concerns in a constructive way, and help contribute towards a collective vision built on a collaborative, respectful, and harmonious work culture. **\$400**





## Standard 60 Minute Trainings

### Discovering Unconscious Bias

**Unconscious bias — also known as implicit bias or hidden bias — poses a serious barrier to fostering diversity, equity, and inclusion.**

Either favorable or unfavorable, unconscious bias occurs when people, usually without realizing it, make judgments and take mental shortcuts based on stereotypes about someone's race, gender, ethnicity, age, disability, or other factors. The aim of this session is to raise awareness of different types of unconscious bias and minimize its influence on workplace practices, policies, and processes.

**\$400**

### Tackling Trauma and Coping with Survivor Guilt

**Following the aftermath of a traumatic, tragic event, some people commonly experience survivor guilt.**

This session helps participants understand how it is characterized, and allows them to identify the typical signs and symptoms that might be experienced. They will also learn about effective coping mechanisms and skills to address it and let go. This session will allow attendees to learn about the unique aspect of survivor guilt during the pandemic and its additional challenges, in particular, following the unprecedented events of the global pandemic. **\$400**

### Understanding Microaggressions

**Microaggressions are common verbal, non-verbal, and environmental slights, snubs, or insults, whether intentional or unintentional, that communicate hostile, derogatory, or negative messages to individuals of marginalized groups.**

This training empowers the audience with awareness and knowledge to effectively address situations where microaggressions are present. **\$400**

### Have You Reached Your Limit? Asking for Help When You Need It Most

**Frontline and first responders are characteristically very resilient. However, consistent pressures and chronic stress can be detrimental over time. It is therefore important to understand behavioral indicators that signal the need for help.**

This includes becoming aware of signs of stigma when seeking professional help and how to overcome it. Knowing the signs are critically important to maintain your self-confidence and that of your team to continue operating effectively and safely. The continual exposure to trauma requires specialized support. For first responders, the firefighters, police officers, military personnel, emergency dispatchers, EMTs and others who keep us safe, work can mean close encounters with danger, chaos, and tragedy, sometimes daily. The continual exposure to traumatic situations takes a toll over time. This session is focused on helping participants reclaim their emotional and psychological awareness of where their limit might be by sharing experiences and learning effective strategies to manage their reactions to sustained stress. **\$400**



## Understanding Personal Emotional Triggers

**Trauma impacts each person individually. Specific events may trigger deep, powerful, and personal emotional reactions that test our built-in resilience.**

Understanding your personal triggers — and how to prepare for and recover from them when they're encountered — plays an important role in maintaining overall resilience and influences our ability to perform effectively. Likewise, understanding the emotional triggers and sensitivities of others can help build peer support among team members who can show empathy to those experiencing a deep emotional reaction to a recent event.

**\$400**

## Supporting Colleagues Through Difficult Times

**When a member of the work community experiences an episode of a chronic illness, a diagnosis of a serious illness, or the loss of a family member, our first instinct is to extend an offer of support.**

Yet we often hesitate because we feel awkward, uncomfortable, and unsure of what to say. Research indicates that working among supportive team members can make a huge difference to the colleague who is managing the difficulty. This session provides the basics on how to reach out and offer help. It provides information on behavioral signals of distress, listening techniques, and supportive messages to deliver. The outcome of the session is to reinforce simple steps that help in creating a supportive team environment. **\$400**

## Cross-Cultural Communication During a Crisis

**Communication during a crisis requires sensitivity to a number of aspects, including culture and diversity, the emotional states of impacted employees, and the transparency of the information being communicated.**

This workshop defines components important in planning the crisis-communication strategy, including the impact of cultural perceptions and patterns. Participants learn effective crisis-communication strategies, cross-cultural communication etiquette, and how to recognize appropriate cultural contexts. **\$400**

## The Business Traveler: Sustaining High Performance

**The global business traveler routinely juggles multiple cultures, time zones, work environments, and living arrangements.**

Studies show business travelers report no impact on their overall wellbeing, yet the data suggest something different. The stress of travel, sleep interruption, disconnection from social supports, irregular diet, and loss of exercise routine increase risks for chronic emotional and physical health dangers. Left unchecked, these factors can lead to burnout, chronic stress, fatigue, and ultimately, performance decline. This session is designed to help participants recognize and address health detriments while traveling. **\$400**



## Standard 60 Minute Trainings

### **Optimize Your International Assignment**

**Moving to a new country on a long-term basis for work can take a toll on employees and their families as they adjust to working and living in a foreign culture.**

This three-part online series prepares participants for life in another country by exploring cultural differences and the “cycle of adaptation,” as well as examining their own personality and behavior. It encourages participants to view things as different — not right or wrong, nor good or bad. Exploring new places can be exciting but can also be a tremendous challenge. The anticipation and anxiety of preparing for an international assignment can be overwhelming. This session goes beyond providing a framework for the move. It teaches participants to adapt to the new situation by understanding the adjustment phases and setting realistic expectations. **\$400**

### **Conquering Isolation When on Business Travel**

**Workers see travel as an essential component to advance in their careers, and on the outside, travel can appear to be glamorous and exciting.**

However, there is a downside to frequent travel as “road warriors” often report feeling lonely. They indicate that time away from friends, family, and events takes a toll on relationships. Additionally, the delays and unpredictability of life on the road can heighten feelings of anxiousness and isolation. This session offers strategies to help manage feelings of loneliness, reframe the experience to appreciate the benefits, and implement practical ways to enhance wellbeing. **\$400**

### **International Assignment: Aiding Your Family’s Adjustment**

**Uprooting from the familiar is difficult for all parties. The anticipation and anxiety of preparing for an international assignment can be overwhelming.**

This session goes beyond providing a framework for the move. It also examines ways to help the whole family adjust, as culture shock can be overwhelming for anyone, particularly children who may be leaving their friends, school, and other familiar surroundings. The session will explore a variety of strategies to help aid adjustment socially and emotionally and ultimately help everyone to thrive during the assignment. **\$400**

### **Mental Health—Recognize and Respond: A session to Help Employees Become an Agent of Change**

**We all have a role to play in helping to normalize conversations around mental health and contribute towards a respectful and supportive work environment where colleagues feel able to share concerns in an open way.**

As such, it is important that every employee has the confidence and competence to recognize if a colleague is behaving in a concerning way and know how to intervene in an appropriate and effective way, taking every opportunity to bring this subject out in the open and commit to making a difference. This seminar will help equip attendees with the knowledge to be a supportive colleague. **\$400**



## **Mental Health—Recognize and Respond: A Session for Managers**

**Every manager has a legal, business, and moral responsibility to be proactive in helping support their employees during times of need.**

Our working lives can have a powerful influence on our mental state and, as leaders in a demanding and high-pressured world, it is essential that we develop the confidence and competence to identify individuals at risk and intervene in an appropriate and effective way. The aim of this session is to help you to recognize signs of concern and respond appropriately. **\$400**

## **Talking About the “S” Word**

**One in five adults say that they have had suicidal thoughts at some point in their lives, yet it remains a topic that many struggle to discuss openly. This stigma is commonly considered the reason why help is not sought.**

In addition, many people feel uncomfortable having difficult conversations for fear of saying or doing the wrong thing. This session aims to demystify challenging topics such as suicide and self-harm, and help participants understand ways to tackle taboos, help someone in distress, and together, make a difference. **\$400**

## **Battling Burnout**

**Burnout is an occupational phenomenon that can lead people to experience emotional exhaustion, depersonalization, and reduced personal accomplishment.**

Yet, as it occurs over a progressive period, it is not always easy to notice the signs of excessive pressure building up. With an alarming number of workers across the world reporting increasing levels of burnout, it is more important than ever to recognize the early warning signs and risk factors and learn how to implement anti-burnout strategies. **\$400**

## **Healthy Mind Tool Kit: Boosting Your Mental Health**

**Managing your own health and energy is an essential part of self-care. Yet many people become more concerned about meeting the needs and expectations of others while neglecting their own.**

People also believe that their mental wellbeing should only be addressed when they are struggling. However, being aware of our mental wellbeing helps us manage adversity and can reduce our risk of prolonged mental and physical issues. This empowering training will help you understand how to optimize levels of mental health, as well as gain coping strategies for dealing with adversity in a constructive way, and develop structured mechanisms for building better mental health. **\$400**







## Creating a Resilient Mindset

**Our resilience is demonstrated in several aspects of our lives, particularly when we are under pressure or find ourselves in a challenging environment.**

In an ever evolving and transitioning environment that often brings fear and uncertainty, it is important for us to know how to adjust effectively and remain resilient. This training will explore our relationship with failure and how by transforming our perception we can discover the vital secrets for developing an adaptable and confident mindset by embracing vulnerability and fear. Concretely, this session will explore the foundation of resilience: understanding yourself and your personal operating system and identifying the mental obstacles (thoughts, feelings, and attitudes) that get in your way. Participants will focus on five muscles: accepting personal accountability, developing a belief system that encourages and supports success, meticulously and objectively assess your moods and blind spots, perfect your deep breathing technique and curate curiosity to view situations from different angles. **\$400**

## Healthy Boundaries and Work-Life Balance

**People often feel torn between work and family obligations, and often report not having enough time for themselves.**

This session will help participants identify various ways to achieve balance with personal, family, and work responsibilities. The conflicting demands of work and home can create stress that depletes the energy needed to get everything done. In this session, participants will learn to implement techniques for being more effective and more satisfied with both their home and work lives. **\$400**

## Switching Off: Life Beyond Digital Devices

**The modern working world is digitally connected more than ever and we are driven by the rapid advancement of technological growth. This constant contact has transformed working behaviors, compelling workers to be plugged in 24/7.**

The overuse of digital devices has been linked to stress, burnout, insomnia, anxiety, and other mental health disorders. This thought-provoking and innovative seminar will provide attendees with a powerful insight into the true impact of living and working in a reactive, fully connected world. Participants will discover practical ways to reclaim a sense of work-life balance and address existing habits to be able to unplug digitally and mentally for a healthier and happier life. **\$400**

## Effective Stress Management

**Working under excessive pressure for a prolonged period can result in chronic stress, which can have a significant adverse impact on our mental and physical health. Without intervention, stress can contribute to mood disorders, as well as elevated blood pressure, heart rate, and levels of stress hormones.**

Without understanding the physical stress response, it can be difficult to develop healthy coping strategies to help us tackle stress in an effective way causing a build-up of stress hormones in our minds and bodies, which leads to more significant health issues, such as burnout and depression. **\$400**



## Staying Optimistic: Conquering Negative Thoughts

**An average person has between 12,000-60,000 thoughts per day, 80% of which are negative. These thoughts are part of the survival mechanism in the mind which focuses on more negative details as a form of self-protection.**

However, it is not the negative thoughts themselves that are the issue, but rather the importance that we give them that cause the problem. This session allows participants to learn how to gain control over negative thoughts and turn them into neutral or positive ones, helping to overcome unhealthy and unhelpful habits. **\$400**

## Eat Well. Move More. Sleep Better

**With the demands of life, it can sometimes be easy to neglect healthy habits. Yet long-term lack of proper nutrition, sleep, and physical inactivity can result in health risks.**

This practical session will explore three of the most important components for living a healthy lifestyle: nutrition, movement, and sleep. It will explore the ways you can introduce new techniques for healthy practices and learn simple but effective ways to eat well, move more, and sleep better. **\$400**

## Discover the World of Emotional Intelligence

**The ability to recognize feelings in oneself and others, managing emotions, and balancing thoughts are traits that are associated with emotional intelligence (EQ).**

Emotional intelligence requires skills such as self-awareness, self-regulation, motivation, empathy, and social skills. Embracing the nuances of human emotion have demonstrated several benefits, particularly at work, such as better collaboration, compassionate leadership, boosted morale, and overall, a happier and healthier workplace. Participants will learn that by recognizing the feelings of family members and colleagues, and responding in a balanced, rational way, they can improve, relationships and collaborate more effectively. The session also examines new brain research on emotions and the battle between the emotional and the thinking brain.

