

Exhibit “A”



CIVIL SERVICE COMMISSION
Employee Advisory Service
P.O. Box 320
TRENTON, NJ 08625-0320
Phone (866)327-9133 – Fax (609)633-8584

Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

**NJ Employee Advisory Service Agreement
FY2018**

Department/Agency: Township of West Orange
(Name of Agency)

Agency Contact Name: John K. Sayers, Business Administrator for the Township of West Orange

Phone Number: (973) 325-4050

Email: admin@westorange.org

Secondary Contact Name: Bonnie L. Leskanic

Phone Number: (973) 325-4050

Email: bleskanic@westorange.org

Term of Contract: 7 / 1 / 2017 to 6 / 30 / 2018 Number of Employees: 308

Please select fee option

☐ **Per Employee** – based on the total number of employees in your agency. The agency is billed on an annual basis at \$10.00 per employee.

Includes:

- ✓ Unlimited individual and supervisory sessions
- ✓ Unlimited management/ Human Resource consultations

All workshops or emergency response services are billed at \$300.00 per initial session.

☒ **Per Session** – based on fee-for-service. Agencies will be billed \$150.00 for each person-to-person or telephone contact lasting more than 20 minutes.

All workshops or emergency response services are billed at \$300.00 per initial session.

Upon signature, this Agency agrees to the selected fee option above. Payment for Per Employee contracts will be submitted upon receipt of this signed contract.

Agency Signature

Date

Shelby Pettis, Manager
Employee Advisory Service, Civil Service Commission

Date

NJ Employee Advisory Service Agency Agreement

Fiscal Year 2018

This agreement describes the services provided by the NJ Employee Advisory Service upon contract with New Jersey State Government Agencies.

N.J.A.C. 4A: 6-4.10 contains the regulations that govern the NJ Employee Advisory Service. Employee Advisory Service counselors provide services on a statewide basis. The Employee Advisory Service main office is located at 44 South Clinton Avenue, 1st floor, Trenton, New Jersey.

Available Services

- a. **Intake and Assessment** - The assessment process begins at the initial phone call. Employees will complete Intake/HIPAA forms at the initial visit. Interviews are conducted in person with an Employee Advisory Service counselor. The assessment interview process is a critical component. While two sessions may be sufficient to complete the process, there may be times when additional appointments are needed.
- b. **Referral** – Employees in need of additional services will be referred through the State Health Benefits Plan (SHBP) and/or linked to community resources. These services may include alcohol and other drug addiction rehabilitation centers; psychiatric hospitals and local mental health agencies; psychiatrists; psychologists; licensed therapists; licensed social workers; domestic violence resources; legal resources; and child care resource; etc. In most cases, we will utilize the employee's health benefits plan to locate and provide services, including payment. All referrals are made to an SHBP approved resource. The Employee Advisory Service has an extensive statewide resource directory applicable to employee assistance services. In cases where there is question about an employee's mental capacity to work or a concern for safety, a psychiatric or psychological evaluation can be arranged in consultation with the employer who will be responsible for payment of such evaluations.
- c. **Follow Up/ Monitoring** –The Employee Advisory Service counselor will assist with case management and monitor the employee's progress through follow-up appointments. Written correspondence will be provided to the referring agency in cases including, referrals, last chance agreements, and disciplinary agreements.
- d. **Short Term Counseling** – All Employee Advisory Service counselors and affiliates are qualified to provide short-term supportive counseling. **If long-term** and/or more specific care is determined an appropriate referral will be made to an outside resource provider best-suited for the employee's needs. The Employee Advisory Services utilizes a 2 to 3 session model. Short-term supportive and/or goal-orientated counseling can be very effective in working with clients who present specific problems, such as stress related work issues.
- e. **Random Drug Test Monitoring for Commercial Driving Licenses (CDL)/ Direct Care Employees**– The Employee Advisory Service provides comprehensive face to face assessment and evaluations/referrals for level of care to randomly tested employees in order to support the directive of the State of New Jersey's Drug and Alcohol Free Workplace policies. Treatment recommendations can include, but are not limited to: inpatient treatment, partial in-patient, outpatient treatment, education and/or aftercare and return-to-work verification.

Based upon Federal rules and regulations 49CFR Part 40 governing drug and alcohol testing for safety sensitive transportation industries and N.J.S.A. Title 30:4-3.27; the Employee Advisory Service provides Substance Abuse Professional (SAP) evaluations, recommendations, return to duty process and follow-up testing for employers whose employees are required to maintain a Commercial Driving License (CDL) and for certain State employees at psychiatric hospitals, developmental centers and employees in specific identified titles.

