

**STANDARD CERTIFICATION DECLARATION FOR AN EXTRAORDINARY
UNSPECIFIABLE SERVICE**

TO: Members of the Governing Body
FROM: *Dr. Yolanda Mendez*
Assistant Superintendent of Human Resource Services
DATE:
SUBJECT: This is a contract for Employee Assistance Program Services (EAP)

This is to request your approval of a resolution authorizing a contract to be executed as follows:

Firm: Charles Nechtem Associates, Inc.

Cost: \$83,600.00 per year

Duration: July 1, 2022 through June 30, 2023

Purpose: EAP provides 24/7 Phone and Face to Face counseling Services to Newark Board of Education Employees and their family members..

This is to request an award of a contract without the receipt of formal bids as an Extraordinary Unspecifiable Service [N.J.S.A. 40A:11-5(1)(a)(ii) and N.J.A.C. 5:34-2.3(b)]. I do hereby certify to the following:

1. Provide a clear description of the nature of the work to be done.

The EAP Program is a benefit provided by the Newark Board of Education which offers free confidential counseling and referral services to employees and the members of their household. They assist with a wide variety of personal concerns such as grief/bereavement, stress/anxiety, depression, legal referrals, debt management, daycare/elder care and drug/alcohol abuse for District employees and their family members for the 22/23 fiscal/school year.

2. Describe in detail why the contract meets the provisions of the statute and rules:

(Do not just rewrite or paraphrase the statute or rule, or merely state a desire to have a reliable job performed. provide a complete explanation. However, pursuant to N.J.S.A. 40A:11-5(1)(m), it is permissible by law that insurance contracts and/or services can cite the statutory provision)

In accordance with NJSA 18A:5-a (2) the District is authorized to enter into an agreement without advertisement for extraordinary unspecifiable services which cannot reasonably be described by written specifications. The contract meets the provisions as it relates to the continuation of services. The vendor is currently serving 157 employees and a total of 1,384 year to date. Interruption of services would interfere with the care and treatment of Newark Board of Education employees and their families that they are receiving from Counselors of Charles Nechtem Associates, Inc.

3. The service(s) is of such a specialized and qualitative nature that the performance of the service(s) cannot be reasonably described by written specifications because:

(Describe why it is qualitative in nature requiring the need for expertise, extensive training and proven reputation. Provide a complete explanation why it is not reasonably possible to draft specifications Please note this provision does not apply to insurance contracts and/or services and should thus be marked as non-applicable.)

Charles Nechtem Associates, Inc. guarantees that every call is answered within three rings by a clinician with a Master's Degree or PhD and five (5) years of experience in the counseling field. Additionally, Charles Nechtem Associates, Inc. service philosophy is based on the belief that education, easy access, rapid response, skilled intervention, accurate diagnosis, problem resolution, and timely referral are benchmarks by which their customers can measure the quality of their services.

4. Describe the informal solicitation of quotations:

(List vendors contacted, prices and terms provided. If this has not been done explain in detail). The lowest quotation is: (If no quotation(s) is received, explain why in detail)

Informal solicitation of quotations has not been done yet because there are currently 157 open cases and the District does not want to cause a disruption in services. Also, when the bid was selected, it was the most economical of all the vendors and they have not increased their administrative fees in the past few years. The total cost per year and for the 22/23 fiscal/school year has remained at \$83,000.00.

5. I have reviewed the rules of the Division of Local Government Services pursuant to N.J.A.C. 5:34-2.1 et seq. and certify that the proposed contract may be considered an extraordinary unspecifiable service in accordance with the requirements thereof.

Respectfully,

Name



(Signature)

Title Assistant Superintendent of Human Resource Services

(Original to be retained by governing body's Clerk with the affirmed copy of the resolution; signed duplicate to be kept by appropriate official.)

10-02-02

EMPLOYEE ASSISTANCE PROGRAM SERVICES PROPOSAL FOR:



Newark Public Schools 2022-2023

Charles Nechtem Associates, Inc.
One 2nd street, Suite 1501
Jersey City, NJ 07302

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Introduction and Company Information

Organizational History

Established in 1981, Charles Nechtem Associates, Inc. (CNA) has grown to become one of the nation's largest, privately held corporations exclusively providing Employee Assistance Program services to multiple institutions worldwide. Our mission is to meet the needs of employees and their family members by providing solutions to problems that could detract from an employee's effectiveness in the workplace and at home. Thereby, optimizing employee wellness and productivity for the greater good of the organization and society.

With a national provider network of over 100,000 clinicians, trainers, financial, legal, and other work/life professionals we deliver well-being programs to more than 2,000 organizations nationwide – including school systems, non-profit organizations, retail services, hospitality service industries, hospitals, municipalities and some of the most challenging workplace environments that exist in law enforcement, healthcare and government services.

CNA has provided EAP services to multiple public and private corporations, colleges, cities, counties and municipalities for the past 39 years – providing us with a strong understanding of the unique needs and challenges of each of these entities. As a result of our experience in working with public and private corporations:

- We have built an extensive and diverse network of providers that offer immediate, best practice services who understand the individual challenges faced by those in the educational field.
- We operate with an open provider network – allowing us to continually expand to meet the growing needs of Newark Public Schools employees ensuring that our network is among the strongest available.
- We guarantee an increase in utilization rates for the EAP and a decrease in health care costs.
- We provide customized training programs that are uniquely tailored to the needs of Medical Technology Associates employees that focus on crisis management, time/task management, interpersonal interactions and working through conflict.
- We guarantee that within 24 hours of a crisis, we will have counselors on-site to provide emotional first-aid to those affected by the incident.

We take pride in what we do, and the quality of our service is unsurpassed. We guarantee that every call is answered within three rings by a clinician with a master's degree or Ph.D. and at least five years of experience in the counseling field. We are prepared, and we do what it takes to meet the needs of our clients and to support them in developing the capability to achieve and maintain well-being. It is by this philosophy that we have been able to develop long lasting relationships with our clients and become one of the strongest privately owned EAP's in the country.

Organizational Mission Statement

The mission of Charles Nechtem Associates, Inc. is to provide innovative, effective, clinically based Employee Assistance and Wellness Services consistent with the highest service

standards in the industry. We strive for maximum customer satisfaction and constantly monitor the accessibility and acceptability of our services.

Charles Nechtem Associates, Inc. views its work as prevention, not only of productivity loss, but also the complications and often-widespread disturbances and suffering associated with mental illness and substance abuse. Our service philosophy is based on the belief that education, easy access, rapid response, skilled intervention, accurate diagnosis, problem resolution and timely referrals are the benchmarks by which our customers can measure the quality of our services.

