

## **Informational Items**

June 2019

Requesting Department: Administration / Employee Services

Description: For the Tollway's estimated requirement of Contract 18-0089 for Employee Assistance Program (EAP) Services for a three-year period.

Awarded to: Perspectives, Ltd.

Amount: \$95,670.00

Procurement Method: ISTHA Request for Proposal

**STATE OF ILLINOIS**

**CONTRACT**

Illinois Tollway

Employee Assistance Program (EAP) Services

Contract 18-0089

The Parties to this contract are the State of Illinois acting through the undersigned Agency (collectively the State) and the Vendor. This contract, consisting of the signature page and numbered sections listed below and any attachments referenced in this contract, constitute the entire contract between the Parties concerning the subject matter of the contract, and in signing the contract, the Contractor affirms that the Certifications and if applicable the Financial Disclosures and Conflicts of Interest attached hereto are true and accurate as of the date of the Contractor's execution of the contract. The below paragraphs and documents are listed, lower numbered paragraph or document shall control over the later listed paragraph or document. This contract supersedes all prior proposals, contracts and understandings between the Parties concerning the subject matter of the contract. This contract can be signed in multiple counterparts upon agreement of the Parties.

Contract includes BidBuy Purchase Order? (The Agency answers this question prior to contract filing.)

Yes

No

Contract uses Illinois Procurement Gateway Certifications and Disclosures?

Yes (IPG Certifications and Disclosures including FORMS B)


No

1. **DESCRIPTION OF SUPPLIES AND SERVICES**
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4. **STANDARD BUSINESS TERMS AND CONDITIONS**
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6. **FORMS B**
7. **PURCHASE ORDER FROM BIDBUY (IF APPLICABLE)**
8. **PERSPECTIVES LTD's RESPONSE TO RFP 18-0089 (which includes all applicable packets)**
9. **RFP 18-0089 EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES**
10. **PERSPECTIVES LTD. BEST AND FINAL OFFER (BAFO)**

In consideration of the mutual covenants and agreements contained in this contract, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree to the terms and conditions set forth herein and have caused this contract to be executed by their duly authorized representatives on the dates shown on the following CONTRACT SIGNATURES page.



**VENDOR**

Vendor Name: Perspectives, Ltd	Address: 20 North Clark Street, Suite 2650
Signature: 	Phone: 312-558-1562
Printed Name: Bernard S. Dyme	Fax: 312-558-1570
Title: President and CEO	Email: bsd@perspectivesltd.com
Date: 4/25/19	

**STATE OF ILLINOIS**

Procuring Agency: Illinois Tollway	Phone: 630/241-6800
Street Address: 2700 Ogden Avenue	Fax: 630/795-7908
City, State ZIP: Downers Grove, IL 60515	
Procurement Signature:	Date:
Procurement Printed Name: John Donato	
Procurement's Title: Chief of Procurement	
Approved as to Form and Constitutionality Legal Signature:	Date:
Legal Printed Name:	
Legal's Title: Attorney General, State of Illinois	

**AGENCY USE ONLY**

**NOT PART OF CONTRACTUAL PROVISIONS**

- Agency Reference #: R-9224
- Project Title: Employee Assistance Program (EAP) Services
- Contract #: 18-0089
- Procurement Method (IFB, RFP, Small Purchase, etc.): RFP
- IPB Reference #: B-2789
- IPB Publication Date:
- Award Code: B
- Subcontractor Utilization?  Yes  No      Subcontractor Disclosure?  Yes  No
- Funding Source:
- Obligation #:
- Small Business Set-Aside?  Yes  No      Percentage:
- Minority Owned Business?  Yes  No      Percentage:
- Women Owned Business?  Yes  No      Percentage:
- Persons with Disabilities Owned Business?  Yes  No      Percentage:
- Veteran Owned Small Business?  Yes  No      Percentage:
- Other Preferences?

## 1. DESCRIPTION OF SUPPLIES AND SERVICES

- 1.1. SUPPLIES AND/OR SERVICES REQUIRED:** The Illinois Tollway wishes to establish a contract with Perspectives Ltd. for Employee Assistance Program (EAP) Services for a term of three (3) years. This vendor will provide comprehensive employee assistance program to Illinois Tollway employees and their family members on a voluntary, confidential, and professional basis, in matters relating to their physical and emotional well-being. The contract also offers training and assistance for supervisors and managers to help them identify employees who may benefit from working with the EAP. The Illinois Tollway Request for Proposals 18-0089 (RFP) and Offeror's response to the RFP 18-0089, are incorporated into this Contract by reference.

For procurements conducted in BidBuy, the State may include in this contract the BidBuy Purchase Order as it contains the agreed Supplies and/or Services.

If checked, see the attached BidBuy Purchase Order for a Description of Supplies and/or Services.

- 1.2. MILESTONES AND DELIVERABLES:** Vendor shall submit a status report one (1) week after the initial employee services have been commenced. Vendor shall submit a final report upon completion of each case completion. The status reports should include the number of EAP cases, type or category of service provided, number and reason for Supervisor Referral cases, and number of direct contact and online cases with type or category of service provided. The status reports should show increase or decline in usage.

Vendor shall provide quarterly reports of all outstanding and completed services performed for each individual.

- 1.3. VENDOR / STAFF SPECIFICATIONS:** The Illinois Tollway is seeking the following minimum requirements from the professionals that will directly work with our employees:

Staffing:

- The counselors and subcontracting counselors shall possess a Master's level education in behavioral health and/or human services.
- The counselors and sub-contracting counselors shall receive continuous training to maintain competence and awareness of the latest available techniques, training methods, and changes in regulations and requirements. The educational information and training of the individual/s that will be performing these services shall be provided.
- The counselors and sub-contracting counselors shall possess at least five (5) plus years experience. Resumes of these individuals shall be provided.
- The vendor shall have Illinois licensure and/or certification. Proof of this certification as well as any certifications from other state agencies should be provided.
- The vendor and any subcontractors are to have prior experience working with an employee assistance program (EAP).

- The vendor shall provide their plan of action. For example, the implementation and strategy is to be detailed to show how they have impacted the following for other clients: turnover rates, absenteeism, behavioral healthcare costs, employee retention, substance abuse, and violence incidents.
- Vendor's plans of action to handle emergency placements, in situations such as suicide prevention shall be provided.
- Vendor's ability to dedicate staff exclusively to the Tollway.

Capabilities:

The Vendor should have the following listed capabilities in place prior to award of contract:

- The vendor shall offer assistance online, in person, or over the phone throughout the greater Chicagoland area (meaning the city of Chicago, its suburbs, Southern Wisconsin and Northwest Indiana and the counties the Tollway covers).
- The vendor shall offer assistance over the phone or on-line 24/7/365 in order to meet the needs of our employee base.
- The subcontractor shall offer assistance over the phone or on-line 24/7/365 in order to meet the needs of our employee base.

Training:

- The vendor shall offer skills assessments and training for Tollway Management (supervisors and managers) to increase their knowledge of employee crisis needs including suicide prevention. It can be on-site or off-site seminars/conferences, webinars, or any new and innovative methods.
- The vendor shall offer audio information for the employees to listen to enable them to identify and address problems with possible resolutions.

The vendor shall be able to provide training services and solutions that will assist Tollway Management in lowering turnover, absenteeism, workplace violence, and raising engagement and productivity.

Education:

- The vendor shall offer Tollway employees self-screenings that will help them identify and address problems and possible resolutions.
- The vendor shall offer Tollway employees wellness assessments that will help them identify and address problems with resolutions.

OTHER RELATED SERVICES

Counseling Strategy/Plan:

Strategies/ plans should be provided for the implementation for the following services:

- Turnover;

- Absenteeism;
- Behavioral Healthcare Costs;
- Employee Retention;
- Substance Abuse;
- Violence incidents.

Legal/Litigation Matters:

The vendor should be available for litigation when required. Vendor may be required to participate or provide supporting documentation related to Tollway employee's history.

Case Transitions:

- The vendor shall provide their plan to transition the services to another vendor if that becomes necessary throughout the duration of the contract and/or upon the expiration of the contract.

Financial Services:

- The vendor shall offer self-improvement tools and/or services for saving and retirement that will assist an employee in determining whether he or she is prepared for their retirement.

Disaster Recovery Plan/Record Retention:

The vendor shall identify their current process to effectively handle disaster recovery, as in the case of, but not limited to, a loss of utilities or their facilities.

The vendor shall identify their current process to handle the security of Tollway EAP records, such as in the event an employee case is closed, and when the contract term expires with the Tollway.

All employee information remains the property of the Illinois Tollway during and post contract. The vendor must identify how they intend to archive and store information securely.

Surveys:

- Information regarding performance satisfaction surveys, feedback and focus group sessions, i.e. customer satisfaction surveys shall be provided.

**1.4. TRANSPORTATION AND DELIVERY: n/a**

**1.5. SUBCONTRACTING**

Subcontractors are allowed.

For purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by the contract. If subcontractors will be utilized, Vendor must identify below the names and addresses of all subcontractors it will be entering into a contractual agreement that has an annual

value of \$50,000 or more in the performance of this Contract, together with a description of the work to be performed by the subcontractor and the anticipated amount of money to the extent the information is known that each subcontractor is expected to receive pursuant to the Contract. Attach additional sheets as necessary.

1.5.1. Will subcontractors be utilized?  Yes  No

- Subcontractor Name: Click here to enter text

Amount to be paid: Click here to enter text

Address: Click here to enter text

Description of work: Click here to enter text

- Subcontractor Name: Click here to enter text

Amount to be paid: Click here to enter text

Address: Click here to enter text

Description of work: Click here to enter text

**If additional space is necessary to provide subcontractor information, please attach an additional page**

1.5.2. All contracts with the subcontractors identified above must include the Standard Certifications completed and signed by the subcontractor.

1.5.3. If the annual value of any the subcontracts is more than \$50,000, then the Vendor must provide to the State the Financial Disclosures and Conflicts of Interest for that subcontractor.

1.5.4. If the subcontractor is registered in the Illinois Procurement Gateway (IPG) and the Vendor is using the subcontractor's Standard Certifications or Financial Disclosures and Conflicts of Interest from the IPG, then the Vendor must also provide to the State a completed Forms B for the subcontractor.

1.5.5. If at any time during the term of the Contract, Vendor adds or changes any subcontractors, Vendor will be required to promptly notify, in writing, the State Purchasing Officer or the Chief Procurement Officer of the names and addresses and the expected amount of money that each new or replaced subcontractor will receive pursuant to this Contract. Any subcontracts entered into prior to award of the Contract are done at the sole risk of the Vendor and subcontractor(s).

## 1.6. SUCCESSOR VENDOR

Yes  No This contract is for services subject to 30 ILCS 500/25-80. Heating and air conditioning service contracts, plumbing service contracts, and electrical service contracts are not subject to this requirement. Non-service contracts, construction contracts, qualification based selection contracts, and professional and artistic services contracts are not subject to this requirement.

If yes is checked, then the Vendor certifies:

- (i) that it shall offer to assume the collective bargaining obligations of the prior employer, including any existing collective bargaining agreement with the bargaining representative of any existing collective bargaining unit or units performing substantially similar work to the services covered by the contract subject to its bid or offer; and
- (ii) that it shall offer employment to all employees currently employed in any existing bargaining unit who perform substantially similar work to the work that will be performed pursuant to this contract.

This certification supersedes a response to certification 4, Form F, of the Illinois Procurement Gateway (IPG).

- 1.7. WHERE SERVICES ARE TO BE PERFORMED:** Unless otherwise disclosed in this section all services shall be performed in the United States. If the Vendor performs the services purchased hereunder in another country in violation of this provision, such action may be deemed by the State as a breach of the contract by Vendor.

Vendor shall disclose the locations where the services required shall be performed and the known or anticipated value of the services to be performed at each location. If the Vendor received additional consideration in the evaluation based on work being performed in the United States, it shall be a breach of contract if the Vendor shifts any such work outside the United States.

- Location where services will be performed: Click here to enter text  
Value of services performed at this location: Click here to enter text
- Location where services will be performed: Click here to enter text  
Value of services performed at this location: Click here to enter text

**2. PRICING**

**2.1 TYPE OF PRICING:** The Illinois Office of the Comptroller requires the State to indicate whether the contract value is firm or estimated at the time it is submitted for obligation. The total value of this contract for its initial term is estimated at \$95,670.00. This value is approved by the Tollway’s Board of Directors and may be modified pursuant to Tollway Board approval as provided by written resolution or otherwise in accordance with authority delegated by the Board.

Description	Unit Cost Per Employee Per Quarter	Quarterly Ext Cost (Unit Cost per Employee Per Quarter x 4)	Estimated Number of Employees	Total Annual Pricing (Quarterly Extended Cost x 1500)	Total Initial Term Pricing (Total Annual Pricing x 3 years)
Employee Assistance Program Services (based upon RFP requirements, with an estimated 1,500 employees)	\$5.315	\$21.26	1500	\$31,890.00	\$95,670.00

**2.2 EXPENSES ALLOWED:** Expenses are not allowed as follows: n/a.

**2.3 DISCOUNT:** The State may receive a [Click here to enter text](#) % discount for payment within [Click here to enter text](#) days of receipt of correct invoice.

**2.4 VENDOR’S PRICING:** Attach additional pages if necessary.

2.4.1. Vendor’s Price for the Initial Term: \$95,670.00

For procurements conducted in BidBuy, the State may include in this contract the BidBuy Purchase Order as it contains the agreed Pricing.

If checked, see the attached BidBuy Purchase Order for the Vendor’s Price for the Initial Term.

2.4.2. Renewal Compensation: If the contract is renewed, the price shall be at the same rate as for the initial term unless a different compensation or formula for determining the renewal compensation is stated in this section.

2.4.2.1 Agency Formula for Determining Renewal Compensation: No price increase will be allowed for the renewal term.

2.4.2.2 Vendor’s Price for Renewal(s): refer to section 2.4.2.1.

**2.5 MAXIMUM AMOUNT:** Vendor’s compensation for (services) under this Contract shall not exceed \$114,804.00 during the initial term without a formal amendment.



### 3. TERM AND TERMINATION

**3.1 TERM OF THIS CONTRACT:** This contract has an initial term of July 1, 2019 to June 30, 2022. If a start date is not identified, the term shall commence upon the last dated signature of the Parties.

**BB** For procurements conducted in BidBuy, the State may include in this contract the BidBuy Purchase Order as it contains the agreed term.

If checked, see the attached BidBuy Purchase Order for the Term of this Contract.

3.1.1 In no event will the total term of the contract, including the initial term, any renewal terms and any extensions, exceed 10 years.

3.1.2 Vendor shall not commence billable work in furtherance of the contract prior to final execution of the contract except when permitted pursuant to 30 ILCS 500/20-80.

### 3.2 RENEWAL:

3.2.1. Any renewal is subject to the same terms and conditions as the original contract unless otherwise provided in the pricing section. The State may renew this contract for any or all of the option periods specified, may exercise any of the renewal options early, and may exercise more than one option at a time based on continuing need and favorable market conditions, when in the best interest of the State. The contract may neither renew automatically nor renew solely at the Vendor's option.

3.2.2. Pricing for the renewal term(s), or the formula for determining price, is shown in the pricing section of this contract.

3.2.3. The State reserves the right to renew for a total of two (2) years in any one of the following manners:

3.2.3.1 One renewal covering the entire renewal allowance;

3.2.3.2 Individual one-year renewals up to and including the entire renewal allowance; or

3.2.3.3 Any combination of full or partial year renewals up to and including the entire renewal allowance.

**3.3 TERMINATION FOR CAUSE:** The State may terminate this contract, in whole or in part, immediately upon notice to the Vendor if: (a) the State determines that the actions or inactions of the Vendor, its agents, employees or subcontractors have caused, or reasonably could cause, jeopardy to health, safety, or property, or (b) the Vendor has notified the State that it is unable or unwilling to perform the contract.

If Vendor fails to perform to the State's satisfaction any material requirement of this contract, is in violation of a material provision of this contract, or the State determines that the Vendor lacks the financial resources to perform the contract, the State shall provide written notice to the Vendor to cure the problem identified within the period of time specified in the State's written notice. If not cured by

that date the State may either: (a) immediately terminate the contract without additional written notice or (b) enforce the terms and conditions of the contract.

For termination due to any of the causes contained in this Section, the State retains its rights to seek any available legal or equitable remedies and damages.

**3.4 TERMINATION FOR CONVENIENCE:** The State may, for its convenience and with thirty (30) days prior written notice to Vendor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Vendor.

3.4.1. Upon submission of invoices and proof of claim, the Vendor shall be entitled to compensation for supplies and services provided in compliance with this contract up to and including the date of termination.

**3.5 AVAILABILITY OF APPROPRIATION:** This contract is contingent upon and subject to the availability of funds. The State, at its sole option, may terminate or suspend this contract, in whole or in part, without penalty or further payment being required, if (1) the Illinois General Assembly or the federal funding source fails to make an appropriation sufficient to pay such obligation, or if funds needed are insufficient for any reason (30 ILCS 500/20-60), (2) the Governor decreases the Department's funding by reserving some or all of the Department's appropriation(s) pursuant to power delegated to the Governor by the Illinois General Assembly, or (3) the Department determines, in its sole discretion or as directed by the Office of the Governor, that a reduction is necessary or advisable based upon actual or projected budgetary considerations. Contractor will be notified in writing of the failure of appropriation or of a reduction or decrease.

## 4. STANDARD BUSINESS TERMS AND CONDITIONS

### 4.1 PAYMENT TERMS AND CONDITIONS:

- 4.1.1 Late Payment: Payments, including late payment charges, will be paid in accordance with the State Prompt Payment Act and rules when applicable. 30 ILCS 540; 74 Ill. Adm. Code 900. This shall be Vendor's sole remedy for late payments by the State. Payment terms contained on Vendor's invoices shall have no force and effect.
- 4.1.2 Minority Contractor Initiative: Any Vendor awarded a contract under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) of \$1,000 or more is required to pay a fee of \$15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller's Administrative Fund. 15 ILCS 405/23.9.
- 4.1.3 Expenses: The State will not pay for supplies provided or services rendered, including related expenses, incurred prior to the execution of this contract by the Parties even if the effective date of the contract is prior to execution.
- 4.1.4 Prevailing Wage: As a condition of receiving payment Vendor must (i) be in compliance with the contract, (ii) pay its employees prevailing wages when required by law, (iii) pay its suppliers and subcontractors according to the terms of their respective contracts, and (iv) provide lien waivers to the State upon request. Examples of prevailing wage categories include public works, printing, janitorial, window washing, building and grounds services, site technician services, natural resource services, security guard and food services. The prevailing wages are revised by the Illinois Department of Labor (DOL) and are available on DOL's official website, which shall be deemed proper notification of any rate changes under this subsection. Vendor is responsible for contacting DOL at 217-782-6206 or (<http://www.state.il.us/agency/idol/index.htm>) to ensure understanding of prevailing wage requirements.
- 4.1.5 Federal Funding: This contract may be partially or totally funded with Federal funds. If Federal funds are expected to be used, then the percentage of the good/service paid using Federal funds and the total Federal funds expected to be used will be provided to the awarded Vendor in the notice of intent to award.
- 4.1.6 Invoicing: By submitting an invoice, Vendor certifies that the supplies or services provided meet all requirements of the contract, and the amount billed and expenses incurred are as allowed in the contract. Invoices for supplies purchased, services performed and expenses incurred through June 30 of any year must be submitted to the State no later than July 31 of that year; otherwise Vendor may have to seek payment through the Illinois Court of Claims. 30 ILCS 105/25. All invoices are subject to statutory offset. 30 ILCS 210.
- 4.1.6.1 Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, Vendor may request the applicable Agency's state tax exemption number and federal tax exemption information.
- 4.1.6.2 Vendor shall invoice at the completion of this contract unless invoicing is tied in this contract to milestones, deliverables, or other invoicing requirements agreed to in the contract.

Send invoices to:

Agency:	Illinois Tollway
Attn:	Contract Administrator
Address:	P.O. Box 3094
City, State Zip	Lisle, IL 60532-8094

See attached BidBuy Purchase Order

**BB** For procurements conducted in BidBuy, the Agency may include in this contract the BidBuy Purchase Order as it contains the Bill To address.

**4.2 ASSIGNMENT:** This contract may not be assigned, transferred in whole or in part by Vendor without the prior written consent of the State.

**4.3 SUBCONTRACTING:** For purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by the contract. Vendor must receive prior written approval before use of any subcontractors in the performance of this contract. Vendor shall describe, in an attachment if not already provided, the names and addresses of all authorized subcontractors to be utilized by Vendor in the performance of this contract, together with a description of the work to be performed by the subcontractor and the anticipated amount of money that each subcontractor is expected to receive pursuant to this contract. If required, Vendor shall provide a copy of any subcontracts within fifteen (15) days after execution of this contract. All subcontracts must include the same certifications that Vendor must make as a condition of this contract. Vendor shall include in each subcontract the subcontractor certifications as shown on the Standard Certification form available from the State. If at any time during the term of the Contract, Vendor adds or changes any subcontractors, then Vendor must promptly notify, by written amendment to the Contract, the State Purchasing Officer or the Chief Procurement Officer of the names and addresses and the expected amount of money that each new or replaced subcontractor will receive pursuant to the Contract. 30 ILCS 500/20-120.

**4.4 AUDIT/RETENTION OF RECORDS:** Vendor and its subcontractors shall maintain books and records relating to the performance of the contract or subcontract and necessary to support amounts charged to the State pursuant the contract or subcontract. Books and records, including information stored in databases or other computer systems, shall be maintained by the Vendor for a period of three (3) years from the later of the date of final payment under the contract or completion of the contract, and by the subcontractor for a period of three (3) years from the later of final payment under the term or completion of the subcontract. If Federal funds are used to pay contract costs, the Vendor and its subcontractors must retain their respective records for five (5) years. Books and records required to be maintained under this section shall be available for review or audit by representatives of: the procuring Agency, the Auditor General, the Executive Inspector General, the Chief Procurement Officer, State of Illinois internal auditors or other governmental entities with monitoring authority, upon reasonable notice and during normal business hours. Vendor and its subcontractors shall cooperate fully with any such audit and with any investigation conducted by any of these entities. Failure to maintain books and records required by this section shall establish a presumption in favor of the State for the recovery of any funds paid by the State under this contract or any subcontract for which adequate books and records are not available to support the purported disbursement. The Vendor or subcontractors shall

not impose a charge for audit or examination of the Vendor's or subcontractor's books and records. 30 ILCS 500/20-65.

