

Oldham County Board of Education

EAP Services — Vendor Proposal Response Template

RFP #: 2026-04 / Due: May 5, 2026 by 12:00 PM EST

Instructions: Complete all sections in full. Do not alter the template structure. Attach additional pages as needed, labeled by section number. Incomplete responses may be deemed non-responsive.

SECTION 1 — QUALIFICATIONS & BACKGROUND

1.1 *Provide a brief company overview, including experience with K-12 or public sector organizations and any prior relationship with Oldham County Schools.*

Response: Founded in 1984, ComPsych is the nation's largest provider of Employee Assistance Program (EAP) services, delivering customized, comprehensive solutions that support employee well-being and organizational performance. Our clinically driven, whole-person approach integrates behavioral health, work-life, legal, and financial services through our GuidanceResources® program, combining high-touch human support with innovative digital tools to ensure accessible, personalized care.

ComPsych serves over 75,000 organizations and 160 million individuals worldwide and has extensive experience supporting public sector and educational organizations. We partner with more than 1,500 public entities, including federal, state, and local governments, as well as school systems and higher education institutions. Our public sector clients include major agencies and municipalities, along with numerous K-12 school districts such as Chicago Public Schools, Fairfax County Public Schools, and Houston Independent School District.

Across the education sector, ComPsych supports over 1,000 school systems and 200+ higher education institutions, providing targeted programs for teachers, administrators, and staff. These programs are designed to address challenges such as stress, absenteeism, and workplace safety, while supporting productivity and employee retention.

With a national network of more than 100,000 licensed providers and a strong focus on quality, access, and outcomes, ComPsych delivers scalable, flexible solutions tailored to the unique needs of public sector and K-12 organizations.

1.2 *List relevant certifications, accreditations, or professional affiliations.*

Response: To ensure we provide best-in-class programs and quality service delivery, ComPsych maintains the following certifications, accreditations, and professional affiliations:

- **Employee Assistance Professionals Association (EAPA)**
ComPsych is an organizational member of the EAPA, a membership organization for employee assistance professionals around the world. EAPA hosts an annual conference, publishes the Journal of Employee Assistance and offers training and other resources.
- **Certified HIPAA Compliance**
ComPsych fully complies with all requirements of the Health Insurance Portability and Accountability Act (HIPAA). In addition, ComPsych complies with HIPAA's nondiscrimination requirements relating to wellness programs. We also comply with HIPAA's standardization of health care transactions through electronic data interchange, which requires health plans to accept a series of specific transactions electronically. Independent verification has been conducted certifying all applicable transactions.
- **URAC Accreditation**
ComPsych holds a three-year Core-accreditation by the Utilization Review Accreditation Commission, (URAC), a leading accreditor of organizations that provide health care management support services. As such, ComPsych maintains full compliance with URAC's Core Standards, which include stringent quality and accountability measures on organizational policies and procedures; regulatory compliance; marketing and sales; quality management; staff qualifications and management; information management; clinical staff credentialing and oversight; health care system coordination; and consumer protection.
- **PIPEDA Compliance**
ComPsych fully complies with all requirements of the federally based Personal Information Protection and Electronic Documents Act (PIPEDA), provincial privacy legislation acts and the former Privacy Shield framework.
- **EMPAQ Outstanding Data Supplier Seal**
ComPsych received the Employer Measures of Productivity, Absence and Quality™ (EMPAQ®) Outstanding Data Supplier Seal, recognizing key vendors for supplying high-quality data to support performance measurement. EMPAQ is a leading benchmark tool for assessing programs that directly impact the health and productivity of the workforce. Vendors recognized with the Outstanding Data Supplier Seal have passed EMPAQ's rigorous quality assurance process, which ensures the accuracy and integrity of the data submitted.
- **Business Group on Health Partner Membership**
ComPsych is a proud partner member of the Business Group on Health and adheres to the group's standards of integrity and shares its passion for

quality and innovation in care.

