

Human Development Company



Oldham County Board of Education
RFP #: 2026-04

EAP Proposal for OCBE

RFP#: 2026-04

HDC
Human Development Company
Unparalleled Solutions • Prompt Response

**Oldham County Board of Education
Support Services Department
Attn: Kate Luxemburger, Administrative Assistant
6165 W. Hwy. 146
Crestwood, KY 40014**

Human Development Company, Inc. (HDC) is pleased to submit this proposal in response to RFP #2026-04 to provide Employee Assistance Program (EAP) services to the Oldham County Board of Education (OCBE). We appreciate the opportunity to be considered and thank you for your commitment to ensuring that OCBE employees and their families have access to quality behavioral health and wellness support.

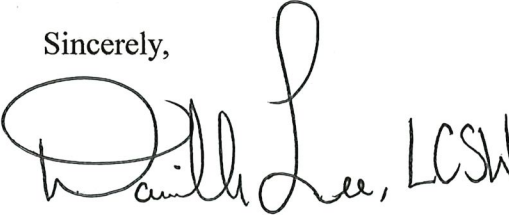
For more than 45 years, HDC has delivered comprehensive EAP services to local governments, educational systems, higher education institutions, and healthcare organizations across the United States. As the first EAP established in Kentucky and the second in the nation, our roots in this state run deep. We have a longstanding and active relationship with the Ohio Valley Educational Cooperative (OVEC), through which we have developed a meaningful connection to Oldham County Schools and a clear understanding of the unique needs of school district employees and their families.

HDC is a certified Minority Business Enterprise (MBE) and brings a partnership-driven approach to every organization we serve. A few qualities that set us apart:

- **Partnership-Driven:** HDC becomes a true partner with the organizations we serve. That partnership is central to how we improve the health and wellbeing of your workforce.
- **Proactive Engagement:** Annual supervisor trainings, employee orientations, and regular wellness communications keep utilization high and program awareness consistent. We see it as our responsibility to make the program work.
- **Comprehensive Clinical Network:** More than 4,000 credentialed clinicians nationwide provide confidential counseling, crisis response, substance use services, and specialized trainings
- **Proven Outcomes:** 98% of surveyed clients report improvement at work, and 97% report satisfaction with the quality of HDC services.
- **Performance Accountability:** We stand behind our program's measurable outcomes and service guarantees.

Our proposal covers all OCBE employees and eligible household members. If selected, HDC will ensure a seamless transition prior to the July 1, 2026 contract start date. Thank you for the opportunity to propose a partnership with HDC. Please do not hesitate to reach out with any questions prior to the May 5, 2026 submission deadline.

Sincerely,


Danielle E. Lee, LCSW

Danielle E. Lee, LCSW

Chief Operating Officer
Human Development Company, Inc.
139 Bishop Lane, Suite 603
Louisville, KY 40218

SECTION 1 — QUALIFICATIONS & BACKGROUND

1.1 Company Overview & Experience

Human Development Company, Inc. (HDC) is a 100% certified Minority Business Enterprise (MBE) located in Louisville, Kentucky. HDC was the first Employee Assistance Program in Kentucky and the second established nationwide, incorporated in 1978. For over 45 years, HDC has provided comprehensive EAP services to public and private organizations across the United States.

HDC has extensive experience serving Kentucky school districts and public sector organizations. Our current and prior clients include:

- Ohio Valley Educational Cooperative — 1997 to Present
- Jessamine County Schools — 2020 to Present
- Kentucky League of Cities — 2019 to Present
- Transit Authority of River City (TARC) — 1991 to Present
- Bellarmine University — 2019 to Present
- Jefferson County Public Schools — (JCPS) 1991to 2024

HDC has a direct and meaningful connection to Oldham County Schools through our longstanding relationship with the Ohio Valley Educational Cooperative (OVEC). The relationships built through OVEC reflect HDC's deep investment in Kentucky's educational community and our understanding of the specific needs of school district employees and their families.

1.2 Certifications, Accreditations & Professional Affiliations

- Certified Minority Business Enterprise (MBE) - Tristate Minority Supplier Development Council, Certificate #TN01209
- All HDC clinical staff are licensed at the highest level of their profession (LCSW, LPCC, LMFT, PsyD, CEAP, SAP)
- DOT - Substance Abuse Professionals (SAPs) on staff
- HDC carries comprehensive General and Professional Liability Insurance (\$1,000,000/\$5,000,000)
- Compliant with HIPAA and all applicable Kentucky state and federal confidentiality laws
- Member - Employee Assistance Professionals Association (EAPA)

1.3 Subcontractors

HDC maintains a national affiliate provider network of more than 4,000 independently licensed clinicians across all 50 states. Affiliate providers are credentialed by HDC and must maintain active licensure, malpractice coverage, and compliance with HDC's clinical and confidentiality standards. HDC vets all affiliate providers within HDC's quality assurance framework.