**\$400**

## Tackle Unhealthy Habits and Transform Your Life

**Breaking unhealthy habits can be challenging. Even if we know something is not good for us, finding the motivation to make better choices is not always easy. The good news is that change is definitely possible.**

This session will explore the science of behavior change and apply these teachings to tackle common bad habits such as alcohol consumption, smoking, social media, and unhealthy eating. It will also examine triggers and how to plan for success. **\$400**



## Coping with Critical Illness

**Many serious health problems seem to develop unexpectedly, upsetting your life out of the blue. When that happens, you may feel overwhelmed by difficult emotions, including worry, sadness, despair, and grief. Some people may also experience the feeling that they might never be able to cope.**

The emotional toll can make it difficult to function and may even lead to mood disorders such as anxiety and depression. However, participants can learn to manage these feelings, adjust to a new way of living, and live a fulfilling life. But whatever your diagnosis or emotional response, it's important to know that you're not helpless. There are steps you can take to better cope with your new situation, ease the stress and mental anguish that often accompany serious illness, and find a way to navigate this challenging new journey. **\$400**

## The Many Faces of Grief: Coping with Loss

**Although grief touches everyone, and grieving is normal, the pain of loss is unique to everyone.**

Major losses trigger conflicting emotions, from anger and denial to experiencing relief. This session will help participants explore their own reactions to loss, from a death to divorce. They will learn why some people are stuck in a "grief rut" as they discuss more healthy ways to grieve. **\$400**

## Raising Resilient Children

**Many parents face multiple changing roles and responsibilities, and it can be difficult to navigate new demands while also supporting the psychological needs of their children.**

This session will highlight the importance of raising resilient children and explore common roadblocks parents face along the way, such as parental guilt, perfectionism, and comparison with others. It will explore key communication strategies parents can implement to help empower young children to overcome stress in a healthy way. **\$400**

## Unlock the Secret to Financial Wellbeing

**Managing your finances may seem like a challenging task, but it allows you to have a better perspective of where and how you're spending your money.**

Personal finance management allows you to control your money so you can achieve your financial goals. The initial step is defining your financial goals, both short-term and long-term. This training will guide you through the process of tracking your spending so that you understand how you currently spend money. You'll examine your obstacles to reaching your financial goals as you learn how to manage your debt and develop a personal strategy for taking control of your finances. **\$400**



## Money on My Mind: Dealing with Anxiety

**Continued exposure to financial uncertainty in a constantly changing world has had a direct impact on employee mental health. A sense of instability — triggered by living amidst a shifting landscape and the rising cost of living — has seen a surge in levels of anxiety.**

This session will help participants recognize and understand financial anxiety, and distinguish it from worry and stress. It will teach attendees how to manage anxiety in order to work towards feeling more stable in their own situation. **\$400**

## Work Smarter, Not Harder

**How often do we hear the phrase, “there aren’t enough hours in the day?” Many people find themselves constantly adding to their to-do list while still feeling that they haven’t accomplished anything.**

Effective time management is critical to ensure you feel more accomplished and less overwhelmed at the end of a busy day. Time management is a learned skill. It requires self-discipline and a desire to become conscious of how one manages daily activities. This session will provide a basic explanation of the time management process and the characteristics of effective time managers. It will discuss the importance of prioritizing important events, and explore the role of delegation and communicating delegation requests with others. **\$400**

## Mastering Your Money in Difficult Times

**Managing your finances can feel overwhelming, particularly amidst economic and global uncertainty.**

The session will guide you through ways to overcome financial anxiety and make practical changes to manage money in a more effective way, from cutting back energy use to changing shopping habits. **\$400**

## Powerful Communication

Communication is one of the most powerful tools for personal and professional success, and it involves the ability to convey information effectively and efficiently. Good verbal, non-verbal, and written communication skills are crucial for fulfilling relationships. It is also important that people exercise active listening skills. This session will help develop important communication skills both verbally and non-verbally to create a more cohesive, collaborative, and successful working environment. **\$400**





# Other Standard 60 Minute Trainings

## OTHER TOPICS

### AVAILABLE ON REQUEST

**Below are some of the training topics we can offer to support specific campaigns promoted within your organization. These topics are eligible for bank of hours or fee for service delivery. Please contact us if you have a specific requirement.**

Become More Heart Smart

Build a Better Back

Changing Relationships: You and Your Aging Parents

Healthy Eating on the Run

Healthy Fasting During Ramadan

Identifying Signs of Addiction in a Loved One

Let's Sleep On It: Developing a Healthy Sleep Pattern

What Managers Need to Know to Support Breastfeeding Mothers

Managing and Supporting Employees Experiencing Domestic Abuse

Men's Health Matters

Tackling Sleep and Stress Fatigue

Talking about Breast Cancer

Thriving in Later Life: Planning for Retirement

Tips for Smoking and Tobacco Cessation

Transitioning from Your Role into Parental Leave

Understanding Broken Heart Syndrome

Understanding Menopause in the Workplace

Where is the Sugar: Tackling Diabetes

Women's Health and Menopause

**Each training is \$400 a session**

# Inova Training and On-Site/Virtual Services Terms and Conditions

**We thank you for allowing us to journey alongside you to facilitate the optimal performance of your employees.** Please find below the terms and conditions of service for global learning events and our respective areas of responsibility. These terms have been designed to ensure that we and our facilitators are able to offer you quality services.

## **YOUR EAP PROVIDER WILL FACILITATE ON-SITE OR VIRTUAL LEARNING EVENTS:**

- Three (3) weeks prior to the session, provide a learning event announcement flyer.
- Five (5) business days prior to the session, provide final confirmation of the facilitator (with contact details and profile).
- Three (3) business days prior to the session our facilitator will contact the local point of contact to introduce themselves and discuss logistics for the day.
- Five (5) days after the session an attendee report and satisfaction survey will be provided.

## **CUSTOMER WILL:**

- Provide a minimum of four (4) weeks' notice for standard learning event requests.
- Provide a minimum of six (6) weeks' notice for customized learning event requests.
- Provide a training room and equipment (i.e. Laptop, LCD projector, flip chart, etc.) for an onsite learning event. Please notify us if this requirement cannot be met.
- Ensure the learning event announcement gets circulated to potential participants well in advance to allow for participation.
- Print and provide handouts to all expected participants for onsite learning events.
- Provide participants with the pre-work learning material, if applicable, should a customized learning event include pre-work content as a part of the training.
- Agree not to record, broadcast, webcast or otherwise transmit the session to any additional audience without prior written consent.
- Provide notification to your EAP provider upon requesting a session(s) of security clearance requirements or other documentation required for providers to be given access to the customer's workplace.

## **SERVICE DELIVERY GUIDELINES**

### **TRAVEL AND AFTER HOUR SESSIONS**

- An additional 25% of the session fee or the equivalent of one bank of hour will be charged for sessions delivered outside standard business hours – Monday to Friday before 8am and after 6pm, as well as weekends.
- Travel is charged based on time and mileage for sessions more than 30 miles from Inova HQ in Falls Church, va or outside of any major city.

## **CANCELLATION AND RESCHEDULING POLICY**

- Once the learning event is confirmed – we will allow one date change at no charge as follows:
  - Standard Trainings - 3 weeks prior to the originally scheduled delivery date
  - Customized Trainings – 5 weeks prior to the originally scheduled delivery date.
- Thereafter, an additional 50% of the value of the service(s) scheduled or 50% of the total bank of hours for the services scheduled will be charged for each date change.
- Cancellation more than seven (7) business days before the learning event date(s) is at no charge.
- Cancellation within three (3) to seven (7) business days of the learning event date(s) is subject to 50% of the value of the service (s) scheduled or 50% of the total bank of hours for the services scheduled.
- Cancellation within two (2) business day of the learning event date(s) is subject to 100% of the value of the service(s) scheduled or 100% of bank of hours for the services scheduled.
- All cancellations will incur the full reimbursement charge of non-refundable pre-agreed travel expenses and pre-agreed preparation hours (if applicable).
- All cancellations of customized learning events after the customized content has been developed will incur full cost of the development, customization and translation fees.

## **CONDITIONS OF USE OF MATERIALS**

All content and materials provided are the property of Inova Health System. They may not be copied, reproduced, republished, uploaded to a server, posted, transmitted, archived, modified, sold, or distributed in any way, except that the customer may download one copy of the participant documentation provided by your EAP provider on any single computer and print it for distribution solely to the attendees of the learning event session(s) mentioned above, and provided that the customer keeps intact all copyright and other proprietary notices. Agree not to record, broadcast, webcast or otherwise transmit the session to any additional audience without prior written consent.

Select Time Period

Year  
2021

Period  
Year

Select Organization

Reseller/Company  
All

Company/Region  
All

Company/Country/Div...  
All

Disruptive Events  
No YES

Disruptive Event  
All

Clear Filter



Please Select Organization

**RESULTS FOR REPORTING PERIOD:** Year 2021

**EXECUTIVE SUMMARY:**

**Region:**

**Division:**

<b>TOTALS</b>	Year 2021	Year 2020	Change From Last Period
<b>Cases:</b>	11,761	28,679	-16,918
<b>Lives Covered:</b>	1,063,126	869,743	193,383
<b>Participants:</b>	8,886	19,082	-10,196
<b>UTILIZATION</b>	Year 2021	Year 2020	Change From Last Period
<b>Utilization:</b>	1.13%	3.36%	-2.23%
<b>Clinical:</b>	0.84%	2.51%	-1.67%
<b>Work-Life:</b>	0.29%	0.85%	-0.56%
<b>Wellness:</b>	0.00%	0.00%	-0.00%

**OBJECTIVE:**

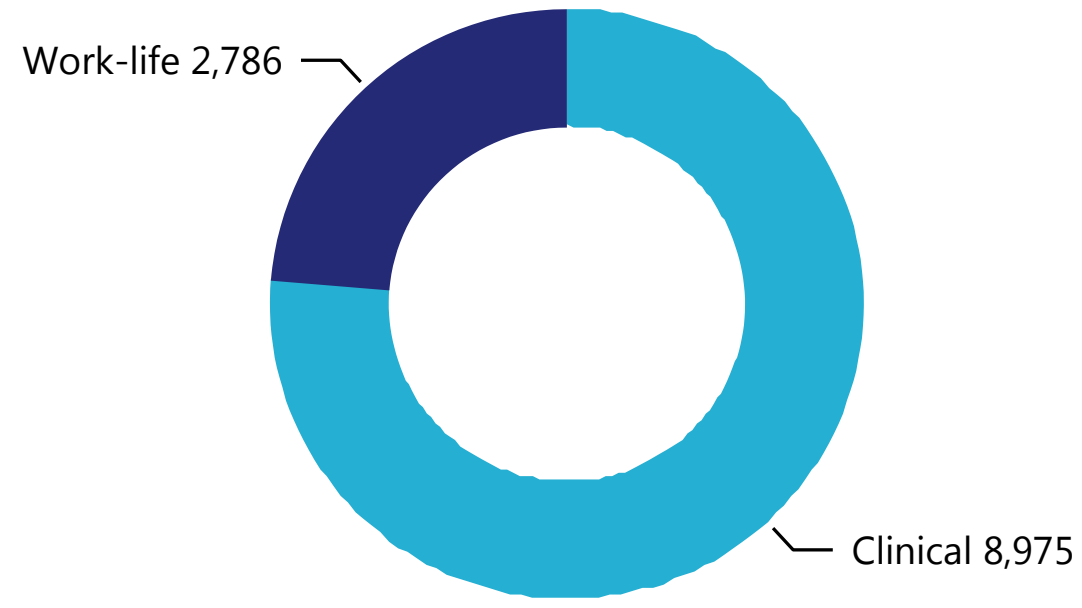
Client dashboard shows interactive way to visualize organization's well-being measures. Data driven statistics and visuals help to understand various issues ranging from dependent care and stress management to clinical service and wellness programs.