1.3 Identify any subcontractors involved in service delivery (name, services provided, contact info).

Response: ComPsych partners with CCBT industry leader, Koa Health, to deliver computerized cognitive behavioral therapy services, fully integrated into our digital platform. Contact info: info@koahealth.com

Additionally, we have partnerships with:

- WebMD ONE to power device integration through our Health & Well-Being Portal. Contact info: connect@webmd.net
- Talkiatry to support medication management by providing applicable in-network psychiatric referrals and appointments. Contact info: hello@talkiatry.com
- Talkspace to increase online appointment accessibility. Contact info: go-support@talkspace.com

SECTION 2 — COMPLETE SERVICE OFFERING & COST

Instructions: List EVERY service your company offers, including all services outlined in the RFP as well as any additional services not listed. For each service, provide the delivery method and the associated cost. If a service is included at no additional cost within a package, note that in the cost column. Use additional rows as needed.

2A — Counseling Services

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
<i>In-Person Counseling</i>	Y	ComPsych delivers counseling through a clinical-first model, with 24/7 access to master’s- or doctoral-level clinicians who answer every call. At initial contact, clinicians conduct a comprehensive assessment—	Included

		<p>including risk screening and urgency determination— provide immediate emotional support, and coordinate referrals to the most appropriate level of care.</p> <p>Participants are connected to short-term, solution-focused counseling delivered in-person or virtually (video, telephone, or chat) based on their needs and preferences. Clinicians also coordinate appointments, provide care navigation, and conduct follow-up to support engagement and resolution. When appropriate, individuals are seamlessly connected to additional services such as work-life, legal, or financial support to address underlying issues holistically.</p>	
<i>Phone Counseling</i>	Y	Telephone counseling is available, following the same procedures as in-person counseling.	Included

<i>Online/Video Counseling</i>	Y	Video counseling is scheduled as easily as in-person sessions and allows counselors to observe nonverbal cues.	Included
<i>24-Hour Crisis Hotline</i>	Y	ComPsych will provide OCBE with a dedicated, U.S.-based, toll-free crisis line available 24 hours a day, 365 days a year. This line serves as a single point of access for all EAP and crisis-related needs.	Included
<i>Fitness for Duty Referrals</i>	Y	ComPsych consults with the HR contact to assess the potential risk of the employee's return to work; if a Fitness for Duty (FFD) evaluation is not required, HR meets with the employee to address appropriate corrective action, which may include a formal EAP referral, and ComPsych provides management consultation and referral support as needed. For employees who pose a direct risk, ComPsych provides threat of violence support and crisis intervention services	Per use: \$4,000 per case

		<p>to address immediate safety concerns.</p> <p>When an FFD evaluation is required, HR meets with the employee to review employment-related concerns, communicate the expectation to participate in the evaluation, and remove the employee from the workplace, with return to work dependent on evaluation findings. A ComPsych Fitness-for-Duty Specialist then provides HR with referral information for a local psychiatrist or psychologist, including provider availability and an estimated fee; all provider costs for FFD evaluations are borne by the employer. When an FFD evaluation is required, the fitness-for-duty clinician completes the evaluation prior to return to work (including return to work with an issued weapon), and the clinician has training in forensic psychological or</p>	
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		neuropsychological evaluations regardless of job category.	
<i>Chat</i>	Y	Chat counseling is accessible through a secure portal, with real-time scheduling and 24/7 texting capabilities for quick questions or progress updates.	Included
<i>Huddles</i>	Y	OCBE employees can access expert-led, interactive virtual groups on either digital platform, designed to support learning, connection, and personal growth. Sessions provide psychoeducation, skill-building, and peer support in a safe, supportive environment. The Huddles series features 30–50 minute sessions on well-being topics like self-care, resilience, and stress management. Employees can view the session calendar and register for topics of interest, such as <i>Coping with Trauma</i> or <i>Relaxation Techniques</i> .	Included
<i>Emergency/Crisis</i>	Y	From the first minute, individuals receive risk assessment,	Included