SECTION 2A — COUNSELING SERVICES

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
In-Person Counseling	Y	In-person at local offices and affiliate locations near OCBE schools	Included in PEPM rate
Phone Counseling	Y	Telephonic — 24/7/365 availability	Included in PEPM rate
Online/Video Counseling	Y	Secure telehealth platform — available evenings & Saturdays	Included in PEPM rate
24-Hour Crisis Hotline	Y	Telephone — answered by live clinical staff 24/7/365, including holidays	Included in PEPM rate
Fitness for Duty Referrals	Y	Coordinated by HDC clinical team with licensed evaluators	Included in PEPM rate

Minimum sessions per employee per year: 3–6 sessions (two model options available — see Section 3).

Average appointment wait time: Under 48 hours; same day for urgent cases; immediate for emergencies.

SECTION 2B — LEGAL SERVICES

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
Divorce	Y	Phone or virtual consultation with licensed attorney	Free initial consultation; 25% discount on additional services
Landlord/Tenant Issues	Y	Phone or virtual consultation with licensed attorney	Free initial consultation; 25% discount on additional services
Real Estate Transactions	Y	Phone or virtual consultation with licensed attorney	Free initial consultation; 25% discount on additional services
Wills and Power of Attorney	Y	Phone or virtual consultation with licensed attorney	Free initial consultation; 25% discount on additional services
Civil Lawsuits and Contracts	Y	Phone or virtual consultation with licensed attorney	Free initial consultation; 25% discount on additional services
Identity Theft Recovery	Y	Phone or virtual consultation with licensed attorney	Free initial consultation; 25% discount on additional services

SECTION 2C — FINANCIAL SERVICES

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
Saving for College	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter
Debt Consolidation	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter
Mortgage Issues	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter
Estate Planning	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter
General Tax Questions	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter
Retirement Planning	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter
Family Budgeting	Y	Phone or virtual consultation with certified financial counselor	Free initial consultation; discounted rate thereafter

SECTION 2D — ONLINE RESOURCES

Topic	Offered? (Y/N)	Description	Cost
Depression	Y	Self-guided articles, videos, assessments, and webinars through humandev.com member portal	Included
Marriage and Relationships	Y	Interactive tools, courses, and professional resources available 24/7	Included
Stress Management	Y	Webinars, self-assessments, mindfulness tools, and articles	Included
Anxiety	Y	Evidence-based resources and self-guided learning modules	Included
Conflict Management	Y	Interactive training and workplace-focused tools	Included
Weight Management	Y	Nutrition resources, wellness tools, and healthy living guides	Included
Communication	Y	Professional development tools and interpersonal skills resources	Included

Platform access: Web accessible to the work/life web at www.humandev.com available 24/7. Content update frequency is ongoing; new webinars, articles, and tools added monthly.

SECTION 2E — ADDITIONAL SERVICES

Service Category	How Delivered	Cost
Critical Incident Stress Debriefing (CISD)	On-site or virtual with rapid response available 24/7	\$350/hour per clinician
Supervisor & Management Training	In-person or virtual and customized to OCBE needs	Included (orientations); \$350/hour (additional trainings)
Employee EAP Orientations	In-person, virtual, or on-demand	Included
DOT/FTA Drug & Alcohol Compliance Training	In-person or virtual	Quoted as needed
Executive Coaching / Emotional Intelligence Training	Individual or group sessions	\$3,500 per participant
Substance Abuse Professional (SAP) Services	In-person assessment with DOT-qualified SAP	Quoted as needed
Threat & Risk Assessment / Fitness for Duty Evaluations	In-person and conducted by licensed clinicians	Quoted as needed
Monthly Wellness Webinars	Virtual and available to all OCBE employees	Included
Quarterly Utilization Reports	Delivered electronically to OCBE HR/administrator	Included

SECTION 3 — PRICING SUMMARY

HDC offers a 10-session EAP model for OCBE. Pricing is based on approximately 1,601 employees.

Cost Item	Rate / Cost
PEPM Rate - 10-Session Model (Per Employee Per Month)	\$2.42
Estimated Annual Cost (1,601 employees x \$2.42 x 12 months)	\$46,493/year
One-Time Setup / Implementation Fee	\$0
Training & CISDs (per hour, per clinician)	\$350/hour
Emotional Intelligence Coaching (EIC) — 6-month program (per participant)	\$3,500

10-Session Model: Employees and household members receive 10 sessions per issue per year, inclusive of all EAP services. When sessions are exhausted, a referral for continuing care is offered.

6-Session Model: Employees and household members receive 6 sessions per issue per year, inclusive of all EAP services. When sessions are exhausted, a referral for continuing care is offered.

3-Session Model: Employees and household members receive 3 sessions per issue per year, inclusive of all EAP services. When sessions are exhausted, a referral for continuing care is offered.