EAP Services

Scope of the Employee Assistance Program

The following list of services are included as part of the Employee Assistance Program:

- Implementation and start-up consultation.
- Orientation of all employees, in every site, to the service.
- Supervisory and Union Representative training for all supervisors and representatives in every site.
- 800# assistance line for all employees and family members, staffed by licensed and certified counselors 24 hours a day, 365 days a year.
- Access interactive self -help wellness library with 25,000 resources for work/family services, with an emphasis on: elder care, child care, debt management, financial planning, legal questions, drug and alcohol information and concierge services.
- 1-5 Face-to-face counseling sessions with an EAP counselor in a location convenient to the home/workplace of the employee.
- Promotional materials—brochures, wallet cards, posters and monthly e-newsletters.
- Monthly promotional EAP health and wellness Newsletters.
- Supervisory and Union Representative consultation; both in-person and on the telephone.
- Monthly activity reports.
- Annual reports of customer satisfaction and treatment outcomes.
- Regular meetings between Charles Nechtem Associates, Inc. and school administration/union staff.
- Critical incident on-site response as requested.

Access EAP- It's Fast, Easy and confidential

- **Phone:** 24/7 toll free 800-531-0200 with masters and doctorate level counselors
 - **E Counseling:** inquiries@charlesnechtem.com
 - **Text:** Via website and mobile app to connect with an EAP counselor and/or set up virtual sessions with an EAP counselor
 - **Mobile APP:** Feature
 - Call Us 24/7 at 800-531-2040
 - Email your concern at inquiries@charlesnechtem.com
 - Text us and/or schedule a virtual appointment with an EAP counselor at your convenience
 - Submit your therapist referral questionnaire and the counselor will send you 3 matched therapists via your preferred contact method
 - Access interactive self -help wellness library with 25,000 resources
- * CNA Assistance Apps are available at Apple App Store and Google Play



To Access Mobile APP

- Download Mobile APP -CNA Assistance
- New User - Sign Up
- Register as New User, Employer – Newark Public Schools - Search

- **Website:** www.charlesnechtem.com
 - Text us and/or schedule virtual appointments with an EAP counselor at your convenience
 - Submit your therapist referral questionnaire and the counselor will send you 3 match therapists via your preferred contact method
 - Access interactive self-help wellness library with 25,000 resources

To Access Website:

- Go to www.charlesnechtem.com
- Click Account
- Register as New User, Employer - Newark Public Schools

- **Self-help wellness library:** that provides a wide variety of behavioral healthcare solution for more balance life. We hope our assessments, videos, quizzes, courses, eBook, webinar, articles, calculators, and presentations on a myriad of topics that will offer your assistance and convenience. Develop many new skills from the digital lessons and exercises.

To Access library:

- Go to website: www.charlesnechtem.com – Self Help Library Tab –Library
- Login to CNA Mobile APP
- Access the special features (webinars, training, courses etc.). Please register as a new user
- Enter your company name (Newark Public Schools)

- Once registered, write down your username and password to easily access special features in the future

More detailed descriptions of these services and how these services are delivered are included as part of our response to Section I of the Proposal.

Section I : Technical Proposal

Account Management

An Account Manager will be assigned to Newark Public Schools and will be responsible for the initial implementation of the program. In addition, our account manager is responsible for quarterly reporting, program promotion and maintaining relationships with key HR Representatives and Union management. We expect our Account Managers to be the key contact for management referrals and workplace crises. Account Managers act as company ombudsmen in solving problems in service delivery brought to their attention, bringing such issues to the attention of the Quality Council.

The Account Manager will respond to any problem or question the same day. Our goal is to accept the call as it is placed. We generally meet with company representatives on a quarterly basis to assess the program, but we strive for monthly communication via e-mail or telephone to ensure quality. In the event the Account Manager is out of the office that day, we have adequate back-up to assure that urgent problems are handled immediately.

The organizations with whom we work best tend to be involved in the EAP program, often with a minimum of weekly communication about an employee or company need. Clients whose human resources departments use the program regularly are clients who value the program and support the program. We would hope to have such a relationship with Newark Public Schools.

We want you to be involved in promoting the program to managers with troubled employees and with staff who come to the HR management staff for personal or family assistance, sexual harassment, alleged discrimination, workplace conflict, requests for family leave or disability leave.

We perceive problems will occur when we work with a hands-off company or organization, i.e. a company paying little or no attention to the program. We know that over time a program that is not well used and valued by its management and employees is a program that is not working to benefit employees and is, therefore, vulnerable to the next round of cuts.

The Account Manager assures that all contracted services are delivered. In addition, the account manager provides value-added services, including:

- scheduling and providing supervisory training
- scheduling and providing employee orientations
- scheduling life-management seminars
- providing you with regular quarterly reports
- handling all requests for special services – including on-site CISD
- developing plans to manage traumas – before, during and after the event
- providing supervisory and HR consultation for referrals
- maintaining regular contact with the designated contact in charge of EAP

- scheduling and/or providing all special services or communication materials you request
- providing feedback on trends and common issues encountered in our counseling work with employees
- making recommendations for specialized workshops, educational materials, or services designed to assist employees
- providing feedback from satisfaction surveys to company officials and our counseling staff on the acceptability and accessibility of our employee services
- The CNA Account Manager is responsible for conducting all follow-up and monitoring activities on management referrals (COE's). Centralizing this responsibility is an efficient and effective way to coordinate the program.

Program Communication and Promotion

It is our experience that, like all benefit programs, continuous communication is an essential strategy in assuring the success of the Employee Assistance Program. At the outset of the program, we provide employee orientations and supervisory training sessions. We schedule life-style modification and wellness workshops on a quarterly basis to maintain visibility of the program and to provide health education for employees.

Employee Orientation Sessions

Employee orientation sessions are generally scheduled in all sites, during all shifts, sufficient in number so that all employees can participate. Orientation sessions generally last 30 minutes and can be attended by as many as 100 employees. The purpose of the orientation session is to introduce the new employee benefit, describe how easy it is to access the program, explain the basic premise of counseling, and discuss the breadth of questions and issues for which we can provide assistance.

There is no additional charge for either supervisory training sessions or employee orientations. We attempt to schedule them with the appropriate school system personnel during the first 30 to 45 days of the contract. In larger organizations the process can take up to 60 days.