		<p>crisis support, coordination across ComPsych programs, and referrals to the most appropriate provider. Our master's-level Intake Clinicians are trained in crisis intervention and trauma assessment.</p>	
<p><i>Critical Incident Response</i></p>	<p>Y</p>	<p>ComPsych provides comprehensive critical incident services through a dedicated 24/7 critical incident department that responds immediately to workplace crises, including natural disasters, fatalities, workplace violence, and large-scale events. A Critical Incident Services Coordinator gathers incident details, consults with leadership to develop an action plan, and coordinates appropriate services, including on-site or virtual support. Services are delivered by ComPsych's own network of trained crisis specialists and include management consultation,</p>	<p>Included in the PEPM rate is a bank of 5 service hours</p>

		<p>defusings (same-day stabilization), briefings, and structured group or individual debriefings. Debriefings are typically conducted within 24–72 hours—when most effective—and last approximately two hours, helping participants process reactions, normalize responses, and build coping strategies. ComPsych can deploy services within hours when needed and provides unlimited debriefings upon request. Support continues beyond the initial response through follow-up outreach, counseling referrals, and ongoing care coordination. For large-scale events, ComPsych implements surge support to meet increased demand, ensuring timely, consistent care and helping organizations stabilize operations and support employee recovery.</p>	
<i>Well-being Coaching</i>	Y	Delivered via phone or video by certified Behavioral Change	Included

		<p>Specialists, ComPsych's unlimited, one-on-one well-being coaching supports lower-acuity socio-emotional and physical well-being needs and is available through convenient online booking. Coaches use a client-centered, evidence-based approach to promote sustainable behavior change and help individuals achieve personal goals. Topics include stress, burnout, resiliency, motivation, sleep, nutrition, exercise, and work-life balance.</p>	
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Minimum sessions per employee per year: The minimum number of counseling sessions is determined by the OCBE's selected EAP model. The proposed model includes up to 10 sessions per issue, per employee or eligible family member, per year. Sessions may be used episodically throughout the year for different concerns. If a case shows clear clinical progress but requires additional support, ComPsych may authorize 1–2 additional sessions with the same provider to promote resolution. These extensions are clinically reviewed and certified on a case-by-case basis in accordance with EAP policy. Average appointment wait time: For routine requests, times of two days or less for virtual visits and three days or less for in-person visits. For urgent requests, ComPsych provides care through a referral to a network provider within 48 hours, and during emergency calls, clinicians implement crisis protocols immediately and coordinate in-person services with a hospital emergency room or a network provider.

2B — Legal Services

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
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<i>Divorce</i>	Y	<p>ComPsych's LegalConnect® program provides employees and their eligible family members with convenient, confidential access to legal guidance and resources. Members can call a 24/7 toll-free line to speak with a master's-level Intake Clinician who conducts a brief assessment and connects them to an in-house staff attorney—often immediately—for unlimited telephonic consultations on most personal legal matters (excluding employment-related issues). When representation is needed, members are referred to a qualified local network attorney. Each referral includes the attorney's name, specialty, location, and contact information, along with a free 30-minute consultation and a 25% discount</p>	Included
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		<p>on standard fees thereafter. All network attorneys are licensed, in good standing, and have a minimum of five years of experience, with annual re-credentialing to ensure quality. Members can also search for attorneys directly through GuidanceResources[®] Online by specialty and location, and access digital legal tools, including a library of forms and templates. Follow-up outreach ensures members successfully connect with services and receive ongoing support.</p>	
<i>Landlord/Tenant Issues</i>	Y	Please see above.	Included
<i>Real Estate Transactions</i>	Y	Please see above.	Included
<i>Wills and Power of Attorney</i>	Y	Please see above.	Included
<i>Civil Lawsuits and Contracts</i>	Y	Please see above.	Included
<i>Identity Theft Recovery</i>	Y	Please see above.	Included