- 4.5 TIME IS OF THE ESSENCE:** Time is of the essence with respect to Vendor's performance of this contract. Vendor shall continue to perform its obligations while any dispute concerning the contract is being resolved unless otherwise directed by the State.
- 4.6 NO WAIVER OF RIGHTS:** Except as specifically waived in writing, failure by a Party to exercise or enforce a right does not waive that Party's right to exercise or enforce that or other rights in the future.
- 4.7 FORCE MAJEURE:** Failure by either Party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control and not due to its negligence, including acts of nature, acts of terrorism, riots, labor disputes, fire, flood, explosion, and governmental prohibition. The non-declaring Party may cancel the contract without penalty if performance does not resume within thirty (30) days of the declaration.
- 4.8 CONFIDENTIAL INFORMATION:** Each Party to this contract, including its agents and subcontractors, may have or gain access to confidential data or information owned or maintained by the other Party in the course of carrying out its responsibilities under this contract. Vendor shall presume all information received from the State or to which it gains access pursuant to this contract is confidential. Vendor information, unless clearly marked as confidential and exempt from disclosure under the Illinois Freedom of Information Act, shall be considered public. No confidential data collected, maintained, or used in the course of performance of the contract shall be disseminated except as authorized by law and with the written consent of the disclosing Party, either during the period of the contract or thereafter. The receiving Party must return any and all data collected, maintained, created or used in the course of the performance of the contract, in whatever form it is maintained, promptly at the end of the contract, or earlier at the request of the disclosing Party, or notify the disclosing Party in writing of its destruction. The foregoing obligations shall not apply to confidential data or information lawfully in the receiving Party's possession prior to its acquisition from the disclosing Party; received in good faith from a third Party not subject to any confidentiality obligation to the disclosing Party; now is or later becomes publicly known through no breach of confidentiality obligation by the receiving Party; or is independently developed by the receiving Party without the use or benefit of the disclosing Party's confidential information.
- 4.9 USE AND OWNERSHIP:** All work performed or supplies created by Vendor under this contract, whether written documents or data, goods or deliverables of any kind, shall be deemed work for hire under copyright law and all intellectual property and other laws, and the State of Illinois is granted sole and exclusive ownership to all such work, unless otherwise agreed in writing. Vendor hereby assigns to the State all right, title, and interest in and to such work including any related intellectual property rights, and/or waives any and all claims that Vendor may have to such work including any so-called "moral rights" in connection with the work. Vendor acknowledges the State may use the work product for any purpose. Confidential data or information contained in such work shall be subject to confidentiality provisions of this contract.

**4.10 INDEMNIFICATION:** The Vendor shall indemnify and hold harmless the State of Illinois, the Illinois State Toll Highway Authority, its officers, employees, and agents from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements, and judgments, including in-house and contracted attorneys' fees and expenses, arising out of: (a) any breach or violation by Vendor of any of its certifications, representations, warranties, covenants or agreements; (b) any actual or alleged death or injury to any person, damage to any real or personal property, or any other damage or loss claimed to result in whole or in part from Vendor's negligent performance; (c) any act, activity or omission of Vendor or any of its employees, representatives, subcontractors or agents; or (d) any actual or alleged claim that the services or goods provided under this contract infringe, misappropriate, or otherwise violate any intellectual property (patent, copyright, trade secret, or trademark) rights of a third party.

**4.11 INSURANCE:** The Vendor shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work by the Vendor, his/her agents, representatives, employees or subcontractors. Work shall not commence until insurance required by this section has been obtained, and documentation has been submitted to and accepted by the Illinois Tollway. The insurance companies providing coverage shall be rated by A.M. Best Company with a Financial Strength Rating of A- or better and a financial size category of not less than VII. Insurance coverage shall not limit Vendor's obligation to indemnify, defend or settle any claims.

A. Minimum Scope of Insurance Coverage shall be at least as broad as:

1. Commercial General Liability coverage on an unmodified, Insurance Service Office "Occurrence" form, current edition or an alternative form providing equivalent protection.
2. Automobile Liability on an unmodified, Insurance Service Office form, current edition or an alternative form providing equivalent protection.
3. Workers Compensation insurance as required by the State of Illinois and including Employers' Liability.

B. Minimum Limits of Insurance Contractor or vendor shall maintain no less than:

1. Commercial General Liability: limits of liability of not less than \$1,000,000 each occurrence for bodily injury, personal injury, and property damage and \$2,000,000 general aggregate, and \$2,000,000 products/completed operations aggregate.
2. Automobile Liability: limit of liability of not less than \$1,000,000 combined single limit per accident for bodily injury and property damage each accident.
3. Workers Compensation and Employers' Liability: Workers Compensation providing statutory benefits, and Employers' Liability of not less than \$1,000,000 each accident, \$1,000,000 disease each employee, and \$1,000,000 disease policy limit, including voluntary compensation.



The Illinois State Toll Highway Authority together with its officials, directors, and employees, shall be named "Additional Insured" as part of the commercial general liability and automobile liability coverage. These policies shall be primary for the Additional Insured and not contributing with any other insurance or similar protection available to the Additional Insured, whether said other coverage be primary, contributing or excess. Policies shall contain a waiver of subrogation waiving any rights of recovery that the insurer(s) may have against the Illinois Tollway and its officials, directors, and employees.

All deductibles or self-insured retentions must be declared and accepted by the Illinois Tollway. Proof of insurance shall include copies of the applicable "additional insured" endorsements for the review of and approval by the Illinois Tollway. Any failure by the Illinois Tollway to request proof of insurance will not waive the requirement for procuring and maintaining the minimum insurance coverages specified.

Additional Insurance Requirements:

Minimum Scope of Insurance Coverage: Medical Professional Liability insurance covering claims of bodily injury, medical expenses, property damage, or personal injury, including the cost of defense related such claims.

Minimum Limits of Insurance: Medical Professional Liability insurance with limits of not less than \$1,000,000 per claim and \$3,000,000 for all claims each year.

- 4.12 INDEPENDENT CONTRACTOR:** Vendor shall act as an independent contractor and not an agent or employee of, or joint venture with the State. All payments by the State shall be made on that basis.
- 4.13 SOLICITATION AND EMPLOYMENT:** Vendor shall not employ any person employed by the State during the term of this contract to perform any work under this contract. Vendor shall give notice immediately to the Agency's director if Vendor solicits or intends to solicit State employees to perform any work under this contract.
- 4.14 COMPLIANCE WITH THE LAW:** The Vendor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations, orders, federal circulars and all license and permit requirements in the performance of this contract. Vendor shall be in compliance with applicable tax requirements and shall be current in payment of such taxes. Vendor shall obtain at its own expense, all licenses and permissions necessary for the performance of this contract.
- 4.15 BACKGROUND CHECK:** Whenever the State deems it reasonably necessary for security reasons, the State may conduct, at its expense, criminal and driver history background checks of Vendor's and subcontractor's officers, employees or agents. Vendor or subcontractor shall immediately reassign any individual who, in the opinion of the State, does not pass the background check.
- 4.16 APPLICABLE LAW:**
- 4.16.1 PREVAILING LAW:** This contract shall be construed in accordance with and is subject to the laws and rules of the State of Illinois.

4.16.2 **EQUAL OPPORTUNITY:** The Department of Human Rights' Equal Opportunity requirements are incorporated by reference. 44 ILL. ADM. CODE 750.

4.16.3 **COURT OF CLAIMS; ARBITRATION; SOVEREIGN IMMUNITY:** Any claim against the State arising out of this contract must be filed exclusively with the Illinois Court of Claims. 705 ILCS 505/1. The State shall not enter into binding arbitration to resolve any dispute arising out of this contract. The State of Illinois does not waive sovereign immunity by entering into this contract.

4.16.4 **OFFICIAL TEXT:** The official text of the statutes cited herein is incorporated by reference. An unofficial version can be viewed at ([www.ilga.gov/legislation/ilcs/ilcs.asp](http://www.ilga.gov/legislation/ilcs/ilcs.asp)).

**4.17 ANTI-TRUST ASSIGNMENT:** If Vendor does not pursue any claim or cause of action it has arising under Federal or State antitrust laws relating to the subject matter of this contract, then upon request of the Illinois Attorney General, Vendor shall assign to the State all of Vendor's rights, title and interest in and to the claim or cause of action.

**4.18 CONTRACTUAL AUTHORITY:** The Agency that signs this contract on behalf of the State of Illinois shall be the only State entity responsible for performance and payment under this contract. When the Chief Procurement Officer or authorized designee or State Purchasing Officer signs in addition to an Agency, he/she does so as approving officer and shall have no liability to Vendor. When the Chief Procurement Officer or authorized designee or State Purchasing Officer signs a master contract on behalf of State agencies, only the Agency that places an order or orders with the Vendor shall have any liability to the Vendor for that order or orders.

**4.19 EXPATRIATED ENTITIES:** Except in limited circumstances, no business or member of a unitary business group, as defined in the Illinois Income Tax Act, shall submit a bid for or enter into a contract with a State agency if that business or any member of the unitary business group is an expatriated entity

**4.20 NOTICES:** Notices and other communications provided for herein shall be given in writing via electronic mail whenever possible. If transmission via electronic mail is not possible, then notices and other communications shall be given in writing via registered or certified mail with return receipt requested, via receipted hand delivery, via courier (UPS, Federal Express or other similar and reliable carrier), or via facsimile showing the date and time of successful receipt. Notices shall be sent to the individuals who signed this contract using the contact information following the signatures. Each such notice shall be deemed to have been provided at the time it is actually received. By giving notice, either Party may change its contact information.

**4.21 MODIFICATIONS AND SURVIVAL:** Amendments, modifications and waivers must be in writing and signed by authorized representatives of the Parties. Any provision of this contract officially declared void, unenforceable, or against public policy, shall be ignored and the remaining provisions shall be interpreted, as far as possible, to give effect to the Parties' intent. All provisions that by their nature would be expected to survive, shall survive termination. In the event of a conflict between the State's and the Vendor's terms, conditions and attachments, the State's terms, conditions and attachments shall prevail.



**4.22 PERFORMANCE RECORD / SUSPENSION:** Upon request of the State, Vendor shall meet to discuss performance or provide contract performance updates to help ensure proper performance of the contract. The State may consider Vendor's performance under this contract and compliance with law and rule to determine whether to continue the contract, suspend Vendor from doing future business with the State for a specified period of time, or whether Vendor can be considered responsible on specific future contract opportunities.

**4.23 FREEDOM OF INFORMATION ACT:** This contract and all related public records maintained by, provided to or required to be provided to the State are subject to the Illinois Freedom of Information Act (FOIA) (50 ILCS 140) notwithstanding any provision to the contrary that may be found in this contract.

**4.24 SCHEDULE OF WORK:** Any work performed on State premises shall be done during the hours designated by the State and performed in a manner that does not interfere with the State and its personnel.

**4.25 WARRANTIES FOR SUPPLIES AND SERVICES:**

4.25.1. Vendor warrants that the supplies furnished under this contract will: (a) conform to the standards, specifications, drawing, samples or descriptions furnished by the State or furnished by the Vendor and agreed to by the State, including but not limited to all specifications attached as exhibits hereto; (b) be merchantable, of good quality and workmanship, and free from defects for a period of twelve months or longer if so specified in writing, and fit and sufficient for the intended use; (c) comply with all federal and state laws, regulations and ordinances pertaining to the manufacturing, packing, labeling, sale and delivery of the supplies; (d) be of good title and be free and clear of all liens and encumbrances and; (e) not infringe any patent, copyright or other intellectual property rights of any third party. Vendor agrees to reimburse the State for any losses, costs, damages or expenses, including without limitations, reasonable attorney's fees and expenses, arising from failure of the supplies to meet such warranties.

4.25.2. Vendor shall ensure that all manufacturers' warranties are transferred to the State and shall provide to the State copies of such warranties. These warranties shall be in addition to all other warranties, express, implied or statutory, and shall survive the State's payment, acceptance, inspection or failure to inspect the supplies.

4.25.3. Vendor warrants that all services will be performed to meet the requirements of this contract in an efficient and effective manner by trained and competent personnel. Vendor shall monitor performances of each individual and shall immediately reassign any individual who does not perform in accordance with this contract, who is disruptive or not respectful of others in the workplace, or who in any way violates the contract or State policies.

**4.26 REPORTING, STATUS AND MONITORING SPECIFICATIONS:** Vendor shall immediately notify the State of any event that may have a material impact on Vendor's ability to perform this contract.

**EMPLOYMENT TAX CREDIT:** Vendors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 35 ILCS 5/216, 5/217. Please contact the Illinois Department of Revenue (telephone #: 217-524-4772) for information about tax credits.

## 5. SUPPLEMENTAL PROVISIONS

### 5.1. STATE SUPPLEMENTAL PROVISIONS

- Illinois Tollway Definitions
- Required Federal Clauses, Certifications and Assurances
- Public Works Requirements (construction and maintenance of a public work) 820 ILCS 130/4.
- Prevailing Wage (janitorial cleaning, window cleaning, building and grounds, site technician, natural resources, food services, and security services, if valued at more than \$200 per month or \$2,000 per year or printing) 30 ILCS 500/25-60.
- Illinois Tollway Specific Terms and Conditions
- Other (describe)

### 5.2. TOLLWAY SUPPLEMENTAL PROVISIONS:

- Definitions
- Required Federal Clauses, Certifications and Assurances
- ARRA Requirements (American Recovery and Reinvestment Act of 2009)
- Public Works Requirements (construction and maintenance of a public work) (820 ILCS 130/4)
- Prevailing Wage (janitorial cleaning, window cleaning, building and grounds, site technician, natural resources, food services, and security services, if valued at more than \$200 per month or \$2000 per year (30 ILCS 500/25-60)
- Prevailing Wage (all printing contracts) (30 ILCS 500/25-60)
- BEP Subcontracting Requirements (Utilization Plan and Letter of Intent)
- PAYMENT OF TOLLS: The Vendor shall be required to pay the full amount of tolls, if any, incurred by it during the duration of the contract. Said tolls will not be refunded by the Illinois Tollway. Furthermore, in the event that a final determination is made by the Illinois Tollway that the Contractor has failed to pay any required tolls and associated fines, the Illinois Tollway is authorized to take steps necessary to withhold the amounts of the unpaid tolls and fines from any payment due the contractor by the Illinois Tollway and/or other Tollway of Illinois office, department, commission, board or agency.

### 5.3 AGENCY SUPPLEMENTAL TERMS AND CONDITIONS:

#### 5.3.1 Order of Precedence:

This contract Request for Proposals (RFP), taken together, comprises the Contract between the parties. With respect to any inconsistency or conflict among these documents the following order of precedence shall prevail:

1. This Contract;
2. The RFP;

3. Other submissions received after the initial proposal as part of the renegotiation process, if applicable and agreed upon.
- 5.3.2 Agents and Employees:

Vendor shall be responsible for the negligent acts and omissions of its agents, employees and if applicable, subcontractors in their performance of Vendor's duties under this Contract. Vendor represents that it shall utilize the services of individuals skilled in the profession for which they will be used in performing services or supplying goods hereunder. In the event that the Tollway/Buyer determines that any individual performing services or supplying goods for Vendor hereunder is not providing such skilled services or delivery of goods, it shall promptly notify the Vendor and the Vendor shall replace that individual.
  - 5.3.3 Publicity:

Vendor shall not, in any advertisement or any other type of solicitation for business, state, indicate or otherwise imply that it is under contract to the Tollway/Buyer nor shall the Tollway/Buyer's name be used in any such advertisement or solicitation without prior written approval except as required by law.
  - 5.3.4 Consultation:

Vendor shall keep the Tollway/Buyer fully informed as to the progress of matters covered by this Contract. Where time permits and Vendor is not otherwise prohibited from so doing, Vendor shall offer the Tollway/Buyer the opportunity to review relevant documents prior to filing with any public body or adversarial party.
  - 5.3.5 Third Party Beneficiaries:

There are no third party beneficiaries to this Contract. This Contract is intended only to benefit the Tollway/Buyer and the Vendor.
  - 5.3.6 Successors in Interest:

All the terms, provisions, and conditions of the Contract shall be binding upon and inure to the benefit of the parties hereto and their respective successors, assigns and legal representatives.
  - 5.3.7 Vendor's Termination Duties:

The Vendor, upon receipt of notice of termination or upon request of the Tollway/Buyer, shall:

    - 5.3.7.1 Cease work under this Contract and take all necessary or appropriate steps to limit disbursements and minimize costs, and furnish a report within thirty (30) days of the date of notice of termination, describing the status of all work under the Contract, including, without limitation, results accomplished, conclusions resulting there from, any other matters the Tollway/Buyer may require;
    - 5.3.7.2 Immediately cease using and return to the Tollway/Buyer any personal property or materials, whether tangible or intangible, provided by the Tollway/Buyer to the Vendor;
    - 5.3.7.3 Comply with the Tollway/Buyer's instructions for the timely transfer of any active files and work product produced by the Vendor under this Contract;
    - 5.3.7.4 Cooperate in good faith with the Tollway/Buyer, its employees, agents and contractors during the transition period between the notification of termination and the substitution of any replacement contractor;
    - 5.3.7.5 Immediately return to the Tollway/Buyer any payments made by the Tollway/Buyer for services that were not rendered by the Vendor.

5.3.8. Inspector General:

The Vendor/Contractor hereby acknowledges that pursuant to Section 8.5 of the Toll Highway Act (605 ILCS 10/8.5) the Inspector General of the Illinois State Toll Highway Authority has the authority to conduct investigations into certain matters including but not limited to allegations of fraud, waste and abuse, and to conduct reviews. The Vendor/Contractor will fully cooperate in any OIG investigation or review. Cooperation includes providing access to all information and documentation related to the goods/services described in this Agreement, and disclosing and making available all personnel involved or connected with these goods/services or having knowledge of these goods/services. All subcontracts must inform Subcontractors of this provision and their duty to comply.

**5.4 OVERTIME:**

If overtime is contemplated and provided for in this contract, all work performed by Vendor at overtime rates shall be pre-approved by the Tollway/Buyer.

**5.5 VENUE AND ILLINOIS LAW:**

Any claim against the Tollway arising out of this contract must be filed exclusively with Circuit Court for the Eighteenth Judicial Circuit, DuPage County, Illinois for State claims and the U.S. District Court for the Northern District of Illinois for Federal claims.

5.5.1 Whenever "State" is used or referenced in this Contract, it shall be interpreted to mean the Illinois State Toll Highway Authority.

5.5.2 The State Prompt Payment Act (30 ILCS 40) does not apply to the Tollway. Therefore, the first two sentences of paragraph 4.1.1 are inapplicable to this contract.

5.5.3 The Tollway is not currently an appropriated agency. Therefore, to the extent paragraph 3.5 and 4.29 concerns the Tollway being an appropriated agency, it does not apply.

5.5.4 The invoice submission deadline included in the second sentence of above paragraph 4.1.6 does not apply to the Tollway. Therefore, the second sentence of this paragraph is inapplicable to this contract. However, the remainder of the paragraph remains in effect.

**5.6 REPORT OF A CHANGE IN CIRCUMSTANCES:**

The (Contractor/Vendor) agrees to report to the TOLLWAY as soon as practically possible, but no later than 21 days following any change in facts or circumstances that might impact the (CONTRACTOR/VENDOR)'s ability to satisfy its legal or contractual responsibilities and obligations under this contract. Required reports include, but are not limited to changes in the (CONTRACTOR/VENDOR)'s Certification/Disclosure Forms, the (CONTRACTOR/VENDOR)'s IDOT pre-qualification, or any certification or licensing required for this project. Additionally, (CONTRACTOR/VENDOR) agrees to report to the Tollway within the above timeframe any arrests, indictments, convictions or other matters involving the (CONTRACTOR/VENDOR), or any of its principals, that might occur while this contract is in effect. This reporting requirement does not apply to common offenses, including but not limited to minor traffic/vehicle offenses.

Further, the (CONTRACTOR/VENDOR) agrees to incorporate substantially similar reporting requirements into the terms of any and all subcontracts relating to work performed under this agreement. The (CONTRACTOR/VENDOR) agrees to forward or relay to the Tollway any reports received from subcontractors pursuant to this paragraph within 21 days.

Finally, the (CONTRACTOR/VENDOR) acknowledges and agrees that the failure of the (CONTRACTOR/VENDOR) to comply with this reporting requirement shall constitute a material breach of contract which may result in this contract being declared void.

## **5.7 VENDOR SUPPLEMENTAL PROVISIONS**

## STATE OF ILLINOIS FORMS B CERTIFICATIONS AND DISCLOSURES

IPB Reference #: B-2789

Procurement/Contract #: Employee Assistance Program (EAP) Services

Contract 18-0089

This Forms B may be used when responding to an Invitation for Bid (IFB) or a Request for Proposal (RFP) if the vendor is registered in the Illinois Procurement Gateway (IPG) and has a valid IPG Registration Number that is active and not expired.

If a vendor does not have a valid IPG registration number, then the vendor must complete and submit Forms A with their response. Failure to do so may render the submission non-responsive and result in disqualification.

Please read this entire section and provide the requested information as applicable. All parts in Forms B must be completed in full and submitted along with the vendor's response.

**1. Certification of Illinois Procurement Gateway Registration**

My business has a valid Illinois Procurement Gateway (IPG) registration. The State of Illinois Chief Procurement Office approved the registration and provided the IPG registration number and expiration date disclosed in this Forms B.

To ensure that you have a valid registration in the IPG, search for your business name in the IPG Registered Vendor Directory. If your company does not appear in the search results, then you do not have a valid IPG registration.

IPG Registration #: 20078265 IPG Expiration Date: 1/10/2020

**2. Certification Timely to this Solicitation or Contract**

Vendor certifies it is not barred from having a contract with the State based upon violating the prohibitions related to either submitting/writing specifications or providing assistance to an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or similar assistance (except as part of a public request for such information). 30 ILCS 500/50-10.5(e).  Yes  No

**3. Disclosure of Lobbyist or Agent** (Complete only if bid, offer, or contract has an annual value over \$50,000)

Is your company or parent entity(ies) represented by or do you or your parent entity(ies) employ a lobbyist required to register under the Lobbyist Registration Act (lobbyist must be registered pursuant to the Act with the Secretary of State) or an agent who has communicated, is communicating, or may communicate with any State officer or employee concerning the bid or offer? If yes, please identify each lobbyist and agent, including the name and address below.  Yes  No

If yes, please identify each lobbyist and agent, including the name and address below. If you have a lobbyist that does not meet the criteria, then you do not have to disclose the lobbyist's information. Additional rows may be inserted into the table or an attachment may be provided if needed.

Name	Address	Relationship to Disclosing Entity
Bernard S. Dyme	20 N. Clark, #2650, Chicago, IL 60602	CEO & President

Describe all costs/fees/compensation/reimbursements related to the assistance provided by each representative lobbyist or other agent to obtain this Agency contract: [Click here to enter text.](#)

**4. Disclosure of Current and Pending Contracts**

**STATE OF ILLINOIS**  
**FORMS B CERTIFICATIONS AND DISCLOSURES**

Complete only if: (a) your business is for-profit and (b) the bid, offer, or contract has an annual value over \$50,000. Do not complete if you are a not-for-profit entity.

Yes  No. Do you have any contracts, pending contracts, bids, proposals, subcontracts, leases or other ongoing procurement relationships with units of State of Illinois government?

If "Yes", please specify below. Additional rows may be inserted into the table or an attachment in the same format may be provided if needed.

Agency	Project Title	Status	Value	Contract Reference/P.O./Illinois Procurement Bulletin #
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

**5. Signature**

As of the date signed below, I certify that:

- My business' information and the certifications made in the Illinois Procurement Gateway are truthful and accurate.
- The certifications and disclosures made in this Forms B are truthful and accurate.

This Forms B is signed by an authorized officer or employee on behalf of the bidder, offeror, or vendor pursuant to Sections 50-13 and 50-35 of the Illinois Procurement Code, and the affirmation of the accuracy of the financial disclosures is made under penalty of perjury.

This disclosure information is submitted on behalf of:

Vendor Name: Perspectives, Ltd.