Our 30 to 45-minute employee orientation introduces employees to the EAP and explains reasons for using the EAP as well as methods of accessing the program. The training is designed to build trust and encourage self-referrals in the early stages of problem development. The content of the employee orientation includes:

- Purpose of the EAP
- Employee and dependent benefits under the EAP
- Detailed information on the services offered by the EAP
- Credentials of our EAP counselors
- What to expect in a counseling session
- Referral procedures
- Program confidentiality
- Procedures to access the program
- This is an employer paid program, free for employees and dependents

Life-style Modification/Wellness Workshops

Employee wellness and life-style modification workshops are scheduled quarterly with our Account Manager and at the convenience of our client companies. They are frequently scheduled over the lunch hours in a place where employees can eat lunch and learn. Our Success Builders list of topics is available as well as special requests from our client companies.

Examples of current seminar and training topics include:

- Employee Orientation to the EAP
- Supervisor Training
- Drug-Free Workplace
- Achieving Results in Times of Change and Uncertainty
- Bullying in the Workplace
- Building Resiliency
- Overcoming Compassion Fatigue
- Dealing with Difficult People
- Effective Communication with Challenging Callers
- Emotional Intelligence- A Key to Communication
- Understanding the Grieving Process
- Improving Workplace Communication
- Understanding Trauma and PTSD
- Manager's Guide to PTSD in the Workplace
- Managing Change
- Managing Conflicts in the Workplace
- Mental Health in the Workplace - What Managers Need to Know
- Preventing Suicide
- Preventing Workplace Violence,
- Taking the Stress out of Delivering the Message
- Team Building
- Time Management
- Work/Personal Life Balance
- Alcohol Awareness
- Managing Cumulative Stress
- The Mood-Food Connection
- Say "No" to Negativity, Say "Yes" to Positivity
- Smoking Cessation: Making the Move from Smoker to Non-Smoker
- Managing Holiday Stress
- Stress Management
- Understanding and Preventing Domestic Violence
- Bullying
- Eldercare
- Parenting Your Teen: Managing Conflict and Problem Solving
- Building a Confident Retirement
- Teamwork and Leadership
- Caregivers and Families
- Family Law Legal Issues
- Four Cornerstones of Your Financial Future
- Plan for the Future. Sending Your Child to College
- Preventing Identity Theft
- Nutrition and healthy eatin

Health Fairs and Newark School Orientations for New Employees

The EAP will attend all Health Fairs and Orientations for new employees, providing written literature about the EAP as well as mental health and substance abuse educational materials. The professional clinical staff of Charles Nechtem Associates, Inc. will conduct formal as well as informal discussions with employees about EAP services.

Promotional Materials

- ***Introductory letter***

In addition to the Employee and Supervisory orientations mentioned earlier, CNA will also provide an EAP introductory letter for each employee at the beginning of the program. This letter can be printed on your stationary or ours.

- ***Monthly English and Spanish Newsletters on EAP and Work/Life Topics***

CNA will provide Spanish and English versions of our health and wellness newsletter via e-mail

each month. The newsletter promotes the EAP as a free employee benefit and provides current information about health issues. The newsletters will be sent to a designated HR employee, who can then forward them to employees and family members. CNA emphasizes that physical and mental health are closely linked.

Our articles stress the importance of maintaining positive well-being through exercise, therapy, relaxation, taking financial responsibility and taking time for oneself.

- **EAP Brochures, Wallet Cards and Posters**

At the start of the program, in addition to the Introductory Letter, CNA will provide enough posters, EAP brochures and wallet cards to meet your needs. We recommend the brochures be mailed to the homes of the employee families within the first 30 days of the program. Posters can be put up immediately.

CNA provides an unlimited number of brochures, wallet cards and posters throughout the life of the contract at no additional charge. We provide additional posters in several different styles 6 months into the program to keep the EAP message fresh.

Counseling Services Accessibility

CNA staffs EAP line 24/7, 365 days a year with Doctoral and master's level counselors with minimum of 5 years of experience in the counseling field. This ensures every call is handled with dignity and professionalism that is unmatched. When a client contacts our EAP, their call is immediately answered, without the use of hold or triage services, by one of these clinicians. We do not use call centers/afterhours call centers.

- **Phone:** 24/7 unlimited phone support. Each and every call made to our EAP is answered by a master's or Ph.D. level clinician without the use of hold, transfer or triage services.
- **E-counseling:** In addition to phone counseling, individuals are able to request e-mail counseling by contacting inquiries@charlesnechtem.com. Web-based counseling sessions are convenient and comfortable, especially for employees who are used to texting and communicating via e-mail.
- **Text:** Employees and their dependents can text EAP counselors via mobile app and website, or they can set up face sessions with the EAP counselor.
- **Mobile APP and Website:** Call Us 24/7 at 800-531-2040, Email your concern at inquiries@charlesnechtem.com, Text us and/or schedule a virtual appointment with an EAP counselor at your convenience, Submit your therapist referral questionnaire and the counselor will send you 3 matched therapists via your preferred contact method. Access interactive self-help wellness library with 25,000 resources

When an employee contacts for services, a description of the reason(s) for seeking assistance is obtained, degree of urgency is assessed, and the appropriate interventions and services are determined. Clients are referred to the in-network provider who best supports their need (based on the type of problem and geographic location). Preferences for a specific counselor based on age, gender, race, religion and cultural background are also taken into consideration.

In routine situations, CNA counselors schedule a face-to-face counseling appointment within three business days. Clients with urgent problems are seen the same day or within 24 hours. When urgent services are needed, CNA arranges the appointment with the clinician to ensure

that services are delivered within the required timeframe. Counseling sessions are available during normal office hours as well as in the evening and on Saturday to avoid disrupting the work schedule.

When emergency assistance beyond the scope of the EAP is needed, such as substance abuse, violent situations or child/elder abuse, clients are directed to the appropriate community resource. CNA maintains an updated resource directory of both national and local facilities providing emergency services, so clients can be efficiently and effectively referred.

Web-Based & Technology-Based Services

CNA will provide the following comprehensive online services to the Commission employees and dependents. Employees and family members can access these features 24/7 as well as securely and confidentially request EAP services through this site. A password, chosen by the client, is required to log in to the EAP website.

We invite you to view a demo of our website by visiting www.charlesnechtem.com. Click on the "Health and Wellness Library" tab at the bottom.

Library username: Nechtem_admin Library password: default

Website features and topics:

Web-based Trainings and Educational Services

We are happy to partner with our clients to develop and provide webinars on any topic. Our Health and Wellness Library offers access over 25,000 of articles, videos, courses, eBooks, webinars, and presentations on a myriad of topics that staff can peruse at their convenience.