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2C — Financial Services

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
<i>Saving for College</i>	Y	<p>ComPsych's FinancialConnect® program provides employees and their eligible family members with unlimited access to certified financial specialists, including CPAs, CFPs, and experienced financial professionals. Members can call as often as needed to receive expert guidance on a wide range of topics, including budgeting, debt, credit, insurance, investments, mortgages, and financial planning. In addition to live consultations, participants have online access to digital tools, educational resources, and a network of qualified financial providers through GuidanceResources® Online. All financial specialists are</p>	Included

		college-educated, professionally certified, and experienced, ensuring practical, high-quality support tailored to each individual's needs.	
<i>Debt Consolidation</i>	Y	Please see above.	Included
<i>Mortgage Issues</i>	Y	Please see above.	Included
<i>Estate Planning</i>	Y	Please see above.	Included
<i>General Tax Questions</i>	Y	Please see above.	Included
<i>Retirement Planning</i>	Y	Please see above.	Included
<i>Family Budgeting</i>	Y	Please see above.	Included

2D — Online Resources

Topic	Offered? (Y/N)	Description	Cost Per Employee / Per Use / Included
<i>Depression</i>	Y	<p>Employees can access services anytime through the GuidanceResources[®] Online portal and GuidanceNowSM mobile app, which provide a seamless, user-friendly digital experience aligned with ComPsych's high-touch support model.</p> <p>Available resources include:</p> <ul style="list-style-type: none"> • Self-assessments, articles, podcasts, and educational HelpSheets • On-demand trainings and webinars • Financial planning tools and provider locators • Online communities and well-being resources <p>These online resource tools ensure convenient, barrier-free access to personalized support anytime, anywhere.</p>	Included
<i>Marriage and Relationships</i>	Y	Please see above.	Included

<i>Stress Management</i>	Y	Please see above.	Included
<i>Anxiety</i>	Y	Please see above.	Included
<i>Conflict Management</i>	Y	Please see above.	Included
<i>Weight Management</i>	Y	Please see above.	Included
<i>Communication</i>	Y	Please see above.	Included
<i>Computerized Cognitive Behavioral Therapy (CCBT)</i>	Y	Accessible via mobile app, tablet, and desktop, CCBT provides guided programs to address common behavioral health concerns such as anxiety, depression, stress, sleep, mindfulness, resilience, and overall well-being, and can be used independently or alongside counseling services.	Included
<i>WellthSource®</i>	Y	Available 24/7 on desktop, tablet, and mobile, ComPsych's digital financial wellness platform, WellthSource, is a needs-based, interactive financial wellness solution. WellthSource provides personalized financial wellness curricula, guided programs across all key areas of financial well-being, digital tools to	Included

		create a legally binding will and personalized financial plans, and access to ComPsych's impartial, in-house financial experts (CPAs, CFPs, and other specialists).	
<i>ComPsych ResourceCenter</i>	Y	HR professionals and benefit managers will have access to reports and resources through the ComPsych ResourceCenter. This website enables benefit managers to complete a wide array of tasks such as viewing and printing utilization reports (including on-demand reports), requesting training dates and topics, viewing and printing communications, contacting your ComPsych Account Manager, and more.	Included
<i>GuidanceResources Online</i>	Y	We recognize that today's fast-changing environment requires easy access to emotional, financial, and physical well-being resources. To meet the needs of individuals who prefer a self-service	Included

		<p>option, we offer GuidanceResources Online—an industry-leading digital platform that delivers a dynamic, comprehensive experience comparable to our 24/7 live clinical support. GuidanceResources Online provides a personalized, confidential experience that assesses each user’s unique needs and recommends holistic care “Journeys” designed to support measurable improvement. The platform is available in more than 40 languages and across 80+ countries, encouraging ongoing engagement and meaningful outcomes. OCBE may explore the platform firsthand at www.gro.com. Select “Register” and enter Web ID: OldhamDemo to create a demo account.</p>	
<p><i>GuidanceNow Mobile App</i></p>	<p>Y</p>	<p>Robust mobile app that enables users to access all of the same great</p>	<p>Included</p>