**YOUR ACCOUNT MANAGER:**

If you have any questions, concerns, or would like to discuss customized strategies to maximize program utilization, please reach out to your Account Manager:

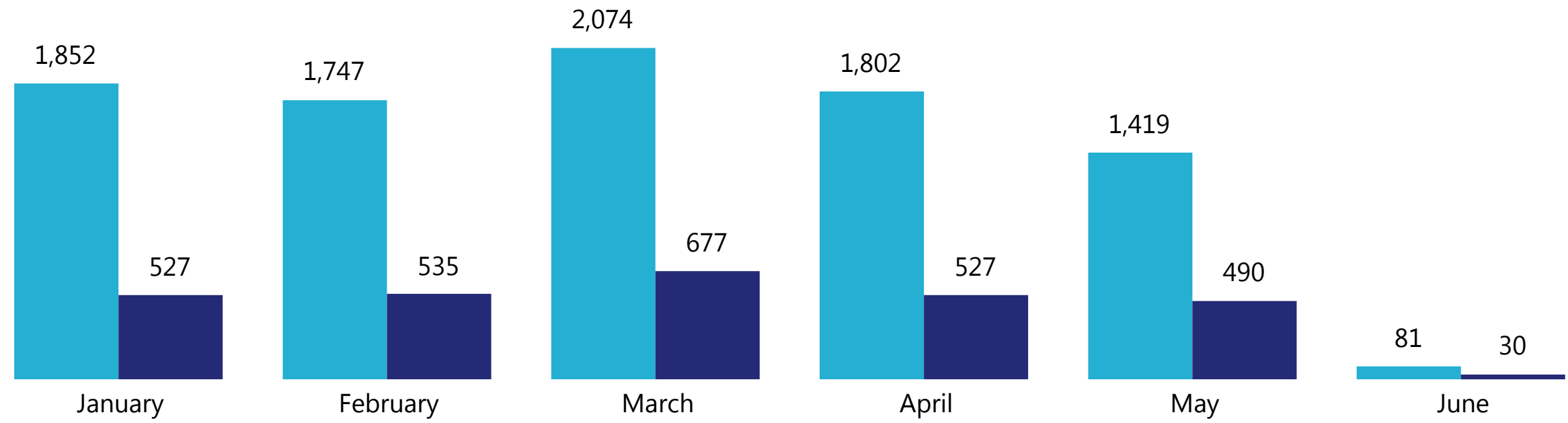
Next

### Service Type Distribution

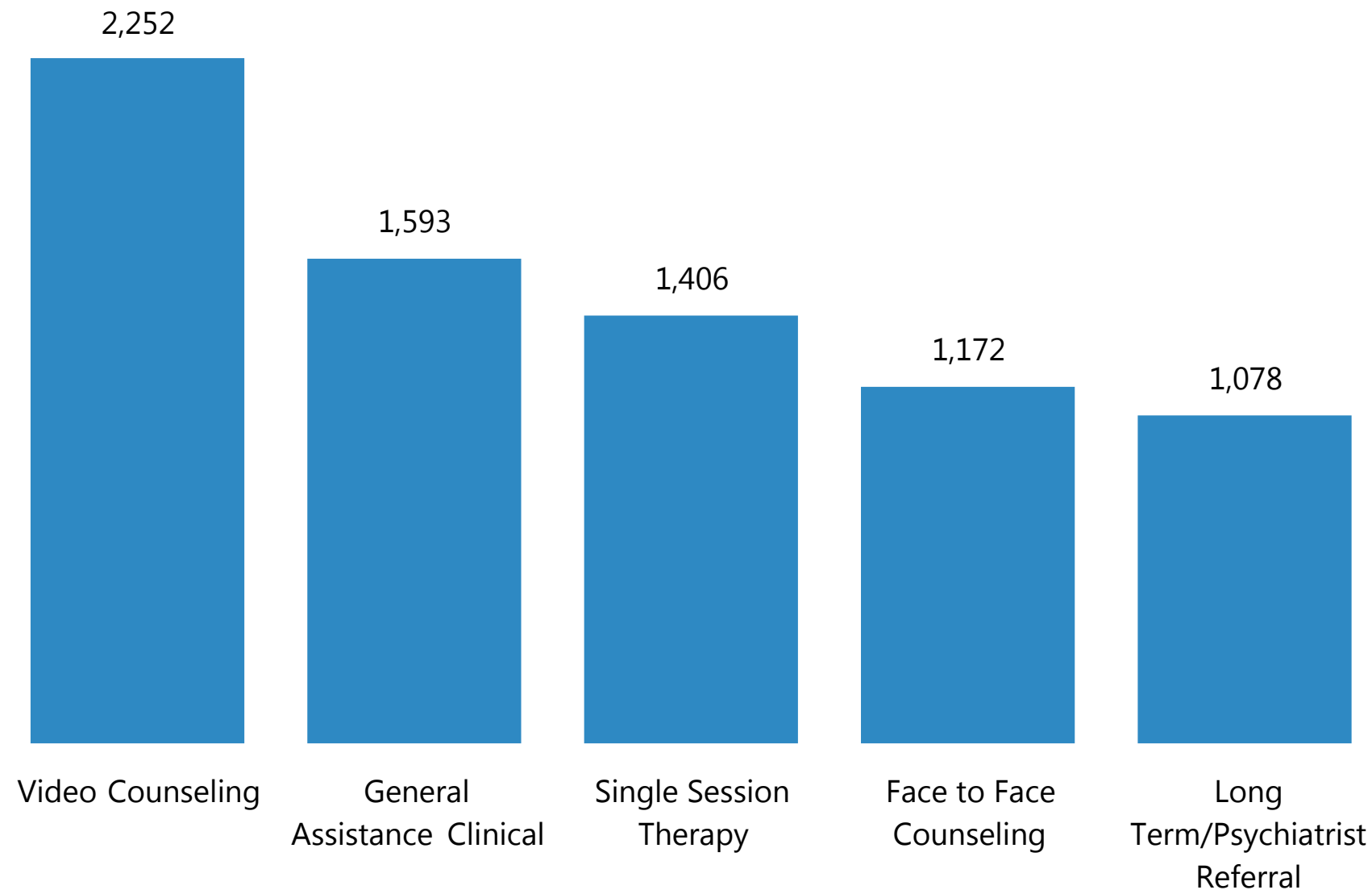


### Monthly Case Trend 2021

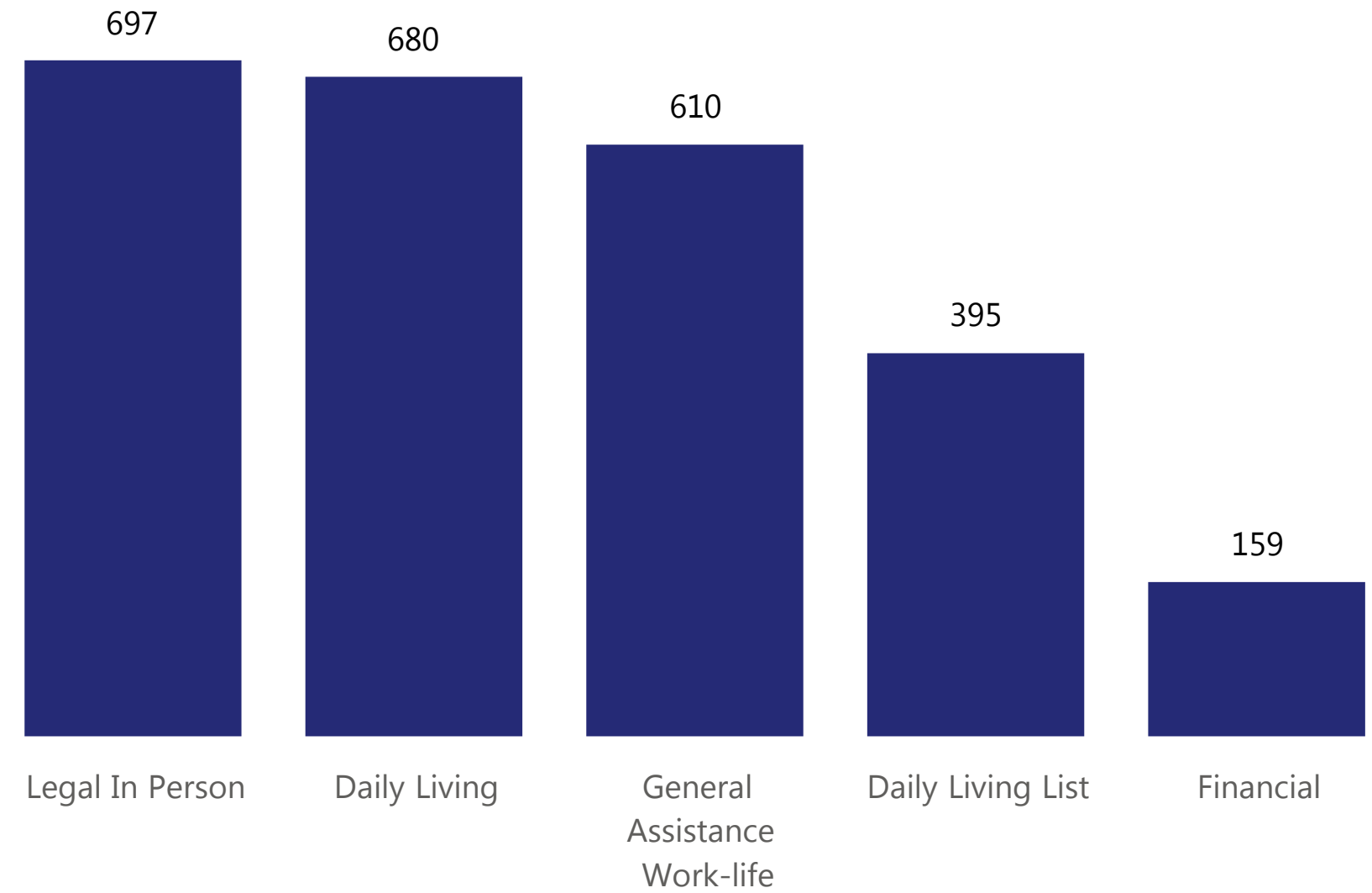
● Clinical ● Work-life



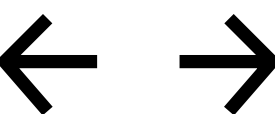
### Top 5 Clinical Services



### Top 5 Work-life Services



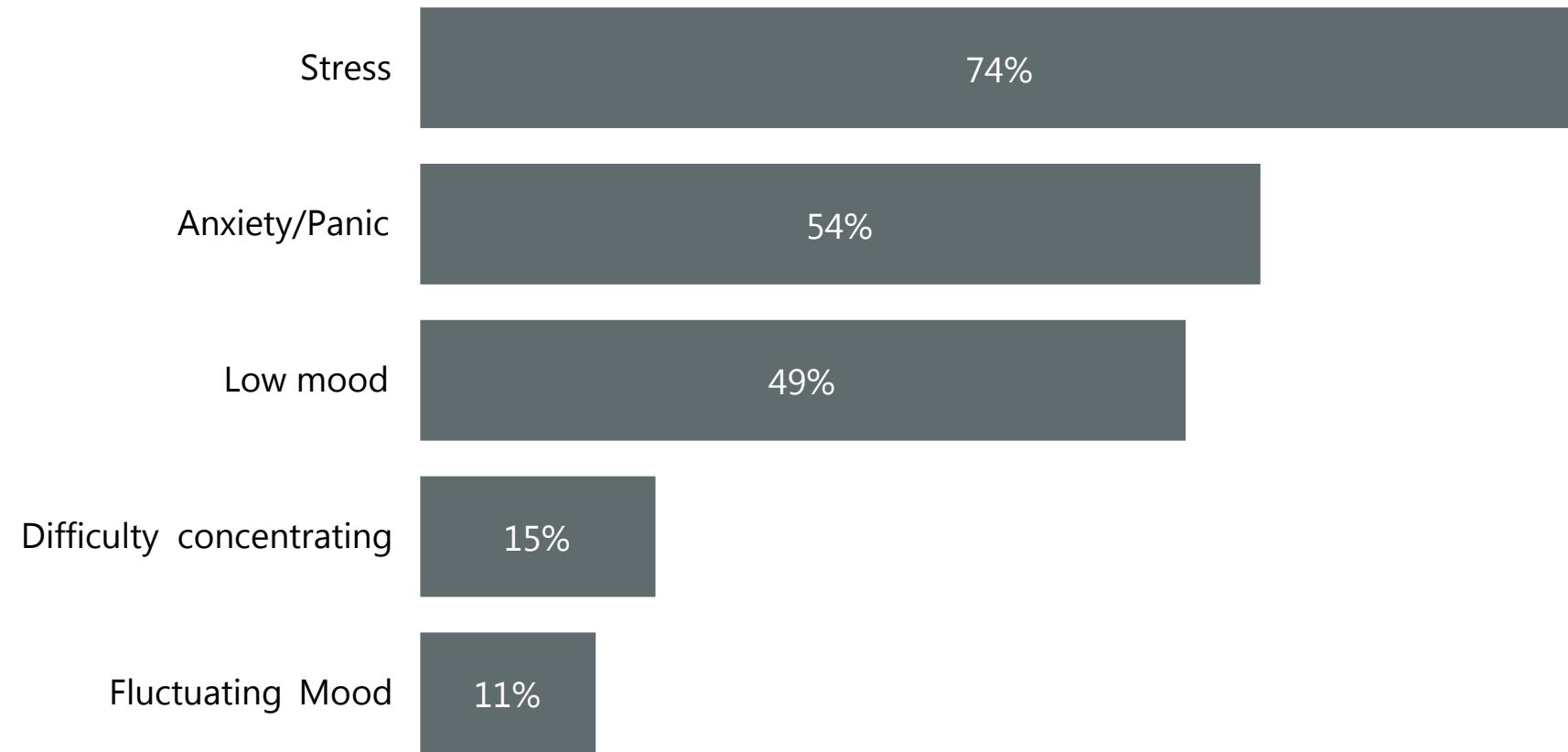
Year: 2021 Period: Year Company Name:







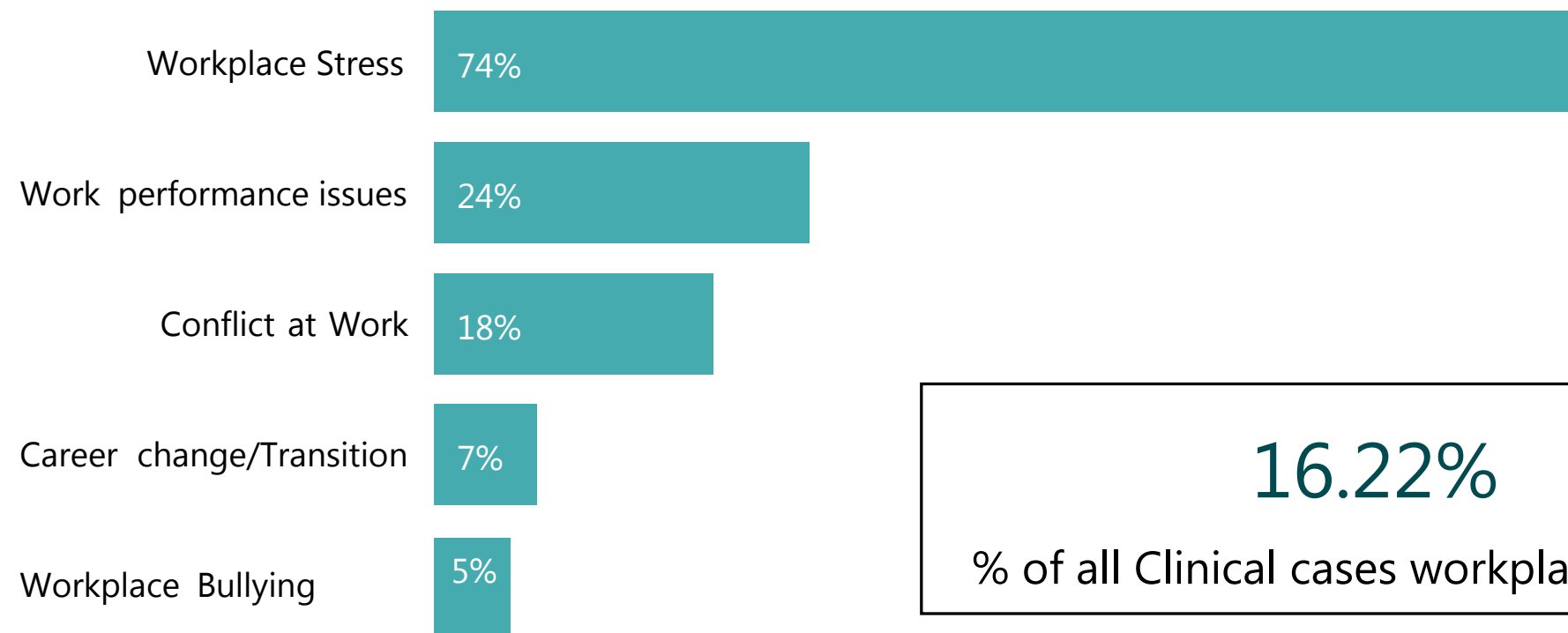
### Top 5 Clinical Personal Concerns



### Case Distribution by Entity



### Top 5 Clinical Workplace Concerns

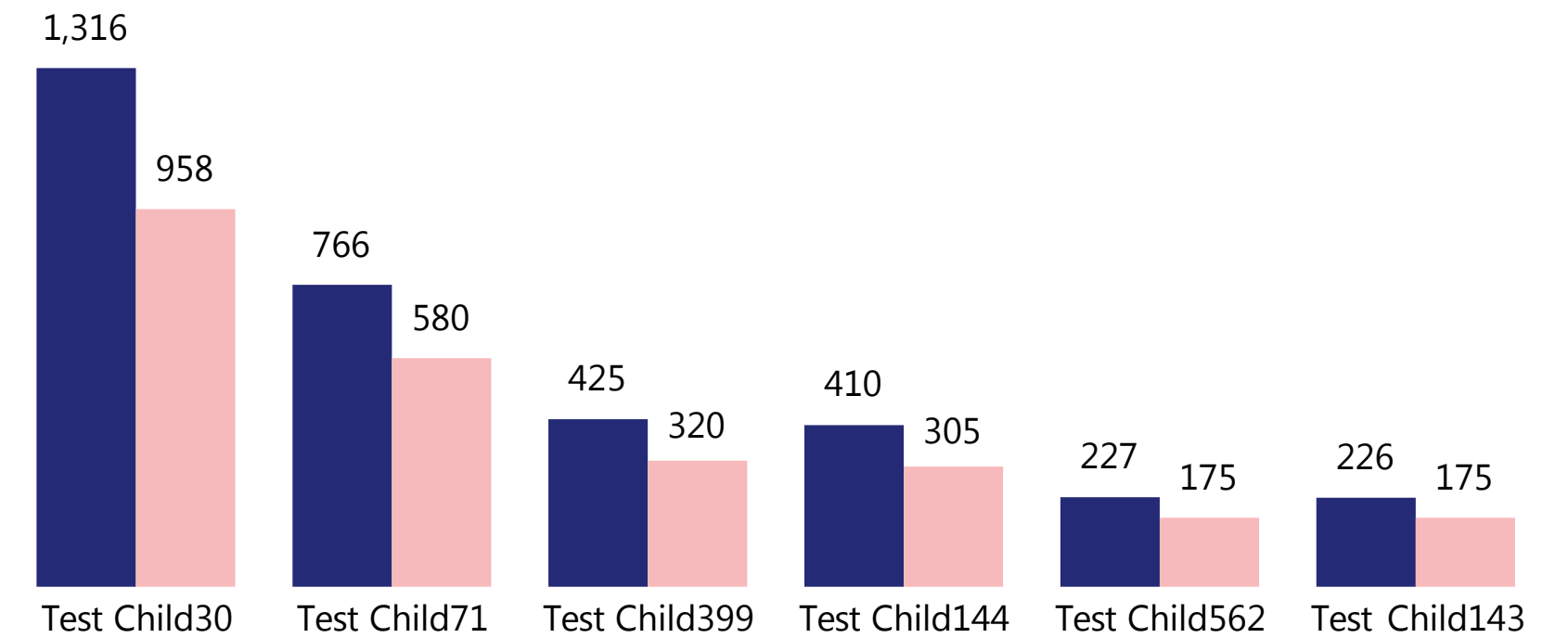


**16.22%**  
% of all Clinical cases workplace related

### Top 5 Companies By Participants



● Case ● Participants

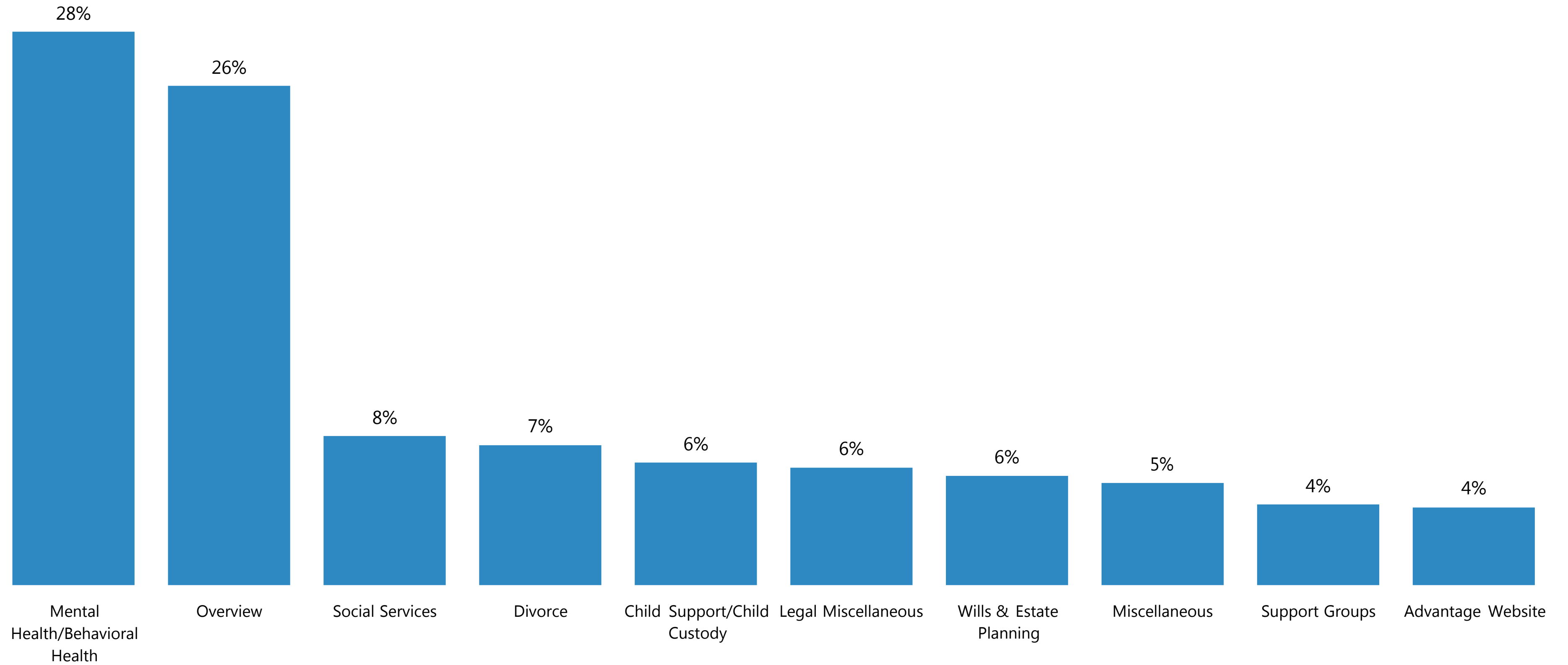


Year: 2021 Period: Year Company Name:

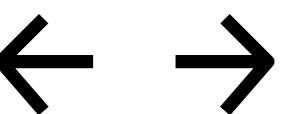




## Top 10 Presenting Issues - WorkLife



Year: 2021 Period: Year Company Name:



# Demographic view with Benchmark Comparison

(select your benchmark) →

Company Size

All

Industry

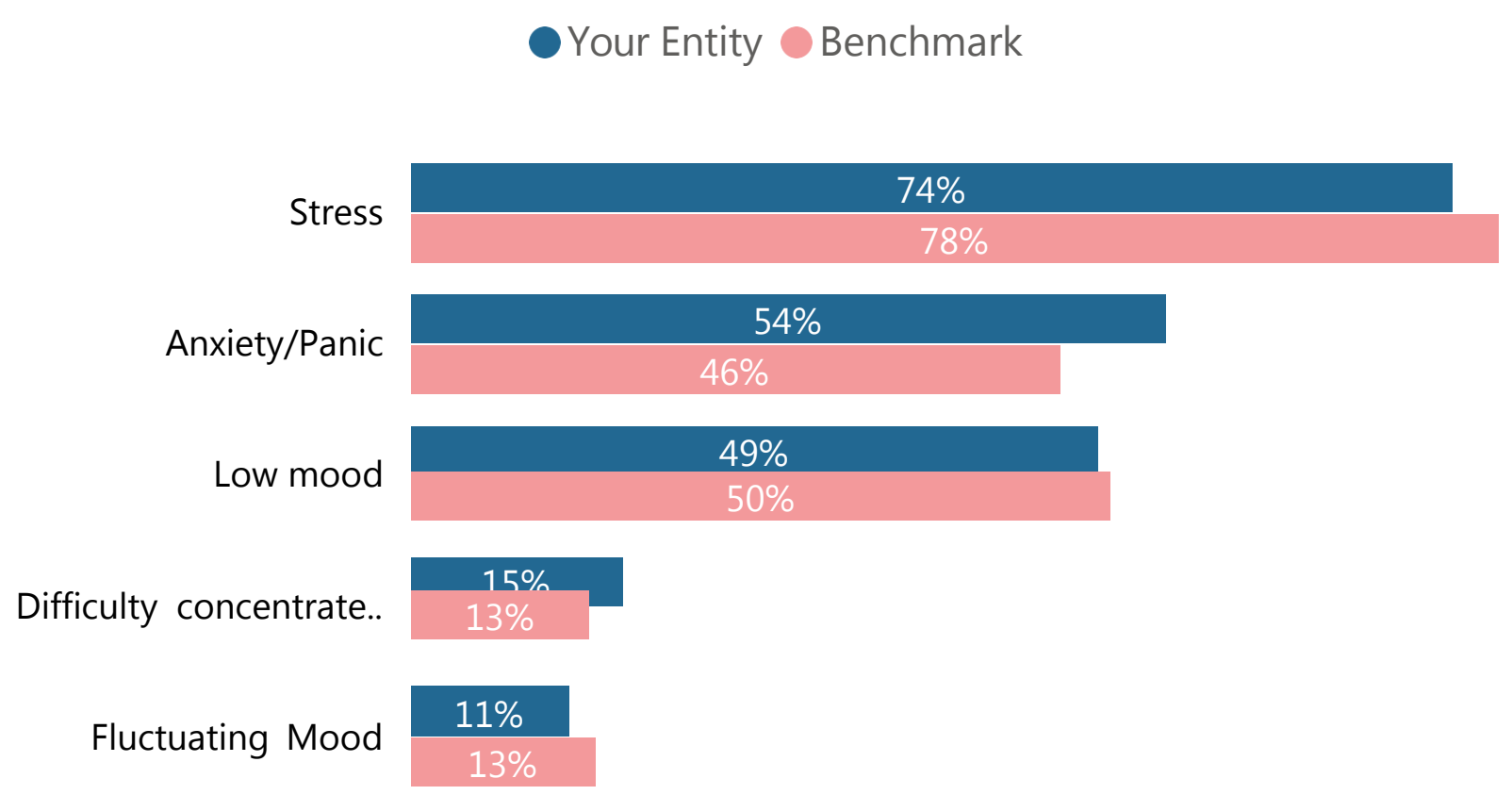
All

Country

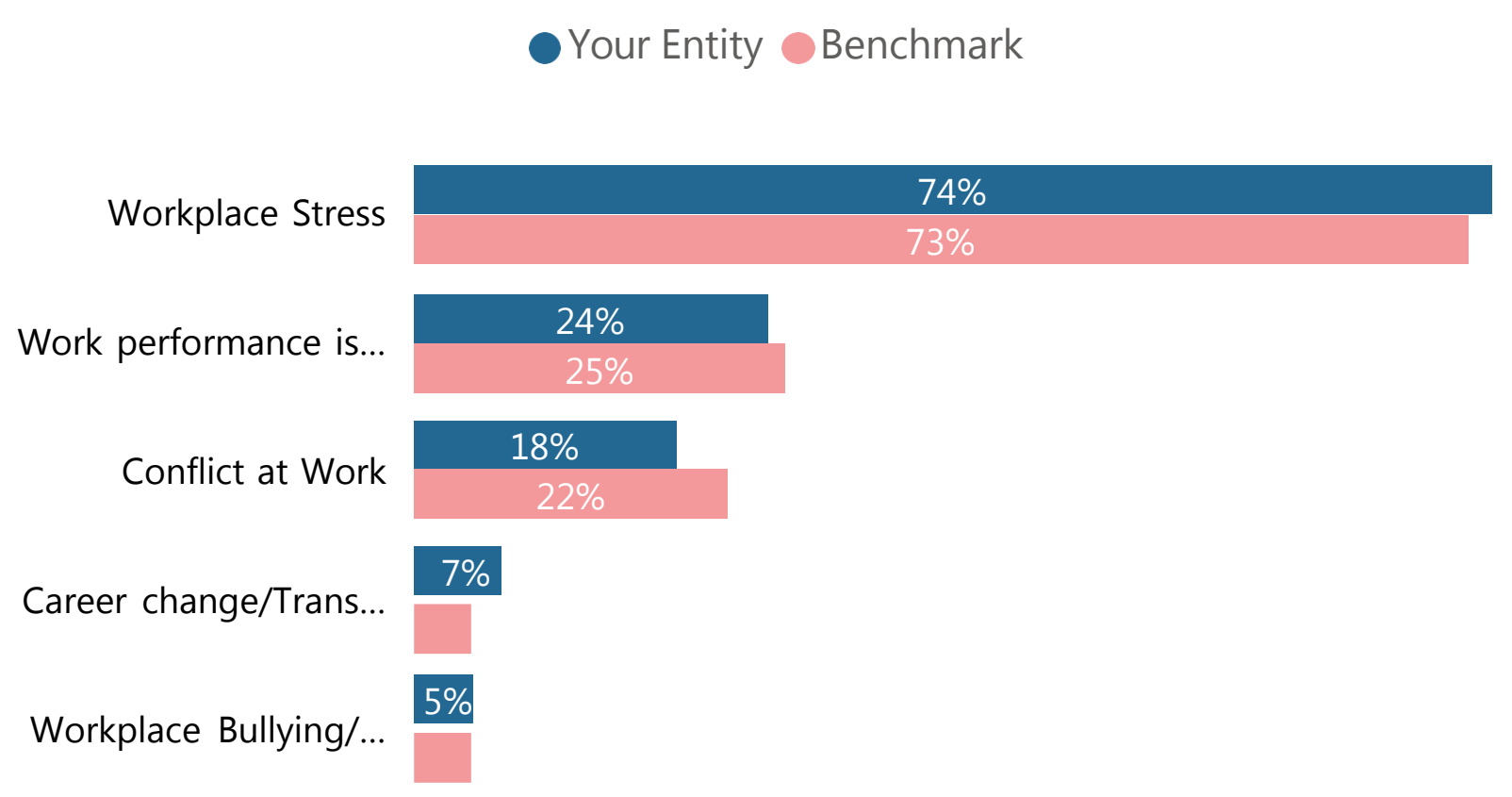
France



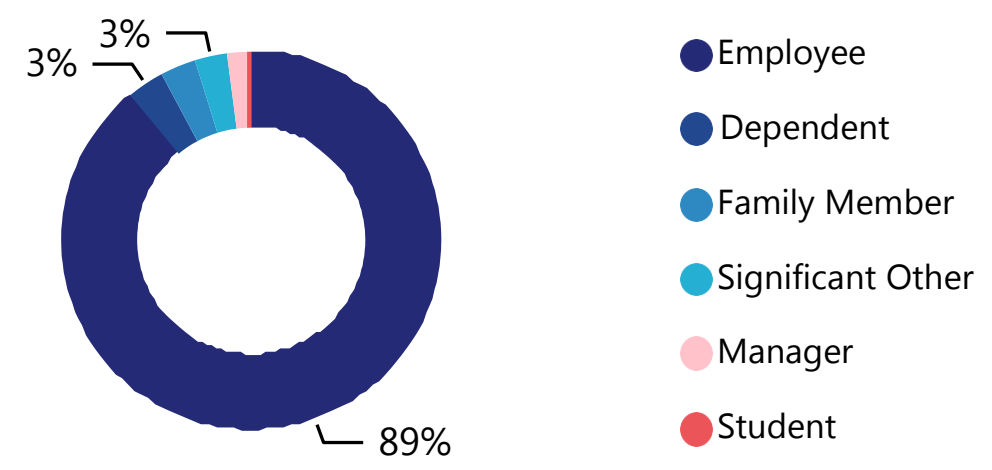
## Top 5 Clinical Personal Concerns



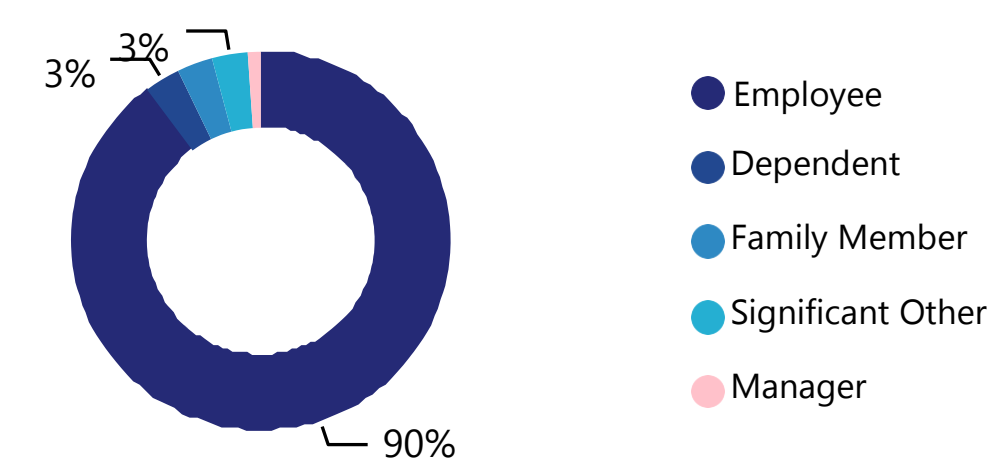
## Top 5 Clinical Workplace Concerns



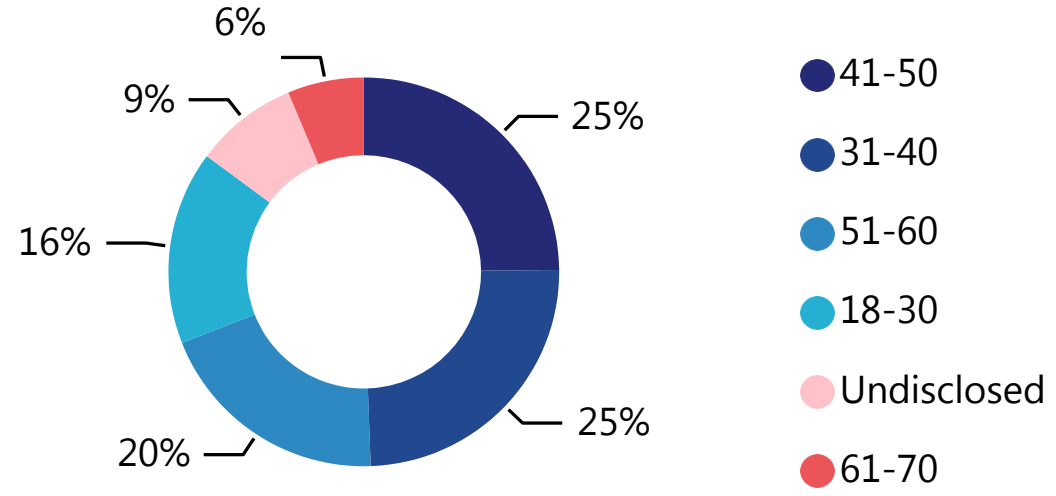
## Cases by Relation - Your Entity



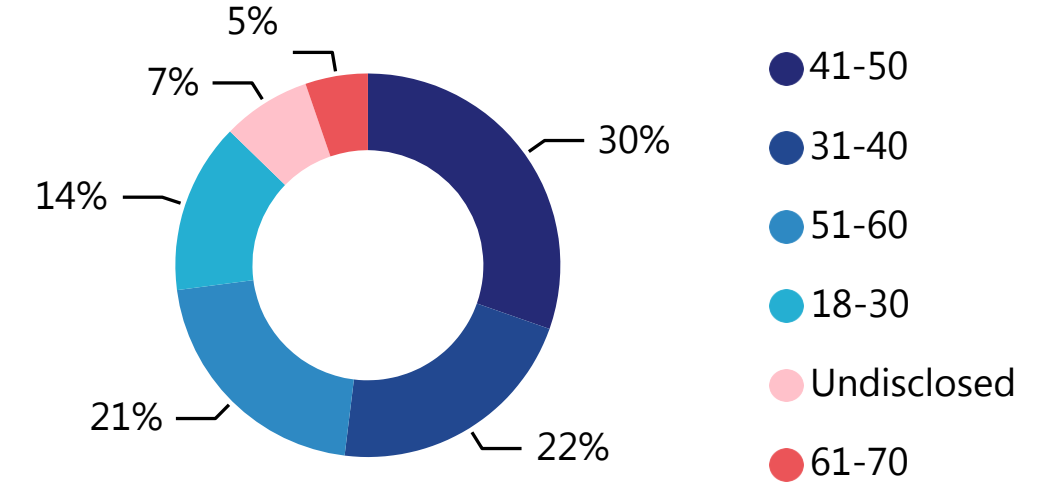