Health

Better understand your health and how to manage it through our articles, videos, and interactive tools. Explore topics such as healthy lifestyle, common diseases and medical conditions, children's health, home safety and alternative medicine.

Balanced Life

Conduct searches for childcare, summer camps, adoption resources and senior care. Learn about managing the demands of work, family, and personal life. Use college-cost calculators and review resources for financing higher education. Obtain information on parenting, communication, pet care, aging, and planning for retirement.

Mental Health

Get help with stress, anger management, relationships, grief, substance abuse, depression, eating disorders, children's behavioral problems and much more. We offer hundreds of self-assessments, videos and articles related to mental and emotional health.

Financial

Review a wealth of high-quality resources designed to help you navigate the financial maze, including 140 financial calculators and 100s of tax forms. Obtain information on banking, budgeting, auto financing, insurance, investing and much more.

Legal

Access legal information on a wide variety of topics including real estate, taxes, elder care,

consumer law and more. Whether you're having trouble with your landlord or problems with a traffic ticket, there's information here that will guide you through these challenges. Commonly used legal forms are also available for download.

On Demand Training

Take any of our 35 professional training courses on numerous topics including Staying Positive, Leadership, Communications, Team Building, Supervision, Stress Management, Balancing Work and Family, and Personal Growth. Supervisor Training, Drug-Free Workplace Training (employee and supervisor versions) are also available through the website. print certificates of completion.

Eligibility

An employee or family member who identifies themselves as being associated with Newark Public Schools is considered eligible to receive services. It has been our experience that over 99% of all our calls are from employees, spouses or children living at home. We occasionally receive calls from extended family members or parents. It is our policy to provide all callers with EAP services as requested. Unlike insurance, where clear eligibility rules govern who can be serviced, we see our program as preventive health and consequently we do not put up barriers to receiving help when it is requested.

Range of Personal Problems

The EAP service is available to assist employees and their family members with each and every problem they may wish to present. CNA EAP counselors are extensively trained to address numerous situations, including those issues listed here and in the following:

- Abuse
- Adjustment
- Aging parent
- Alcohol Abuse
- Anger Management
- Anxiety/Panic
- Career
- Childcare Resources
- Conflict with Supervisor
- Conflict with co-worker
- Depression
- Divorce/Separation
- Domestic Violence
- Eating disorder
- Family Issues
- Financial Issues
- Fitness for Duty
- Gambling
- Grief/Loss
- Job Performance
- Job Stress
- Interpersonal Conflicts
- Legal
- Marital/Relationship
- Nicotine
- Parenting Issues
- Phobias
- PTSD
- Relationship
- Self-Esteem
- Sexual Harassment
- Stress
- Substance Abuse/chemical dependency
- Suicidal Ideation
- Work Issues

Emergency Services

Charles Nechtem Associates, Inc. defines an emergency as "the sudden onset of a condition manifesting itself by acute symptoms of sufficient severity that, in the absence of immediate medical/health care services could reasonably result in serious injury to life, permanently

placing the employee's health in jeopardy, or causing serious and permanent dysfunction to the employee." We treat any situation identified by the caller as an emergency or crisis as a true emergency.

Since our 800# assistance lines are answered by our clinicians 24 hours a day, 365 days a year, anyone who calls with a crisis or emergency is immediately speaking to one of our counselors the moment the phone is answered. Only our clinical staff members are involved in providing emergency services since we do not use customer service representatives or other administrative staff to answer the telephones. After a calming process, the counselor evaluates the seriousness of the situation, frequently using colleagues and/or a supervisor to assist in marshaling the resources necessary to assist the caller. In less serious situations, a family member can be coached on how to get the person in crisis to an emergency department or an all-night crisis stabilization unit in the community. A counselor stays with the case until the situation is stabilized and local assistance has been secured.

Referrals

Every employee or family member is referred to a known resource capable of providing either the extended or specialized care necessary for the amelioration of the assessed primary and secondary [if any] problem(s). Every effort will be made to accommodate the personal preferences of the employee in terms of gender, location, financial limitation or age without compromising the quality of care. If the employee accepts the recommendation, the EAP counselor contacts the service provider by telephone giving the provider his/her diagnostic impressions and recommendations for treatment. In some cases the EAP counselor may contact the proposed service provider prior to making the recommendation to the employee to check on accessibility and "fit".

The cost of the recommended care and applicable benefit coverage is discussed with the employee prior to making any recommendation. Every effort is made to make referrals that do not create financial hardship or that are ineligible for benefit reimbursement. Charles Nechtem Associates maintains up-to-date insurance and/or HMO descriptions for every client company and disperses those descriptions to all EAP counselors providing services to employees.

A telephone interview is conducted two weeks after the last assessment session with the employee to determine whether or not the referred employee successfully and satisfactorily connected to the referral resource and whether or not an employee referred to a provider is satisfied that s/he can work with the provider. Any unsatisfactory outcomes or break in the continuity of care requires further services from the EAP counselor including additional face-to-face appointments and/or offering another referral.

Critical Incident Services

Angry, violent employees have a significant impact on their fellow workers and supervisors. Additional violence against employees by distraught customers/clients only adds to the number of incidents. According to one recent study, the rate of workplace violence has tripled in the last decade. Another source predicts that 1600 homicides will occur in the workplace this year. Corporations and institutions that never before had to be concerned about workplace violence are now being confronted with the issue.

Charles Nechtem Associates, Inc. has worked with a number of corporations in setting up workplace violence policy and prevention programs. We are available to consult in establishing

policy, setting up security measures, developing supervisory training [early identification and “care-fronting”], developing customer complaint training, developing a trauma plan [in the event an incident occurs] and developing a post-incident debriefing plan.

Our counselors are immediately available on the 800# for consultation with school officials in the event of an incident. A trained professional from Charles Nechtem Associates, Inc. will be made immediately available to be on-site in the event of any incident in the workplace which traumatizes employees. Our response time is 4 hours or less. Critical incident debriefings will be scheduled within 24 hours and conducted by trained professionals.