The responsibility of the Employee Advisory Service is to recommend a course of education and/or treatment which the employee must demonstrate successful compliance prior to returning to Direct Care or DOT safety-sensitive duty.

- f. **Supervisory Consultation** – An employee's personal and family problems may have a negative impact on work productivity and may be revealed in job performance or workplace behavior. Supervisors are in a unique position to identify those employees whose work may be affected by personal or family problems and can make the appropriate referral. Supervisors are encouraged to provide information on the employee's performance which will help the counselor determine the best course of action. The Employee Advisory Service may also meet with supervisors to help increase their skill in working with employees who are experiencing ongoing performance and personal issues.
- g. **Employee and Supervisor/Management Orientations** – The Employee Advisory Service provides an overview of our services to employees, supervisors/managers, and agency Human Resource/Employee Relations representatives through the Employee Advisory Service website, counselor led orientation sessions or webinars.
- h. **Supervisor Workshops** – The Employee Advisory Service offers group and individual workshops. The following programs are available:

✓ Stress Management	✓ Supervisory Assistance
✓ CDL Awareness Training	✓ Conflict Resolution
- i. **Critical Incident and Stress Debriefing** – Virtually any emergency situation can trigger the need for a trauma response. Some of the more common events that can affect employees include:

✓ Death of an employee	✓ Violence at the workplace
✓ Emergencies and natural disaster	✓ Workplace accidents and injuries

In the event your agency experiences a serious traumatic event, Employee Advisory Service counselors are specifically trained in Critical Incident Stress Debriefing, Psychological First Aid and Grief Counseling and will provide onsite services such as group debriefings, group discussions, group counseling and/or individual debriefings and counseling.

- j. **Legal and Financial Services** – Services to assist clients in obtaining legal and financial services by utilizing legal aid, lawyer referral services, budgeting tips, and other resources.
- k. **Wellness Resources** – The Employee Advisory Service provides updates, resources and information on mental health and wellness to identify new trends and tips to assist your employees with proactive and productive work and life habits. We provide monthly Newsletters and an anonymous confidential online Mental Health Screening tool which can be accessed by visiting our webpage <http://www.nj.gov/csc/employees/programs/advisory/eas.html>
- l. **Webinars** – The Employee Advisory Service provides useful information without leaving the work location. The following webinars will be scheduled during the year:
 - ✓ EAS themed monthly webinars
 - ✓ Orientation for employees
 - ✓ Monthly supervisory/management skills webinars

Appointment Scheduling and Referrals

Appointments can be scheduled by calling our toll free 1-866-327-9133 between the hours of 8:30 am and 4:30 pm, Monday through Friday. An intake specialist will assist callers. Services available to employees and their household members include:

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|-------------------------------|--------------------------|
| ✓ Job related concerns | ✓ Legal concerns |
| ✓ Domestic violence | ✓ Health and wellness |
| ✓ Alcohol/Substance Abuse | ✓ Financial counseling |
| ✓ Stress management | ✓ Gambling |
| ✓ Grief and bereavement needs | ✓ Workplace violence |
| ✓ Mental/psychiatric health | ✓ Child care resources |
| ✓ Marital and family issues | ✓ Elderly care resources |

Appointments are made under the following criteria:

- a. Voluntary referral – The employee uses benefit time or the agency may allow employees to receive time off for their intake and evaluation visits.*
- b. Informal referral – The supervisor/manager/Human Resource Office may recommend EAS to employees to assist them with work or personal issues affecting work. This is not a formal referral; the employee may use benefit time or the agency may allow employees to receive time off for the intake and evaluation visits. *
- c. Formal Referral – As a matter of record, the Human Resource Office or other agency management will schedule an EAS appointment. In such cases, the Human Resource Office will receive progress reports for these referrals. The information contained in these reports will be guided by State and Federal privacy laws. At minimum the report will include:
 1. Whether or not the employee has accepted EAS recommendations.
 2. Whether or not the employee has kept EAS appointments.
 3. Dates and times of any future appointments.

*It is highly recommended that your agency establish policy regarding the use of time for employees to attend Voluntary and Informal EAS appointments. The Employee Advisory Service will refer these employees to their Human Resource Office (Appointing Authority) for these related matters.

Note: According to N.J.A.C. 4A:6-4.10, employees who are referred to the Employee Advisory Service will be scheduled for an intake/assessment with a counselor. An employee shall be given time off with pay for the intake and evaluation visits. For other situations and visits, arrangements shall be set by the employee and Appointing Authority, which may include the use of available benefit leave time.