		<p>features as the website. Members can access any journey option or browse content (HelpSheets, assessments, Q&As, podcasts, etc.) and news articles by topic, as well as find local counseling, legal, childcare and elder care providers. In addition to enabling one-click capability to reach our call center, via the OCBE-dedicated phone number, users can also access mobile-specific features such as click-to-call (to dial a phone number) and location-based mapping.</p>	
<i>Digital Self-service</i>	Y	<p>The digital-first experience through either the online portal or mobile app includes: “Connect Me” (to connect immediately with an expert or schedule appointments with as little as two clicks), “Guide Me” (to assess the area of need and direct the individual to live care, tools, and resources via more than 1,000 path options tailored to their needs), and</p>	Included

		<p>“Assess Me” (a brief well-being assessment across six primary care pillars—Mental, Emotional, Physical, Social, Legal, and Financial—followed by benchmarking and personalized, multistep Well-Being Plans). Individuals can view and schedule online with a provider who participates in both the ComPsych and health plan networks.</p>	
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Platform access (web/app/other): web and app *Content update frequency:* GuidanceResources Online content is created and updated daily, guided by an internally approved content strategy, editorial calendar, style guidelines, and quality assurance procedures.

2E — Additional Services Not Listed Above

Use this section to list any services your company offers that are not captured above.

Service	Category	How Delivered	Cost
FamilySource®	Work-Life Services	ComPsych recognizes that personal and family responsibilities can impact employee focus and productivity. Through FamilySource, employees, their dependents, and household members receive expert support for a wide range of	Included in PEPM

		<p>needs, including childcare, eldercare, education, adoption, pet care, and everyday personal tasks. Services are delivered through a simple, high-touch process: employees connect with an Intake Clinician for an initial assessment, after which a Resource Specialist conducts research and provides customized, vetted referrals and educational materials. Participants receive tailored resource packets and can access support as often as needed. In addition, 24/7 self-service tools and information are available through GuidanceResources® Online, offering flexible, on-demand support.</p>	
<p>High-Touch Management and Organizational Support</p>	<p>Account Management</p>	<p>ComPsych will designate an experienced account manager to OCBE. Account managers oversee all deliverables, such as communication materials, training and reporting. They</p>	<p>Included in PEPM</p>

		will maintain contact with OCBE throughout its program.	
Ongoing Promotions & Communications	Account Management	<p>ComPsych supports sustained awareness and utilization through a year-round, strategic promotions and communications calendar aligned with organizational priorities, seasonal stressors, and national awareness campaigns. This proactive approach ensures employees and family members consistently understand how and when to access EAP services. Key elements include:</p> <ul style="list-style-type: none"> • Annual communication s calendar developed in partnership with OCBE, outlining monthly and quarterly campaigns (e.g., mental health awareness, financial well-being, stress management, substance use prevention, caregiver support, resilience, and crisis readiness) 	Included in PEPM

		<ul style="list-style-type: none">• Multi-channel delivery, including email campaigns, digital banners, intranet content, posters, payroll stuffers, manager toolkits, webinars, and mobile app notifications• Targeted campaigns for employees, leaders, HR, and managers, including just-in-time messaging tied to organizational events, peak production periods, or workforce changes• Customized promotional materials, branded for OCBE and tailored to diverse employee populations• New-hire and manager onboarding communications to reinforce EAP awareness from day one Data-informed refinements, with	
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		utilization trends and engagement metrics used to adjust campaign timing, content, and focus throughout the year.	
Implementation	Account Management	ComPsych follows a proven four-phase implementation strategy that ensures a smooth and successful program launch. Our experienced Account Managers—experts in EAP and work-life program delivery—lead the process from start to finish, handling the operational details and coordination to minimize OCBE’s administrative burden. Your designated Account Manager will oversee all aspects of implementation, ensuring timelines are met, stakeholders are engaged, and program goals are achieved.	Included in PEPM
Health Plan Integration	Account Management	ComPsych coordinates benefits and shares data with the employer’s health plan through structured integration and secure, clinically informed	Included in PEPM