Contract Term Acknowledgment: We acknowledge and agree to the initial three (3) year contract term with up to two (2) optional one-year renewals at OCBE's discretion.

HDC will hold pricing fixed for the entire initial contract term and any agreed renewals. No annual rate increases.

Contract Year	PEPM Rate	Est. Annual Cost (1,601 employees)
Year 1	\$2.42	\$46,493
Year 2	\$2.42	\$46,493
Year 3	\$2.42	\$46,493
Year 4 (Optional Renewal)	\$2.42	\$46,493
Year 5 (Optional Renewal)	\$2.42	\$46,493

SECTION 4 — CUSTOMER SERVICE & EMPLOYEE ACCESSIBILITY

4.1 How Employees Access EAP Services

OCBE employees can access HDC's EAP through multiple channels: by calling our 24/7 toll-free number (800-877-8332 or 502-589-4357); through our secure online portal at www.humandev.com and via email at info@humandev.com. Employees have multiple ways to reach us at any time.

4.2 Hours of Availability

HDC staff are available during standard business hours Monday through Friday, 9:00 AM to 5:00 PM EST, with extended evening and Saturday appointment availability. Our 24/7 crisis line is always staffed by live clinical personnel, never an automated system.

4.3 Average Response Time

Emergency: Immediate. Urgent: Same business day. Routine: Within 48 hours. HDC's historical data shows 50% of clients are seen within 24 hours of initial contact and 78% within 48 hours.

4.4 Follow-Up Process

Following initial contact, HDC counselors coordinate ongoing care, and a follow-up survey is emailed to employees within three months of their last session. This ensures the employees' needs are being met. For supervisory referrals, HDC provides status updates to the designated employer representative as outlined in the signed disclosure agreement, while maintaining strict employee confidentiality. Coordination with referral providers continues throughout the care process as needed.

4.5 Employee Awareness & Onboarding

Upon contract award, HDC will meet immediately with OCBE representatives to confirm program logistics, training schedules, and promotional strategies. HDC can supply upon request customized promotional materials including brochures, posters, newsletters, and digital content. HDC will conduct employee and supervisor EAP orientations at OCBE locations, these can be in-person or conducted virtually. Ongoing communication efforts will maintain visibility of EAP benefits through newsletters, workshops, and employee events.

4.6 Languages Available

HDC provides services in English and Spanish. Our affiliate network includes bilingual clinicians in additional languages. Please contact HDC to confirm availability of specific language support in your area.

4.7 Dedicated Point of Contact

OCBE will have a consistent point of contact from the very first interaction. Intake is handled by HDC's intake coordinators, who serve as the initial point of contact for employees seeking services. For administrative,

programmatic, or organizational needs, OCBE leadership has direct access to HDC's COO Danni E. Lee, LCSW. OCBE administrators can expect a response within one business day, and in most cases, same day.

4.8 Utilization Reporting & Satisfaction Measurement

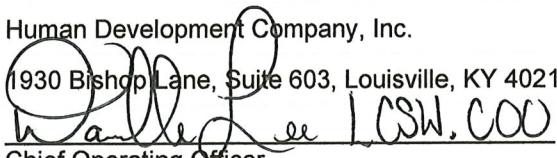
HDC provides quarterly utilization reports to OCBE. These are anonymized data on service contacts, counseling sessions, presenting issues, referrals, and program trends. Reports are delivered electronically and include comparisons over time to support data-informed decisions. HDC also administers client satisfaction surveys and conducts ongoing outcome measurements using the Outcome Rating Scale (ORS) and Session Rating Scale (SRS) to ensure service quality and continuous improvement.

SECTION 5 — REFERENCES

	Reference 1	Reference 2	Reference 3
Organization	Jessamine County Schools	Ohio Valley Educational Cooperative	Kentucky League of Cities
Contact Name & Title	Michelle Gadberry, Assistant Superintendent	Jason Adkins, CEO	Heidi A. Lynn, Administrator of Member Benefits
Phone / Email	(859) 885-4179 ext. 3006 michelle.gadberry@jessamine.kyschools.us	(502) 647-3533 jadkins@ovec.org	(859) 977-3700 hlynn@klc.org
Services Provided	Full EAP: counseling, CISD, trainings, management consultations, work/life web	Full EAP: counseling, CISD, trainings, management consultations, work/life web	Full EAP: counseling, crisis response, trainings, management consultations
Length of Relationship	2020 - Present	1997 - Present	2019 - Present

SECTION 6 — CERTIFICATION & SIGNATURE

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

Company Name:	Human Development Company, Inc.	
Business Address:	1930 Bishop Lane, Suite 603, Louisville, KY 40218	
Authorized Signature / Title:	 Danielle E. Lee, LCSW, COO	Danielle E. Lee, LCSW Chief Operating Officer
Primary Contact Name & Title:	Danielle E. Lee, LCSW Chief Operating Officer	
Phone Number & Email:	(502) 589-4357 dannilee@humandev.com	
Year Established / # of Employees:	Established 1978 12 in-house clinical staff + 4,000+ affiliate providers nationwide	
Submission Date/Time:	May 5, 2026	