Phone: 312-558-1562

Street Address: 20 North Clark Street, #2650

Email: [bsd@perspectivesltd.com](mailto:bsd@perspectivesltd.com)

City, State, Zip: Chicago, Illinois 60602

Vendor Contact: Bernard S. Dyme

Signature: 

Date: 4/25/19

Printed Name: Bernard S. Dyme

Title: President and CEO



**STATE OF ILLINOIS  
TAXPAYER IDENTIFICATION NUMBER**

I certify that:

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

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

I am a U.S. person (including a U.S. resident alien).

- If you are an individual, enter your name and SSN as it appears on your Social Security Card.
- If you are a sole proprietor, enter the owner's name on the name line followed by the name of the business and the owner's SSN or EIN.
- If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's name on the name line and the D/B/A on the business name line and enter the owner's SSN or EIN.
- If the LLC is a corporation or partnership, enter the entity's business name and EIN and for corporations, attach IRS acceptance letter (CP261 or CP277).
- For all other entities, enter the name of the entity as used to apply for the entity's EIN and the EIN.

Name: Bernard S. Dyme

Business Name: Perspectives, Ltd.

Taxpayer Identification Number:

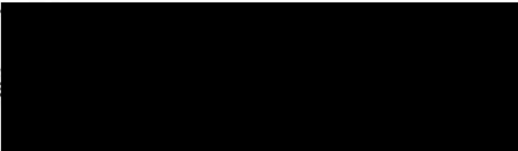
Social Security Number: [Click here to enter text.](#)

or

Employer Identification Number: 

Legal Status (check one):

- |  |   |
|--|---|
| <input type="checkbox"/> Individual  | <input type="checkbox"/> Governmental                           |
| <input type="checkbox"/> Sole Proprietor   | <input type="checkbox"/> Nonresident alien                      |
| <input type="checkbox"/> Partnership   | <input type="checkbox"/> Estate or trust                        |
| <input type="checkbox"/> Legal Services Corporation  | <input type="checkbox"/> Pharmacy (Non-Corp.)                   |
| <input type="checkbox"/> Tax-exempt  | <input type="checkbox"/> Pharmacy/Funeral Home/Cemetery (Corp.) |
| <input type="checkbox"/> Corporation providing or billing<br>medical and/or health care services     | <input type="checkbox"/> Limited Liability Company              |
| <input type="checkbox"/> Corporation NOT providing or billing<br>medical and/or health care services | (select applicable tax classification)                          |
|  | <input checked="" type="checkbox"/> C = corporation             |
|  | <input type="checkbox"/> P = partnership                        |

Signature of Authorized Representative 

Date: April 25, 2019

Vendor Registration: View Form



General	Public Profile	Users	Commodity Codes	Contacts & Owners	Comments	Certifications	Site Visits	Registrations	Reports
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Perspectives,Ltd System Vendor Number: 20078265

Return to Main Form

Vendor Registration	
FORM NAME	I. Financial Disclosure & Conflicts of Interest
DESCRIPTION	Complete the Financial Disclosure & Conflicts of Interest form
DATE SUBMITTED	1/10/2019
STATUS	Accepted
BUSINESS NAME	Perspectives,Ltd
POINT OF CONTACT	<u>Bernard Dyme</u>
FLAG FORM	<u>Add Flag</u>

### I. Financial Disclosures & Conflicts of Interest

A. IDENTIFY THE APPLICABLE ENTITY TYPE. Y

Other Privately Held Entity (i.e. LLC, partnership, privately held corporation with 100 or fewer shareholders, or other entity type not clearly identified in another option)

---

B. IS THERE A PARENT ENTITY THAT OWNS 100% OF THE BUSINESS? Y

No

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C. INSTRUMENT OF OWNERSHIP OR BENEFICIAL INTEREST Y

Corporate Stock (C-Corporation, S-Corporation, Professional Corporation, Service Corporation)

1. IS THERE ANY INDIVIDUAL OR ENTITY WHO MEETS ANY OF THE FOLLOWING THRESHOLDS: (A) OWNS MORE THAN 5% OF THE BUSINESS, (B) HOLDS OWNERSHIP SHARE OF THE BUSINESS VALUED IN EXCESS OF \$106,447.20, (C) IS ENTITLED TO MORE THAN 5% OF THE BUSINESS' DISTRIBUTIVE INCOME, OR (D) IS ENTITLED TO MORE THAN \$106,447.20 OF THE BUSINESS' DISTRIBUTIVE INCOME? Y

Yes, the information is not publicly available (If any individuals are listed, answer Yes or No to questions 5-8 and 11-20.)

Document	Status
List of individuals or entities meeting one or more of the listed thresholds. <u>ipg percentage of ownership and distributive income form(1).docx</u> (DOCX, 128.01 KB)	Attached by Bernard Dyme on 1/8/2019

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2. PLEASE CERTIFY THAT THE FOLLOWING STATEMENT IS TRUE: ALL INDIVIDUALS OR ENTITIES THAT HOLD AN OWNERSHIP INTEREST IN THE BUSINESS OF GREATER THAN 5% OR VALUED GREATER THAN \$106,447.20 HAVE BEEN DISCLOSED IN QUESTION 1. Y

Yes

---

3. PLEASE CERTIFY THAT THE FOLLOWING STATEMENT IS TRUE: ALL INDIVIDUALS OR ENTITIES THAT WERE ENTITLED TO RECEIVE DISTRIBUTIVE INCOME IN AN AMOUNT GREATER THAN \$106,447.20 OR GREATER THAN 5% OF THE TOTAL DISTRIBUTIVE INCOME Y

OF THE BUSINESS HAVE BEEN DISCLOSED IN QUESTION 1.

Yes

4. DISCLOSURE OF BOARD OF DIRECTORS FOR NOT-FOR-PROFIT ENTITIES. Y10

**Not applicable - For-Profit Entity**

5. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, ARE ANY OF THEM A PERSON WHO HOLDS AN ELECTIVE OFFICE IN THE STATE OF ILLINOIS OR HOLDS A SEAT IN THE GENERAL ASSEMBLY, OR ARE THEY THE SPOUSE OR MINOR CHILD OF SUCH PERSON? Y10

No

6. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, ARE ANY OF THEM APPOINTED TO OR EMPLOYED IN ANY OFFICES OR AGENCIES OF STATE GOVERNMENT AND RECEIVE COMPENSATION FOR SUCH EMPLOYMENT IN EXCESS OF 60% (\$106,447.20) OF THE SALARY OF THE GOVERNOR, OR ARE ANY OF THEM THE SPOUSE OR MINOR CHILD OF SUCH PERSON? Y10

No

7. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, ARE ANY OF THEM AN OFFICER OR EMPLOYEE OF THE CAPITAL DEVELOPMENT BOARD OR THE ILLINOIS TOLL HIGHWAY AUTHORITY, OR ARE ANY OF THEM THE SPOUSE OR MINOR CHILD OF SUCH PERSON? Y10

No

8. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, ARE ANY OF THEM APPOINTED AS A MEMBER OF A BOARD, COMMISSION, AUTHORITY, OR TASK FORCE AUTHORIZED OR CREATED BY STATE LAW OR BY EXECUTIVE ORDER OF THE GOVERNOR, OR ARE THEY THE SPOUSE OR AN IMMEDIATE FAMILY MEMBER WHO CURRENTLY RESIDES OR RESIDED WITH SUCH PERSON WITHIN THE LAST 12 MONTHS? Y10

No

9. IF ANY QUESTION IN 5-8 ABOVE IS ANSWERED YES, PLEASE ANSWER THE FOLLOWING: DO ANY OF THE INDIVIDUALS IDENTIFIED, THEIR SPOUSE, OR MINOR CHILD RECEIVE FROM THE ENTITY MORE THAN 7.5% OF THE ENTITY'S TOTAL DISTRIBUTABLE INCOME OR AN AMOUNT OF DISTRIBUTABLE INCOME IN EXCESS OF THE SALARY OF THE GOVERNOR (\$177,412.00)? Y10

Not applicable - I answered No in Questions 5-8

10. IF ANY QUESTION IN 5-8 ABOVE IS ANSWERED YES, PLEASE ANSWER THE FOLLOWING: IS THERE A COMBINED INTEREST OF ANY INDIVIDUAL IDENTIFIED ALONG WITH THEIR SPOUSE OR MINOR CHILD OF MORE THAN 15% IN THE AGGREGATE OF THE ENTITY'S DISTRIBUTABLE INCOME OR AN AMOUNT OF DISTRIBUTABLE INCOME IN EXCESS OF TWO TIMES THE SALARY OF THE GOVERNOR (\$354,824.00)? Y10

Not applicable - I answered No in Questions 5-8

11. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM CURRENTLY HAVE, OR IN THE PREVIOUS 3 YEARS HAD STATE EMPLOYMENT, INCLUDING CONTRACTUAL EMPLOYMENT OF SERVICES? THIS DOES NOT INCLUDE CONTRACTS TO PROVIDE GOODS OR SERVICES TO THE STATE AS A VENDOR. Y10

No

12. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, HAVE THEIR SPOUSE, FATHER, MOTHER, SON, OR DAUGHTER, HAD STATE EMPLOYMENT, INCLUDING CONTRACTUAL EMPLOYMENT FOR SERVICES, IN THE PREVIOUS 2 YEARS? THIS DOES NOT INCLUDE CONTRACTS TO PROVIDE GOODS OR SERVICES TO THE STATE AS A VENDOR. Y10

No

13. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM CURRENTLY HOLD OR HAVE HELD IN THE PREVIOUS 3 YEARS ELECTIVE OFFICE OF THE STATE OF ILLINOIS, THE GOVERNMENT OF THE UNITED STATES, OR ANY UNIT OF LOCAL GOVERNMENT AUTHORIZED BY THE CONSTITUTION OF THE STATE OF ILLINOIS OR THE STATUTES OF THE STATE OF ILLINOIS? Y10

No

14. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM HAVE A RELATIONSHIP TO ANYONE (SPOUSE, FATHER, MOTHER, SON, OR DAUGHTER) HOLDING ELECTIVE OFFICE CURRENTLY OR IN Y10

## THE PREVIOUS 2 YEARS?

No

15. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM HOLD OR HAVE HELD IN THE PREVIOUS 3 YEARS ANY APPOINTIVE GOVERNMENT OFFICE OF THE STATE OF ILLINOIS, THE UNITED STATES OF AMERICA, OR ANY UNIT OF LOCAL GOVERNMENT AUTHORIZED BY THE CONSTITUTION OF THE STATE OF ILLINOIS OR THE STATUTES OF THE STATE OF ILLINOIS, WHICH OFFICE ENTITLES THE HOLDER TO COMPENSATION IN EXCESS OF EXPENSES INCURRED IN THE DISCHARGE OF THAT?

No

16. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM HAVE A RELATIONSHIP TO ANYONE (SPOUSE, FATHER, MOTHER, SON, OR DAUGHTER) HOLDING APPOINTIVE OFFICE CURRENTLY OR IN THE PREVIOUS 2 YEARS?

No

17. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM CURRENTLY HAVE OR IN THE PREVIOUS 3 YEARS HAD EMPLOYMENT AS OR BY ANY REGISTERED LOBBYIST OF THE STATE GOVERNMENT?

No

18. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM CURRENTLY HAVE OR IN THE PREVIOUS 2 YEARS HAD A RELATIONSHIP TO ANYONE (SPOUSE, FATHER, MOTHER, SON, OR DAUGHTER) THAT IS OR WAS A REGISTERED LOBBYIST?

No

19. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM CURRENTLY HAVE OR IN THE PREVIOUS 3 YEARS HAD COMPENSATED EMPLOYMENT BY ANY REGISTERED ELECTION OR RE-ELECTION COMMITTEE REGISTERED WITH THE SECRETARY OF STATE OR ANY COUNTY CLERK IN THE STATE OF ILLINOIS, OR ANY POLITICAL ACTION COMMITTEE REGISTERED WITH EITHER THE SECRETARY OF STATE OR THE FEDERAL BOARD OF ELECTIONS?

No

20. FOR THE INDIVIDUALS DISCLOSED ABOVE IN QUESTION 1 AND FOR SOLE PROPRIETORS, DO ANY OF THEM CURRENTLY HAVE OR IN THE PREVIOUS 2 YEARS HAD A RELATIONSHIP TO ANYONE (SPOUSE, FATHER, MOTHER, SON, OR DAUGHTER) WHO IS OR WAS A COMPENSATED EMPLOYEE OF ANY REGISTERED ELECTION OR REELECTION COMMITTEE REGISTERED WITH THE SECRETARY OF STATE OR ANY COUNTY CLERK IN THE STATE OF ILLINOIS, OR ANY POLITICAL ACTION COMMITTEE REGISTERED WITH EITHER THE SECRETARY OF STATE OR THE FEDERAL BOARD OF ELECTIONS?

No

21. HAS THERE BEEN ANY DEBARMENT FROM CONTRACTING WITH ANY GOVERNMENTAL ENTITY WITHIN THE PREVIOUS TEN YEARS? THIS APPLIES TO ALL SOLE PROPRIETORS, FOR-PROFIT ENTITIES, NOT-FOR-PROFIT ENTITIES, AND FOR THE INDIVIDUALS DISCLOSED IN QUESTION 1 ABOVE.

No

22. HAS THERE BEEN ANY PROFESSIONAL LICENSURE DISCIPLINE WITHIN THE PREVIOUS TEN YEARS? THIS APPLIES TO ALL SOLE PROPRIETORS, FOR-PROFIT ENTITIES, NOT-FOR-PROFIT ENTITIES, AND FOR THE INDIVIDUALS DISCLOSED IN QUESTION 1 ABOVE.

No

23. HAS THERE BEEN ANY BANKRUPTCY WITHIN THE PREVIOUS TEN YEARS? THIS APPLIES TO ALL SOLE PROPRIETORS, FOR-PROFIT ENTITIES, NOT-FOR-PROFIT ENTITIES, AND FOR THE INDIVIDUALS DISCLOSED IN QUESTION 1 ABOVE.

No

24. HAVE THERE BEEN ANY ADVERSE CIVIL JUDGMENTS AND/OR ADMINISTRATIVE FINDINGS WITHIN THE PREVIOUS TEN YEARS? THIS APPLIES TO ALL SOLE PROPRIETORS, FOR-PROFIT ENTITIES, NOT-FOR-PROFIT ENTITIES, AND FOR THE INDIVIDUALS DISCLOSED IN QUESTION 1 ABOVE.

No

25. HAVE THERE BEEN ANY CRIMINAL FELONY CONVICTIONS WITHIN THE PREVIOUS TEN YEARS? THIS APPLIES TO ALL SOLE PROPRIETORS, FOR-PROFIT ENTITIES, NOT-FOR-PROFIT ENTITIES, AND FOR THE INDIVIDUALS DISCLOSED IN QUESTION 1 ABOVE.

No

## Additional Information

STAFF ATTACHED FILE(S)

Attach File

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**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

## **XTEND ENDORSEMENT**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

**GENERAL DESCRIPTION OF COVERAGE** – This endorsement broadens coverage. The following listing is a general coverage description only. Limitations and exclusions may apply to these coverages. Read all the **PROVISIONS** of this endorsement carefully to determine rights, duties, and what is and is not covered.

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><b>A.</b> Broadened Named Insured</li> <li><b>B.</b> Damage To Premises Rented To You Extension           <ul style="list-style-type: none"> <li>• Perils of fire, explosion, lightning, smoke, water</li> <li>• Limit increased to \$300,000</li> </ul> </li> <li><b>C.</b> Blanket Waiver of Subrogation</li> <li><b>D.</b> Blanket Additional Insured – Managers or Lessors of Premises</li> <li><b>E.</b> Blanket Additional Insured – Lessor of Leased Equipment</li> <li><b>F.</b> Incidental Medical Malpractice</li> <li><b>G.</b> Personal Injury – Assumed by Contract</li> <li><b>H.</b> Extension of Coverage – Bodily Injury</li> </ul> | <ul style="list-style-type: none"> <li><b>I.</b> Injury to Co-Employees and Co-Volunteer Workers</li> <li><b>J.</b> Aircraft Chartered with Crew</li> <li><b>K.</b> Non-Owned Watercraft – Increased from 25 feet to 50 feet</li> <li><b>L.</b> Increased Supplementary Payments           <ul style="list-style-type: none"> <li>• Cost for bail bonds increased to \$2,500</li> <li>• Loss of earnings increased to \$500 per day</li> </ul> </li> <li><b>M.</b> Knowledge and Notice of Occurrence or Offense</li> <li><b>N.</b> Unintentional Omission</li> <li><b>O.</b> Reasonable Force – Bodily Injury or Property Damage</li> </ul> |
|---|--|

### **PROVISIONS**

#### **A. BROADENED NAMED INSURED**

1. The Named Insured in Item 1. of the Declarations is as follows:  
The person or organization named in Item 1. of the Declarations and any organization, other than a partnership or joint venture, over which you maintain ownership or majority interest on the effective date of the policy. However, coverage for any such organization will cease as of the date during the policy period that you no longer maintain ownership of, or majority interest in, such organization.
2. WHO IS AN INSURED (Section II) Item 4.a. is deleted and replaced by the following:
  - a. Coverage under this provision is afforded only until the 180th day after you acquire or form the organization or the end of the policy period, whichever is earlier, unless reported in writing to us within 180 days.
3. This Provision A. does not apply to any person or organization for which coverage is excluded by endorsement.

#### **B. DAMAGE TO PREMISES RENTED TO YOU EXTENSION**

1. The last paragraph of COVERAGE A. BODILY INJURY AND PROPERTY DAMAGE LIABILITY (Section I – Coverages) is deleted and replaced by the following:  
Exclusions c. through n. do not apply to damage to premises while rented to you, or temporarily occupied by you with permission of the owner, caused by:
  - a. Fire;
  - b. Explosion;
  - c. Lightning;
  - d. Smoke resulting from such fire, explosion, or lightning; or
  - e. Water.
 A separate limit of insurance applies to this coverage as described in LIMITS OF INSURANCE (Section III).
2. This insurance does not apply to damage to premises while rented to you, or temporarily



COMMERCIAL GENERAL LIABILITY

occupied by you with permission of the owner, caused by:

- a. Rupture, bursting, or operation of pressure relief devices;
  - b. Rupture or bursting due to expansion or swelling of the contents of any building or structure, caused by or resulting from water;
  - c. Explosion of steam boilers, steam pipes, steam engines, or steam turbines.
3. Part 6. of LIMITS OF INSURANCE (Section III) is deleted and replaced by the following:

Subject to 5. above, the Damage To Premises Rented To You Limit is the most we will pay under COVERAGE A. for damages because of "property damage" to any one premises while rented to you, or temporarily occupied by you with permission of the owner, caused by fire, explosion, lightning, smoke resulting from such fire, explosion, or lightning, or water. The Damage To Premises Rented To You Limit will apply to all damage proximately caused by the same "occurrence", whether such damage results from fire, explosion, lightning, smoke resulting from such fire, explosion, or lightning, or water, or any combination of any of these.

The Damage To Premises Rented To You Limit will be the higher of:

- a. \$300,000; or
  - b. The amount shown on the Declarations for Damage To Premises Rented To You Limit.
4. Under DEFINITIONS (Section V), Paragraph a. of the definition of "insured contract" is amended so that it does not include that portion of the contract for a lease of premises that indemnifies any person or organization for damage to premises while rented to you, or temporarily occupied by you with permission of the owner, caused by:
- a. Fire;
  - b. Explosion;
  - c. Lightning;
  - d. Smoke resulting from such fire, explosion, or lightning; or
  - e. Water.
5. This Provision B. does not apply if coverage for Damage To Premises Rented To You of

COVERAGE A. BODILY INJURY AND PROPERTY DAMAGE LIABILITY (Section I – Coverages) is excluded by endorsement.

**C. BLANKET WAIVER OF SUBROGATION**

We waive any right of recovery we may have against any person or organization because of payments we make for injury or damage arising out of premises owned or occupied by or rented or loaned to you; ongoing operations performed by you or on your behalf, done under a contract with that person or organization; "your work"; or "your products". We waive this right where you have agreed to do so as part of a written contract, executed by you prior to loss.

**D. BLANKET ADDITIONAL INSURED – MANAGERS OR LESSORS OF PREMISES**

WHO IS AN INSURED (Section II) is amended to include as an insured any person or organization (referred to below as "additional insured") with whom you have agreed in a written contract, executed prior to loss, to name as an additional insured, but only with respect to liability arising out of the ownership, maintenance or use of that part of any premises leased to you, subject to the following provisions:

- 1. Limits of Insurance. The limits of insurance afforded to the additional insured shall be the limits which you agreed to provide, or the limits shown on the Declarations, whichever is less.
- 2. The insurance afforded to the additional insured does not apply to:
  - a. Any "occurrence" that takes place after you cease to be a tenant in that premises;
  - b. Any premises for which coverage is excluded by endorsement; or
  - c. Structural alterations, new construction or demolition operations performed by or on behalf of such additional insured.
- 3. The insurance afforded to the additional insured is excess over any valid and collectible insurance available to such additional insured, unless you have agreed in a written contract for this insurance to apply on a primary or contributory basis.

**E. BLANKET ADDITIONAL INSURED – LESSOR OF LEASED EQUIPMENT**

WHO IS AN INSURED (Section II) is amended to include as an insured any person or organization (referred to below as "additional insured") with



whom you have agreed in a written contract, executed prior to loss, to name as an additional insured, but only with respect to their liability arising out of the maintenance, operation or use by you of equipment leased to you by such additional insured, subject to the following provisions:

1. Limits of Insurance. The limits of insurance afforded to the additional insured shall be the limits which you agreed to provide, or the limits shown on the Declarations, whichever is less.
2. The insurance afforded to the additional insured does not apply to:
  - a. Any "occurrence" that takes place after the equipment lease expires; or
  - b. "Bodily injury" or "property damage" arising out of the sole negligence of such additional insured.
3. The insurance afforded to the additional insured is excess over any valid and collectible insurance available to such additional insured, unless you have agreed in a written contract for this insurance to apply on a primary or contributory basis.

**F. INCIDENTAL MEDICAL MALPRACTICE**

1. The definition of "bodily injury" in DEFINITIONS (Section V) is amended to include "Incidental Medical Malpractice Injury".
2. The following definition is added to DEFINITIONS (Section V):

"Incidental medical malpractice injury" means bodily injury, mental anguish, sickness or disease sustained by a person, including death resulting from any of these at any time, arising out of the rendering of, or failure to render, the following services:

- a. Medical, surgical, dental, laboratory, x-ray or nursing service or treatment, advice or instruction, or the related furnishing of food or beverages;
- b. The furnishing or dispensing of drugs or medical, dental, or surgical supplies or appliances; or
- c. First aid.
- d. "Good Samaritan services". As used in this Provision F., "Good Samaritan services" are those medical services rendered or provided in an emergency and

for which no remuneration is demanded or received.

3. Paragraph 2.a.(1)(d) of WHO IS AN INSURED (Section II) does not apply to any registered nurse, licensed practical nurse, emergency medical technician or paramedic employed by you, but only while performing the services described in paragraph 2. above and while acting within the scope of their employment by you. Any "employees" rendering "Good Samaritan services" will be deemed to be acting within the scope of their employment by you.
4. The following exclusion is added to paragraph 2. Exclusions of COVERAGE A. – BODILY INJURY AND PROPERTY DAMAGE LIABILITY (Section I – Coverages):

(This insurance does not apply to:) Liability arising out of the willful violation of a penal statute or ordinance relating to the sale of pharmaceuticals by or with the knowledge or consent of the insured.