## Cases by Relation - Benchmark



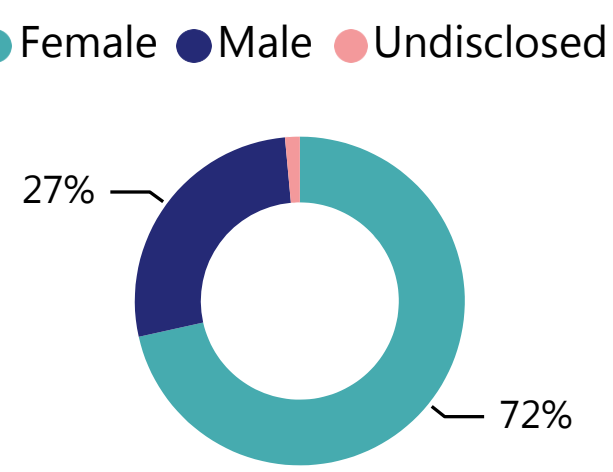
## Cases by Age Group - Your Entity



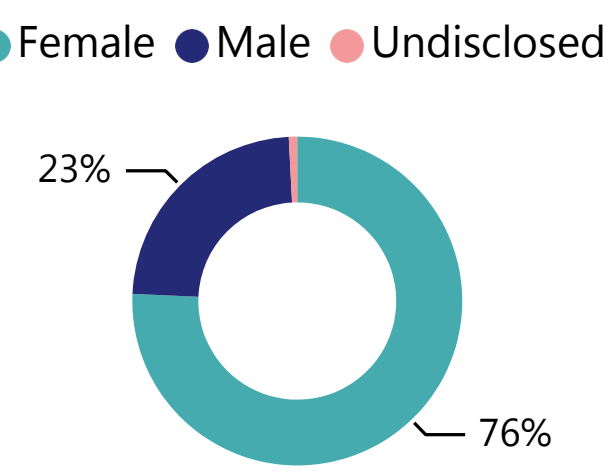
## Cases by Age Group - Benchmark



## Cases by Gender - Your Entity



## Cases by Gender - Benchmark



# Utilization with Benchmark Comparison- Clinical

(select your benchmark) →



Company Size

All



Industry

All

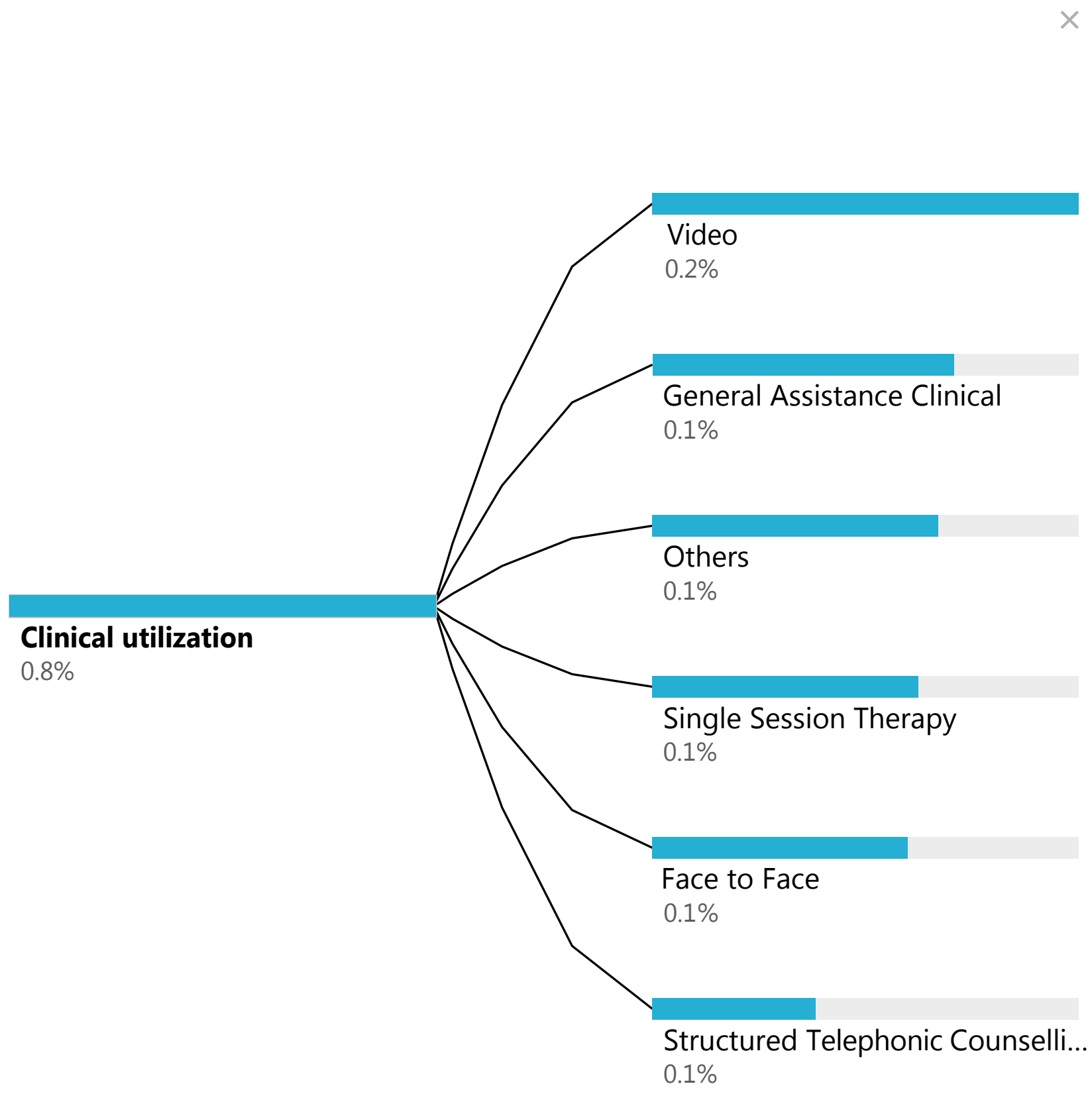


Country

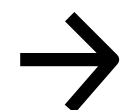
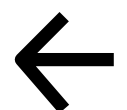
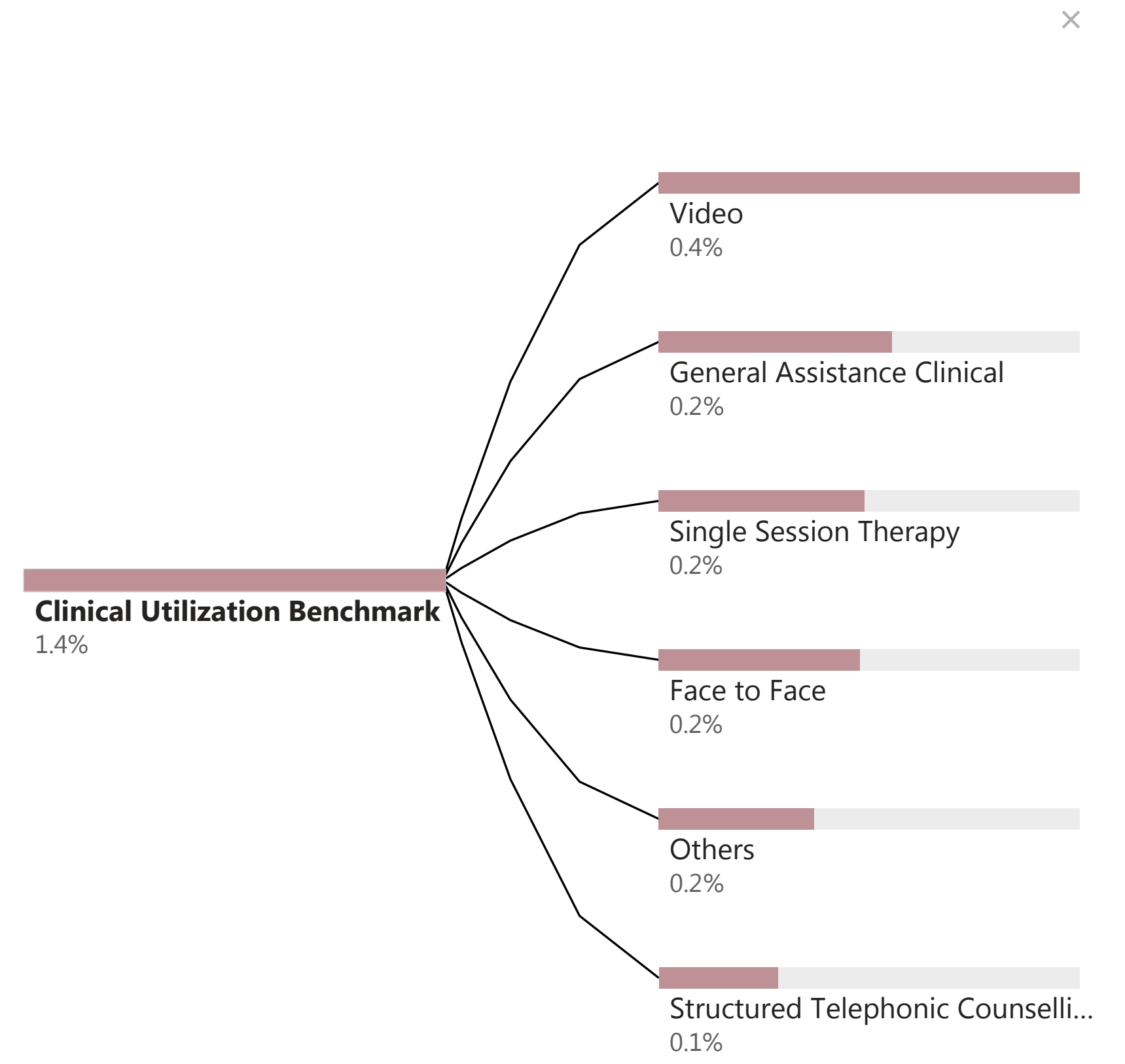
France