Work-Life Services

Employees or family members covered by our EAP can request work-life information and referrals on issues ranging from childcare to assisting aging parents. We offer three ways to access our Work-Life services: by using our web site’s Self Help Center, by requesting information through our web site’s Work/Life Center, or simply calling our 800#. We currently provide information and referral services in the following areas:

- **Child Care**
 - Referral information from a continuously updated database of 1.2 million providers nationwide.
 - Interview guidance to assist in selecting appropriate providers.
- **Elder Care**
 - Access to national elder care services.
 - Interview guidance to assist in selecting appropriate providers.
- **Legal Services**
 - Referrals to local legal services at a reduced rate.
Note: Attorneys accessed through Charles Nechtem Associates, Inc. will not provide consultation to employees who wish to bring action against their employer.]
- **Financial Services**
 - Referrals to debt management and counseling services nationwide.
 - Referrals for financial management and planning.
- **Concierge Services**
 - Pet Services, including adoption, veterinary care, training and sitting services.
 - Adoption Services - domestic and foreign.
 - Education Services and College Planning/Scholarship.
 - Moving/Relocation Services.
 - Errand and Shopping Services.

Confidentiality

Charles Nechtem Associates, Inc. has developed safeguards to assure that all EAP counseling services are conducted in a manner designed to protect the privacy of employees and their family members. We comply with all HIPAA, Federal and State Laws protecting the privacy of conversations and other contacts between our EAP counselors and employees. All staff members with access to clinical records are trained in protecting confidential materials.

Management and Union Leader Training and Consultation Services

- **Supervisory Training**

The objectives of our 45 to 60 -minute supervisory training are to teach managers and supervisors the following:

- Purpose of the EAP
- Role of the EAP, the EAP Management Consultant, the supervisor and the employee
- Ways to identify an employee appropriate for referral to the EAP
- Procedures for documenting work-based problems
- Methods of effectively referring the employee to the EAP
- How to follow up after the referral
- Confidentiality regulations

CNA will consult with the Management regarding the preparation and presentation of supervisory training to ensure that information imparted conforms to your particular requirements. CNA will also utilize your performance appraisal system when teaching supervisors how to focus on employee job performance and/or conduct.

The following information is discussed in detail:

- EAP policies and procedures
- Methods to access to program
- Types of problems handled by the EAP
- Types of Referral -- Self, Informal, Management
- Confidentiality Regulations
- Signs seen on the job that indicate an employee is troubled or using alcohol and drugs
- Methods to evaluate whether performance problems are due to lack of understanding about job expectations, deficits in skills or abilities, or due to a reason appropriate for EAP assessment
- Definition of deficient job performance
- How to use the EAP as a corrective action, not a disciplinary action
- How the EAP helps the employee and benefits the supervisor
- Reasons it is more effective to refer an employee in the early stages of job problems
- Examples of how to constructively confront troubled employees, appropriately refer them to the EAP and handle the situation if the referral is refused
- Ways to document job performance deficiencies and the EAP referral
- Feelings, barriers and misconceptions that can impede supervisory referrals
- Relationship of the EAP to personnel management issues such as performance appraisal, disciplinary actions and leave policy
- The roles and responsibilities of the supervisor, the employee and the EAP
- Policies and procedures regarding those in safety-related positions who test positive for drugs and are referred for substance abuse, when relevant
- How to work with the Management Consultant for assistance in dealing with the troubled employee, and what type of feedback to expect from the Case Manager once the employee is referred
- How to support employees when they return to work after an extended absence for treatment

The training teaches skills that, through practice, greatly decrease the chance of an adverse response and increase successful referrals. The training also explores the definition of deficient job performance so supervisors can more clearly identify an employee who needs referral.

Additionally, supervisors are taught key indicators of a troubled employee such as excessive absenteeism, especially on Monday and Friday.

Proper documentation that prevents the supervisor from making subjective judgments and diagnosis and that facilitates successful referral to the EAP is emphasized. Supervisors are taught to document specific attendance, conduct and performance problems, including the date, time and place of incident, that occur over a period of time, before formally referring the employee to the EAP. Supervisors are also encouraged to document good performance behavior.

CNA will utilize your organization's performance appraisal system when teaching supervisors how to focus on employee job performance and/or conduct. Supervisors are taught to use the EAP as a management tool and not as a disciplinary measure. They are encouraged to continue monitoring employee job performance and/or conduct after referral is made to the EAP, and to conduct follow-up meetings with the employee on a pre-scheduled basis so that ongoing performance can be evaluated and communicated to the employee. If job performance does not improve to an acceptable level, the supervisor is instructed to use appropriate and progressive disciplinary action.

Management Consultation

CNA views supervisors and managers as playing a vital role in the early identification of employees with deteriorating job performance due to alcohol, drugs, and other personal problems. Our consultation and training helps supervisors and managers recognize troubled employees and successfully refer them to the EAP. We serve as a key management tool that assists in returning a troubled employee to a level of optimal functioning.

The role of the Case Manager is to provide guidance and strategies in accordance with your organization's policies and procedures regarding how to handle employee job performance, attendance, and conduct problems. Supervisors and managers may confidentially contact the Management Consultant as often as needed, even if they are not sure they will make an EAP referral.

The Case Manager helps determine if the situation is appropriate for referral to the EAP, reviews supervisory documentation of job performance deficiencies, and discusses ways to approach the employee regarding performance problems and referral to the EAP. Supervisors are instructed to focus on the employee's poor work performance and cautioned not to make judgments about the employee's possible personal problems. The supervisor is counseled on how to respond to the situation if the employee refuses the EAP referral. Confidentiality requirements and regulations are explained to the referring supervisor.

When employees are management referred (COE) and give their consent, we report to the referral source the following types of information: whether the employee kept the initial EAP appointment, if the problem is best treated under the EAP or if other courses of action are recommended, whether the employee agreed to follow the recommended treatment plan, prognosis and time frame for job performance improvement. Only information that is necessary for the supervision of the employee is revealed. No information is disclosed without a written release.

The Case Manager coordinates EAP services and treatment with the supervisor, when employees are management referred. After each EAP session, the counselor contacts the EAP Case Manager to discuss employee progress. The EAP Case Manager then contacts the

supervisor to inform whether the employee kept the appointment, provide the date of the next EAP session and review employee progress.

The EAP Case Manager also requests feedback from the supervisor on an ongoing basis regarding employee job performance, attendance, and conduct as an additional indicator of employee progress. The Case Manager shares this information with the counselor to improve counseling effectiveness.

When employees are referred to treatment beyond the EAP, we maintain regular contact with the treatment provider to monitor progress until completion of treatment. We follow the procedures described above in the section titled Follow-up and Monitoring for Management Referrals. Our experience shows that the chance of a positive treatment outcome is greatly enhanced when the EAP maintains involvement with the employee, the supervisor, and the treatment provider over an extended period of time.