Note: Please see the following attachments included with this submission:

- Attachment A — Proposal Submission Checklist (signed)
- Attachment B — Pledge of Non-Discrimination (signed)
- MBE Certification — Tristate Minority Supplier Development Council
- Certificate of Liability Insurance
- W-9 Form
- Sample Utilization Report
- HDC promotional materials (including "How to Use Your EAP" in Spanish)

ATTACHMENT A - RFP TIMELINE AND PROPOSAL SUBMISSION CHECKLIST

- TIMELINE
 - Request for RFP Distributed April 8, 2026
 - Questions and Clarification Deadline April 24, 2026
 - Bids Due May 5, 2026 by 12:00p.m. EST
- PROPOSAL SUBMISSION CHECKLIST

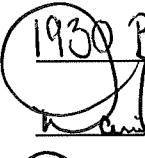
The vendor MUST include the following with the proposal submission. If the items below are not submitted with the proposal submission, the District will deem the proposal non-responsive and SHALL NOT consider for award.

All other items MUST be submitted prior to award.

- ATTACHMENT A - PROPOSAL SUBMISSION CHECKLIST (THIS ATTACHMENT) – COMPLETED AND SIGNED
- ATTACHMENT B - PLEDGE OF NON-DISCRIMINATION
- ATTACHMENT C - VENDOR PROPOSAL RESPONSE TEMPLATE
- SUBMITTED PRIOR TO THE CLOSING DATE AND TIME

Company Name: Human Development Company Inc

Business Address of Bidder: 1930 Bishop Lane, Suite 603 Louisville, KY 40218

Authorized Signature / Title:  Danielle Lee, LCSW COO

Primary Contact Name & Title: Danielle "Danni" Lee, LCSW COO

Phone Number & Email: 502.589.4357 daniellee@humandev.com

Year Established/# of Employees: 1978 / 12

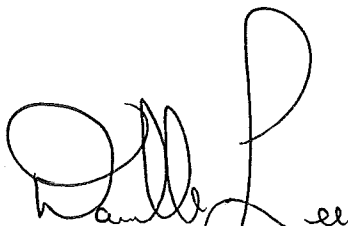
Submission Date/Time: 5.1.2026

ATTACHMENT B - PLEDGE OF NON-DISCRIMINATION

Human Development Company, Inc is responding to RFP/BID # 2026-04
Insert Name of Company (hereinafter "Company")
issued by the Board of Education of Oldham County, Kentucky, and hereby
pledges:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, sex, genetic information, disability, religion, age, political affiliation, sexual orientation or gender identity in connection with the performance of any contract award by the district on this RFP/BID.
- (2) The Company shall provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including various local small business enterprises;
- (3) The Company has been made aware of, understands and agrees to make good faith efforts to solicit MBE/WBEs to do business with this Company in the performance of work on any contract awarded on this RFP/BID.

The Company acknowledges that failure to make a good faith effort may have a negative impact on future contract opportunities.


LCSSW, COO
(Authorized Company Representative Signature)

5.1.2026
Date

Danielle E. Lee LCSSW, COO
Print Name and Title



NMSDC
National Minority Supplier
Development Council

THIS CERTIFIES THAT

Human Development Company, Inc.

* Nationally certified by the: **TRISTATE MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 621330; 541612; 611430; 624190

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

05/16/2025

TN01209

Issued Date

Certificate Number

Ying McGuire
NMSDC CEO and President

Cheri K. Henderson, President/CEO

06/01/2026

Expiration Date

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

[Certify, Develop, Connect, Advocate.](#)

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	<p>1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)</p> <p>Human Development Company, Inc.</p> <p>2 Business name/disregarded entity name, if different from above.</p>		
	<p>3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input checked="" type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) _____</p> <p>Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) _____</p>		<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____</p> <p style="text-align: right;"><i>(Applies to accounts maintained outside the United States.)</i></p>
	<p>3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions _____ <input type="checkbox"/></p>		
	<p>5 Address (number, street, and apt. or suite no.). See instructions.</p> <p>1930 Bishop Lanue, Suite 603</p> <p>6 City, state, and ZIP code</p> <p>Louisville, KY 40218</p>	<p>7 List account number(s) here (optional)</p> <p>Requester's name and address (optional)</p>	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Social security number									
or									
Employer identification number									
6	1	-	1	1	0	8	1	7	2

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person	Date 5.1.2026
------------------	--------------------------	----------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

XYZ Company (Sample)