5. For the purposes of determining the applicable limits of insurance, any act or omission, together with all related acts or omissions in the furnishing of the services described in paragraph 2. above to any one person, will be considered one "occurrence".
6. This Provision F. does not apply if you are in the business or occupation of providing any of the services described in paragraph 2. above.
7. The insurance provided by this Provision F. shall be excess over any other valid and collectible insurance available to the insured, whether primary, excess, contingent or on any other basis, except for insurance purchased specifically by you to be excess of this policy.

**G. PERSONAL INJURY – ASSUMED BY CONTRACT**

1. The **Contractual Liability** Exclusion in Part 2., **Exclusions** of COVERAGE B. PERSONAL AND ADVERTISING INJURY LIABILITY (Section I – Coverages) is deleted and replaced by the following:

(This insurance does not apply to:)

**Contractual Liability**

"Advertising injury" for which the insured has assumed liability in a contract or agreement. This exclusion does not apply to liability for

## COMMERCIAL GENERAL LIABILITY

damages that the insured would have in the absence of the contract of agreement.

2. Subparagraph **f.** of the definition of "insured contract" (DEFINITIONS – Section **V**) is deleted and replaced by the following:
  - f. That part of any other contract or agreement pertaining to your business (including an indemnification of a municipality in connection with work performed for a municipality) under which you assume the tort liability of another party to pay for "bodily injury," "property damage" or "personal injury" to a third party or organization. Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.
3. This Provision **G.** does not apply if **COVERAGE B. PERSONAL AND ADVERTISING INJURY LIABILITY** is excluded by endorsement.

### H. EXTENSION OF COVERAGE – BODILY INJURY

The definition of "bodily injury" (DEFINITIONS – Section **V**) is deleted and replaced by the following:

"Bodily injury" means bodily injury, mental anguish, mental injury, shock, fright, disability, humiliation, sickness or disease sustained by a person, including death resulting from any of these at any time.

### I. INJURY TO CO-EMPLOYEES AND CO-VOLUNTEER WORKERS

1. Your "employees" are insureds with respect to "bodily injury" to a co-"employee" in the course of the co-"employee's" employment by you, or to your "volunteer workers" while performing duties related to the conduct of your business, provided that this coverage for your "employees" does not apply to acts outside the scope of their employment by you or while performing duties unrelated to the conduct of your business.
2. Your "volunteer workers" are insureds with respect to "bodily injury" to a co-"volunteer worker" while performing duties related to the conduct of your business, or to your "employees" in the course of the "employee's" employment by you, provided that this coverage for your "volunteer workers" does not apply while performing duties unrelated to the conduct of your business.

3. Subparagraphs **2.a.(1)(a), (b)** and **(c)** and **3.a.** of **WHO IS AN INSURED** (Section **II**) do not apply to "bodily injury" for which insurance is provided by paragraph **1.** or **2.** above.

### J. AIRCRAFT CHARTERED WITH CREW

1. The following is added to the exceptions contained in the **Aircraft, Auto Or Watercraft Exclusion** in Part **2., Exclusions** of **COVERAGE A. BODILY INJURY AND PROPERTY DAMAGE LIABILITY** (Section **I – Coverages**):  
(This exclusion does not apply to:) Aircraft chartered with crew to any insured.
2. This Provision **J.** does not apply if the chartered aircraft is owned by any insured.
3. The insurance provided by this Provision **J.** shall be excess over any other valid and collectible insurance available to the insured, whether primary, excess, contingent or on any other basis, except for insurance purchased specifically by you to be excess of this policy.

### K. NON-OWNED WATERCRAFT

1. The exception contained in Subparagraph **(2)** of the **Aircraft, Auto Or Watercraft Exclusion** in Part **2., Exclusions** of **COVERAGE A. BODILY INJURY AND PROPERTY DAMAGE LIABILITY** (Section **I – Coverages**) is deleted and replaced by the following:
  - (2)** A watercraft you do not own that is:
    - (a)** Fifty feet long or less; and
    - (b)** Not being used to carry persons or property for a charge;
2. This Provision **K.** applies to any person who, with your expressed or implied consent, either uses or is responsible for the use of a watercraft.
3. The insurance provided by this Provision **K.** shall be excess over any other valid and collectible insurance available to the insured, whether primary, excess, contingent or on any other basis, except for insurance purchased specifically by you to be excess of this policy.

### L. INCREASED SUPPLEMENTARY PAYMENTS

Parts **b.** and **d.** of **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B** (Section **I – Coverages**) are amended as follows:

1. In Part **b.** the amount we will pay for the cost of bail bonds is increased to \$2500.

2. In Part **d.** the amount we will pay for loss of earnings is increased to \$500 a day.

**M. KNOWLEDGE AND NOTICE OF OCCURRENCE OR OFFENSE**

1. The following is added to COMMERCIAL GENERAL LIABILITY CONDITIONS (Section IV), paragraph 2. (Duties In The Event of Occurrence, Offense, Claim or Suit):

Notice of an "occurrence" or of an offense which may result in a claim under this insurance shall be given as soon as practicable after knowledge of the "occurrence" or offense has been reported to any insured listed under Paragraph 1. of Section II – Who Is An Insured or an "employee" (such as an insurance, loss control or risk manager or administrator) designated by you to give such notice.

Knowledge by other "employee(s)" of an "occurrence" or of an offense does not imply that you also have such knowledge.

2. Notice shall be deemed prompt if given in good faith as soon as practicable to your workers' compensation insurer. This applies only if you subsequently give notice to us as soon as practicable after any insured listed under Paragraph 1. of Section II – Who Is An Insured or an "employee" (such as an insurance, loss control or risk manager or administrator) designated by you to give such notice discovers that the "occurrence", offense or claim may involve this policy.
3. However, this Provision **M.** does not apply as respects the specific number of days within

which you are required to notify us in writing of the abrupt commencement of a discharge, release or escape of "pollutants" which causes "bodily injury" or "property damage" which may otherwise be covered under this policy.

**N. UNINTENTIONAL OMISSION**

The following is added to COMMERCIAL GENERAL LIABILITY CONDITIONS (Section IV), paragraph 6. (Representations):

The unintentional omission of, or unintentional error in, any information provided by you shall not prejudice your rights under this insurance. However, this Provision **N.** does not affect our right to collect additional premium or to exercise our right of cancellation or nonrenewal in accordance with applicable state insurance laws, codes or regulations.

**O. REASONABLE FORCE – BODILY INJURY OR PROPERTY DAMAGE**

The **Expected Or Intended Injury** Exclusion in Part 2., **Exclusions** of COVERAGE A. BODILY INJURY AND PROPERTY DAMAGE LIABILITY (Section I – Coverages) is deleted and replaced by the following:

(This insurance does not apply to:)

**Expected or Intended Injury or Damage**

"Bodily injury" or "property damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property.

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

## **OTHER INSURANCE – ADDITIONAL INSURED**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

### **PROVISIONS**

COMMERCIAL GENERAL LIABILITY CONDITIONS (Section IV), Paragraph 4. (**Other Insurance**), is amended as follows:

1. The following is added to Paragraph **a. Primary Insurance**:

However, if you specifically agree in a written contract or written agreement that the insurance provided to an additional insured under this Coverage Part must apply on a primary basis, or a primary and non-contributory basis, this insurance is primary to other insurance that is available to such additional insured which covers such additional insured as a named insured, and we will not share with that other insurance, provided that:

- a. The "bodily injury" or "property damage" for which coverage is sought occurs; and

- b. The "personal injury" or "advertising injury" for which coverage is sought arises out of an offense committed

subsequent to the signing and execution of that contract or agreement by you.

2. The first Subparagraph (2) of Paragraph **b. Excess Insurance** regarding any other primary insurance available to you is deleted.

3. The following is added to Paragraph **b. Excess Insurance**, as an additional subparagraph under Subparagraph (1):

That is available to the insured when the insured is added as an additional insured under any other policy, including any umbrella or excess policy.



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## Business Registration Detail

### Perspectives Ltd

20 North Clark  
 Suite 2650  
 Chicago, IL 60602

**Last Activity:** 2/20/2013 3:42:59 PM

**Business Status:** Active

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### Affiliate List

**Bernie s. Dyme**  
 20 North Clark  
 Chicago, IL 60602

**Terry Cahill**  
 20 North Clark  
 Chicago, IL 60602

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### 100 Most Recent Activities

**2/20/2013 3:43:11 PM**  
 Certificate Produced

**2/20/2013 3:42:59 PM**  
 Perspectives Ltd is activated.

**10/8/2012 11:13:55 AM**  
 Perspectives Ltd is deactivated.

**9/12/2012 3:46:25 PM**  
 Certificate Produced

**9/12/2012 3:46:15 PM**  
 Terry Cahill deleted from affiliated persons.

**9/12/2012 3:46:11 PM**

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## OFFICE OF THE ILLINOIS SECRETARY OF STATE

**JESSE WHITE**  
SECRETARY OF STATE



## CORPORATION FILE DETAIL REPORT

File Number	54259034		
Entity Name	PERSPECTIVES, LTD.		
Status	ACTIVE		
Entity Type	CORPORATION	Type of Corp	DOMESTIC BCA
Incorporation Date (Domestic)	05/22/1986	State	ILLINOIS
Agent Name	JONATHAN VEGOSEN	Agent Change Date	06/21/2007
Agent Street Address	55 W MONROE ST STE 2300	President Name & Address	BERNARD DYME 1616 WASHINGTON WILMETTE 60091
Agent City	CHICAGO	Secretary Name & Address	TERRY CAHILL 1121 SCOVILLE OAK PARK 60304
Agent Zip	60603	Duration Date	PERPETUAL
Annual Report Filing Date	04/18/2018	For Year	2018
Assumed Name	ACTIVE - PERSPECTIVES: A COUNSELING & PSYCHOTHERAPY CENTER, LTD. ACTIVE - PERSPECTIVES: EMPLOYEE ASSISTANCE RESOURCES, LTD.		
Old Corp Name	07/14/1989 - PERSPECTIVES: EMPLOYEE ASSISTANCE RESOURCES, LTD.		

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**Perspectives Ltd**  
20 N Clark Street  
Suite 2650  
Chicago IL 60602  
800.866.7556

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**Response to RFP # 18-0089 Illinois  
Tollway Employee Assistance  
Program (EAP)  
Specifications/Qualifications/Statement of Work  
Bid Buy Reference #: 18-557THA-ADMIN-B-2789**

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January 15, 2019

**Perspectives®**







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# TAB 2 – Transmittal Letter



### Transmittal Letter

To Whom It May Concern:

Perspectives, Ltd. has been delivering the Employee Assistance Program (EAP) services described in the Illinois State Toll Highway Authority (ILLINOIS TOLLWAY) Employee Assistance Program (EAP) Services Contract # 18-0089/Bid Buy # 18-557THA-ADMIN-B-2789 since its 1981 inception. The following proposal will demonstrate our capabilities to continue providing EAP services for the ILLINOIS TOLLWAY.

As the President & CEO of Perspectives, Bernie Dyme will be the primary contact for the ILLINOIS TOLLWAY regarding our response to Employee Assistance Program (EAP) Services Contract # 18-0089/Bid Buy # 18-557THA-ADMIN-B-2789. He is legally authorized to bind Perspectives and his contact information appears below. The other person at Perspectives, Chris Kunze, the Chief Operating Officer, will also be available as back up to Bernie Dyme in the event Mr. Dyme is out-of-town when the ILLINOIS TOLLWAY requires communication. Mr. Kunze is the other person legally authorized to bind Perspectives. His contact information appears below, as well.

PRIMARY CONTACT FOR Employee Assistance Program (EAP) Services

Contract # 18-0089/Bid Buy # 18-557THA-ADMIN-B-2789

Bernie Dyme

Principal

Perspectives, Ltd.

20 N. Clark, Suite 2650

Chicago, IL 60602

[bsd@perspectivesltd.com](mailto:bsd@perspectivesltd.com)

312.558.1574 (fax)

312.558.1562 (direct line)

BACK-UP CONTACT FOR Employee Assistance Program (EAP) Services

Contract # 18-0089/Bid Buy # 18-557THA-ADMIN-B-2789

Chris Kunze

Chief Operating Officer

Perspectives, Ltd.

20 N. Clark, Suite 2650

Chicago, IL 60602

[ckunze@perspectivesltd.com](mailto:ckunze@perspectivesltd.com)

312.558.1570 (fax)

312.558.1574

Sincerely,

Bernie Dyme, President & CEO

Perspectives, Ltd.

20 N. Clark, Suite 2650 [P1]

Chicago, IL 60602

# TAB 3 – Executive Summary

## Executive Summary

### a. Current Business Overview

Perspectives is a national firm based in Chicago, established in 1981 and independently owned by its founder, Bernie Dyme. We have been delivering the services described in the Illinois State Toll Highway Authority (ILLINOIS TOLLWAY) Contract # 18-0089; Bid Buy Reference # 18-557THA-ADMIN-B-2789 RFP for EAP Services for 35 years since the inception of the ILLINOIS TOLLWAY EAP. We believe we continue to be ideally suited to the ILLINOIS TOLLWAY because:

- We have built an infrastructure focused on servicing organizations headquartered in the greater Chicagoland area, many of which are public sector accounts.
- Perspectives currently provides EAP services for over 450 organizations, covering a total of 350,000 employees. However, Perspectives' market niche is small and medium sized employers (500 to 3,000 employees), an organizational size well-suited to our emphasis on highly visible workplace integration through our EAP Utilization Optimization & Fit Planning process.
- Over 95% of our EAP accounts are headquartered in Illinois, Indiana and Wisconsin.
- We have been the designated EAP vendor for the Illinois Tollway since 1996. In this capacity we have developed an understanding of the ILLINOIS TOLLWAY system and culture and have developed an excellent reputation amongst management and employees/family members who use the services offered a great deal. This has led to:
  - Comfort with and knowledge of our services from both employees/family members and managers/HR
  - We have demonstrated flexibility in adjusting to the changing needs of the ILLINOIS TOLLWAY and the manner in which we deliver services to enhance visibility and utilization including use of technology (i.e., web-based information, text as a means of communicating and provision of multiple avenues of access to assistance using, in addition to in-person counseling, telephonic and video capable, HIPAA compliant services.

On the next few pages, we have enclosed our 2016, 2017 and 2018 Fiscal Year End Financial Statements.

# FINANCIALS

Following are the cover letters from Johnson, Goldberg & Brown are our 2018, 2017 and 2016 Fiscal Year Financial Statements[ck2].



**JOHNSON, GOLDBERG & BROWN, LTD.**  
CERTIFIED PUBLIC ACCOUNTANTS

6703 NORTH CICERO AVENUE, LINCOLNWOOD, ILLINOIS 60712-3302  
(847) 673-5740 FAX (847) 673-5759

## ACCOUNTANTS' REVIEW REPORT

To the Board of Directors  
Perspectives, Ltd.  
Chicago, Illinois

We have reviewed the accompanying statements of financial condition of Perspectives, Ltd. as of April 30, 2018 and 2017, and the related statements of operations, changes in stockholders' equity, and cash flows for the years then ended in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. All information included in these financial statements is the representation of the management of Perspectives, Ltd.

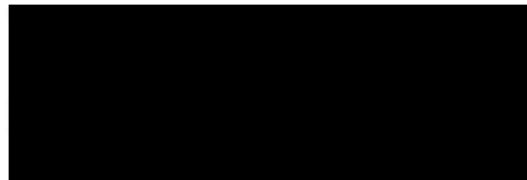
A review consists principally of inquiries of Company personnel and analytical procedures applied to financial data. It is substantially less in scope than an audit in accordance with generally accepted auditing standards, the objective of which is the expression of an opinion regarding the financial statements taken as a whole. Accordingly, we do not express such an opinion.

Based on our reviews, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in conformity with generally accepted accounting principles.

Our reviews were made for the purpose of expressing limited assurance that there are no material modifications that should be made to the financial statements in order for them to be in conformity with generally accepted accounting principles. The information included in the accompanying supplementary schedule is presented only for supplementary analysis purposes. Such information has been subjected to the inquiry and analytical procedures applied in the review of the basic financial statements, and we are not aware of any material modifications that should be made thereto.

Johnson, Goldberg & Brown, LTD.  
Lincolnwood, IL

June 7, 2018





## EXHIBIT A

PERSPECTIVES, LTD.  
STATEMENT OF FINANCIAL CONDITION  
APRIL 30, 2018 AND 2017

<u>ASSETS</u>	<u>2018</u>	<u>2017</u>
Current Assets		
Cash	\$ 137,113	\$ 326,962
Inventory	14,806	17,543
Prepaid Expenses	90,017	45,160
Accounts Receivable, Net of Allowance for Doubtful Accounts of \$28,741 in 2017 and \$7,401 in 2017	247,170	250,107
Total Current Assets	<u>489,106</u>	<u>639,772</u>
Property and Equipment, Net	<u>38,594</u>	<u>39,573</u>
Other Assets		
Goodwill and Intangibles, Net	131,691	153,723
Security Deposits	20,136	15,519
Total Other Assets	<u>151,827</u>	<u>169,242</u>
Total Assets	<u>\$ 679,527</u>	<u>\$ 848,587</u>

LIABILITIES AND STOCKHOLDERS' EQUITY (DEFICIT)

Current Liabilities		
Line of Credit	\$ 195,000	\$ 400,000
Note Payable	4,800	-
Accounts Payable	125,024	135,375
Accrued Expenses	169,120	167,721
Deferred Revenue, Net of Related Income Tax Credit	168,769	122,137
Total Current Liabilities	<u>662,713</u>	<u>825,233</u>
Long-Term Liabilities		
Note Payable	<u>18,051</u>	<u>-</u>
Deferred Rent	<u>4,941</u>	<u>5,482</u>
Stockholders' Equity (Deficit)	<u>(6,178)</u>	<u>17,872</u>
Total Liabilities and Stockholders' Equity (Deficit)	<u>679,527</u>	<u>\$ 848,587</u>

This is not an Audit  
See Accompanying Notes and Accountants' Review Report

## EXHIBIT B

PERSPECTIVES, LTD.  
STATEMENTS OF OPERATIONS  
FOR THE YEARS ENDED APRIL 30, 2018 AND 2017

	<u>2018</u>	<u>2017</u>
Revenues		
Employee Assistance Services	\$ 4,091,235	\$ 3,956,502
Counseling Services	476,691	455,327
Management Consulting	322,877	373,791
Hat Training	-	-
Miscellaneous	15,690	13,827
Fee for Service	<u>272,968</u>	<u>234,961</u>
Total Revenues	<u>5,179,461</u>	<u>5,034,408</u>
Operating Expense		
Salaries	2,342,574	2,371,528
Affiliated Consulting and Professional Fees	1,430,839	1,298,530
Payroll Taxes	198,828	201,473
Employee Benefits	259,503	244,358
Purchased Services	237,218	168,180
Supplies	39,424	40,526
Telephone and Utilities	72,144	67,182
Repairs and Maintenance	1,571	531
Insurance	25,757	25,167
Leases and Rentals	344,362	327,799
Depreciation and Amortization	39,206	55,470
Travel	83,139	72,169
Staff Development	68,500	55,787
Bad Debt Expense	-	-
Licenses, Dues and Subscriptions	<u>9,706</u>	<u>7,185</u>
Total Operating Expenses	<u>5,152,771</u>	<u>4,935,885</u>
Income From Operations	26,690	98,523
Interest Income (Expense)	<u>(12,667)</u>	<u>(9,078)</u>
Income (Loss) Before Income Tax (Expense) Recovery	14,023	89,445
Deferred Income Tax (Expense) Recovery	<u>(8,073)</u>	<u>(21,527)</u>
Net Income (Loss)	<u>\$ 5,950</u>	<u>\$ 67,918</u>

This is not an Audit  
See Accompanying Notes and Accountants' Review Report



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ACCOUNTANTS' REVIEW REPORT

To the Board of Directors  
Perspectives, Ltd.  
Chicago, Illinois

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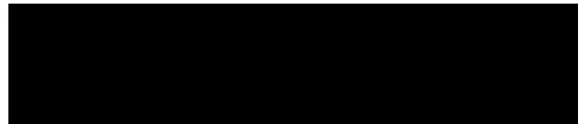
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Based on our reviews, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in conformity with generally accepted accounting principles.

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Johnson, Goldberg & Brown, LTD.  
Lincolnwood, IL

May 31, 2016



PERSPECTIVES, LTD.  
STATEMENTS OF OPERATIONS  
FOR THE YEARS ENDED APRIL 30, 2016 AND 2015

EXHIBIT B

	<u>2016</u>	<u>2015</u>
Revenues		
Employee Assistance Services	\$ 4,031,737	\$ 3,948,194
Counseling Services	544,330	575,463
Management Consulting	413,216	260,966
Hat Training	-	12,230
Miscellaneous	15,241	10,591
Fee for Service	154,421	107,370
Total Revenues	<u>5,158,945</u>	<u>4,914,814</u>
Operating Expense		
Salaries	2,361,836	2,284,599
Affiliated Consulting and Professional Fees	1,410,771	1,312,988
Payroll Taxes	212,465	211,154
Employee Benefits	211,616	206,565
Purchased Services	199,346	155,962
Supplies	55,458	48,955
Telephone and Utilities	66,653	74,077
Repairs and Maintenance	4,970	4,821
Insurance	23,827	27,378
Leases and Rentals	342,889	333,270
Depreciation and Amortization	55,352	66,090
Travel	91,151	103,703
Staff Development	56,358	44,436
Bad Debt Expense	7,000	2,000
Licenses, Dues and Subscriptions	7,038	7,999
Total Operating Expenses	<u>5,106,730</u>	<u>4,883,997</u>
Income From Operations	52,215	30,817
Interest Income (Expense)	<u>(9,156)</u>	<u>(17,484)</u>
Income (Loss) Before Income Tax (Expense) Recovery	43,059	13,333
Deferred Income Tax (Expense) Recovery	<u>(3,742)</u>	<u>(2,477)</u>
Net Income (Loss)	<u>\$ 39,317</u>	<u>\$ 10,856</u>

This is not an Audit  
See Accompanying Notes and Accountants' Review Report

## EXHIBIT A

PERSPECTIVES, LTD.  
STATEMENT OF FINANCIAL CONDITION  
APRIL 30, 2016 AND 2015

<u>ASSETS</u>	<u>2016</u>	<u>2015</u>
Current Assets		
Cash	\$ 118,870	\$ 69,054
Inventory	16,599	23,834
Prepaid Expenses	55,255	55,573
Accounts Receivable, Net of Allowance for Doubtful Accounts of \$21,446 in 2016 and \$4,235 in 2015	285,016	277,601
Total Current Assets	<u>475,740</u>	<u>426,062</u>
Property and Equipment, Net	<u>62,585</u>	<u>65,659</u>
Other Assets		
Goodwill and Intangibles, Net	173,835	193,437
Security Deposits	16,146	17,744
Total Other Assets	<u>189,982</u>	<u>211,181</u>
Total Assets	<u>\$ 728,307</u>	<u>\$ 702,902</u>
 <u>LIABILITIES AND STOCKHOLDERS' EQUITY (DEFICIT)</u>		
Current Liabilities		
Line of Credit	\$ 200,000	\$ 159,000
Note Payable	-	51,000
Accounts Payable	194,014	150,510
Accrued Expenses	182,457	156,499
Deferred Revenue, Net of Related Income Tax Credit	196,449	275,256
Total Current Liabilities	<u>772,920</u>	<u>792,265</u>
Deferred Rent	<u>5,433</u>	<u>--</u>
Stockholders' Equity (Deficit)	<u>(50,046)</u>	<u>(89,363)</u>
Total Liabilities and Stockholders' Equity (Deficit)	<u>\$ 728,307</u>	<u>\$ 702,902</u>

This is not an Audit  
See Accompanying Notes and Accountants' Review Report

**b. Statement that Demonstrates Perspectives Understanding of the Services Specified in the RFP and our agreement with Section 3 F “Standard Terms and Conditions”**

We agree with all of the “Standard Terms and Conditions” in Section 3F of the Request for Proposal for the Employee Assistance Program (EAP) services described in the Illinois State Toll Highway Authority (ILLINOIS TOLLWAY) Contract # 18-0089; Bid Buy Reference # 18-557THA-ADMIN-B-278. In this proposal, we will list and describe in detail, how we will deliver the services requested in section **D.2. SUPPLIES AND/OR SERVICES** (Health/Nutrition Services, Family Matters and Business and Education Matters and **D.4. OFFEROR/STAFF SPECIFICATIONS** where we will address Perspectives’ staffing, capabilities, training, education, and other related services (counseling strategy/plan, legal/litigation matters, case transitions, financial services, disaster recovery plan/record retention, surveys and additional insurance requirements).