Supervisory/Management referrals that require a fitness-for-duty evaluation will be pre-approved during consultation with the referring agency. The fee for fitness-for-duty evaluations will be charged to the referring agency via direct payment to the evaluating physician.

Union representatives with agreement from the customer agency may refer their members to the Employee Advisory Service. The union representative will not receive information concerning the referral. Only the employee will receive a notice of appearance for appointment.

Confidentiality of Client Records

Professionalism and confidentiality are cornerstones of the Employee Advisory Service. An employee's contact with EAS will not be shared without the employee/client's written permission. The Employee Advisory service is governed by State and Federal regulations concerning client confidentiality and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). At the time of intake all employees acknowledge by signature that they have received, understand, and agree to the Employee Advisory Services Notice of Privacy Practices. Exceptions to confidentiality are those situations that are specified under privacy law.

The Employee Advisory Service utilizes a 128-bit Secure Socket Layer (SSL) encryption protocol client management software system.

Employees can receive a copy of certain documents within their file by contacting the Employee Advisory Service.

Quality Assurance and Client Satisfaction

EAS ensures the ongoing effectiveness and development of the quality of our service delivery. Each counselor is minimally licensed or certified in alcohol and drug counseling, social work, or professional counseling. The Employee Advisory Service may conduct anonymous surveys of employee/clients, supervisors, and human resources to evaluate the effectiveness of the services.

New Jersey Employee Advisory Service Available Services – FY2018

- ❑ **Intake and Assessment** –The Employee Advisory Service follows a two to three session model. The initial intake and assessment will be completed during in person sessions. The counselor will determine recommendations and follow-up services.

- ❑ **Referral** – Employees in need of additional services will be referred through the State Health Benefits Plan (SHBP) and/or linked to community resources. These services may include alcohol and other drug addiction rehabilitation centers; psychiatric hospitals and local mental health agencies; psychiatrists; psychologists; licensed therapists; licensed social workers; domestic violence resources; legal resources; and child care resource; etc. All referrals are made to an SHBP approved resource.

- ❑ **Follow Up/ Monitoring** – The Employee Advisory Service counselor will assist with case management and monitor the employee's progress through follow-up appointments. Written correspondence to the referring agency will be provided in cases including, referrals, last chance agreements, referrals for fitness-for-duty evaluations, return to work processing and disciplinary agreements.

- ❑ **Short Term Counseling** – All Employee Advisory Service counselors are qualified to provide short-term supportive counseling. Short-term supportive and/or goal-orientated counseling can be very effective in working with clients who present specific problems, such as stress related work issues.

- ❑ **Random Drug Test Monitoring for Commercial Driving Licenses (CDL)/ Direct Care Employees Return-to-Work**– The Employee Advisory Service provides comprehensive face-to-face assessments, evaluations, level of care or rehab referrals, and return-to-work processing for randomly tested employees in order to support the State of New Jersey's Drug and Alcohol Free Workplace policies and individual State Agency policies and directives.

- ❑ **Supervisory Consultation** –The Employee Advisory Service provides supportive services to supervisors to help increase their skill in working with employees who are experiencing ongoing performance and personal issues.

- ❑ **Employee and Supervisor/Management Orientations** – The Employee Advisory Service provides an overview of our services to employees, supervisors/managers, and agency Human Resource/Employee Relations representatives through the Employee Advisory Service website, counselor led orientation sessions or through webinars.

- ❑ **Critical Incident and Stress Debriefing** – Virtually any emergency situation can trigger the need for a trauma response. Some of the more common events that can affect employees include:
 - ✓Death of an employee ✓Emergencies and traumatic events ✓Violence in the workplace
 - ✓Workplace Accidents and Injuries

- ❑ **Referrals to Community Resources including Legal and Financial Services** – The Employee Advisory Service assist clients in obtaining referrals to community resources which includes referrals to legal aid, online consumer programs, budgeting tips, and other resources.

- ❑ **Wellness Resources** – The Employee Advisory Service provides updates, resources and information on health and wellness to identify new trends and tips to assist your employees with proactive and productive work and life habits. By visiting our webpage, employees can access our anonymous confidential online Mental Health Screening tool and other resources.

- ❑ **Monthly Employee Advisory Service Newsletters** – Providing information on wellness and mental health tips. Our Newsletters will be posted to our webpage and also sent to your agency via email.

- ❑ **Monthly Webinars** – Employee Advisory Service Orientation Webinars and Interactive Supervisory/Management Skills Webinars will be scheduled throughout the year.

To contact us:

Call: 1-866-327-9133 Email: EAS_Help@csc.nj.gov

Visit: <http://www.nj.gov/csc/employees/programs/advisory/eas.html>