Employee Assistance Program (EAP) Utilization Report

Year

Number of Employees	18,632					
	1st Qrt	2nd Qrt	3rd Qrt	4th Qrt	Total	
Total Service Contacts	433	317	375	586	1711	
Utilization Rate	2%	2%	2%	3%	9%	
Counseling Sessions						
Employee	226	178	167	229	800	
Household Member	43	36	39	54	172	
No Show	2	2	2	1	7	
Cancelled	9	4	1	0	14	
Total Counseling Sessions	280	220	209	284	993	
Contacts						
Management/HR Consultations	6	8	5	3	22	
Web Utilization	25	15	41	27	108	
Community Resource	0	2	0	2	4	
Provider	0	0	2	0	2	
Request for Information	3	1	1	3	8	
Other Contacts	34	24	13	22	93	
Total Contacts	68	50	62	57	237	
Work Site Services						
Management/HR Consultations	2	6	9	8	25	
On-site Counseling	0	1	0	0	1	
CISM	1	0	1	0	2	
Benefit Fair	0	0	1	0	1	
Trainings/Orientations	3	2	4	1	10	
Total Work Site Services	6	9	15	9	39	

	<u>1st Qrt</u>	<u>2nd Qrt</u>	<u>3rd Qrt</u>	<u>4th Qrt</u>	<u>Total</u>
Other Services Provided					
Legal Consultations	<u>1</u>	<u>4</u>	<u>4</u>	<u>33</u>	<u>42</u>
Financial Consultations	<u>11</u>	<u>3</u>	<u>9</u>	<u>30</u>	<u>53</u>
Work-Life Resources	<u>67</u>	<u>31</u>	<u>76</u>	<u>173</u>	<u>347</u>
Total Other Services	<u>79</u>	<u>38</u>	<u>89</u>	<u>236</u>	<u>442</u>

Promotional Material

Posters/Handouts	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>2</u>
Brochures/Rack Cards	<u>0</u>	<u>0</u>	<u>130</u>	<u>0</u>	<u>130</u>
Newsletter	<u>3</u>	<u>3</u>	<u>3</u>	<u>3</u>	<u>12</u>
Misc.	<u>41</u>	<u>28</u>	<u>35</u>	<u>112</u>	<u>216</u>

Referrals

Medical	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>3</u>
Support Group	<u>0</u>	<u>2</u>	<u>0</u>	<u>5</u>	<u>7</u>
Outpatient Counseling	<u>8</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>11</u>
Hospitalization Inpatient	<u>0</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>3</u>

New Cases

Employees	<u>118</u>	<u>53</u>	<u>69</u>	<u>81</u>	<u>321</u>
Household Members	<u>31</u>	<u>35</u>	<u>21</u>	<u>14</u>	<u>101</u>

Employee Referrals

Self	<u>116</u>	<u>50</u>	<u>66</u>	<u>80</u>	<u>312</u>
Formal Supervisor	<u>2</u>	<u>3</u>	<u>3</u>	<u>1</u>	<u>9</u>

First Appt. Offered

Immediate (same day)	<u>2</u>	<u>1</u>	<u>0</u>	<u>2</u>	<u>5</u>
1 Day	<u>4</u>	<u>3</u>	<u>3</u>	<u>4</u>	<u>14</u>
2 Days	<u>70</u>	<u>48</u>	<u>52</u>	<u>60</u>	<u>230</u>
3 Days	<u>42</u>	<u>36</u>	<u>14</u>	<u>13</u>	<u>105</u>
4 Days	<u>0</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>2</u>

	<u>1st Qrt</u>	<u>2nd Qrt</u>	<u>3rd Qrt</u>	<u>4th Qrt</u>	<u>Total</u>
Assessed Problems					
Client Alcohol/Drug	1	3	3	3	10
Family Alcohol/Drug	2	10	2	1	15
Addiction(s)	0	1	1	2	4
Marital/Relationship	36	25	16	18	95
Parent/Child/Family	30	18	18	9	75
Victimization	4	0	3	2	9
Work Performance	38	20	9	11	78
Interpersonal Work Relations	18	32	5	9	64
Harassment	3	2	2	1	8
Career	3	0	7	1	11
Stress	45	42	17	23	127
Depression	30	38	15	19	102
Anxiety	38	15	17	27	97
Grief	10	4	11	8	33
Anger	10	7	3	2	22
Trauma	3	2	7	6	18
Legal	1	4	2	1	8
Financial	11	3	0	1	15
Medical	0	1	4	3	8

How did you hear about EAP?

Family Member	16	10	5	14	45
Supervisor/Manager	25	21	6	18	70
Co-worker	21	18	16	15	70
Orientation/Training	2	0	0	3	5
Brochure	11	9	15	4	39
Poster	11	10	4	2	27
Newsletter	10	9	12	12	43
Website	10	5	7	8	30
Previously Seen	12	6	4	5	27

Front



Human Development Company



EMPLOYEE ASSISTANCE PROGRAM

EAP

The Employee Assistance Program (EAP) is a confidential, short term counseling service for you and your household family members who may need help. The EAP is provided and paid for by your employer.