Further, in Tab 6, we will address the question of Planned Changes. Tab 7 will have a placeholder for the Pricing since, according to the RFP, Pricing will be submitted in a separate envelope with a USB drive in **Packet number 2.** [BD3] In Tab 8 we will add other exhibits.

**PROPOSED SOLUTION: Executive Summary** – Pages 14-16 list all of the program components included in our solution, each of which is fully described in the Offeror/ Staffing Specifications of this response to the Specifications/Qualifications/Statement of Work portion of the RFP.

Following the Executive Summary, we will provide more detailed information on our technical approach/methodology.

**EXECUTIVE SUMMARY OF SERVICES** – All of the services in this and the following pages constitute our offer to the ILLINOIS TOLLWAY.

## Employee and Family Services

### Call Center/In Person/EAP APP

- + **Masters/PhD-answered** Call Center; toll-free 24/7 live coverage; Spanish/English bilingual; Language Line covering over 130 additional languages; emergency capable
  - + **Unlimited Immediate phone counseling** with masters-level EAP counselors
  - + Chicagoland, U.S. & Global **in-person EAP assessment and 10 sessions counseling (unlimited # of issues)**
  - + **EAP APP** - immediate assistance, scheduling, targeted content, self-help, instant messaging
  - + Referral to self-help groups and community resources
  - + Referral to best-matched mental health/substance abuse provider(s) in healthcare plan for few cases not resolved within free EAP counseling
  - + Coordination of MH/SA referrals with TPA/Insurance Carrier for referred cases
  - + Follow up of all cases; Relapse Prevention Monitoring of up to 2 years for HR/Supervisory Referral cases, including status reports to the ILLINOIS TOLLWAY
- 87.8 % of ILLINOIS TOLLWAY EAP cases were resolved within the EAP without referral into the mental health/substance abuse benefit over the past 4 years*

### Perspectives WorkLife Online (Mobile friendly)

**Health & Wellness:** Articles, videos, webinars, assessments, resources, links and FAQs in Allergies, Alternative Medicine, Body Aches & Pains, Cancer, Cardio Health, Children/Adolescent, Cold and Flu, Dental Health, Diabetes, Dieting, Fitness & Nutrition, Diseases, Eye Care, Fertility, Pregnancy & Childbirth, , Men's Health, Neurological, Respiratory, Sexual Health, Skin Health, Smoking Cessation, Stress, Surgeries/Procedures, Urologic Health, Women's Health, Workplace Health AND

- **Resilience Journey – interactive resilience training**
  - **Smoking Cessation – self guided 56-day program**
  - **Interactive health assessments & screenings (including but not limited to depression, anxiety, substance abuse/use)**
  - **700+ health videos**
  - **200+ dietician recipes**
- + **Child, Elder and Family:** Articles, videos, webinars, links and FAQs in: Caregiver Support, Communication, Developmental Stages, Family Relationships, Grief & Loss, Healthy Aging, Parenting, Pregnancy AND
    - **Searchable child/elder/pet care & adoption, autism, education, camp and tutoring databases**
    - **Monthly WorkLife Webinars**

- + **Legal/Financial:** Articles, videos, webinars, links and FAQs in: Consumer, Criminal, Divorce, ID Theft, Fraud & Theft, Immigration, Landlord/Tenant, Real Estate, Retirement/Elder, Wills/Probate, Auto, Banking, Budgeting, Debt/Bankruptcy, Going Green, Home Center, Insurance, Retirement Planning, Taxes, Lawyer Locators, Ready Legal Documents, Will Preparation Assistance, Legal Assistance Library & Glossary, Financial Calculators, Savings/Retirement Tools, Online Financial Seminars, Consumer Tips, Budget Skill Builders, Financial Planner/Advisor Locators, Ready Financial Documents AND
  - **100+ NOLO Legal Forms**
  - **200+ Financial Calculators**
- + **Emotional Well-Being:** Articles, videos, webinars, links and FAQs in: ADHD, Addiction/Recovery, Anxiety/Depression, Communication, Eating Disorders, Grief & Loss, Managing Work/Family, Nurturing Yourself, Personal Growth, Relationships, Mental Health, Stress, Suicide, Trauma/Abuse AND
  - **Interactive Mental Health Assessments**
- + **Workplace:** **60+ Workplace SKILL BUILDING TUTORIALS** in: Career Burnout/Motivation, Change Management, Communication, Customer Service, Conflict Resolution, Diversity, Emotional Intelligence, Interviewing, Leadership, Performance Review, Safety, Sales, Sexual Harassment Prevention, Supervisory Skills, Team Building, Workplace Violence, Time Management and more
- + **WorkLife Online Savings Center** – A free program for savings up to 25% on name-brand, every day and luxury items

*The ILLINOIS TOLLWAY has its own customizable Features Page at Perspectives WorkLife Online, which includes an EAP Orientation with voice-over narration.*

#### **WorkLife Services - Telephonic WorkLife Consultation and Convenience Services**

- 
- + **Work/Life** - Immediate Call Center and IM access to degreed WorkLife Consultants for consultation and resource identification/referral in adoption, autism, child care, elder care, education, pet care, camps, tutoring and more (unlimited - provision of educational material with matched resources)
  - + **Convenience** – Call Center access for referrals to Perspectives pre-screened Convenience Services such as Community Education, Fitness, Home Repairs, House Cleaning, Organizer Services, Pet Obedience Training, Relocation/Moving, Veterinarians, Yoga Classes (unlimited)
  - + **Career/Work** – Call Center access to Career Coaches for two free 30-minute sessions to explore career issues, interests and concerns; develop job search strategies and review resume
  - + **Nutrition** – Call Center access to Nutritionists and Registered Dieticians for free 60-minute consultation re: child friendly meals, diabetes, food allergies, gastrointestinal problems, healthy eating, high blood pressure, high cholesterol, lactation and weight management.
  - + **WorkLife Online Relocation Assistance** – Tips on selling/buying/pricing a house, moving checklists, alternatives to selling, FAQ's and more.



### Legal/Financial Services – Consultation and Discounted Legal Representation

- + **Legal** - Call Center access to Attorneys for free **phone** consultation (unlimited – 4/5 of legal cases resolved for free with phone consult and/or completion of legal forms). Referral to Perspectives’ pre-screened national Legal Network of attorneys for a free one (1) hour **in- person** consultation and 25% fee discount if the employee/family member retains the attorney
- + **Financial** - Call Center access to Financial Counselors and Consumer Credit Care Counselors for a free 30-minute **phone** consultation with a Money Coach for college/retirement planning, budgeting, debt/bankruptcy etc.
- + **Tax Levy/Wage Garnishment Resolution program** - Call Center access to a Tax Levy Specialist for a free 30-minute **phone** consultation on their current tax issue. [CK4]
- + **Identity Theft** - Call Center access to Fraud Resolution Specialists for free 60-minute **phone** consultation and development of an Emergency Response Kit to dispute fraudulent charges

### Organizational Services

#### Tailored EAP Implementation & On-Going Updates

- + Brochures & Wallet Cards & Posters (**unlimited**)
- + Ongoing review and re-design of Letter to Homes with Giveaway
- + Ongoing review and updating of E-Mailer Announcement
- + Ongoing EAP Promotion Plan interviews/meetings with key ILLINOIS TOLLWAY employees in HR, benefits, training to generate new ideas to increase familiarity and utilization of the EAP
- + Ongoing EAP Promotional Planning – recommendations & review of progress of EAP for positioning for optimum utilization (Supervisory Training, Employee Orientations, Program Promotion, Policies)
- + EAP-Related Policy Review/Recommendations (DOT/, Harassment, Violence, Fitness for Duty, etc.)
- + *On-site EAP Supervisory Trainings* (**unlimited**, minimum 10 participants per training); WebEx available
- + *On-site Employee Orientations* (**unlimited**, minimum 10 participants per orientation); WebEx available

#### Workplace Partner Services

- + Perspectives-dedicated Account Manager, Joy Lockner (since 2011), backed by Perspectives Illinois Tollway Team
- + Quarterly Value Proposition Utilization Reports w/trend graphing, built in performance reporting and client satisfaction data (complete report quarterly; summary report any time)
- + Disaster Recovery & Record Retention Policies
- + **Unlimited** 24/7 access to our masters-level EAP Counselors for HR/Supervisory Consultation
- + HR/Supervisory Job Performance & Company Policy/Regulatory Violation Referrals
- + Relapse Prevention Monitoring sessions for up to 2 years for HR/supervisory referral cases

- + DOT Substance Abuse Professional (SAP) services for positive-test employees (unlimited)
- + **Unlimited** On-site Critical Incident Stress Debriefings
- + HR Policy Consultation (Substance Abuse, Alcohol/Drug Testing, DOT, Disaster Preparedness, Workplace Violence, Sexual Harassment, etc.)
- + **24 hours** of ongoing on-site Advanced Supervisory Training and Employee Wellness Seminars (Conflict Management, Communication, Workplace Violence, Sexual Harassment, Organizational Change, DOT & Substance Abuse, Disaster Preparedness, etc.) *in addition to unlimited supervisory training & employee orientations provided during implementation*
- + Customized Online Features Page, including EAP Employee Orientations

### **Proactive Program Promotion**

---

- + EAP Orientation Video (mobile-friendly) at Perspectives WorkLife Online
- + EAP APP for targeted content, self-help, instant messaging, immediate assistance & scheduling
- + Brochures & Wallet Cards & Posters (unlimited)
- + Monthly Employee WorkLife Webinar Flyer
- + Monthly Employee WorkLife Online Flyer
- + Monthly Employee EAP Flyer
- + Monthly Frontline Supervisor
- + Monthly Frontline Employee
- + Monthly HR Newsletter
- + Ongoing Employee Orientations
- + Onsite Visibility Tables
- + Participation in Health Fairs/Organizational Events

# **TAB 4 – Technical Approach/ Methodology**

## Technical Approach/Methodology

### D. Specifications/Qualifications/Statement of Work

In this section, Perspectives will demonstrate how we will approach the Technical requirements as detailed in Section D.

**D.1. GOAL:** We understand the goal as stated of the ILLINOIS TOLLWAY “to have a comprehensive Employee Assistance Program (EAP) for its employees and their family members on a voluntary, confidential, and professional basis, in matters relating to their physical and emotional well-being”. As you will see in this proposal and as we have been doing since we began as the original EAP provider back in 1996, we began working with the ILLINOIS TOLLWAY, we believe in a broadbrush approach to issues and have worked to create a program that is voluntary, confidential and professional so that employees and their family members can feel comfortable using the services we provide and not wait til issues get to be very severe.

### D.2. SUPPLIES AND/OR SERVICES REQUIRED

**A Broad Array of Issues Covered** - In order to promote the health and well-being of employees so that they are effective and productive in the workplace, we provide free voluntary confidential professional assistance for them *and their families* (whether they are covered beneficiaries or not) for a wide variety of issues that can adversely affect employees and lead to lower productivity, higher turnover, increased absenteeism, accidents and other health issues. The issues covered and listed in the table on the next page include and expand on the issues as laid out in section **D.2.** of the RFP. The experts available include Masters and PhD Call center staff and in-person counselors, masters level WorkLife dependent care counselors and Financial Counselors. Perspectives treats each client individually, making every effort to match the client’s need with the best possible counseling strategy, supportive service, helpful information and/or resource. We emphasize the EAP as a resource for “**issues in everyday living**” to encourage utilization prior to issues manifesting in the workplace. This response will describe our proposed solution with a more detailed description of our plans and approach to the services we offer to employees, their family members and the organization.

**EAP WorkLife Program: Issues Covered**

<b>Family Relations</b>	<b>Emotional</b>	<b>Substances</b>	<b>Work</b>	<b>Additional Issues</b>
<ul style="list-style-type: none"> <li>+ ADD/ADHD</li> <li>+ Adoption</li> <li>+ Blended/Step Family</li> <li>+ Child/Adolescent</li> <li>+ Child Custody/Guardian</li> <li>+ Domestic Partners</li> <li>+ Dual Career Issues</li> <li>+ Elder Caregiving</li> <li>+ Effective Communication</li> <li>+ Marital/Couple Conflict</li> <li>+ Parenting Relationships</li> <li>+ Separation/Divorce Single Parenting</li> </ul>	<ul style="list-style-type: none"> <li>+ Adjustment Issues</li> <li>+ Anger</li> <li>+ Anxiety/Phobias</li> <li>+ Coping with Change</li> <li>+ Depression</li> <li>+ Eating Issues/Disorders</li> <li>+ Grief/Loss</li> <li>+ Mood Swings</li> <li>+ Obsessions</li> <li>+ PTSD</li> <li>+ Stress &amp; Stress Management</li> </ul>	<ul style="list-style-type: none"> <li>+ Alcohol Abuse</li> <li>+ Drug Abuse</li> <li>+ Prescription Drug Abuse</li> <li>+ Affected Family Members</li> <li>+ Other Addictions -- Sex, Gambling, Food</li> </ul>	<ul style="list-style-type: none"> <li>+ Burnout</li> <li>+ Career/Vocational Issues</li> <li>+ Civility</li> <li>+ Coworker Conflict</li> <li>+ Job Performance</li> <li>+ Interpersonal Issues</li> <li>+ Organizational Change</li> <li>+ Sexual Harassment</li> <li>+ Supervisory Coaching</li> </ul>	<ul style="list-style-type: none"> <li>+ Chronic Illness</li> <li>+ Domestic Violence</li> <li>+ Fitness</li> <li>+ Gay/Lesbian Issues</li> <li>+ International Travel/Living</li> <li>+ Men's/Women's Issues</li> <li>+ Nutrition Mgmt.</li> <li>+ Sexual Abuse</li> <li>+ Sexual Dysfunction</li> <li>+ Smoking Cessation</li> <li>+ Weight Mgmt.</li> <li>+ WorkLife Balance</li> <li>+ Fitness Training</li> </ul>
<b>Childcare</b>	<b>Eldercare</b>	<b>Legal</b>	<b>Financial</b>	<b>Convenience</b>
<ul style="list-style-type: none"> <li>+ Adoption</li> <li>+ Before/After School Programs</li> <li>+ Center Day Care</li> <li>+ Family Day Care</li> <li>+ In-home Care</li> <li>+ Sick/Back Care</li> <li>+ Summer Camps</li> <li>+ Tutoring</li> </ul>	<ul style="list-style-type: none"> <li>+ Aging</li> <li>+ Day/Nursing/Respite/</li> <li>+ Hospice Care</li> <li>+ Homemaker/Home Health</li> <li>+ Leisure Pursuits</li> <li>+ Volunteer/Education/</li> <li>+ Travel</li> <li>+ Nutrition/Housing Services</li> <li>+ Transportation/Recreation</li> <li>+ Retirement Facilities</li> <li>+ Retirement Planning</li> </ul>	<ul style="list-style-type: none"> <li>+ Automobile Issues</li> <li>+ Child Custody/Guardian</li> <li>+ Consumer Issues</li> <li>+ Domestic Violence</li> <li>+ Family Mediation</li> <li>+ Housing/Real Estate</li> <li>+ Power of Attorney</li> <li>+ Separation/Divorce</li> <li>+ Small Claims Court Procedures</li> <li>+ Tax Consultation</li> <li>+ Will Preparation</li> <li>+ Probate</li> </ul>	<ul style="list-style-type: none"> <li>+ Bankruptcy/Foreclosure Prevention</li> <li>+ Budgeting</li> <li>+ College Planning</li> <li>+ Consumer Credit Counseling</li> <li>+ Debt Counseling</li> <li>+ Financial Planning</li> <li>+ Housing Education and Purchasing</li> <li>+ ID Theft Recovery</li> <li>+ Retirement Planning</li> <li>+ Tax Consultation</li> <li>+ Will Preparation</li> </ul>	<ul style="list-style-type: none"> <li>+ Apartment Locators</li> <li>+ Chores/House Cleaners</li> <li>+ Consumer Comparisons</li> <li>+ Entertainment</li> <li>+ Home Repair</li> <li>+ Moving/Relocation</li> <li>+ Pet Obedience Training</li> <li>+ Pet-sitters/Kennels</li> <li>+ Transportation/Travel</li> <li>+ Veterinarians</li> <li>+ Volunteer Opportunities</li> </ul>

**D.3. MILESTONES AND DELIVERABLES.** For formal referrals, Perspectives will provide one-week status reports, final case completion reports and quarterly reports of outstanding and completed services for individual cases with the proper signed releases of information. These reports on individual cases are typically made for cases referred to us by ILLINOIS TOLLWAY Human Resources (HR) and supervisory personnel. It is a standard part of our EAP services to get signed releases of information for these cases. In addition, Perspectives will provide complete utilization reports on a quarterly basis that present detailed information (see page 17 for more information about our Value Proposition Utilization Reports and Tab 8 for an ILLINOIS TOLLWAY utilization report). The status reports will include the number of EAP cases, type or category of service provided, number and reason for

Supervisor Referral cases, and number of direct contact and online cases with type or category of service provided and will show increases or declines in usage. Utilization is reported by EAP, WorkLife, Legal/Financial and Online categories. All program promotion and account management activities are also listed. Finally, client satisfaction survey results will also be provided. The data is utilized to determine future program promotion strategies.

## INTRODUCTION

Perspectives will first provide our philosophy and what distinguishes our high quality EAP/WorkLife service delivery. In this section, Perspectives will expand on the Executive Summary above detail the manner in which we will deliver the proposed EAP services for the ILLINOIS TOLLWAY. This will include the items mentioned in the RFP:

- + Staffing
- + Capabilities
- + Training
- + Education
- + Other Related Services
  - Counseling Strategy/Plan
    - Turnover;
    - Absenteeism;
    - Behavioral Healthcare Costs;
    - Employee Retention;
    - Substance Abuse;
    - Violence incidents

## PROPOSED SOLUTION - PHILOSOPHY & DISTINGUISHING

**CHARACTERISTICS OF PERSPECTIVES** – EAP/WorkLife is Perspectives’ primary business. Our programs are not embedded in nor do we have any fiduciary ties with insurance or healthcare organizations. We provide EAP services for over 450 organizations, totaling about 350,000 employees. Over 95% of our EAP customers are headquartered in Illinois, but we provide EAP services for across the U.S. We focus all of our resources on highly visible EAP/WorkLife services committed to serving our customer organizations and their employees through:

**High-Tech/High-Touch Services** – Perspectives’ approach to EAP APP service delivery incorporates both high-tech and high-touch services, including:

- + Immediate and unlimited **Masters/PhD-answered Call Center** services with access to counseling, information, resources, WorkLife consultants and financial counselors.
- + Local **in-person EAP counseling** for the many issues that are best addressed face to face through our established Chicagoland, National and International EAP office infrastructures
- + Immediate and unlimited access to over 5,000 articles, self-guided assessments, databases, skill-building courses, audio experts, links, resources and dependent-care instant messaging at **Perspectives WorkLife Online**
- + An **EAP APP** that allows users to get information in various forms on IOS or Galaxy smartphones or tablets with the ability to connect directly to a counselor in an emergency or for any other services.

*Our Perspectives WorkLife Online and EAP APP’s robust content & interactive tools complement rather than replace our phone and in-person counseling. Perspectives still sees over 70% of the employees and, or, family members in-person.* [BD5]

**High Visibility EAP Prevention Services – 87.8% of ILLINOIS TOLLWAY EAP cases have been resolved without referral into the mental health/substance abuse benefit over the past four (4) years** due to our emphasis on high visibility EAP, which includes: [BD6][CK7]

- + Supervisory trainings and employee orientations for implementation (webinar/WebEx also available)
- + Ongoing topical training and education for supervisors and employees (webinar/WebEx also available)
- + **Unlimited** Critical Incident Stress Debriefings, Grief Groups and Reduction in Force (RIF) Support
- + Participation in health fairs, visibility tables and other organizational events
- + Coverage across a wide array of issues in everyday living, including parenting, family, marital, childcare, eldercare, convenience, legal, financial, emotional and substance abuse issues
- + Four monthly program promotion pieces targeted at specific groups—employees, supervisors, HR
- + Practical Educational Materials, WorkLife Online tip sheets/CDs, Relocation Packets [BD8][CK9]

**Custom Workplace-Integrated Account Services** – Perspectives’ workplace integration approach to account services emphasizes:

- + Continued customization to the ILLINOIS TOLLWAY culture built on our ongoing Organizational Assessment process and continually supported by proactive account management aimed at integrating EAP with HR/Benefits initiatives/issues and providing timely responsiveness to critical incidents and HR/Supervisory consultation needs. This is evidenced by the fact that even though we have been the ILLINOIS TOLLWAY EAP/WorkLife vendor for the past 22 years, we have continuously maintained communications with our ILLINOIS TOLLWAY liaisons to determine what changes may occurring at the organization and how we might be able to be responsive to these changes.
- + Experienced and workplace-knowledgeable Account Managers who average over 20 years in the field. Specifically, the Account Manager, Joy Lockner has been the account manager for the ILLINOIS TOLLWAY since 2011 [BD10][CK11] so she has become intimately familiar with the operations and needs of the organization. She is only the second Perspectives account manager that the ILLINOIS TOLLWAY has had in the 22 years since we have been providing services demonstrating our stability and continuity.
- + ILLINOIS TOLLWAY Experience and Capability -  
As the EAP provider for the ILLINOIS TOLLWAY since 1996. Our Custom Workplace Integrated Account Service approach has enabled us to be involved in the development and delivery of protocols and procedures relating to safety sensitive positions, DOT positive alcohol/drug test cases, Critical Incident Stress Debriefing services, seminars and service delivery to the TOLLWAY’s dispersed workforce. Our involvement in the implementation of these protocols has educated our clinical staff about these detailed ILLINOIS TOLLWAY procedures, as well as the varying workforce cultures across the ILLINOIS TOLLWAY worksites, in order to ensure our consistency with ILLINOIS TOLLWAY HR protocols.