## Clinical Utilization - Your Entity



## Clinical Utilization - Benchmark



# Utilization with Benchmark Comparison- Work Life

(select your benchmark) →



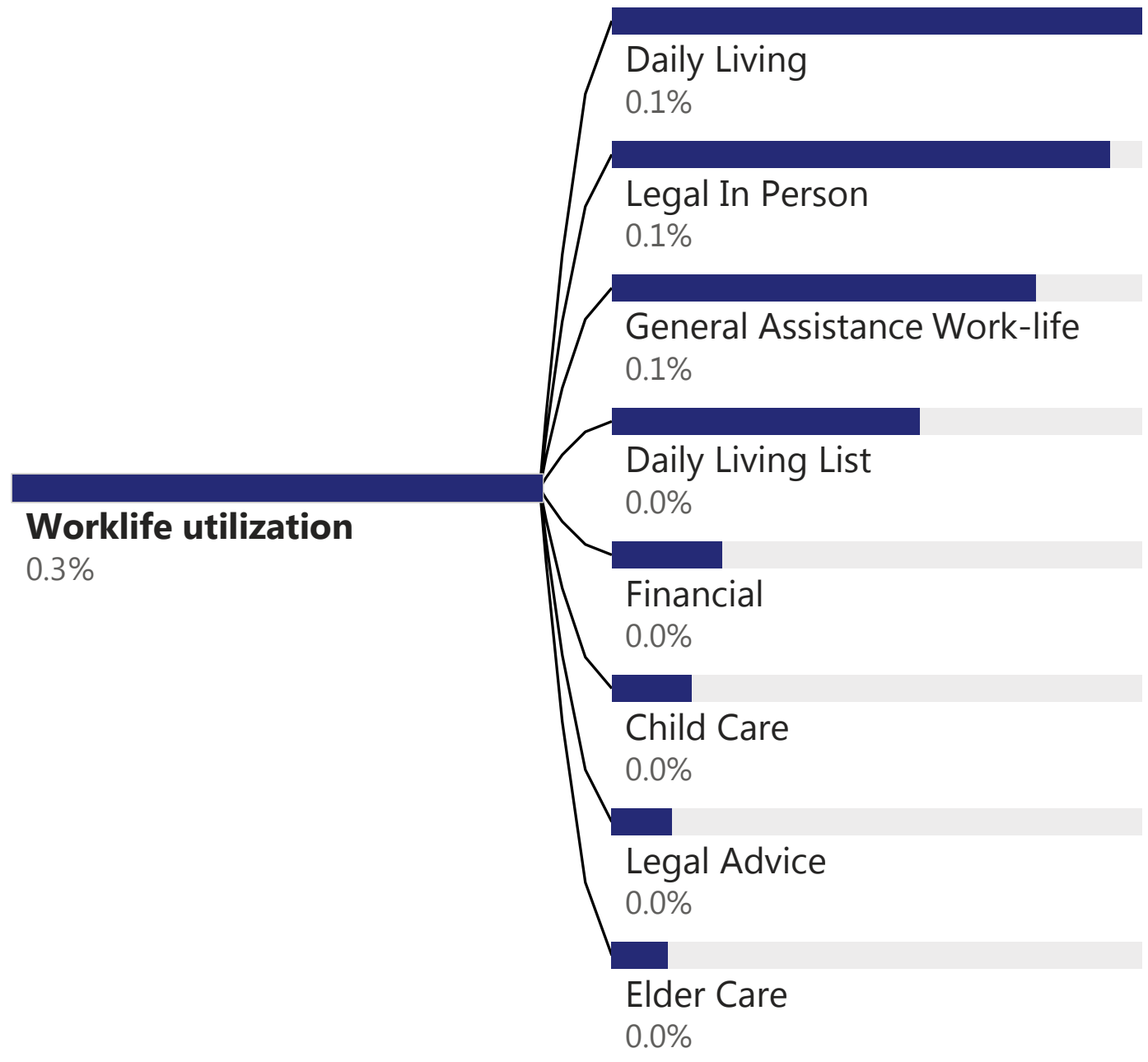
Company Size

Industry

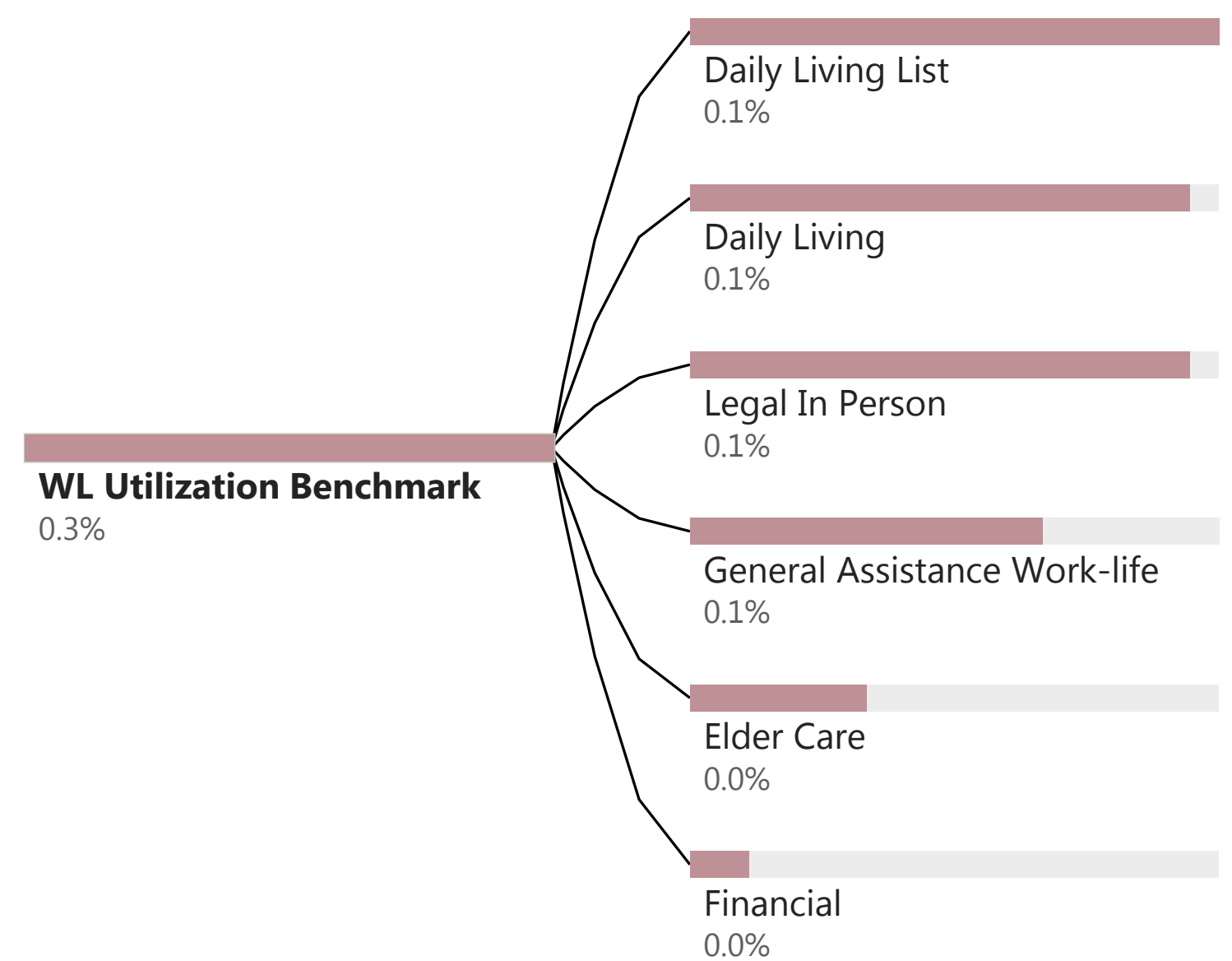
Country



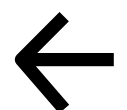
## Work-life Utilization - Your Entity



## Work-life Utilization - Benchmark



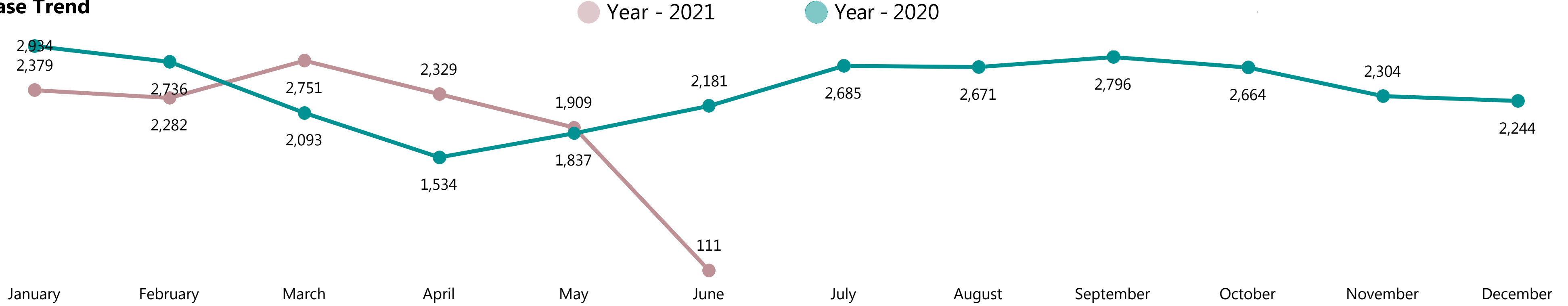
Year: 2021 Period: Year Company Name:



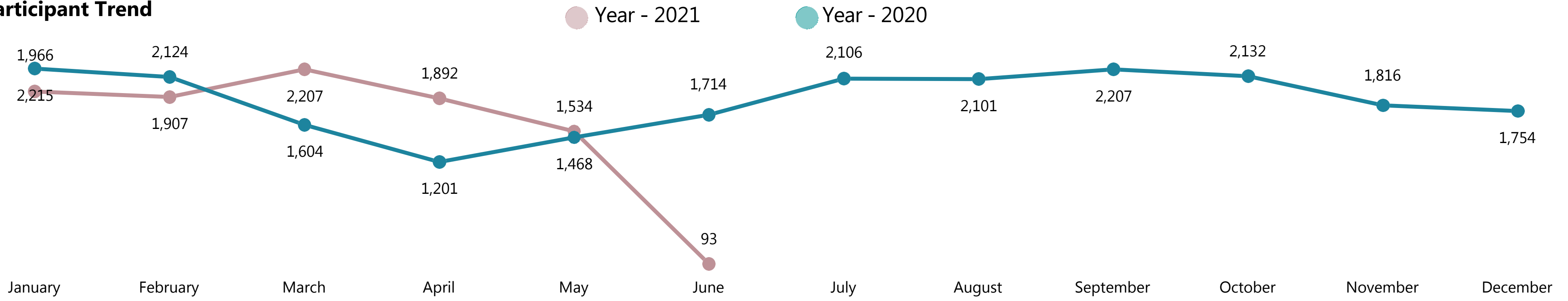
# Year Over Year Comparison - Cases/Participants



## Case Trend



## Participant Trend



Year: 2021 Period: Year Company Name:





## Current Trend - Year 2021

Average Sessions per case

# 3.8

### Average Sessions by Services

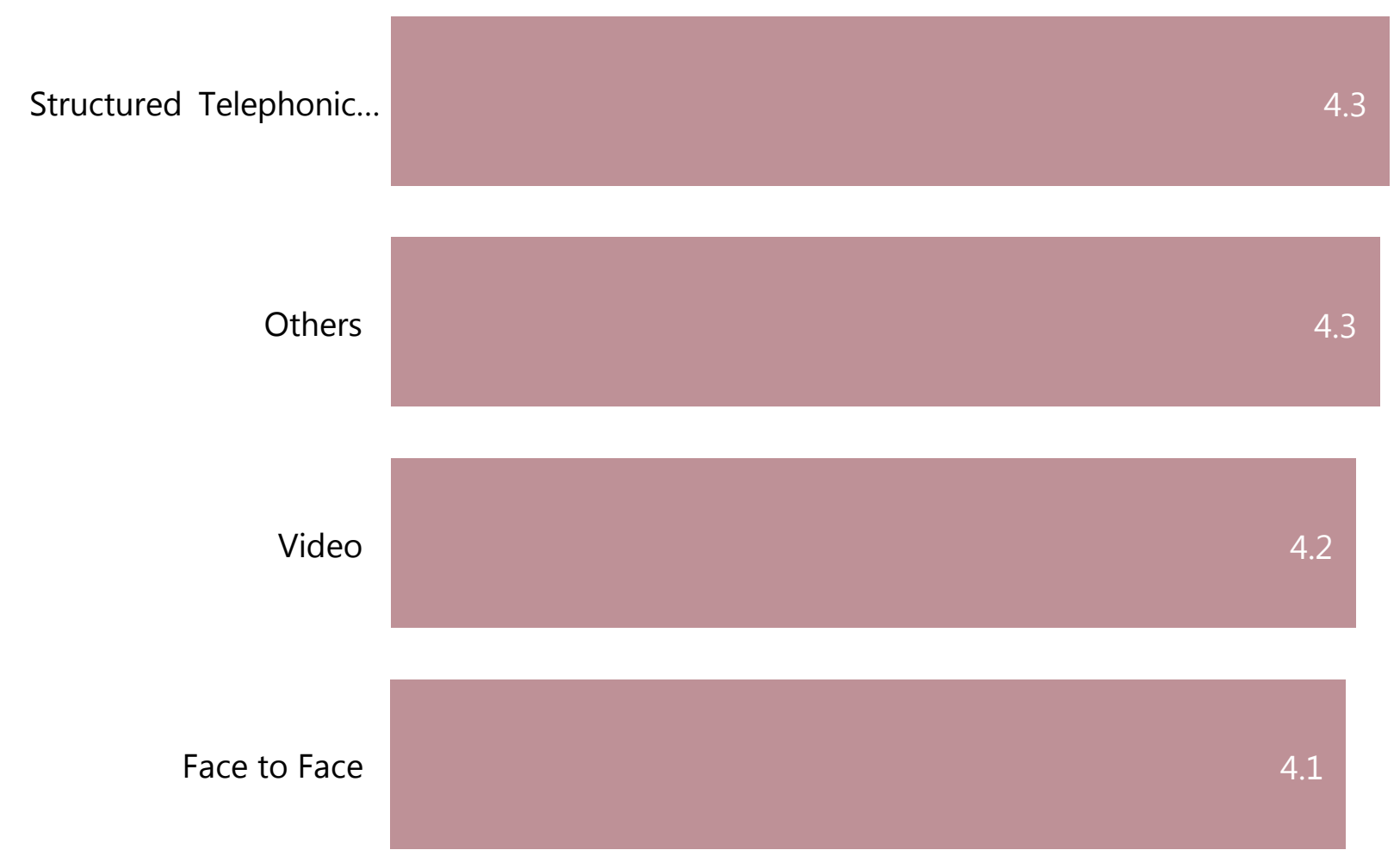


## Previous Trend - Year 2020

Average Sessions per case

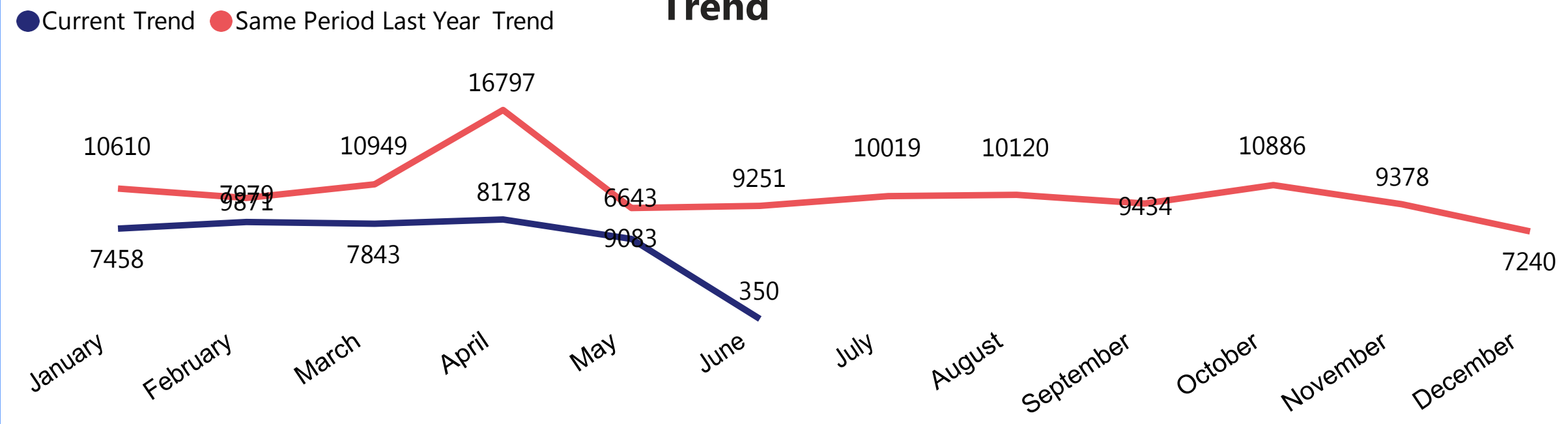
# 4.2

### Average Sessions by Services

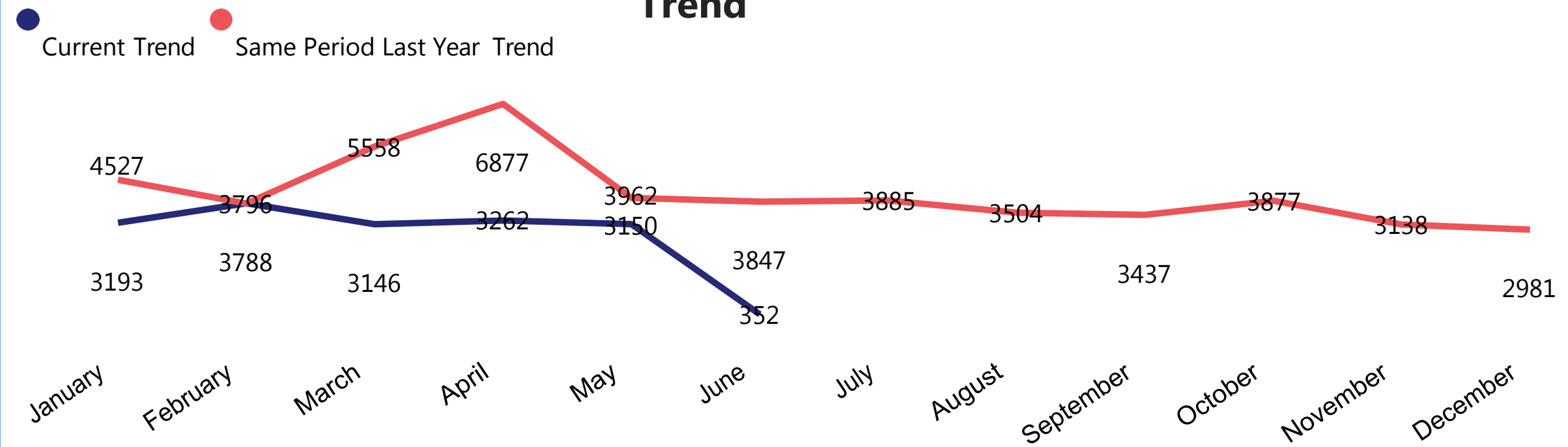




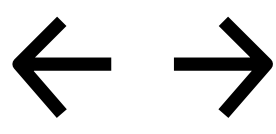
## Web hits Trend



## Web logins Trend



## Web hits by Module

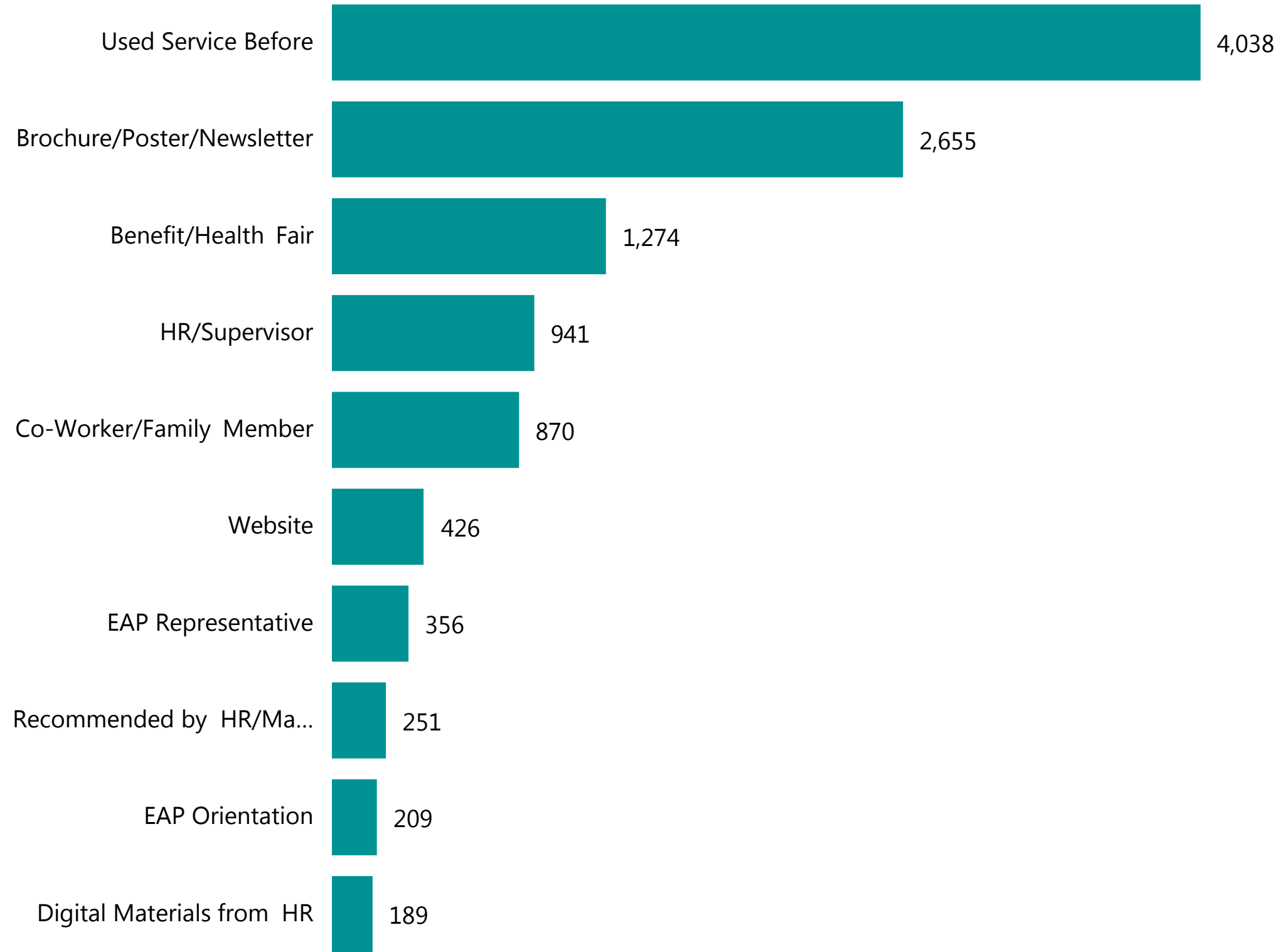




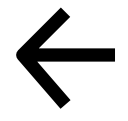
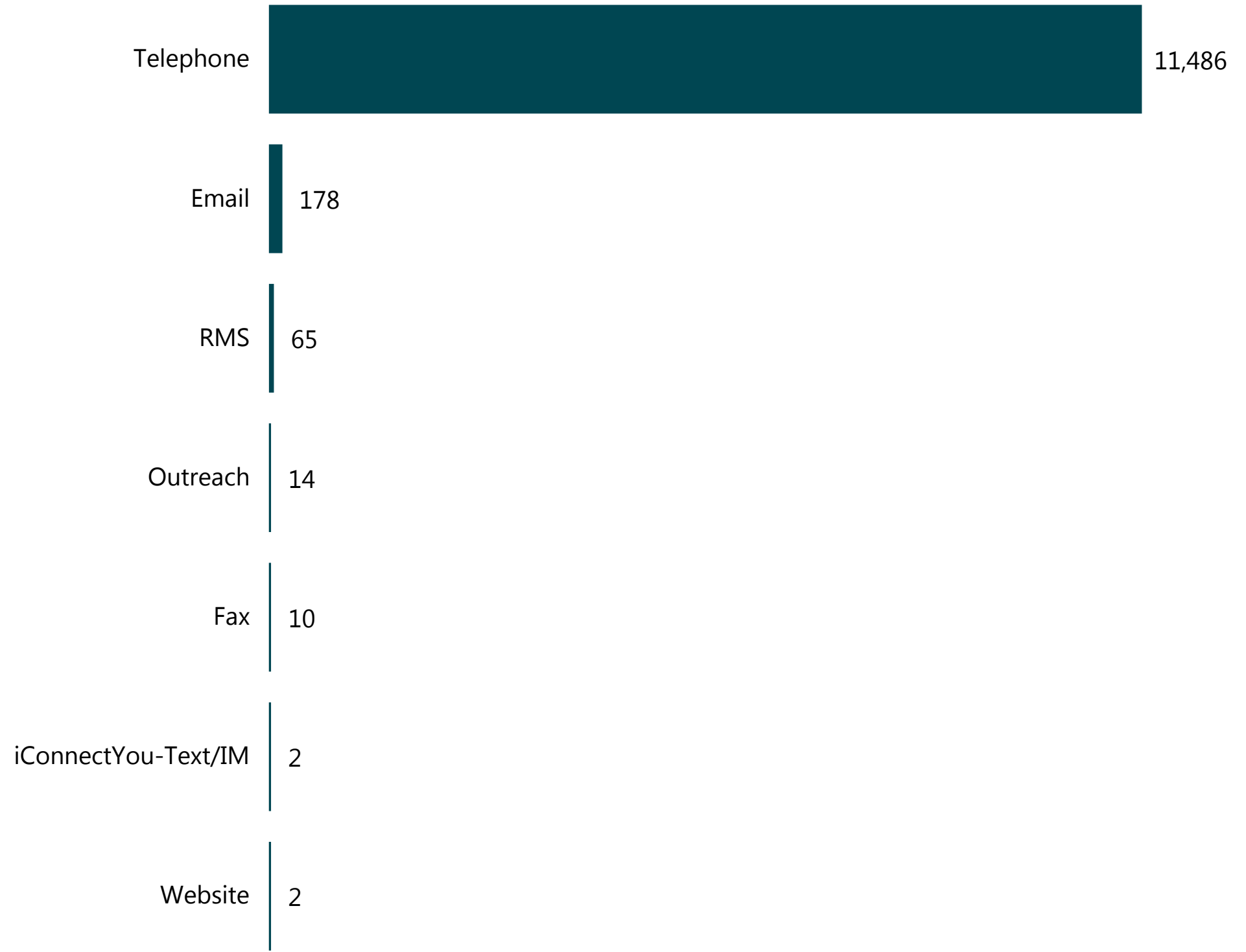
# Knowledge of Service & Method of Contact



## Knowledge of Service



## Method Of Contact





Creative solutions for the demands of life and work.

For confidential assistance, call:  
 Toll Free: 1.800.346.0110  
 TTY/TTD: 1.877.845.6465

[inova.org/eap](http://inova.org/eap)

### Short Term Counseling

- Relationships
- Alcohol
- Family
- Depression
- Anxiety

### Elder Care Resources

- Adult daycare centers
- Assisted living centers
- Nursing homes
- Transportation services
- Nutrition services
- Respite care
- Home care services
- Geriatric health and mental health

### Child Care Services

- Nursery and/or preschools
- Emergency and back-up care
- Before-after school care
- Care for mildly ill children
- Childcare centers
- In-home care agencies
- Family daycare and group homes
- Nanny/au pair agencies
- Summer camps

### Adoption Services

- U.S. adoption agencies
- International adoption agencies
- Adoption support groups

### Website Tools

- Savings center
- Educational seminars
- Skill builders
- Easily searchable database

### Parental Services

- Birthing classes
- Support groups
- Exercise and nutrition
- Parent education

### Educational Resources

- Identify appropriate schools
- Navigate the application process
- Resources for adults and children with special needs
- Apply for grants, scholarships and financial aid

### Health and Wellness Resources

- Exercise program
- Holistic care
- Nutrition counselors
- Personal trainers
- Self-help programs

### Pet Services

- Veterinarians
- Boarding facilities
- Pet sitters
- Groomers
- Obedience trainers

### Daily Living

- Entertainment, recreation and sports tickets
- Event and party planners
- Grocery shopping
- Housekeeping
- Lawn maintenance
- Real estate and relocation professionals

### Legal Assistance

- Free 30 minute consultation with an attorney
- Web-based legal documents
- 25% off attorney services
- Will preparation

### Financial Assistance

- Financial consultation
- Financial calculators

### Identity Theft

- Web-based credit monitoring
- Telephonic consultation with an identity theft and recovery professional