Caring, experienced professional counselors have helped thousands of people effectively deal with personal problems and concerns such as:

- | | |
|-------------|----------------------|
| Grief | Marital/Relationship |
| Stress | Suicidal Thoughts |
| Anxiety | Legal or Financial |
| Depression | Substance Abuse |
| Work Issues | and more.. |

Help is just a call away

Back

HOW IT WORKS

The EAP provides assessment and referral services and short term counseling to help you and your household family members work through life's challenges.



To schedule an appointment, call 502-589-HELP (4357), Monday-Friday 9am-5pm.



If the matter is more urgent, call anytime, 24 hours a day, weekends and holidays to talk with a caring, professional counselor.



The Human Development Company has local counseling offices and a collaborative network throughout the United States.



Human Development Company

For confidential assistance :

502-589-HELP (4357)

info@humandev.com

800-877-8332

www.humandev.com

Your employer has provided you with an Employee Assistance Program (EAP). This benefit provides free and confidential counseling services and resources designed to help you and your household family members.

What Assistance Is Available?

Counseling Services

Our counselors are experienced in many areas, such as:

- Grief & Loss
- Stress Management
- Alcohol/Substance Use
- Marital/Relationship
- Anxiety
- Depression
- Personal Growth
- Child Care Resources
- Parenting Concerns
- Conflict Resolution
- Work-life Balance
- Anger Management
- Family Conflicts
- Spiritual Matters
- Workplace Concerns
- Communications Skills
- Coping with Change
- Interpersonal Difficulties
- Financial Concerns
- Elder Care Resources
- Self-Esteem
- Trauma

Online Work/Life Services

HDC offers a comprehensive Work/Life website to help employees balance their jobs, family and personal responsibilities. This module is interactive and includes:

- Assessments
- Videos
- Quizzes
- Courses
- Articles
- Calculators

The Benefit of Using Your EAP

- **FREE**-Counseling and life management services are offered at no cost to you.
- **CONFIDENTIAL**-Services are confidential to the extent permitted by the law.
- **NOT REPORTED**-Individual use of your EAP is not reported to your employer or manager.
- **FAMILY MEMBERS ARE ELIGIBLE**-Your EAP is available to you and your household family members.

**Call us 24/7/365 at 502.589.4357 or
visit www.humandev.com**

3 Easy Steps To Using Your EAP

1

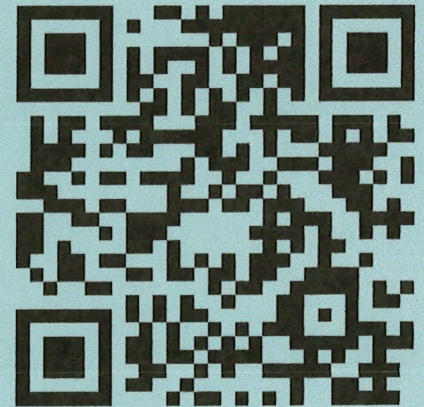
Call 502.589.4357
or review online
resources at
www.humandev.com.

2

Speak confidentially
with an intake specialist
about your situation or
request.

3

**Receive professional
support** to assist you in
resolving work and life
issues.



We Are Here for You

Our dedicated consultants are available 24 hours a day, 7 days a week to address your needs. Crisis calls are handled immediately and all appointments will be scheduled in a timely manner. Individual use of your EAP is confidential and is not reported to your employer.

All counseling services are confidential and in compliance with the law.

Cómo usar su PAE

Empleada

Su empleador le ha proporcionado un Programa de asistencia al empleado (EAP). Este beneficio brinda servicios de asesoramiento y recursos gratuitos y confidenciales diseñados para ayudarlo a usted y a los miembros de su familia.

¿Qué asistencia está disponible?

Servicios de Asesoramiento

Nuestros consejeros tienen experiencia en muchas áreas, tales como:

- Duelo y Pérdida
- Manejo del Estrés
- Consumo de Alcohol/Sustancias
- Relación Matrimonial
- Ansiedad
- Depresión
- Crecimiento Personal
- La Resolución de Conflictos
- Equilibrio Trabajo-Vida
- Control de la ira
- Conflictos Familiares
- Preocupaciones en el Lugar de Trabajo
- Habilidades de Comunicación
- Hacer Frente al Cambio
- Dificultades interpersonales
- Autoestima
- Trauma

Servicios de trabajo/vida en línea

HDC ofrece un sitio web integral de Trabajo/Vida para ayudar a los empleados a equilibrar sus responsabilidades laborales, familiares y personales. Este módulo es interactivo e incluye:

- Evaluaciones
- Vídeos
- Cuestionarios
- Cursos
- Artículos
- Calculadoras

El beneficio de usar su EAP

- **GRATIS:** los servicios de asesoramiento y gestión de la vida se ofrecen sin costo alguno para usted.
- **CONFIDENCIAL:** los servicios son confidenciales en la medida permitida por la ley.
- **NO INFORMADO:** el uso individual de su EAP no se informa a su empleador o gerente.
- **LOS MIEMBROS DEL HOGAR SON ELEGIBLES:** su EAP está disponible para usted y los miembros de su familia.