Some of these organizational services at the ILLINOIS TOLLWAY have included:

- Our EAP counselors have positively impacted the ILLINOIS TOLLWAY employees by responding quickly to crises [BD12]. Since Perspectives was awarded the last



- EAP/WorkLife contract in 2014, we have provided 13 CISDs assisting 120 individuals. One example of a CISD occurred on September, 2017 when an employee was killed on the tollway. In total, we provided 10 hours of support to the tollway workers during this incident. Overall, Perspectives counselors have provided onsite group support to 89 employees at M-1 and M-2 as well as 8 individual counseling sessions and 5 management consultations relating to these events.
- Leading and presenting Management training sessions throughout 2016, 2017 and 2018 at multiple locations and times with combined attendance of over 500 individuals.
  - Providing the following seminars with very positive feedback from the managers/supervisors:
    - Diversity in the Workplace
    - Conflict Management
    - Coaching for Managers
    - DOT Substance Abuse Awareness for Supervisors
    - Managing Bullying
    - Stress Management
  - Providing 50 hours of onsite health fairs/open enrollment meetings at Corporate, Naperville, Marengo, Alsip and Park Ridge over the last 3 years (2016, 2017 and 2018). Such onsite activity is an example of our continuous promotional services which keeps the EAP in front of employees and maintains high EAP utilization. Employees often report their success stories with our EAP counselors at such events furthering their endorsement and comfort with our services.
- + Collaboration with human resources on Department of Transportation (DOT) services as part of the EAP contract by:
- Perspectives EAP counselors providing DOT Substance Abuse Professional (SAP) services evaluation, recommendations, compliance monitoring, return to duty evaluation, communication of compliance with ILLINOIS TOLLWAY HR personnel for employees with positive tests
  - Perspectives customizing back to work letters in response to the ILLINOIS TOLLWAY's need for specific documentation in instances with union grievances
- + Facilitation of referrals of troubled employees through the provision of the direct phone numbers of our ILLINOIS TOLLWAY Account Manager, Clinical Supervisor and our Director of Client Services in addition to our 24/7, masters-answered toll-free number
- + The continued development of new distribution materials to help educate employees based on discussions in our utilization report meetings
- + The development of relationships with all levels of ILLINOIS TOLLWAY directors and managers to:
- Increase proactive contact to Perspectives from HR, Supervisors, Managers and employees prior to escalation of workplace issues
  - Insure managers and directors are working in tandem with HR so that ILLINOIS TOLLWAY policies are followed[BD13][CK14]

*Continuous Service Evaluation* through our Quality Assurance measures, including follow up on all cases, client satisfaction reports, relapse prevention monitoring, phone response and appointment wait performance standards as well as built-in value proposition reporting in our utilization reports (See Tab 8 – Quality Assurance Program).

*All-Inclusive Wellness, Benefit and Workplace Programs* – In addition to the above EAP and WorkLife services, Perspectives provides All-Inclusive Wellness and Workplace Programs, including:

- + Organizational Development - Executive Coaching, Team Building, Talent Acquisition
- + FMLA Management services
- + Wellness Coaching/HRA

As was mentioned earlier, Perspectives, Ltd. has been delivering the Employee Assistance Program (EAP) services described in the Illinois State Toll Highway Authority (ILLINOIS TOLLWAY) Request for Proposal Contract #18-0089 since Perspectives was founded in 1981 and is still owned by the original owner and president/CEO, Bernie Dyme, who remains actively involved in the overall operations and works closely with the Perspectives Account Manager, Joy Lockner on the ILLINOIS TOLLWAY account.

PERSPECTIVES’ provides EAP services to employees, their family members and significant others whether or not they are “covered dependents” under the ILLINOIS TOLLWAY’s healthcare benefit plan. Anyone whose personal issue is impacting the employee is eligible. Services are provided on a voluntary, confidential and voluntary basis to promote employee well-being. Perspectives further understands and is very familiar with the fact that most of the employees reside in the greater Chicago-land metropolitan area and that approximately 90% of the employees are in collective bargaining groups, consisting of General Service Employees, Local 73, State and Municipal Teamsters and Chauffeurs Union Local No. 726, International Brotherhood of Teamsters, Chauffeurs, Warehousemen and Helpers of America, Metropolitan Alliance of Police, Chapter 135, and American Federation of State, County and Municipal Employees, Council 31. In addition to our years of experience with the ILLINOIS TOLLWAY, having a well-developed infrastructure in the geographic areas where ILLINOIS TOLLWAY employees reside and extensive experience working with labor and labor/management programs and Taft-Hartley Plans are two (2) additional reasons why Perspectives feels that we are ideally suited to continue to provide EAP/WorkLife services to the ILLINOIS TOLLWAY.

In order to promote the health and well-being of employees so that they are effective and productive in the workplace, we provide free voluntary confidential professional assistance for them and their families for a wide variety of issues that can adversely affect employees and lead to lower productivity, higher turnover, increased absenteeism, accidents and other health issues. The issues covered are listed in the table (**EAP WorkLife Program: Issues Covered**) on page 21. The experts available include masters and PhD level Call Center staff, in-person counselors, master’s level WorkLife dependent care counselors and Financial Counselors. Perspectives treats each client individually, making every effort to match the client’s need with the best possible counseling strategy, supportive service, helpful information and/or resource. We emphasize the EAP as a resource for “**issues in everyday living**” to encourage utilization prior to issues manifesting in the workplace.

## STAFFING

*Staff Credentials and Experience* - All Perspectives professional employed staff and subcontracted affiliates (Call Center counselors, in-person counselors, Account Managers) must have a minimum of a master's degree, state licensure and five (5) years of experience, two of which must be in substance abuse. In addition to a minimum of a master's degree and five years of experience, all EAP Counselors are generalists who have broad based experience in substance abuse, mental health and family issues. All EAP Counselors, whether staff or affiliates and WorkLife Online Consultants, as is mentioned in Tab 8 - Quality Assurance Program, must receive 20 hours of continuing education a year, much of which is offered through Perspectives (see Tab 5 - Continuous Training). Most clinicians specialize and few have this generalist background necessary to provide the comprehensive assessment required of an EAP. Our EAP Counselors must also be skilled in community resource identification and the provision of goal-focused short-term counseling as the EAP assessment most often indicates that just a few sessions within the EAP and/or non-clinical assistance from a community service will resolve the problem. Our staff list appears in Tab 5.

**An Experienced Perspectives Account Manager backed by Perspectives Account Management and Clinical Operations Team** – Perspectives Account Managers average over 15 years in the field and 10 years at Perspectives. Specifically, the *dedicated ILLINOIS TOLLWAY Account Team* (see resumes in Tab 5 – Offeror/Staff Specifications) will consist of:

- + Joy Lockner, EAP Account Manager – ILLINOIS TOLLWAY Account Manager
- + Stacie Westhouse-Milam, Director of Client Services - Account Manager Back Up
- + Jodee Elliott- Clinical Supervisor
- + Bernie Dyme, President/CEO –Team Member
- + Chris Kunze, COO – Performance Reporting and Disaster Recovery

**Together this team brings over 100 years of combined experience as follows:**

Joy Lockner, Account Manager - While multiple EAP staff and affiliate clinicians are available in multiple offices and masters level clinicians are available 24/7 at our Call Center, we do assign each of our accounts an Account Manager who acts as the point person for provision and/or coordination of organizational services like training, wellness seminars, program promotion, supervisory consultation and critical incident stress debriefing. As the current EAP provider for the ILLINOIS TOLLWAY, our Account Manager is Joy Lockner who has been the in that role since 2011. Joy has served in the EAP field for nearly 20 years and has extensive experience as EAP account manager for public government accounts.

Her EAP experience also includes the position of regional director at Creative Care Management EAP in the 1990's where she standardized educational programs for employers and provided organizational assistance in areas such as team building, diversity management, and critical incident stress debriefings. She has provided hundreds of EAP trainings, wellness seminars and HR/supervisory consultations in her career. Joy is a licensed clinical social worker (LCSW), with a Master's Degree in Social Work from the Loyola University and a certified addiction counselor with a degree in Addictions Studies from College of DuPage. She has extensive experience delivering EAP clinical services which is invaluable when consulting with supervisors about troubled employees. Joy has been involved in the delivery of numerous trainings and supervisory consultations for Illinois Tollway personnel and has an excellent understanding of the Illinois Tollway culture. Joy oversees the customized procedures for Illinois Tollway SAP cases. Ms. Lockner's working relationship with many managers and senior

administrators is invaluable for customized seminars and implementation of CISDs. She is an active member of the Employee Assistance Professional Association.

In her role as the Account Manager for the ILLINOIS TOLLWAY EAP, Joy and Perspectives are responsible for insuring:

- + Collaboration with human resources on Department of Transportation (DOT) services
- + Provision of DOT training for ILLINOIS TOLLWAY supervisors occurs
- + That Perspectives EAP counselors provide DOT Substance Abuse Professional (SAP) services - evaluation, recommendations, compliance monitoring, return to duty evaluation, communication of compliance with ILLINOIS TOLLWAY HR personnel - for employees with positive tests
- + Customizing and facilitating back to work letters in response to the ILLINOIS TOLLWAY's need for specific documentation in instances with union grievances
- + Facilitation of referrals of troubled employees through the provision of the direct phone #s of our ILLINOIS TOLLWAY Account Manager and our Clinical Director in addition to our 24/7, masters-answered toll free #
- + Provision of Critical Incident Stress Debriefing (CISD) services in a timely fashion
- + Attendance and participation in four annual health fairs to promote the EAP
- + The development of new distribution material to help educate employees based on discussions at our utilization report meetings
- + The development of relationships with all levels of ILLINOIS TOLLWAY directors and managers to:
  - Increase proactive contact to Perspectives prior to escalation of workplace issues
  - And to insure managers and directors are working in tandem with HR to ensure ILLINOIS TOLLWAY policies are followed

Stacie Westhouse-Milam, Director of Client Services – ILLINOIS TOLLWAY Account Manager Back Up - In addition to Joy Lockner, our Director of Client Services, Stacie Westhouse-Milam, will also be available to the ILLINOIS TOLLWAY. Stacie has been in the field for over 10 years and has 5+ years' experience in direct EAP work. She is a Licensed Professional Counselor (LPC) with a MA from the Illinois School of Professional Psychology. Stacie is the Chair of Perspectives' Continuous Quality Improvement committee that works to review and improve our clinical care and documentation procedures. Stacie is a member of the Northern Illinois Employee Assistance Professionals Association. She is directly responsible for our EAP Counselors in our Call Center and our greater Chicagoland EAP offices, and is always available at our Call Center for account consultation in the event Joy is busy.

Jodee Elliott, Clinical Supervisor - Jodee Elliot is a Licensed Clinical Professional Counselor (LCPC), currently serving as the Clinical Supervisor for Perspectives EAP, where she leads the organization's clinical team, provides direct counseling to clients, including students at a Chicago-area medical school, and supports strategic planning. Over the course of her time at Perspectives, Jodee has also coordinated critical incident debriefings; provided management and HR consults; and assisted clients with short-term counseling needs. Prior to joining the world of EAP/work-life services, Jodee worked as a school counselor for six years and also worked in a private practice setting. Jodee is from New Orleans, Louisiana, where she completed her MA in Counseling at the University of Holy Cross. Jodee is a member of the Northern Illinois Employee Assistance Professionals Association. Her interests include employee engagement; burnout in the health sciences field; and acculturation issues.

Bernie Dyme – President/CEO – As the owner, Mr. Dyme will work closely with Ms. Lockner and the account team on the ILLINOIS TOLLWAY which is a key Perspectives account. Mr. Dyme founded Perspectives in 1981, has been in the field since 1979 and has been involved in the provision of external EAP for 37 years. He holds a Master’s Degree in Social Work from the University of Chicago. Bernie is a Licensed Clinical Social Worker (LCSW) and a veteran LCSW clinician and human resource consultant. Mr. Dyme is also a member of the Employee Assistance Professionals Association (EAPA) and has been a faculty member at Illinois Benedictine College’s MOB program. He is on the National Action Alliance for Suicide Prevention Suicide Taskforce, the Chair of the Council for the University of Chicago’s School of Social Service Administration and on the Board of Directors of the Chicago Coalition for the Homeless.

Chris Kunze, COO - Performance Reporting and Disaster Recovery - Chris Kunze, MBA, serves as Chief Operating Officer for Perspectives, Ltd. Chris joined Perspectives in 2007 with over 25 years of operations, financial and management experience in multiple industries. Currently, Chris directs all aspects of Perspectives service operations, *including leadership in monitoring account metrics to address performance measures, as well as leading our disaster recovery planning and implementation.* Prior to joining Perspectives, Chris served as President/General Manager of Sourcelink Chicago, LLC, Senior Vice President of Finance and Administration for ACOSTA, Inc., and Vice President /Corporate Controller for Metromail Corporation, at that time, the nation's leading publicly owned direct marketing company. Chris received earned his BS in Finance from Western Illinois University, and his MBA from Benedictine University.

Perspectives has Illinois Licensure and certifications with the actual certificates in Tab 8 – Other Exhibits.

Our plan of action which includes our implementation and strategy aimed at impacting turnover, absenteeism, behavioral healthcare costs, employee retention, substance abuse and violence is built on a **HIGH VISIBILITY** and **PREVENTION** model we introduced in the beginning of the proposal and will expand upon in the next section. We will also detail how we handle emergency situations in the following section.

## **PROPOSED ILLINOIS TOLLWAY EAP/WORKLIFE SOLUTION**

Perspectives proposes to continue providing the ILLINOIS TOLLWAY EAP solution and will delineate that below. We will provide a detailed description of how we plan to approach each technical requirement that was listed in the RFP. We will include how we will approach legal/litigation matters, case transitions, financial services, our own disaster recovery plan/record retention, surveys (which will be laid out in our reporting responses) and additional insurance requirements.

### **EAP Services to Employees and Family Members**

Our *Counseling Strategy/Plan*, as requested in the RFP which is aimed at addressing turnover; absenteeism; behavioral healthcare costs; employee retention; substance abuse; and violence incidents is built on two (2) main features:

- 1. Our EAP Problem Resolution Focus** – Because of our HIGH VISIBILITY PREVENTION approach to implementation and program promotion, as described on page 23 above, we are able to resolve most cases within the EAP without use of the healthcare benefit. **87.8% of**

**ILLINOIS TOLLWAY cases over the last 4 years have been resolved within the EAP without referral into the healthcare benefit.**

2. ***Getting the Client the Right Help the First Time.*** - The online, telephonic and in-person counseling infrastructure presented in this proposal is built in our emphasis on *accurate assessment*. We provide a thorough holistic assessment of client need in order to match them with the assistance most suited to them, whether that be EAP problem-resolution counseling, a community resource or matching with a provider in the mental health benefit.

Building our counseling strategy on accurate assessment means that we are more likely to resolve employee and family issues in a timely fashion, thus both reducing and preventing the turnover, absenteeism, behavioral healthcare costs, substance abuse issues and violence that can result when issues are not accurately assessed.

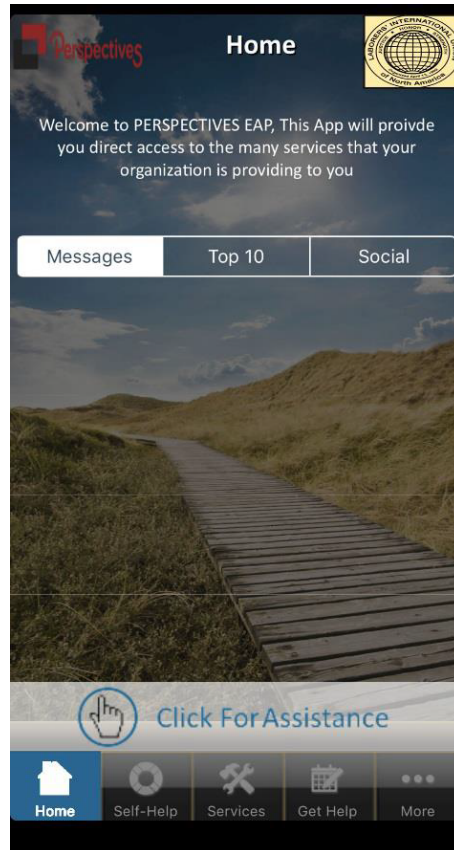
Perspectives is committed to providing multiple access points for our client end users to ensure that every employee has access to and is able to utilize the EAP. This includes Perspectives' continued investment in technology to allow client end users a high tech EAP solution in addition to telephonic access points.

**CALL CENTER** – Our Call Center is staffed by our own employed masters and PhD-level counselors who provide the following EAP services on an *unlimited basis, 24/7*:

- + immediate first-call phone support and counseling for issues in everyday living, such as parenting and stress
- + immediate first-call crisis counseling and triage
- + for emergency and urgent calls (***Emergency Placement***), including suicidal situations, the EAP Counselor who answers the phone assesses for safety as well as the presence of weapons. Caller defusing and stabilization are provided followed by a determination if immediate referral to an emergency provider is necessary. Throughout, the need for family/friend and police/ambulance intervention are evaluated as our Call Center Director or Senior Call Center staff are always alerted in emergency cases so they can make simultaneous phone calls for assistance. Some emergency/urgent cases are handled by sending emergency response professionals to the caller's location. Others are arranged and scheduled to go immediately to an emergency treatment provider (emergency room, psychiatric treatment center, women's shelter, etc., of which we have numerous accessible facilities) while others that are stabilized are scheduled for further EAP assessment within a day. Call Center staff continuously monitors these callers while their emergency response is arranged or scheduled.
- + immediate first-call supervisory and crisis consultation for HR and supervisors
- + first-call appointment scheduling at a convenient local Perspectives EAP office for the many callers with issues better suited to in-person counseling
- + direct first-call access to dependent care consultants, career coaches, nutritionists/registered dieticians and convenience services
- + access to attorneys, financial counselors, consumer credit care counselors and fraud resolution specialists for those organizations purchasing our Legal/Financial Enhancement
- + immediate access to translators in over 130 languages through our AT&T Language Line



**EAP APP** – The Perspectives EAP APP, screenshot below, provides immediate assistance through a call button, the opportunity for appointment scheduling, targeted content, self-guided help features and instant messaging capabilities with our EAP professionals.



**IN PERSON** - While we take pride in the fact that we provide direct first-call counseling access to EAP & WorkLife experts at our **Call Center**, as well as online databases, tutorials and educational resources at **Perspectives WorkLife Online**, some issues are best addressed not only **face to face**, but *with an EAP-Capable clinician knowledgeable about our customers' workplace policies and issues.*<sup>1</sup> Callers with clinical needs typically come to our local EAP offices for services, where we provide the following EAP services in multiple languages, including Spanish, Russian, Polish and others.

**Assessment** – Our in-person assessments are thorough and holistic, utilizing a format that explores family, marital, social, spiritual, employment, educational, military, medical, recreational, financial, sexual, addictions related (alcohol/drug, gambling, etc.) and psychiatric/emotional histories. This process:

- + Explores the client's presenting issue thoroughly to identify possible underlying cause(s). This is essential as the issue presented by the client is sometimes symptomatic of another issue that needs to be addressed first.

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<sup>1</sup> As was mentioned earlier, Perspectives still sees over 70% of the ILLINOIS TOLLWAY employees and, or, family members in-person.

- + Views the interview as a “joint exploration” between the EAP Counselor and the client, making use of clarification, feedback and gentle confrontation to put the client at ease. When necessary, the counselor takes a more assertive confrontational approach to address entrenched denial. The counselor maintains a motivational stance throughout the interview.
- + Presents recommendations in a factual manner primarily through educational feedback. Recommendations usually fall into one or a combination of 3 categories:
  1. Brief goal-focused/crisis counseling with the EAP Counselor
  2. Referral to self-help groups/social service/community-based programs,
  3. Referral to treatment resources (i.e., outpatient counseling, intensive outpatient rehab, etc.). in one (1) of eight (8) cases

**EAP Problem-Resolution Counseling of up to ten (10) sessions per issue** – If, after the initial assessment, there is an indication that problem-resolution counseling is appropriate, then the Perspectives EAP Counselor will continue to meet with the employee or family member. Perspectives provides a model that is task and goal oriented. It is most effective in resolving crises, transitional life situations, marital/family problems, some emotional issues and grief/loss reactions. 88% of Perspectives EAP cases across our entire business have their issues resolved within EAP problem-resolution counseling and/or referrals for community, WorkLife Online and self-help resources. **87.8 % of the ILLINOIS TOLLWAY EAP cases were resolved within the EAP without referral into the mental health/substance abuse benefit over the past 4 years.** In these cases, the ILLINOIS TOLLWAY’s healthcare benefit is not accessed. In the few cases in which our assessment indicates that more intensive care is required, a referral will be made to an appropriate mental health/substance abuse provider within the client’s healthcare benefit network. EAP problem-resolution counseling can be a cost savings for the ILLINOIS TOLLWAY in that, where appropriate, it enables the employee to get help without using his/her health insurance.

**Referral to self-help groups, community resources, WorkLife resources and mental health/substance abuse (MH/SA) services within the ILLINOIS TOLLWAY’s healthcare plan and online resources** – Referrals, when necessary, are carefully selected to match the employee with the appropriate resource. The few cases needing referral beyond the EAP for more intensive mental health/substance abuse (MH/SA) services are made into the client’s covered MH/SA healthcare network. We will coordinate referrals into that network for the client. A referral, when necessary, is based on the following criteria:

- + The resource has the specific professional expertise to assist in the resolution of the client’s EAP-assessed issue.
- + The “fit” of employee to a resource includes a personality match that is conducive to treatment and an increased likelihood of a positive outcome.
- + The employee’s financial condition, benefits eligibility and healthcare benefits (where applicable) are considered so that his/her treatment does not cause any further hardship.
- + The resource is located either near the worksite or the employee’s home. Available transportation is also considered.

**Pre-Qualified Networks: We pride ourselves on knowing the providers to whom we refer clients** - In addition to over 50,000 nationwide mental health, substance abuse and community resources<sup>[BSD15]</sup>, Perspectives has over 500,000 WorkLife provider resources. The WorkLife provider resource profiles delivered to clients are not just a list of possible providers but *confirmed vacancies* with details about the provider and its programs that match the client’s assessed need. Our national resource database includes current information on license status,



program components, client/staff ratios, staff qualifications, hours of operation, transportation/nutrition issues and fees.