		<p>processes. During implementation, we establish formal cross-referral protocols with the employer’s medical and benefits vendors and load plan-specific eligibility, benefit, and referral information into our proprietary ComPsych PlatformSM. At intake, clinicians have real-time access to this information and, when appropriate, proactively align referrals with the employer’s health plan by prioritizing providers who participate in both ComPsych’s network and the medical plan network. This approach streamlines referrals, reduces fragmentation, and supports continuity of care.</p>	
<p>Program Orientation</p>	<p>Training</p>	<p>ComPsych offers live, interactive EAP orientation sessions to maximize engagement and allowing employees to ask questions in real time. We provide separate orientation sessions</p>	<p>Included in PEPM</p>

		<p>for employees and management, since each group may interact differently with our service. Employee sessions (approximately 30 minutes) focus on EAP benefits, confidentiality, and how to access services. Manager and supervisor sessions (approximately one hour) provide training on referral processes, performance support, and identifying employees in need of assistance. Training manuals are provided.</p>	
Management Consultation	Account Management	<p>ComPsych offers expertise with issues like substance use, compliance with the ADA and other government regulations, workplace violence and organizational re-engineering. If OCBE needs support for an employee issue, a ComPsych Employee Relations Specialist can provide it, working from extensive knowledge of and experience with workplace</p>	Included in PEPM

		<p>regulations and best practices. Our services to OCBE will reflect its HR policies and procedures.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Management referrals (voluntary and mandatory) • Substance use assessment services • Drug-Free Workplace programs 	
<p>Learning and Organizational Excellence Support</p>	<p>Training</p>	<p>OCBE can use personal development workshops and behavioral wellness seminars to add depth and interest to our GuidanceResources services. ComPsych offers training to help employees manage daily challenges, including managing emotions in the workplace and balancing work and life responsibilities and goals. All ComPsych training content is developed by professional trainers. The topics are designed to accommodate all types of adult learning styles, as</p>	<p>Included in the PEPM rate is a bank of 5 service hours</p>

		<p>well as to be presented to a variety of audience types and formats, such as on-site, virtual, train-the-trainer, and on-demand.</p> <p>Customized training solutions are also available to meet OCBE-specific needs.</p>	
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SECTION 3 — PRICING SUMMARY

	Cost
<i>Cost Per Employee Per Year (Full Package)</i>	\$1.91 PEPM
<i>Cost Per Employee Per Year (Basic Package, if applicable)</i>	N/A
<i>One-Time Setup / Implementation Fee</i>	\$0
<i>Any Additional or Overage Fees</i>	N/A
<i>Estimated Total Annual Cost (1,601 employees)</i>	\$36,694

Multi-year or volume discount available? Yes No — If yes, describe:
Response: If OCBE signs a 3-year agreement, ComPsych will guarantee rates for 3 years. If OCBE signs a 5-year agreement, we will guarantee rates for 5 years.

Contract Term Acknowledgment: *The initial contract period is three (3) years from the date of signing, with up to two (2) optional one-year renewals at OCBE's discretion.*

We acknowledge and agree to the contract term as stated above.

If your pricing varies by contract year, please detail below:

Year	Cost Per Employee Per Year	Estimated Total Annual Cost
<i>Year 1</i>	\$1.91 PEPM	\$36,694
<i>Year 2</i>	\$1.91 PEPM	\$36,694
<i>Year 3</i>	\$1.91 PEPM	\$36,694
<i>Year 4 (Optional Renewal)</i>	\$1.91 PEPM	\$36,694
<i>Year 5 (Optional Renewal)</i>	\$1.91 PEPM	\$36,694

SECTION 4 — CUSTOMER SERVICE & EMPLOYEE ACCESSIBILITY

This section is a priority area for evaluation. OCBE is committed to ensuring employees feel supported and can easily access the services they need.