Supervisors will be informed when employees successfully complete or discontinue treatment. After the employee completes counseling, the Case Manager is available to the supervisor for follow-up support and to assist in job readjustment.

Organizational Consultation Services

In addition, CNA provides consultation and assistance for a number of critical organizational issues such as:

- Harassment
- Workplace violence
- Organizational change
- Critical incidents
- Conflict resolution
- Drug-free workplace

Harassment in the Workplace

Instances of harassment in the workplace can create disruption of productivity, conflicts among employees and management, and risks of litigation for employer organizations. CNA helps organizations with this problem by providing counseling to the perpetrator with an aim of preventing reoccurrences. CNA consultants can also arrange counseling services for an employee who is the victim of harassment.

Workplace Violence

Thousands of American workers are annually the victims of violence at the workplace. Though we usually think of violence as murders, assaults or other physical acts, violence can take other forms such as threatening words, messages or gestures that affect an employee's sense of safety or security at work. CNA can assist managers in reducing the chances of Workplace Violence through consultation concerning your workplace violence policy's development, communication and implementation. CNA can also develop and implement customized Workplace Violence prevention training programs for both supervisors and employees. Our Management Consultants provide individual consultations to supervisors to help them assess the seriousness of possible threats from employees as well as to help supervisors develop plans of action that are consistent with company policy and sound safety practices.

Organizational Change

Our program offers consultations and other services to support companies experiencing downsizing, mergers, acquisitions and other organizational changes. In working closely with human resource managers, our Consultants are able to help client companies by planning and implementing presentations for both supervisors and employees concerning change

management and other related topics.

Conflict Resolution

Conflict is inevitable in today's diverse, fast-paced workplace. Our consultants assist managers and supervisors in understanding peer-to-peer conflicts, work team conflicts, employee-manager conflicts and in developing appropriate plans to address each scenario. Our consultants can arrange on-site presentations and trainings or help managers refer affected employees directly to the EAP for further services. Further, our consultants are able to assist managers confronted with workplace conflicts in identifying appropriate community resources, arranging mediations, arbitrations and negotiations that address specific conflicts or disputes.

Drug-Free Workplace

CNA will assist your organization in maintaining a drug-free workplace. We provide a comprehensive alcohol and drug assessment, counseling, referral and two-year monitoring program.

CNA's experienced counselors will provide managers and supervisors with professional guidance concerning the implementation or revision of Drug-Free Workplace policies and plans. In the case of a positive drug test result, our professionals will consult with the employee's supervisor to help develop an appropriate intervention plan. Through our case management program, CNA can monitor the treatment progress of the affected employee for up to two years.

In addition, CNA will coordinate and provide the Commission with on-site EAP presentations for employees and managers concerning topics such as your drug-free workplace policy (in compliance with the Drug Free Workplace Act of 1988 and DOT regulations), alcohol and drug education, and the workplace signs of substance abuse.

CNA counselors are available to provide guidance to supervisors and managers regarding individual and organizational drug related problems, such as reasonable suspicion testing, positive drug screens and policy development.

Quarterly Demographic and Clinical Reports

Cases are closed for reporting purposes upon receipt of the case record form from the face-to-face counselor, a review by a case manager and when the form is entered into the computer by scanning or keying in the information. Both demographic and clinical information is collected in the case record. Clinical information includes: session history in narrative form, DSM IV diagnosis for primary and secondary issues, case status [closed without referral, closed with referral, closed/employee discontinued], type of referral, name of referral, date of referral and treatment plan for referral. Demographic information includes: name, address, tenure with company, age, marital status, source of referral to program, insurance information, significant medical problems, chronic medication and mandatory referral information (if applicable).

A standard monthly report is provided, but can be modified to include any and all of the above information as requested by the purchaser as long as the confidentiality of individual users is protected.

Cases are counted using the following formula: One person, one case, one program year, irrespective of how many times that person might contact the EAP during that program year. We provide unlimited access to the EAP.

Case Review/Monitoring

Our 800# assistance line counselors are linked to one another as well as case management staff through a local area network. Using proprietary software, the counselor records the conversation and his/her intervention with the employee seeking assistance, which can be monitored by our case managers in real time as the call is being received. This is particularly useful in urgent or emergency situations when more than one counselor may be involved in assisting the caller. All call records [screens] are monitored and reviewed every day by a case manager. Call records are flagged by managers for discussion with the counselor when there are questions or to simply ensure that proper, timely and complete assistance was provided to the caller when the case was either complex or urgent.

All affiliate clinical work is reviewed concurrently while in process through follow-up calls to the employee. A peer review system is in place, which assures that every case management report is reviewed prior to paying the claim. The computer system has a proprietary system of protocols that allow the reviewer to assess the work of a particular clinician working with a specific employee with a specific DSM IV diagnosis with a specified severity with the aggregate work of all other clinicians in our network working with employees matching the diagnosis and severity. This information allows us to define appropriate levels of intervention and referral. By defining "best practice" skills for specific problem areas, we assure consistency in our EAP interventions across a broad network of providers. We use the information to educate affiliates whose work is not in alignment with "best practice". Of course, extenuating circumstances are frequently the cause of practicing outside the protocols.

Case Management/Follow-up Activities

Voluntary referrals to the EAP: Our counselors telephone the employee two weeks after the last face-to-face counseling session and every four weeks thereafter up to three months to assure that the employee is doing well and is satisfied with services provided by the EAP and any referral resource we have recommended. A contact with the provider is made at the point of referral. No contacts are made with the company.

Supervisory or Union Representative referrals to the EAP: Our counselors provide weekly follow-up with the employee and provider during the active phase of treatment. The referring supervisor or human resources executive is also contacted weekly for the first month and monthly thereafter to discuss compliance with treatment recommendations and get feedback on current job performance. During aftercare, the employee and provider are contacted monthly. The duration of this follow-up is dependent on resolution of problems affecting job performance and return to an appropriate level of performance and dependability at work. Alcohol and drug cases are routinely followed-up for at least one year and frequently for two.

Client Satisfaction Surveys

Every employee and family member who uses the program is telephoned and asked about the helpfulness of the face-to-face sessions. Every employee and family member is given a consumer satisfaction survey to fill out and mail in [no cost to the employee] evaluating his/her experience with the EAP.

Results are compiled and reported back annually to each of our client companies. While we do not report back to our client companies an overall report card on our EAP services, our minimum expectation is that 90+% of our users will express satisfaction with the services and the helpfulness of our interventions.

Section II: Management Overview

Organizational Chart

A company functional organizational chart is included in the appendix to this proposal.