**Resources include over 300,000 registered and/or licensed providers/resources in the following child care categories:**

Au Pair Agencies	Discipline	Residential Camps
Babysitters	Family Day Care Home	Sick Child Care
Back-up and Odd Hour Care	Grandparents as Parents	Special Needs Camps
Bedtime Routines	In Home Care	Special Needs Care
Before/After School Care	International Study	Specialty Camp Programs
Blended Families	Nanny Agencies	Sports Programs
Child Care Centers	Parenting Classes and Support Groups	Summer Programs
Child Development	Playgroups	Summer School
Child Nutrition	Preschool and Nursery Schools	Toilet Training and Bed-wetting Issues
Child Safety	Raising Teenagers	
Computer Literacy Programs	Religious Camps	
Day Camps		

**Resources include over 150,000 providers/resources in the following elder care categories:**

Acute/Post-Acute	Community Services	Hospices
Rehabilitation	Disease Management Programs	Independent Living Centers
Adaptive Transportation Services	Elder Law Attorneys	Meals-on-Wheels
Adult Day Care	End-of-Life Resources	Medicare/Medicaid
Alzheimer's Support	Geriatric Case Management Services	Retirement Communities
Cancer Care Centers	Grief Support	Senior Centers
Caregiver Support Resources (including long-distance care-giving issues)	Home Health Agencies and Nursing Programs	Skilled Nursing Facilities
Chore and Companion Services	Home Medical Equipment	Supplemental Insurance
	Home Safety	Visitation Assistance
		Volunteer Organizations

**We have over 50,000 additional resources in the following adoption and educational categories:**

2 and 4 Year Colleges	Elder Hostel	Online/Distance Learning
Admissions Testing	Enrichment Programs	Parochial and Religious Schools
Adoption Advocacy Groups	Financial Aid	Private Schools
Adoption Agencies	Foster Care Resources	Public Schools
Adoption Attorneys	Graduate Schools	Resume Writing Services
Adoption Subsidies	Home Schooling	Scholarships
Adoption Support Groups	Home Schooling Resources	School District Profiles and School Report Cards
Adult Education classes	Infertility resources (clinics, counseling)	
Alternative Schools	International Adoption	Special Needs Education
Athletic Programs	Internship Resources	State Adoption Specialists
At-Risk Youth Resources	Kindergarten Programs	Step-Parent Adoption
"Boot Camps"/Military Schools	Kinship Care Resources	Tutors
Career Counseling/Testing	Location services for finding birth parents/siblings	
Career Development	Montessori and Independent Schools	Vocational Colleges
Charter and Magnet Schools	Non-College Options	Volunteer Opportunities (as part of HS graduation requirement)
Community Colleges	Non-Traditional Adoptions	
Continuing Education		
Early Learning Programs/Preschools		

We also have over 16,000 contracted and monitored lawyers nationally, each with over 10 years of legal practice, five (5) in their area of specialty, which include:

Consumer	Criminal	Probate
Contract	Family	Real Estate

**EAP Follow-Up – 100% of cases receive follow-up services, including our Client Satisfaction Survey**, to ascertain if the client is doing well or needs additional assistance. For the one (1) in eight (8) cases needing referral into further mental health or substance abuse services beyond the EAP, we divide follow-up services into two (2) categories, follow up for referrals to community-based and routine outpatient services and follow up for referrals to intensive substance abuse and psychiatric services.

- + Community Based & Routine Outpatient Referrals - When making community based and outpatient referrals, the EAP Counselor first contacts the provider (community resource or therapist; with a release of information) to provide case background. The EAP Counselor then makes client and provider contact 48 hours after the first appointment to insure that the client has followed through and to make sure the client-provider fit is appropriate. Finally, contact is made with the client one (1) to two (2) months after the referral to make sure that the client is progressing and to conduct our EAP Client Satisfaction survey. The mental health/substance abuse provider or community resource is instructed to contact the EAP:
  - If the employee does not keep appointments
  - If the employee terminates treatment (with or without the therapist's consent)
  - If an additional or adjunctive referral is necessary
- + Fitness for Duty and Job Performance Cases Referred into Intensive Substance Abuse/Psychiatric Services - We provide extensive Relapse Prevention Monitoring services to focus resources on the follow-up necessary in Fitness For Duty and Job Performance cases. Perspectives Relapse Prevention Monitoring insures that these cases that have been referred into the ILLINOIS TOLLWAY healthcare benefit are monitored for ongoing participation in aftercare plans and referrals. Perspectives provides frequent follow-up to help prevent relapse during the first-year post treatment, after which the proclivity towards relapse is greatly reduced. When a referral of these cases is made to a structured chemical dependency or psychiatric treatment program, data from the assessment is communicated to the treatment provider. Further, the EAP Counselor continues to be involved in the treatment and aftercare plan, (including return-to-work conferences and fitness-for-duty evaluations when necessary), to facilitate the case with The ILLINOIS TOLLWAY HR personnel. PERSPECTIVES extensive Relapse Prevention Monitoring protocol appears below.
  - 1-4 months – weekly monitoring sessions
  - 5-8 months – every other week
  - 8-12 months – monthly
  - 13-24 months – as needed

**Positive Alcohol/Drug Tests & Substance Abuse Professional (SAP) services for DOT regulated and non-DOT regulated employees** – Because our EAP Counselors are selected for their assessment skills, which include the ability to identify chemical dependency, we provide substance abuse evaluation services, including Substance Abuse Professional (SAP) services for Department of Transportation (DOT) regulated industries as part of our standard EAP services. Services for positive alcohol/drug tests, whether DOT related or not, include:

- + In-person assessment, including use of SASSI-3 instrument and interviews of collaterals when necessary
- + Consultation with The ILLINOIS TOLLWAY Designated Employee Representative (DER) [BSD16]
- + Initial Evaluation and Recommendation form sent to The ILLINOIS TOLLWAY
- + Referral to appropriate level of treatment or educational program. Most need Intensive Outpatient Program (IOP) treatment, though occasionally a higher level of care is initially necessary for detox. Referrals are coordinated with healthcare benefits where appropriate. Some cases do not require treatment and are referred for educational programs.
- + Monitoring of compliance with treatment/education recommendations, including regular staffing of cases in treatment and use of our Perspectives Relapse Prevention Monitoring Protocol as described immediately above. The EAP Counselor maintains contact with all parties involved in the employee's treatment plan, acting as case coordinator.
- + Follow-up Evaluation Notice of Compliance form sent to The ILLINOIS TOLLWAY. This form indicates the employee's level of compliance, the recommended aftercare program and the recommended follow-up testing regimen.

Perspectives EAP Counselors, when performing positive-test case and DOT/SAP case duties, continually update the ILLINOIS TOLLWAY liaisons about employee follow through, including during aftercare monitoring when an Evaluation Notice of Non-compliance is sent if an employee fails to continue participation in aftercare recommendations. With Return to Work situations, our SAP counselor writes a letter in which s/he recommends a schedule for follow-up testing.

### **WorkLife Services - WorkLife Consultation & Convenience Services**

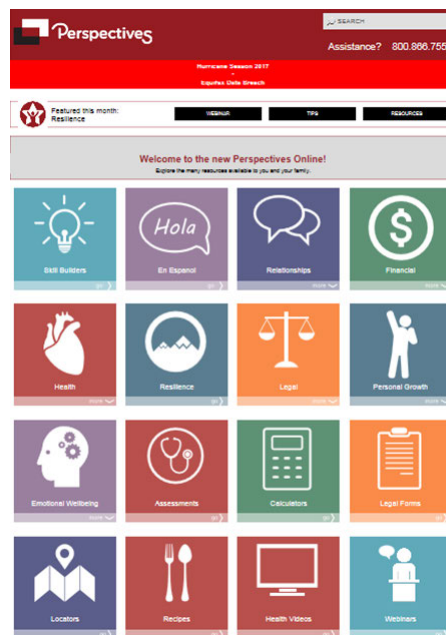
- + **Work/Life** - Immediate Call Center and IM access to degreed WorkLife Consultants for consultation and resource identification/referral in adoption, autism, child care, elder care, education, pet care, camps, tutoring and more (unlimited - provision of educational material with matched resources)
- + **Convenience** – Call Center access for referrals to Perspectives pre-screened Convenience Services such as Community Education, Fitness, Home Repairs, House Cleaning, Organizer Services, Pet Obedience Training, Relocation/Moving, Veterinarians, Yoga Classes (unlimited)
- + **Career/Work** – Call Center access to Career Coaches for two free 30-minute sessions to explore career issues, interests and concerns; develop job search strategies and review resume
- + **Nutrition** – Call Center access to Nutritionists and Registered Dieticians for free 60-minute consultation re: child friendly meals, diabetes, food allergies, gastrointestinal problems, healthy eating, high blood pressure, high cholesterol, lactation and weight management.
- + **WorkLife Online Relocation Assistance** – Tips on selling/buying/pricing a house, moving checklists, alternatives to selling, FAQ's and more

## Legal/Financial Services – Consultation and Discounted Legal Representation

- + **Legal** - Call Center access to Attorneys for free **phone** consultation (unlimited – 4/5 of legal cases resolved for free with phone consult and/or completion of legal forms). Referral to Perspectives' pre-screened national Legal Network of attorneys for a free one (1) hour **in-person** consultation and 25% fee discount if the employee/family member retains the attorney
- + **Financial** - Call Center access to Financial Counselors and Consumer Credit Care Counselors for a free 30-minute **phone** consultation with a Money Coach for college/retirement planning, budgeting, debt/bankruptcy etc.
- + **Tax Levy/Wage Garnishment Resolution program** - Call Center access to a Tax Levy Specialist for a free 30-minute **phone** consultation on their current tax issue. [CK17]
- + **Identity Theft** - Call Center access to Fraud Resolution Specialists for free 60-minute **phone** consultation and development of an Emergency Response Kit to dispute fraudulent charges

## Perspectives WorkLife Online

*Perspectives WorkLife Online is a standard feature of our EAP services and incorporates many Health & Wellness, Child/Elder Care, Legal/Financial, Emotional Well Being and Workplace components. WorkLife Online is a valuable, educational and prevention-oriented resource. We provide WorkLife Online as a way to augment our phone and in-person counseling services, not as a substitute. It is provided in English and Spanish and can be tailored to the ILLINOIS TOLLWAY's logo/colors. The ILLINOIS TOLLWAY's dedicated WorkLife Online Features Page that includes an online EAP employee orientation video and over 60 interactive workplace tutorials called Skill Builders. The WorkLife Online Home Page has a monthly feature and webinar, as well as a current news section, which has features tips for prominent issues like hurricanes and the Equifax data breach. Below is a screen shot of Perspectives WorkLife Online's Home Page.*



On the next few pages are a one (1) page summary of WorkLife Online content and the ILLINOIS TOLLWAY login and password, a listing of our 2019 Monthly Webinars, WorkLife Online Workplace Skill-Building Tutorials, WorkLife Online Interactive Health Assessments

## Perspectives WorkLife Online Overview

Parenting/Childcare Pet Care	Elder Care/Aging	Health & Wellness	
<p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>+ Communication</li> <li>+ Developmental Stages</li> <li>+ Family Relationships</li> <li>+ Parenting</li> <li>+ Pregnancy</li> </ul> <p><b>LOCATORS:</b></p> <ul style="list-style-type: none"> <li>Adoption</li> <li>Autism</li> <li>Child Care</li> <li>Kindergarten – College</li> <li>Pet Boarding &amp; Sitting</li> <li>Pre/After School</li> <li>Summer Camps</li> <li>Tutoring</li> </ul>	<p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>+ Caregiver Support</li> <li>+ Grief &amp; Loss</li> <li>+ Healthy Aging</li> </ul> <p><b>LOCATORS:</b></p> <ul style="list-style-type: none"> <li>Assisted Living</li> <li>Convalescent Homes</li> <li>Day Care</li> <li>Home Health Care</li> <li>Hospice</li> <li>In-home Services</li> <li>Independent Housing</li> <li>Nursing Homes</li> <li>Medical Alert Systems</li> <li>Retirement Community</li> <li>Senior Housing</li> </ul>	<p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>+ Allergies</li> <li>+ Alternative Medicine</li> <li>+ Body Aches &amp; Pains</li> <li>+ Cancer</li> <li>+ Cardio Health</li> <li>+ Children/Adolescent</li> <li>+ Cold and Flu</li> <li>+ Dental Health</li> <li>+ Diabetes</li> <li>+ Dieting, Fitness &amp; Nutrition</li> <li>+ Diseases</li> <li>+ Eye Care</li> <li>+ Fertility, Pregnancy &amp; Childbirth</li> <li>+ Gastrointestinal</li> <li>+ Men's Health</li> <li>+ Neurological</li> <li>+ Respiratory</li> <li>+ Sexual Health</li> <li>+ Skin Health</li> <li>+ Smoking Cessation</li> <li>+ Stress</li> <li>+ Surgeries/Procedures</li> <li>+ Urologic Health</li> <li>+ Women's Health</li> <li>+ Workplace Health</li> </ul> <p><b>FEATURES:</b></p> <ul style="list-style-type: none"> <li>Resilience Journey – interactive resilience training</li> <li>Smoking Cessation – self guided 56 day program</li> <li>Interactive health assessments</li> <li>700+ health videos</li> <li>200+ dietician recipes</li> </ul>	
Emotional Well Being	Legal	Financial	Career/Work
<p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>+ ADHD</li> <li>+ Addiction</li> <li>+ Anxiety/Depression</li> <li>+ Communication</li> <li>+ Eating Disorders</li> <li>+ Grief &amp; Loss</li> <li>+ Managing Work/Family</li> <li>+ Nurturing Yourself</li> <li>+ Personal Growth</li> <li>+ Relationships</li> <li>+ Stress</li> <li>+ Suicide</li> <li>+ Trauma/Abuse</li> </ul> <p><b>FEATURES:</b></p> <ul style="list-style-type: none"> <li>Interactive MH/CD Assessments</li> </ul>	<p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>+ Consumer</li> <li>+ Criminal</li> <li>+ Divorce</li> <li>+ ID Theft</li> <li>+ Immigration</li> <li>+ Landlord/Tenant</li> <li>+ Real Estate</li> <li>+ Retirement/Elder</li> <li>+ Wills &amp; Probate</li> </ul> <p><b>FEATURES:</b></p> <ul style="list-style-type: none"> <li>100+ NOLO Legal forms</li> </ul>	<p><b>CONTENT:</b></p> <ul style="list-style-type: none"> <li>+ Auto</li> <li>+ Banking</li> <li>+ Budgeting</li> <li>+ Debt/Bankruptcy</li> <li>+ Going Green</li> <li>+ Home Center</li> <li>+ ID Theft</li> <li>+ Insurance</li> <li>+ Retirement Planning</li> <li>+ Taxes</li> </ul> <p><b>FEATURES:</b></p> <ul style="list-style-type: none"> <li>200+ Financial Calculators</li> </ul>	<p><b>60+ SKILL BUILDING TUTORIALS:</b></p> <ul style="list-style-type: none"> <li>Communication</li> <li>Customer Relationships</li> <li>Diversity</li> <li>Emotional Intelligence</li> <li>Leadership</li> <li>Managing Change</li> <li>Managing Employees</li> <li>Performance Review</li> <li>Preventing Sexual Harassment</li> <li>Preventing Violence</li> <li>Sales</li> <li>Time Management</li> </ul>

To access Perspectives WorkLife Online, please visit [perspectivesltd.com](http://perspectivesltd.com) and in the "Log In" section enter "ill500" for username and "perspectives" for password [BD18].[BD19][P20][BD21]

[BD22]

### WorkLife Online Workplace Skill-Building Tutorials

Achieving Personal Goals	Managing a Virtual Office
Applying Emotional Intelligence in the Workplace	Managing Change
Applying Leadership Basics	Managing Disagreement
Appreciating Personal Differences	Managing Negative People
Balancing Work and Family	Managing Projects
Basics of Effective Communication	Managing Stress
Basics of Effective Selling	Managing Your 401(k)
Becoming an Effective Team Member	Mastering Cold Calls
Building a Successful Team	Motivating Employees
Building Strong Customer Relationships	Moving from Trainer to Performance Consultant
Business Writing Basics	Negotiating for the Sales Professional
Choosing a Childcare Provider	Organizing Your Workspace
Closing the Sale	Overcoming the Loss of a Loved One
Coaching and Counseling	Presentation Skills
Conducting a Performance Review	Preventing Sexual Harassment for Leaders (non-AB 1825 compliant)
Conflict Intervention	Preventing Sexual Harassment for Employees (non-AB 1825 compliant)
Creating a Strong Leadership Team	Providing Effective Feedback
Creating an Effective Sales Team	Qualifying Sales Prospects
Dealing with Difficult Customers	Recognizing Employee Performance
Dealing With Violence In The Workplace	Recognizing and Avoiding Burnout
Delegating	Recognizing and Managing Anger
Developing Critical Thinking Skills in a Child	Recognizing and Responding to Signals of Violence
Developing a Strategic Plan	Setting Personal Goals and Expectations
Discharging Employees	Solving Problems as a Team
Disciplining and Redirecting Employees	Succeeding as a Supervisor
Executive-to-employee Communication Strategies	Successful Negotiation
Financial Basics for Non-financial Managers	Telephone Skills for Quality Customer Service
Guardianship Decisions for Elderly Loved Ones	Time Management
Intercultural Business Etiquette	Understanding and Using Contracts
Interviewing Job Candidates	Valuing Diversity
Interviewing Skills for Job Candidates	
Leading Effective Meetings	
Leading Effective Teams	

### WorkLife Online Interactive Health Assessments

Alcohol Use Disorders Identification Test (AUDIT)  
 Cardiac Risk  
 Depression Screening (PHQ9)  
 Diabetes Risk  
 Drug Abuse Screening Test (DAST10)  
 Fitness Assessment  
 General Risk Health Assessment  
 Health Assessment  
 Resilience Scale  
 Screen for Problem Gambling (NORC)  
 Screening for Generalized Anxiety Disorder (GAD)  
 Screening for Mania  
 Wellbeing Assessment



## 2019 WorkLife Monthly Webinars

Each webinar will be available on the 1<sup>st</sup> of every month, with answers to client questions added to webinar pages throughout each month. Archived Webinars are available at this link (enter your username for access)

Month	Monthly Theme	Description
January	Get Ahead This Year	Do Your Bucket List: 7 Ways to Up Your Focus on Things that Matter
February	Tax Smarts	Tax Saving Strategies
March	Change Management	Resilience in Times of Change
April	Declutter Your Life	Clear Your Clutter: A Comprehensive Guide
May	Health Healing	Letting Your Emotions Interfere with Eating
June	Mind-Body Health	Master Your Mind: Emotional and Physical Health Connections
July	Interpersonal Relationships	Uncovering Unconscious Beliefs
August	Getting Ahead at Work	Mastering the Business of Workplace Etiquette
September	Parenting Teens	Funding College: 5 Steps Every Family Can Use to Build a Successful Plan
October	Health Holidays Ahead	5 Strategies to Actually Enjoy the Holidays This Year
November	Managing Financial Stress	Money is Emotional: Prevent Your Heart from Hijacking Your Wallet
December	Staying Motivated	Putting Out the Fire: Preventing and Managing Burnout



## EAP Services to Customer Organizations

**EAP Utilization Optimization & Organizational Fit Planning** - Our plan for building employee and supervisory staff engagement includes both high touch and high tech methods, as detailed further below, but starts first with our *EAP Utilization Optimization & Fit Planning Process*. Even though we have been the ILLINOIS TOLLWAY EAP vendor since its inception in 1996, we still maintain a check on the organization to insure that the EAP fits the changing needs of the ILLINOIS TOLLWAY. This involves regularly communicating and meeting with leaders in HR, Benefits, Training, Wellness and Management to identify cultural, policy and benefit issues pertinent to EAP service delivery and includes discussions regarding:

- + The best way to position the messaging of the EAP (e.g. – a resource for issues in everyday living; convenient connectivity in-person and online) in order to renew and/or expand employee and supervisory perceptions of what EAP can provide
- + What new features to emphasize in the EAP roll out (e.g. – online Skill Building Tutorials, monthly WorkLife webinars (both in real time and on-demand), masters level Call center ready for immediate counseling 24/7, instant messaging with our EAP APP, training available for departments, etc.) to refresh the concept of EAP
- + The best ways to reach the employee and supervisory populations, including the use of current ILLINOIS TOLLWAY news vehicles, departmental meetings, supervisory meetings, wellness initiatives, etc., as well as Perspectives onsite, electronic and paper program communication vehicles

We then continually monitor the ILLINOIS TOLLWAY in order to make sure that our Program Promotion Plan is in synch and successful in increasing engagement and utilization. This has included the following methods as well as other methods identified in the Utilization Optimization Planning process.

### Tailored Implementation & Ongoing Program Promotion

- + Electronic Announcements & communications of the EAP benefit, including a link to Perspectives WorkLife Online
- + Distribution of Employee and Family Letters to keep the EAP in front of the employee and their families and can include some kind of giveaway
- + Distribution of unlimited new posters to all sites
- + Distribution of unlimited brochures, wallet cards
- + Insert EAP Announcements into existing communication vehicles
- + Continual updating of the Features Page at Perspectives WorkLife Online, to include online EAP Employee Orientation Video, as well as any other ILLINOIS TOLLWAY benefit descriptions/links desired
- + Additional Program Promotion media and distribution as developed through the Utilization Optimization Planning process
- + Conducting Introductory and Ongoing Supervisory Training across sites/departments/shifts; Webinar also available
- + Conducting Introductory and Ongoing Employee Orientations across sites/departments/shifts; Webinar also available
- + Distribution of Wallet Cards and brochures/training manuals at Supervisory Trainings and Employee Orientations
- + Conduct additional annual hours of Advanced Supervisory Training and Employee seminars

- + Utilize the ILLINOIS TOLLWAY's dedicated Features Page at Perspectives WorkLife Online to promote both EAP and ILLINOIS TOLLWAY wellness events/features
- + Provide content for ILLINOIS TOLLWAY in-house Communication Vehicles, as well as tailored articles, flyers, posters, etc.
- + Send
  - Monthly Employee WorkLife Emailer
  - Monthly Employee EAP Emailer
  - Monthly Frontline Supervisor
  - Monthly HR Newsletter
- + Conduct Monthly WorkLife Webinars
- + Attend Health Fairs, Open Enrollment, Other Events
- + Conduct Visibility Tables
- + Ongoing HR/Benefit consultation to identify departmental/site needs; developing programs tailored to those departments/sites

## Workplace-Savvy Services

Perspectives delivers all of the following Workplace Services as standard features of our EAP:

**Initial Supervisory Training** – The purpose of this training is to familiarize supervisors with the wide array of personal issues addressed by the EAP/WorkLife service and the signs and symptoms of these problems as they are manifested in the workplace so that they confront job performance issues, rather than enabling them. Supervisors are trained in the use of the EAP as an additional tool when dealing with previously well-performing employees who are manifesting job performance and employee relations issues. Supervisors are trained in the observation and documentation of job performance, the constructive confrontation of job performance in conjunction with HR, and finally, where appropriate, the referral of the employee to the EAP so that the employee has a resource to address any personal issue that may be causing the performance deterioration. Supervisors are also instructed on how to use Perspectives for ongoing consultation and develop techniques for controlling and dealing with their own stress. It is made clear that the employee must improve job performance, regardless of participation in the EAP, that the EAP is merely a resource for helping the employee if some personal issue is affecting the employee. EAP participation in no way changes the employee's responsibility to improve performance in these HR/supervisory referral cases.

The rationale for this training is that employees, once appropriately confronted, including corrective action consequences, may be ready with EAP assistance to contend with a personal issue they have been denying and thus be restored to their previous level of satisfactory work performance.

It is important that Perspectives conduct this training so that the neutrality of the EAP is maintained and all levels of management can become familiar with the Perspectives staff. Though some of the content of the training is set, the style of delivery, level of content and length are determined during the EAP Utilization Optimization & Organizational Fit Planning process. Supervisory training is tailored to specific sites based on need and culture. It can be delivered via webinar in addition to on-site.