4.1 *Describe how employees access EAP services (e.g., phone, web portal, app, direct scheduling). How many ways can an employee reach your company?*

Response: OCBE employees and their family members can access EAP services 24/7 through multiple confidential channels, including a dedicated toll-free phone line, the GuidanceResources® Online portal, and the GuidanceNow® mobile app. Additional access options include live chat, video, and direct online scheduling, providing flexible, on-demand support based on individual preferences.

Regardless of entry point, individuals are connected directly to ComPsych Intake Clinicians—experienced, master’s-level professionals who conduct a needs assessment, provide immediate support, and coordinate referrals to appropriate services (counseling, legal, financial, or work-life). For those who prefer self-service, employees can search providers, receive referrals, and schedule appointments online. Multilingual support and translation services (250+ languages) ensure accessibility for diverse populations.

4.2 *What are your hours of availability for employee-facing support (not including crisis hotline)?*

Response: ComPsych services are available 24/7/365 always offering immediate access to a live clinician.

4.3 *What is your average response time when an employee reaches out for the first time?*

Response: Our average speed to answer is 9 seconds. When calling the 24/7 access line, individuals are immediately connected to one of our master’s-level Intake Clinicians—never an answering service or automated menu system.

4.4 *Describe your process for following up with employees after initial contact to ensure their needs are being met.*

Response: ComPsych uses a structured, member-centered follow-up process to ensure employees successfully access services and their needs are fully met.

With the member’s permission, ComPsych conducts follow-up outreach within two business days of initial contact to confirm appointment access, reinforce the referral plan, and identify and resolve any barriers to care. Outreach is completed using the individual’s preferred communication method.

During follow-up, ComPsych:

- Confirms the referred provider was accessible and an appointment was secured,
- Encourages follow-through with care recommendations, and
- Assesses whether additional support or alternative referrals are needed and, if so, facilitates appointment scheduling.

ComPsych also verifies provider availability and monitors access standards by confirming appointment timeframes and tracking compliance through claims data. Any access issues are escalated and resolved in coordination with network providers.

Employee experience is further evaluated through a series of confidential satisfaction surveys administered at key intervals following service including:

- 5 days after contact: GuidanceResources Unit satisfaction survey.
- 10 days after contact: FamilySource, LegalConnect, or FinancialConnect satisfaction survey (based on services received).
- 60 days after contact: network provider experience survey.

Survey results are used to identify trends and drive continuous improvement.

If any issues are identified, ComPsych initiates rapid response and resolution to ensure a seamless and supportive member experience.

4.5 How are employees made aware of available services (onboarding materials, digital resources, employer communications, etc.)?

Response: ComPsych ensures employees are aware of EAP services through a comprehensive, multi-channel communication and onboarding strategy developed in partnership with the client.

At launch, we implement targeted awareness campaigns, with email communications, to introduce the program, highlight confidentiality, and explain how to access services. We also conduct separate orientation sessions for employees and managers. Employee orientations focus on available services, access options, and confidentiality, while manager orientations cover referral processes and how to effectively support employees using the EAP. Managers are supported with practical guides and toolkits for ongoing reference.

Beyond onboarding, we maintain continuous visibility through customized promotional materials, digital resources (intranet content, web/app messaging), and ongoing communication campaigns aligned with organizational priorities. The dedicated Account Manager will collaborate with OCBE to tailor messaging, refresh materials, and sustain engagement throughout the contract.