Resumes

The following are brief narrative resumes of the principals of Charles Nechtem Associates, Inc. The resumes of specific counselors assigned to Newark Public Schools will be provided at the point we sign a contract to provide services.

President and CEO Charles L. Nechtem, Ph.D. Founder

Dr. Nechtem has a Ph.D. from Columbia University in Counseling Psychology. Prior to founding Charles Nechtem Associates, Inc., Dr. Nechtem worked as a sports psychologist. He has been providing EAP services to corporations and other institutions since 1981.

Senior Vice President Roger L. Barker 1996

Dr. Barker has a Ph.D. from Columbia University in Clinical Psychology. From 1990 to 1996, Dr. Barker was Executive Vice President of Overlook Hospital, Summit NJ. One of his duties at Overlook was as CEO of Priority Systems, a national EAP provider, founded in 1972. From 1982 to 1990, Dr. Barker was Vice President of Clinical Operations for Managed Health Network, Los Angeles, CA., a division of HeathNet, a national Health Care Provider.

Director of Clinical Services Shaunta Clark 2002

Ms. Clark has a Master's degree from Boston College in Counseling Psychology. She has worked in New York Public Schools as a Social Worker and with New York facilities as Program Director in advocating for family violence. She is currently our Director of Clinical Services with responsibility for all clinical services as well as provider relations.

Staff Credentials

Please note that we do not assign specific counselors to specific accounts, but teams of counselors to specific accounts, assuring that all calls will be picked up immediately. We have strict standards for recruiting call center counselors, face-to-face counselors and supervisors that are recounted below.

Account Managers

Charles Nechtem Associates, Inc. has senior members of the staff who are Account Managers for our client companies and organizations. Account Managers are psychologists or social workers with extensive experience as managers providing mental health, training, and consultation services to companies and organizations. Our Account Managers average over 10 years experience working in the EAP business.

Counselors

The staff of Charles Nechtem Associates, Inc. includes expert clinicians and case managers who assess, counsel, refer and assure that appropriate care is provided to employees, family members and supervisors nationwide. Minimally, our clinicians must possess strong diagnostic skills, expertise in crisis management and expertise in short-term intervention models of therapy. Counselors must have a master's degree in a mental health specialization [psychology, social work], and 5 or more years of documented experience in the counseling field. Counselors are required to be certified or licensed [as appropriate] and are encouraged to certify as an employee assistance professional.

New staff members are required to participate in an orientation that lasts two months, during which time a case manager monitors their cases each day. All counseling calls are screened to determine the appropriateness of care and service quality. All new staff are made aware of key personnel in our client companies.

Face-to-Face EAP Counselor Credentials

Provider credentialing is an important quality measure conducted by Charles Nechtem Associates, Inc. An aggressive credentialing process serves to both reduce legal risks while assuring that referrals for evaluation and problem resolution are to qualified professionals. Our provider profiles allow targeted referrals [when multiple EAP counselors are available in a local area] to professionals who provide specialized services in addition to evaluation and brief counseling.

The following criteria were used in developing our network of EAP counselors:

- Must be trained as a psychiatrist, psychologist, social worker or Master's level marriage/family therapist.
- Must maintain liability insurance acceptable to Charles Nechtem Associates, Inc.
- Must be a skilled diagnostician.
- Must be skilled in crisis intervention.
- Must be trained and skilled in chemical dependency.
- Must be available for emergencies immediately, urgent referrals the same day, and other referrals within 72 hours.
- Hours of operation allow accessibility for working employees – evenings and Saturdays are required.
- Must have a practice style consistent with our orientation toward short-term strategic treatment.
- Must provide a DSM IV diagnosis and formal treatment plan for everyone seeking mental health or substance abuse treatment.
- Social Workers and Psychologists must be members of the National Register for Clinical Practice.
- Psychiatrists must be board certified.

The following documentation is collected when a professional is recruited to be a member of our EAP provider network and is maintained with up-to-date information on current providers:

- Copy of diploma from degree granting institution.
- Copy of certificates for specialization training.
- Copy of current state certification or license. [verified with state licensing boards at recruitment and on an annual basis].
- Copy of board certification/diplomat status.

- Copy of current malpractice insurance.
- Copy of DEA number where applicable.
- Verification that the provider's practice is established [5+ years] and is respected by other professionals in the area.
- Verification that office space is appropriate for corporate clientele - in a safe area, a quality building, appropriately furnished, confidential access
- hospital privileges for Psychiatrists.
- Verification of training/experience in substance abuse/alcoholism.
- Verification of continuing education in short-term intervention, crisis management or substance abuse.

EAP Clinical Supervisory Credentials

Clinical supervisors are expected to meet the same requirements as clinical staff in terms of degrees, license and certification, but must have additional years of experience in practicing therapy and at least 2 years experience supervising others in practicing therapy. Previous experience in an EAP is a plus. The supervisory staff for clinical services has been employed here a minimum of 5 years.

Ph.D. Clinical Psychologist

We have 3 Ph.D. clinical psychologists/supervisors.

We have 5 Ph.D. clinical psychologists retained as consultants.

M.D. Psychiatrist

We have 2 M.D. psychiatrists retained as consultants.

Continuing Education

All staff are expected to attend a minimum of 1 training event of 2 days or longer each year sponsored by an outside professional group or university [paid for by the company]. The training event must be related to the work of providing clinical care in an EAP setting. Examples are: short-term strategic therapy, critical incident debriefing, spouse and child abuse, crisis intervention techniques and/or substance abuse intervention.

Four additional training sessions, each 2 hours long, are arranged each year for staff bringing in outside experts in fields such as eating disorders, managing cases involving family violence and using DSM IV in planning treatment options.

Management arranges these training sessions in response to the requests of the clinical staff and/or in response to changing patterns of utilization. Staff is provided 4 workdays each year to be used for pre-approved training sessions off premises.

Person-Hour Mix Proposed

Internal Start-up Administrative Services

- Training of Counselors by Clinical Supervisors
- Set up Account in Computer System
- Recruiting and training of any new staff

Account Management Start-up Services

- Develop implementation plan with School Personnel
- Schedule training and orientation sessions
- Order promotional literature and materials
- Arrange for distribution of promotional materials
- Provide initial training and orientations
- Liaison with School and Union Personnel
-

Account Management Ongoing Services

- Provide consultation to school and union representatives
- Provide quarterly reports on utilization
- Attend all management meetings between school and EAP
- Provide or arrange for quarterly wellness workshops
- Resolve all problems with service quality
- Arrange for all critical incident services

Clinical/Counseling Services

- Counselor Availability
- Face-to-Face Counselor Availability
- Critical Incident & Urgent Care
- Work/Life services

Reporting and Billing Cost

- Administrative staff

Previous Experience

A list of similar size groups we have successfully implemented with contracts. We are including some local organizations in New Jersey where we have recently implemented an EAP. Our company has been successfully implementing new programs since 1981. Our founder and president continue to be involved in every new implementation, assuring attention from the top of our organization as well as those assigned to work with Newark Public Schools.