**Llámenos 24/7/365 al 502.589.4357 o
visite www.humandev.com**



3 sencillos pasos para usar su EAP

1

Llame al 502.589.4357 o revise los recursos en línea en www.humandev.com.

2

Hable Confidencialmente con un especialista en admisión sobre su situación o solicitud.

3

Recibe Apoyo Profesional para ayudarlo a resolver problemas laborales y personales.

Nosotras estamos aquí para ti

Nuestros consultores dedicados están disponibles las 24 horas del día, los 7 días de la semana para atender sus necesidades. Las llamadas de crisis se manejan de inmediato y todas las citas se programarán de manera oportuna. El uso individual de su EAP es confidencial y no se informa a su empleador.

Todos los servicios de consejería son confidenciales y cumplen con la ley.

How to Use Your EAP — Management

Your Employee Assistance Program (EAP) provides you with management tools. These tools help you address a variety of workplace issues including working with underperforming employees. Using the EAP helps create a more productive atmosphere and makes your job easier.

What Tools Are Available?

- **FREE, CONFIDENTIAL CONSULTATIONS**-Discuss job performance issues including absenteeism, productivity, co-worker conflict and other workplace behavioral problems with our EAP consultants.
- **ASSISTANCE WITH UNDERPERFORMING WORKERS**-HDC consultants provide assessment, case management referral and coordination of communications regarding troubled workers.
- **WORKPLACE RISK MANAGEMENT**-Our consultants assist in managing risk regarding termination, disability, workers' compensation, harassment and behavioral concerns.
- **EAP MANAGER TRAINING**-Training is provided in person and on line to address workplace performance and behavioral issues.
- **PROMOTIONAL MATERIALS FOR EMPLOYEES**-HDC provides brochures, posters, newsletters and a website to educate employees about the benefits available to them.

We Are Here For You

Our dedicated consultants are available 24 hours a day, 7 days a week to address your needs. Crisis calls are handled immediately and all appointments will be scheduled in a timely manner. Use of your EAP is confidential and is not reported to your employer.

Call us 24/7/365 at 502.589.4357 or visit www.humandev.com

3 Easy Steps To Using Your EAP

1

Call 502.589.4357 or review online resources at www.humandev.com.

2

Speak confidentially with a consultant to receive guidance and support on ways to address workplace issues, to request promotional materials or to receive information about training.

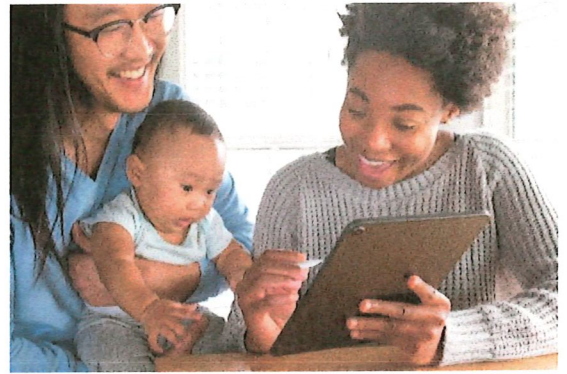
3

Receive continued support from our consultants who will assist you and your employees in resolving workplace issues.



All counseling services are confidential and in compliance with the law.

Employee Assistance Program Service Summary



Your employer has provided you with an Employee Assistance Program (EAP). This benefit provides free and confidential counseling services and resources designed to help you and your household members work through life's challenges.

Contact EAP 24/7.

Confidential help 24 hours a day, seven days a week for employees and their household members. Get help with:

- Family
- Emotional
- Anxiety
- Work Concerns
- Parenting
- Legal
- Stress
- Trauma
- Addictions
- Financial
- Relationship
- Grief

Counseling

- Up to 3-10 visits per person/per year (Depending on what model chosen)
- In-person or virtual visits available
- Call EAP or contact us through our website www.humandev.com

Work/Life Services

- Self-assessment tools
- Personal growth courses/webinars
- Professional growth courses/webinars
- Legal resources, forms, and seminars online
- Financial resources and budgeting tools online
- Digital tools to improve emotional well-being
- Online resources for childcare, adoption, elder care, and assisted living
- Resources for pet sitting, moving, and other common needs

Crisis Consultation

- Clinicians On-Call 24/7

The EAP can help you figure out your next steps when something unexpected happens.