4.6 Is communication and support available in languages other than English? If yes, list languages available.

Response: Yes. Our intake staff members speak multiple languages, including Spanish, French, Italian, Polish, Hindi, Afrikaans and Tagalog to accommodate multilingual, multicultural individuals. We also offer translation capabilities for more than 250 languages and maintain a 24-hour toll-free TRS line for hearing-impaired individuals. Network providers speak more than 100 languages. GuidanceResources Online is available in more than 40 languages. Communication

4.7 Describe the dedicated point of contact or account manager your company provides for OCBE as the employer. How quickly can OCBE administrators expect a response when

reaching out?

Response: OCBE will be assigned a dedicated Account Manager who serves as the primary point of contact throughout the contract—from implementation through ongoing program management. The Account Manager oversees all program delivery, including communications, training, reporting, and engagement activities, and provides consultation, guidance, and issue resolution tailored to OCBE’s goals and workforce needs.

The Account Manager maintains regular communication through phone, email, and scheduled meetings, including quarterly business reviews to discuss utilization, trends, and strategic recommendations. OCBE administrators can expect prompt, responsive support, with inquiries typically acknowledged within 24 hours and urgent matters addressed immediately.

4.8 How do you measure and report on employee utilization and satisfaction? How often are these reports provided to OCBE?

Response: ComPsych measures employee utilization using an Employee Assistance Professionals Association (EAPA)-aligned methodology and evaluates satisfaction through post-service surveys, Net Promoter Score (NPS), and ongoing feedback mechanisms. We also measure clinical and workplace outcomes using validated tools and industry benchmarks to provide a complete view of engagement, quality, and impact.

Our results consistently demonstrate strong program effectiveness and member satisfaction:

- **99% satisfaction rate and 70 NPS**
- **94% program resolution rate**
- **91% improvement in PHQ-9 and 89% improvement in GAD-7**
- Workplace Outcome Suite results showing:
 - **71% reduction** in workplace distress
 - **83% reduction** in absenteeism
 - **84% reduction** in presenteeism
 - **71% improvement** in workplace engagement
 - **89% improvement** in life satisfaction

OCBE will receive reporting through multiple formats, including narrative executive summaries and real-time, self-service dashboards via the secure ComPsych ResourceCenter. Standard reports include utilization trends, presenting issues, engagement and outcomes, satisfaction results, case closure data, and key operational metrics, along with benchmark comparisons and actionable recommendations.

Through the ComPsych ResourceCenter HR portal, OCBE will have 24/7 access to on-demand dashboards with live reporting on a wide range of metrics including program utilization and satisfaction as well as up to two years of historical data, enabling real-time monitoring, trend analysis, and ad hoc reporting.

ComPsych provides regular program review led by the dedicated Account Manager, to interpret reporting results, identify trends, and recommend strategies to optimize utilization, satisfaction, and overall program effectiveness.

SECTION 5 — REFERENCES

	Reference 1	Reference 2	Reference 3
<i>Organization</i>	Charles County Public Schools	Auburn School District	Frederick County Public Schools
<i>Contact Name & Title</i>	Shirley Ogburn	Stephanie Johnson	Sarah Minnick
<i>Phone / Email</i>	301-934-7276/ sogburn@ccboe.com	253-887-3989/ sjohanson@auburn.wednet.edu	240 586-8033/ sarah.minnick@fcps.org
<i>Services Provided</i>	Comprehensive EAP and work-life services	Comprehensive EAP and work-life services	Comprehensive EAP and work-life services
<i>Length of Relationship</i>	4 years	3 years	5 years

SECTION 6 — CERTIFICATION & SIGNATURE

By signing below, the authorized representative certifies that all information is accurate, the proposal is valid for 90 days from submission, and the company agrees to comply with all terms of RFP #2026-04, including KRS 424, Board Policy 03.23251, KRS 45A, and all applicable federal laws.

Signature 

Name/Time Dale Grenolds/12:00 p.m. EST Date May 5, 2026

Questions: Kate Luxemburger / kate.luxemburger@oldham.kyschools.us / Deadline: April 24, 2026