Mr. Bill Rafferty
Diocese of Paterson
Executive Direct HR
777 Valley Rd.
Clifton, NJ 07013
973-777-8817

Ms. Anne Buscavage
St. Peter's University Hospital
Benefits Administrator
254 Easton Avenue
New Brunswick, NJ 08903
732-745-860 x 8842

Ms. Patricia Wilson
Director, Human Resource
Englewood Hospital
350 Engle Street
Englewood, NJ 07631
201-894-3000

Ms. Cindy Hickman
Director of training and Development
Cumberland county
164 W Broad Street
Bridgeton, NJ 08302
856-453-2121

Financial Capability of the Bidder

We have included a statement from our CPA firm in the appendix confirming our financial solvency.

Affirmative Action Requirements

Charles Nechtem Associates, Inc. is in compliance with P.L. 1975, C127, (NJAC 17:27). We will furnish the appropriate documents pursuant to the Law within seven (7) days of receipt of the notification of intent to award the contract or receipt of the contract, whichever is sooner.

Contact Person

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President and CEO
Charles Nechtem Associates, Inc.
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cnechtem@charlesnechtem.com

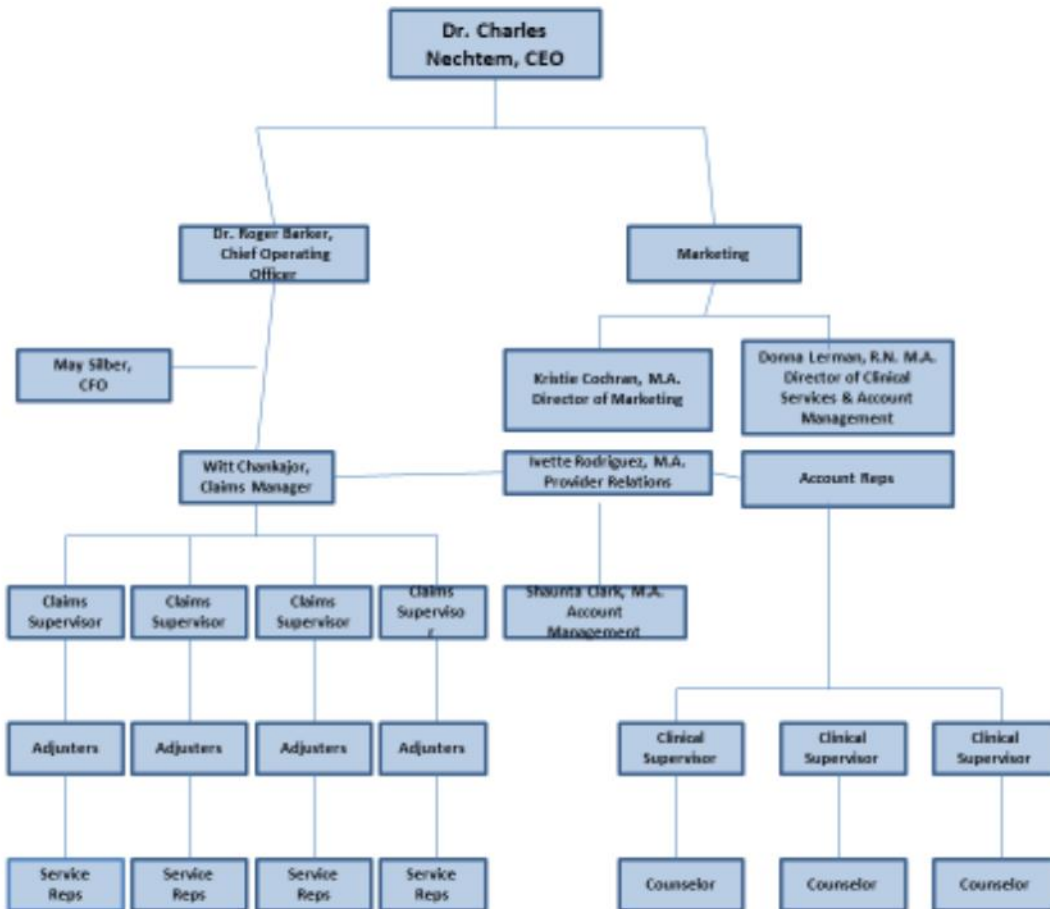
Section III: Cost Proposal [I:50]

COST PROPOSAL

CNA proposes to provide **Newark Public Schools** comprehensive Employee Assistance and Work/Life Program that will provide coverage for approximately 5,900 employees and their eligible dependents 1-5 face counseling sessions per issue per year, for an unlimited number of issues.

Model Type	Fee
<ul style="list-style-type: none">• 1-5 face to face sessions per issue• Unlimited Phone, text and e Counseling	\$ 83,600 per year flat fee
<ul style="list-style-type: none">• Brochures, wallet cards and posters• Critical Incident Stress Debriefing (CISD)• Wellness workshops• Free Self-Help Interactive Library with 25,000 resources	Included

Charles Nechtem Associates Organizational Chart



Financial Statement



www.bersonandcorrado.com

May 20, 2022


To Whom It May Concern:

Charles Nechtem Associates, Inc. is an Employee Assistance and Managed Mental Health Care company in business for over 39 years and a Berson+Corrado client for over 30 years.

I am the accountant for Charles Nechtem Associates, Inc. and I have been asked to disclose certain confidential information. As a result of their solid financial foundation, they have no bank debt and have turned a profit every year they have been in business. Their steady growth throughout the years has led them to become a major force in the Employee Assistance and Managed Mental Health Care field serving clients throughout North America and the world. Charles Nechtem Associates, Inc. continued growth during recessions and turbulent economic times is due to their fiscal discretion and professional client care. That professional client care has led to numerous long-term relationships with many who have worked with Charles Nechtem Associates, Inc. for over twenty-eight years.

If there are any questions regarding further financial items, please do not hesitate to contact me.

Very truly yours,



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Berson+Corrado

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