Work/Life Online Services

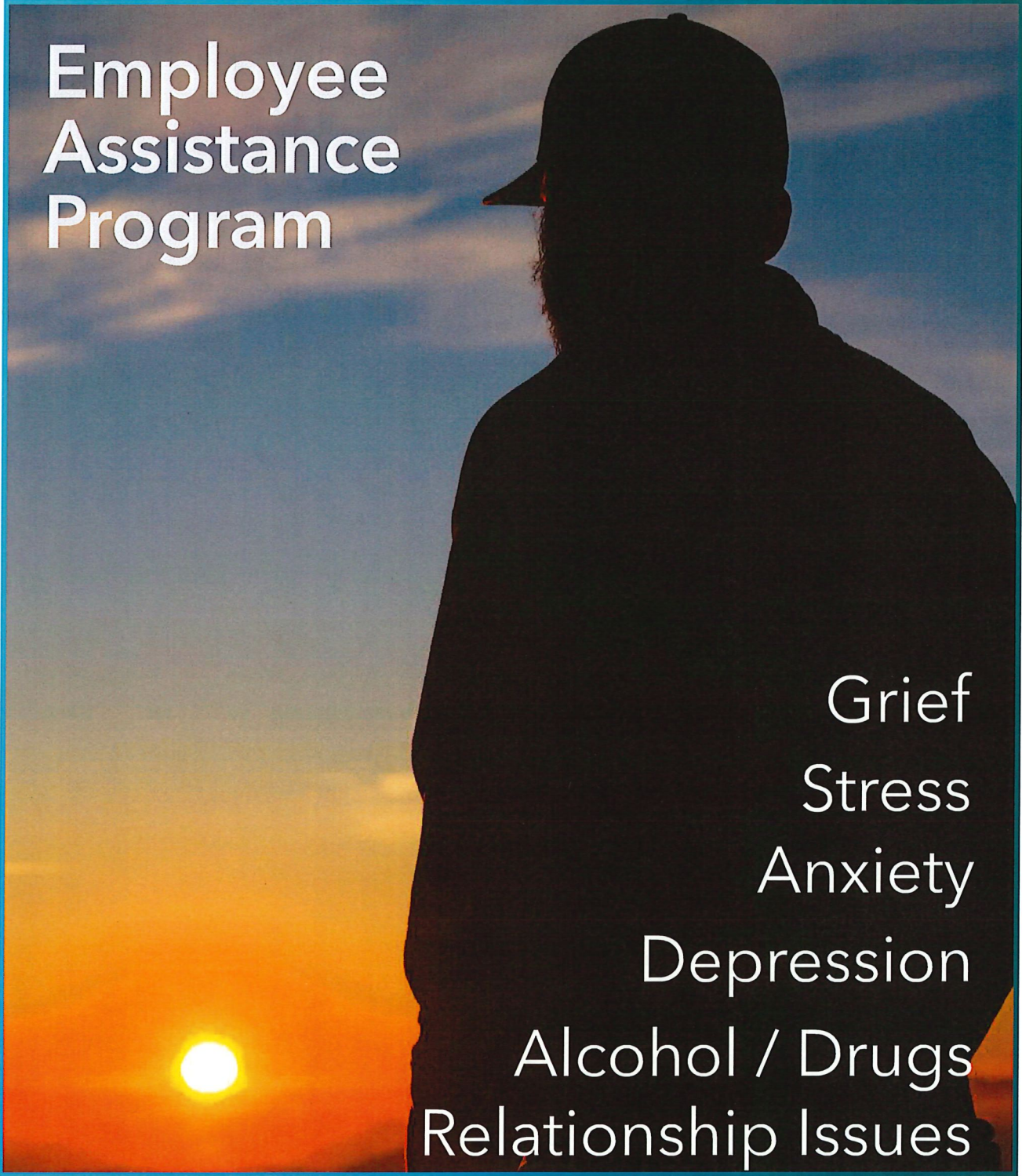
- www.humandev.com
- Click Member Login
- Click Register
- Create User Name
- Company: **DEMO**
- Create Password
- Verify Password
- Select Passphrase and Answer
- Click "I Agree"
- Click "Register"

We partner with your employer to offer these services at NO COST to you!

800.877.8332

info@humandev.com

www.humandev.com



Employee Assistance Program

Grief
Stress
Anxiety
Depression
Alcohol / Drugs
Relationship Issues

Caring and confidential help
for personal and family problems.
For information or confidential assistance,
call: **800-877-8332**

HDC 
Human Development Company

Employee Assistance Program

- ✓ Grief
- ✓ Stress
- ✓ Drugs
- ✓ Anxiety
- ✓ Alcoholism
- ✓ Depression
- ✓ Financial Trouble
- ✓ Family Problems
- ✓ Marriage Difficulties

Caring and confidential help
for personal and family problems.
For information or confidential assistance,
call: **800-877-8332**

HDC 
Human Development Company