



**KENTUCKY SERVICES**  
**Employee Assistance Program (EAP) Proposal Narrative**  
**RFP #2026-04**  
**Oldham County Board of Education**

**SECTION 1 — QUALIFICATIONS & BACKGROUND**

**1.1 Company Overview**

Kentucky Services is a multidisciplinary behavioral health and wellness organization serving individuals, families, and communities across Kentucky. Services include outpatient counseling, psychiatric medication management, psychological assessment, and primary care. The organization specializes in supporting educators and school personnel with stress, burnout, compassion fatigue, and workplace-related challenges through an integrated care model that improves access and outcomes.

Kentucky Services currently serves as the **Employee Assistance Program (EAP) provider for Fayette County Public Schools**, delivering counseling services directly to employees. This experience demonstrates our ability to effectively support school staff through accessible, responsive, and high-quality behavioral health services within a public school system.

**1.2 Certifications & Licensure**

Licensed Professional Clinical Counselors (LPCC), Licensed Clinical Social Workers (LCSW), Licensed Psychologists, Psychiatric Providers (MD/NP), and Primary Care Providers (MD/NP). All providers are licensed in Kentucky and operate under HIPAA-compliant systems.

**1.3 Business Designations**

Kentucky Services is a veteran-owned, woman-owned, Kentucky-based and Kentucky-owned organization.

**1.4 Subcontractors**

All services are delivered internally through Kentucky Services. No subcontractors are utilized.

**SECTION 3 — PRICING DETAILS**

Basic Package: \$25.00 per employee per year (PEPY)

Enhanced Package: \$39.00 per employee per year (PEPY)

**Enhanced Package Includes:**

- Up to two (2) psychiatric medication management visits per employee per year
- Up to two (2) primary care visits per employee per year

## **Pricing Protection**

Pricing is based on an estimated employee population of approximately 1,500 employees. Final pricing may be adjusted proportionally based on actual eligible employee counts. Per employee per year rates remain fixed. A 3% multi-year discount is applied beginning in Year 2.

## **SECTION 4 — CUSTOMER SERVICE & ACCESSIBILITY**

### **4.1 Access to Services**

Employees may access services via phone, secure online scheduling, and telehealth. In-person services are available at the Lexington location. Kentucky Services provides onsite administrative support for employee education, onboarding, and engagement.

### **4.2 Hours of Availability**

Monday through Friday, 8:00 AM to 7:00 PM.

### **4.3 Response Time**

Initial contact is provided within 24 hours or less, with urgent needs prioritized.

### **4.4 Follow-Up Process**

Clinicians provide follow-up communication to ensure continuity of care and engagement.

### **4.5 Employee Awareness**

Awareness is promoted through onboarding materials, digital communication, HR collaboration, and onsite educational sessions.

### **4.6 Language Accessibility**

Services are available in English with interpreter services available as needed.

### **4.7 Account Management**

A dedicated point of contact is provided with response times within one business day or sooner.

### **4.8 Reporting and Outcomes**

Quarterly reporting includes utilization, engagement trends, and service outcomes.

## **SECTION 5 — ADDITIONAL INFORMATION**

### **Implementation & Onboarding**

Kentucky Services will coordinate implementation with district leadership, provide rollout materials, and conduct onsite or virtual orientation sessions.

### **Utilization Management**

Services are delivered using a brief-solution focused model (up to four sessions per issue) with referrals as needed.

### **Data Security & Compliance**

All services comply with HIPAA and applicable federal and state regulations, including confidentiality and non-discrimination standards.

## **SECTION 6 — REFERENCES**

### **Reference 1:**

Fayette County Public Schools

Dr. Shericka D. Smith, DSW, LCSW — Coordinator of ESS, Social Work & Mental Health Services

Phone: (859) 422-1984

Email: [shericka.smith@fayette.kyschools.us](mailto:shericka.smith@fayette.kyschools.us)

Services: School-based behavioral health services, including contracted counselors providing direct

support to students and collaboration with school personnel  
Length of Relationship: 5 years

**Reference 2:**

Fayette County Public Schools  
Christi Sexton, LPCC — Director of Employee Wellness  
Phone: (859) 893-0729  
Email: [christi.sexton@fayette.kyschools.us](mailto:christi.sexton@fayette.kyschools.us)  
Services: Employee Assistance Program (EAP) services, including counseling support, employee wellness programming, and coordination of employee behavioral health services  
Length of Relationship: 3 years

**Reference 3:**

HealthFirst Bluegrass  
Meagan Gee, LCSW — Clinical Social Worker  
Phone: (859) 288-2425  
Email: [info@healthfirstlex.com](mailto:info@healthfirstlex.com)  
Services: Psychological and behavioral health assessment services (including ADHD, autism, and related evaluations) through referral partnership  
Length of Relationship: 1 year