**Initial Employee Orientations** – The main objective of the employee orientations will be to introduce EAP/WorkLife services. This includes the broad array of issues covered and all 3 models of access—in-person, Call Center and WorkLife Online. The message is that the EAP is a resource in everyday living for all employees. This message is reinforced when Internet access allows us to project Perspectives' WorkLife Online during the orientation as this visually

reinforces that EAP provides resources that can assist any and all employees. Our EAP Utilization Optimization & Organizational Fit process will help us identify how to best reach employees in a manner that is consistent with the present operations at ILLINOIS TOLLWAY. At on-site sessions, any written materials (i.e., brochures, wallet cards, etc.) can be distributed. Orientations can be delivered via webinar in addition to on-site.

**Employee Orientation Video (mobile-friendly)** – An Employee Orientation video is also available on the ILLINOIS TOLLWAY Features Page at Perspectives WorkLife Online.

**HR/Management Consultation available 24 hours a day, 365 days a year** – Perspectives is available around the clock to assist HR staff and supervisors in dealing with troubled employees in a proactive manner that emphasizes our “early intervention/prevention approach”.

**Job Performance & Company Violation Referrals** – Perspectives will coordinate with HR and supervisory personnel on any job performance, DOT, safety sensitive and company violation (i.e. – positive test, violence infraction, etc.) cases, providing evaluation and ongoing case-monitoring services. We can communicate with ILLINOIS TOLLWAY HR personnel, with a signed release of information, about employee follow through with EAP recommendations. In cases in which a Last Chance or Stipulations Agreement is signed by the employee, EAP feedback can be utilized in job action considerations.

**HR Policy Consultation** – Perspectives will provide HR Policy Consultation in the following areas:

- + Alcohol/Drug Testing
- + Substance Abuse
- + Disaster Preparedness
- + Sexual Harassment
- + Workplace Violence & Threat Assessments

**Advanced Supervisory Training and Employee Seminars** – In addition to the Initial Supervisory Training and Initial Employee Orientations described in the previous section, Perspectives provides Advanced Supervisory Training and Employee Seminars. These will be based on the specific needs of ILLINOIS TOLLWAY employees as determined in the EAP Utilization Optimization & Organizational Fit Planning process and discussions with HR. Perspectives offers this training and consultation for managers and HR in identifying and dealing with employees who may benefit from EAP services. These training services are below. (Onsite or by webinar, as well as in Spanish and other languages).

**Perspectives Advanced Supervisory Training** topics would vary by site need and could include but not be limited to<sup>2</sup>:

- + Are You Prepared? Responding to Crisis in the Workplace
- + Coaching for Managers
- + Communicating with the Difficult Employee
- + Conflict Management
- + EAP Supervisor Training
- + Harassment in the Workplace
- + Identifying the Substance Abusing Employee

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<sup>2</sup> Our seminar offerings are continually updated and new ones are added.

- + Managing the Multigenerational Workforce
- + Managing the Workplace Bully
- + Navigating Organizational Change

**Perspectives Employee Seminars Include but are not limited to:**

**Workplace Productivity**

- + Achieving Your Goals
- + Collaboration
- + Conflict Management
- + Effective Customer Service
- + Emotional Intelligence
- + Enhancing Vitality in the Workplace
- + Navigating Organizational Change
- + Personal Productivity
- + Responsible Communication

**WorkLife Balance**

- + Beating Holiday Stress
- + Dual Career Couples
- + Eldercare – Caring for Aging and Dependent Parents
- + Embracing Change
- + Financial Fitness
- + Financial Planning
- + Making Healthy Food Choices
- + Making the Most of Your 24/7
- + Moving Toward Retirement
- + Obtaining Balance: Strategies for a Healthy Lifestyle
- + Resilience
- + Strategies for Effective Parenting
- + Stress Management

**Workplace Culture**

- + Appreciating Diversity
- + Bullying and Respect in the Workplace
- + Civility in the Workplace
- + Count to Four Before you Roar
- + Harassment in the Workplace
- + Substance Abuse Awareness
- + Succeeding in the Multigenerational Workforce
- + Suicide Awareness: How Can I Help?
- + What Is Domestic Violence?
- + Workplace Violence

**Attendance & Participation in Health Fairs, Learning Fairs, Wellness Days, Safety Days, and other events.** – Perspectives can be available to participate in events that provide EAP/WorkLife visibility.

**Visibility Tables** – In addition to topical seminars, Perspectives services can be promoted through the use of visibility tables. These can be in conjunction with health fairs and other ILLINOIS TOLLWAY events or on their own. Program materials and a Perspectives representative are available to answer questions and exchange information at a table strategically placed at ILLINOIS TOLLWAY locations.

**Critical Incident Response** -- Perspectives will provide on-site CIR services within 24 to 72 hours after a traumatic workplace incident. These group services provide employees who have experienced a traumatic event the opportunity to discuss their reactions and receive education about how to cope with the normal stress reactions that will follow. Our staff has participated in a three-day training and numerous seminars on critical incident stress debriefing. We have delivered numerous debriefings, including sessions for industrial accidents in the steel and oil industries, bank robberies and on-the-job heart attacks and suicide threats. This process includes any or all of the following:

- + **Critical Incident Defusing** -- In all cases, *immediate* Critical Incident *Defusing* services are also available. We consult with management and HR regarding managing the reactions of those involved, including assisting in making determinations as to who should go home, attending to immediate physical and family needs as well as consulting about how best to communicate about the incident to employees. Defusing services are typically conducted with HR and managerial staff via phone, but can be conducted on-site, as well.
- + **Grief Support & Debriefing** – Perspectives also provides grief support groups for employees struck by loss that may not necessarily be related to workplace trauma. Departments who have suffered the loss of a coworker or who have a coworker suffering the loss of a loved one also benefit from grief counseling.

See in Tab 8 Critical Incident Response (CIR) Services on page 69.

**Value Proposition Utilization Reports, including Client Satisfaction** – Perspectives will provide complete utilization reports Quarterly (Summary utilization reports can be provided at any time.) Our complete utilization report includes trend graphing of individual and organizational utilization with emphasis on EAP impact, including the % of cases handled without referral into the healthcare plan. Both the number of cases and the amount of service provided on cases are reported by the following types of cases - EAP Counseling, WorkLife, Legal/Financial and Online. Then, utilization is broken down into demographic, problem area, recommendation and resolution sections. A full WorkLife Online section outlines where employees and family members are going on Perspectives WorkLife Online. Client Satisfaction data is also incorporated into the report. All program promotion and account management activities are also reported, including number of activities and number of attendees at trainings, orientations, seminars, health fairs, etc. We do not view the data in our reports as static, but rather dynamic, examining the data in collaboration with our customers in order to determine future EAP program promotion and training strategies to 1) to maintain a high level of EAP visibility, and 2) integrate the EAP with ILLINOIS TOLLWAY initiatives in which the EAP can provide valuable training, consultation and resources. See in Tab 8, Appendix \_\_ ILLINOIS TOLLWAY UTILIZATION REPORT.<sup>[BD23]</sup>



### Proactive Program Promotion

In addition to all of the on-site/online trainings and workplace services included in our EAP, Perspectives also provides proactive program promotion through:

- + EAP Orientation Video (mobile-friendly) at Perspectives housed on the Perspectives WorkLife Online landing page
- + Brochures, Wallet Resource Cards, Posters and Giveaways (*unlimited*)
- + Monthly Employee WorkLife Emailer
- + Monthly Employee EAP Emailer
- + Monthly Frontline Supervisor
- + Monthly Frontline Employee
- + Monthly HR Newsletter Samples of each are provided below and on the following pages<sup>3</sup>.


### Brochures

**Wallet Resource Cards & Giveaways** – Perspectives will provide wallet resource cards to all employees annually as well as giveaways for home mailings and company events.

<sup>3</sup> An unlimited number of brochures and posters will be provided.


EAP Poster Emailer

Feeling like you've



lost your marbles?

For information, call:  
800.456.6327  
[www.perspectivesltd.com](http://www.perspectivesltd.com)




Monthly Employee WorkLife Webinar

DECEMBER 2010

FRIENDS AND FAMILY:  
Are you naughty or nice at holiday gatherings?

LIVING IN REAL TIME LIVING IN REAL TIME  
TIEMPO REAL VIDA EN TIEMPO REAL VIDA WEBINAR



Say What You Mean the Right Way: Healthy Forms of Communication  
Tuesday, December 21<sup>st</sup> at 12pm, 2pm and 4pm EST


The holidays are a time to come together, but when one of us takes something the wrong way, the festive spirit quickly fades. Keep the cheer in the holidays by learning strategies and guidelines for successful communication.

To register, log in to Perspectives Online and click on the link under "Upcoming Online Seminars".

\*Please note: Webinars are available only in English.

"It's the most wonderful time of the year..." Maybe for Andy Williams, but for a lot of us, the overload of holiday gatherings with friends and family can create stressful situations. And sometimes that stress comes out the wrong way. Avoid holiday hostility with tips and resources to help you keep the conversation cheerful.

Your work-life service is always available to provide real-time support for real living. Call or log on to get started.




Call toll-free 800-456-6327 or log on to [www.perspectivesltd.com](http://www.perspectivesltd.com)

Monthly Employee WorkLife Online Emailer



Online Employee Flyer

*Make the Holidays Your Own*



So it's that time of year again. You take one look at the calendar and you're hit with pressure to make the traditional holiday images come to life, or else! But what about those people who don't fit the traditional mold?

[Click here to log-in and read more...](#)

For the rest of this article and more information on "Make the Holidays Your Own" please visit [www.perspectivesltd.com](http://www.perspectivesltd.com) (800) 456-6327

Monthly Employee EAP Emailer




"There are two paths you can go on, but in the long run, there's still time to change the road you're on."  
- Robert Plant

Everyone needs help to get on the right path from time to time.  
Your EAP can help.  
800-456-6327  
[www.perspectivesltd.com](http://www.perspectivesltd.com)

Monthly Frontline Supervisor

Monthly HR Newsletter

**Perspectives**  
1-800-456-6327  
**THE FRONTLINE SUPERVISOR**  
2010 Issue #11

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**Q: I haven't made a supervisor referral to the EAP before, I need to clarify employee orientations that there isn't a lot of confusion about supervisor referrals and how they work. What employees resist, thinking that I am leading the referral on a personal problem?**

**A:** Your employees may initially believe your referral is based in part on a personal problem you think exists, so it is appropriate to clarify that it is not. Explain how the EAP policy establishes a supervisor referral process based on performance problems. The rationale is that a personal problem may play a contributing role, but that you can't diagnose and are prohibited from discussing such matters. Say that a discussion of any personal issue would be between the employee and the EAP. You're interested in performance improvement and that is your sole focus. Of course, some employees will refuse a referral. You should always remind the employee about your remaining options for resolving the performance problem, and if appropriate, do not hesitate to mention possible disciplinary steps.

**Q: Two of my employees do not get along, so we created a strategy to avoid conflict by creating work flow around them. Projects are set up to avoid them crossing paths with each other. The conflicts stopped, so was this an acceptable solution?**

**A:** On first glance, this arrangement may appear like an effective solution, but it probably has a significant downside that creates other problems. Creating these two employees likely requires others picking up the slack, doing more work, making schedule changes, and communicating in different ways, all to accommodate such an arrangement. If employees are taking on more responsibilities than they should, that is a lot of accommodating. Ensuring that these employees don't cross paths means you are settling for something less than the ideal work flow that would benefit your company. There is bound to be unspoken resentment about the unwillingness of management to assert authority and insist these employees change their ways. There is a solution. Talk with your EAP. You will gain insight on the value of handling this situation differently with better results for the whole work unit and organization.

**Q: I glanced at my employee's work and noticed multiple red marks. I fear this is evidence of passively cutting the work. I didn't ask any questions, because maybe this is related to past issues. The employee has no job problems. Should I ignore it?**

**A:** You may be looking at evidence of self-injurious behavior that your employees inflicted, passively in the past, but you can't know for sure. Self-harm is a sensitive behavior. Research studies vary about how common this behavior is practiced, but it is seen more frequently among troubled teens and young adults. Most eventually stop it, but employees with scars may be extremely self-conscious about it. Cutting is a mechanism to cope with stress, gain control, relieve bad feelings, and gain attention. It may also be associated with an array of mental health issues and other personal problems. Scared employees seek to protect coworkers or supervisors from concern or shock if the scars are seen, or they might worry about the implications for their job or promotional opportunities. It is appropriate to mention that you noticed the scars because they are plainly visible and could only be self-inflicted. There are also other risks associated with self-harm behavior. They include a higher risk of suicide. Let the employee know that the EAP is available as a confidential resource should the employee choose to use it.

800.805.7050 | www.perspectivesd.com

January 2010

**Perspectives**  
JANUARY HR NEWSLETTER

**IN THIS ISSUE:**

**Workplace Violence Roundtable**  
January 20, 1-2 p.m. CT

Customers and others are invited to join Perspectives Inc.'s CEO, Denise Dwyne, tomorrow and take part in this discussion with HR and legal experts that will investigate the growing problem of workplace violence. Check out the full story here or register for the webinar!


**Finding Friends, Family and Co-Workers in Haiti: Resources That Can Help**

Our friends and partners at Workplace Options (WFO) have put together a list of resources to help friends, family and co-workers reach loved ones. Visit Working World Cafe to find out more.

**Employers must comply with Parity law next month**

See what Perspectives' Terry Cahill had to say about the Mental Health Parity and Addiction Equity Act legislation in this article by the Northeast Pennsylvania Business Journal.

Check out our Working World Cafe blog for additional insights on current issues, trends and events.

Click the  button to receive new stories as they publish!

**Rise Above the Fray: Options for Dealing With Difficult People at Work**

Difficult people do exist at work. Difficult people come in every variety and no workplace is without them. How difficult a person is for you to deal with depends on your self-esteem, your self-confidence and your professional courage. These are productive ways to deal with your difficult coworker.

Start out by examining yourself! Are you sure that the other person is really the problem and that you're not overreacting? Always start with self-examination to determine that the object of your attention really is a difficult person's actions.

Explore what you are experiencing with a trusted friend or colleague. Brainstorm ways to address the situation. When you are the object of an attack, or your boss appears to support the dysfunctional actions of a coworker, it is often difficult to objectively assess your options.

Approach the person with whom you are having the problem for a private discussion. Talk to them about what you are experiencing. You can also explain to your coworker the impact of their actions on you.

Follow up after the initial discussion. Has the behavior changed? Determine whether a follow-up discussion is needed. Decide if you

want to continue to confront the difficult person by yourself.


If you have done what you can do and employed the recommended approaches with little or no success, it's time to involve others. Prepare to talk with your boss. Take notes and address the issues, not as interpersonal problems, but as issues affecting your productivity, the work and your progress on projects.

Rally the other employees who might have an issue with the difficult person, too - carefully.

Sometimes, a group approach convinces the boss that the impact of the behavior is wider and deeper than she had originally determined. You want to solve your problem, not make it look as if you are rabbit-rotting and ganging up on another employee.

If these approaches fail to work, access to you. Protect the needs of your business, but avoid working with the person when possible. Don't hurt your own career or your business, but avoidance is an option.

To read this article in full, click here or visit [humanresources.about.com](http://humanresources.about.com).





## Other Related Services

(as requested in Section D.4. of the Request for Proposal)

### Legal/Litigation Matters

Perspectives will be available for litigation matters, including providing supporting documentation within the limits of the laws of confidentiality applicable to EAP.

### Case Transitions

Should it become necessary to transition services to another vendor, Perspectives would:

- + Complete any sessions remaining for ILLINOIS TOLLWAY clients currently in EAP problem-resolution counseling. This minimizes any disruption for the clients.
- + With a signed Release of Information, refer any ILLINOIS TOLLWAY-referred cases in follow up monitoring to the new vendor to continue that follow up and reporting to the ILLINOIS TOLLWAY. There is likely to be very few, if any, of these cases.
- + Provide the 800# of the new vendor to callers who still call our Call Center after the transition to the new vendor.
- + Meet with the new vendor and the ILLINOIS TOLLWAY to provide any other information that might be helpful, should the ILLINOIS TOLLWAY want such a meeting.

### Financial Services

As was mentioned on pages 16 and 17, Perspectives provides, *unlimited free telephonic access to our Financial Planners* as part of the program.

### Disaster Recovery Plan/Record Retention

*Record Retention/Security* - First, in terms of record security and retention, it is key to have preventive measures in place in addition to disaster recovery measures. These preventive measures include the following:

- + All electronic data, including client records, is stored on servers located securely on the cloud. Regular audits are conducted to prevent unauthorized access to, modification of or depletion of sensitive client data. File level security is handled through assignment of NTFS permissions and strict user account policies. Remote access to our corporate network can be gained only through an encrypted virtual private network session. Our CISCO VPN router also acts as a firewall to block outside access to our servers. All workstations company-wide are protected with either Norton Anti-Virus or McAfee and are configured for regular updates and complete system scans.
- + All hard case files are the property of Perspectives and are kept in locked files in secure areas. Any person or organization that might have exposure to Protected Health Information has agreed in a signed Business Associate Agreement to protect such information per the Health Insurance Portability & Accountability Act (HIPAA). Upon case closure, all files are kept for 7 years at a secure off site location, even in the event a customer cancels their EAP contract. They are then destroyed.

*Disaster Recovery* - Perspectives' Disaster Planning Committee is included in our QA Program as it developed and updates our Business Continuity Plan that is put in place following a disaster that could interfere with service delivery. That plan includes:

- + Physical Evacuation Planning/Emergency Action Plan
- + Backup plan for records (3<sup>rd</sup> party vendor "EAPXpert")
- + Backup plan for telephone coverage
- + Plan for multiple simultaneous customer Critical Incident Stress Debriefings

Perspectives Business Continuity Plan goes into great detail about how to reconnect with our cloud-based systems. The plan also includes a detailed plan for multiple simultaneous customer critical Incident Stress debriefings in the event that the disaster has affected customers as well as our own offices. These details include the following areas:

- + Identification of location of vital records
- + Documentation of critical forms
- + Software used in recovery
- + Software used in production
- + Logical drawings of communication and data networks in the unit
- + Communication needs – Access Center/Account Management
- + Communication needs - in the recovery site
- + Use of alternative "Office Automation" functions to perform mission Word processors, spreadsheets, copy machines, fax machines, etc.
- + Shift or call in personnel as needed to support the mission
- + Shift communications channels to alternates as needed
- + Transfer function/mission to different organization/system/contracting

**Additional Insurance Requirements (in addition to those found in Section F.12)** Please refer to Tab 8 - Other Exhibits.

**D.5. TRANSPORTATION AND DELIVERY TERMS**

N/A

**D.7. SUBCONTRACTING**

Perspectives does not have any subcontract relationships that would have an annual value of equal to or more than \$50,000.00 for this contract.

**D.8. WHERE SERVICES ARE TO BE PERFORMED**

Perspectives has excellent coverage of current employees, as below. Our EAP office locations follow, both our own (in bold) and our EAP affiliates.

**D.8.3 Location where services will be performed****Chicagoland EAP Locations**

Addison	Elgin	Joliet	Northfield	South Elgin
Algonquin	Elk Grove	Kankakee	<b>Oak Brook</b>	South Holland
Antioch	Village	LaGrange	Oak Forest	Sterling
<b>Argonne</b>	Elmhurst	Lake Bluff	<b>Oak Lawn</b>	Streamwood
Arlington	<b>Evanston</b>	Lake Forest	<b>Oak Park</b>	Sycamore
Heights	Evergreen	Lake in the	Oakbrook	Third Lake
Aurora	Park	Hills	Terrace	Tinley Park
Bannockburn	Flossmoor	Lake Villa	<b>Olympia</b>	Vernon Hills
Barrington	Forest Park	Lake Zurich	<b>Fields</b>	Villa Park
Bartlett	Fox Lake	LaSalle	Oswego	Wauconda
Batavia	Fox River	Libertyville	Ottawa	Waukegan
Beach Park	Grove	<b>Lincolnshire</b>	Palatine	West
Belleville	Frankfort	Lisle	Palos	Chicago
Bellwood	Freeport	Lombard	Heights	West
Berwyn	Geneva	Loves Park	Palos Hills	Dundee
Bolingbrook	Glen Ellyn	Matteson	Palos Park	Westchester
Bourbonnais	Glenview	McHenry	Park Forest	West
Bridgeview	Glenwood	Melrose Park	<b>Park Ridge</b>	Frankfort
Buffalo	Grayslake	Midlothian	Plainfield	Western
Grove	Gurnee	Mokena	Princeton	Springs
Calumet City	Hanover	Morton	Richton Park	Westmont
Carol Stream	Park	Grove	River Forest	Wheaton
Cary	Harvey	Mount	Riverside	Wheeling
<b>Chicago</b>	Hazel Crest	Prospect	Riverwoods	Willowbrook
<b>(dtn, S., N.)</b>	Hickory	Mundelein	<b>Rockford</b>	Willow
Crystal Lake	Hills	<b>Naperville</b>	Rolling	Springs
Darien	Highland	New Lenox	Meadows	Wilmette
Deerfield	Park	Niles	Roselle	Winfield
DeKalb	Hillside	Normal	Saint Charles	Winnetka
Des Plaines	Hinsdale	North	Sandwich	Wood River
Dixon	<b>Hoffman</b>	Aurora	Schaumburg	Woodridge
Downers	<b>Estates</b>	North	Skokie	Woodstock
Grove	Homewood	Riverside	South	Yorkville
East Dundee	Huntley	Northbrook	Barrington	Zion

**Northwest Indiana EAP Locations**

Chesterton	Highland	<b>Merrillville</b>	Schererville	West
East	Hobart	Michigan	<b>South</b>	Lafayette
Chicago	Kouts	City	<b>Bend</b>	
<b>Elkhart</b>	LaPorte	Munster	<b>Valparaiso</b>	
Gary	Lebanon	Portage	Warsaw	
Hammond	Lafayette	Plymouth		

**Southern Wisconsin EAP Locations**

Beloit	Elm Grove	Lake	Oconomowoc	West Allis
Brookfield	Glendale	Geneva	oc	
Burlington	Greenfield	Milwaukee	Racine	
Delafield	Janesville	New Berlin	Waukesha	
Elkhorn	Kenosha	Oak Creek	Wauwatosa	

**D.8.3 Percentage of contract services performed at this location**

Our work will be performed in the following locations. The approximate % of the total value of the contract is provided as an anticipated value:

- + Chicago, IL - 30% (Call Center, scheduling, consultation, emergency services, supportive phone counseling, resource/provider identification/development, distribution of program promotion materials, etc,)
- + Oak Brook, IL - 16% (in-person counseling)
- + Naperville, IL – 10% (in-person counseling)
- + Rockford, IL. - 7% (in-person counseling)
- + Hoffman Estates, IL – 5% (in-person counseling)
- + Lincolnshire, IL - 3% (in-person counseling)
- + Evergreen Park, IL - 3% (in-person counseling)
- + Olympia Fields, IL - 3%, (in-person counseling)
- + Oak Park, IL – 2% (in-person counseling)
- + Other Perspectives offices and 300+ Other Perspectives Chicagoland Affiliate locations per list above - 21%, (in-person counseling)

# TAB 5 – Offeror / Staff Specifications

**TAB 5 - OFFEROR/STAFF SPECIFICATIONS**

*EAP Experience*– Perspectives has been delivering EAP services, as described in Request for Proposal Contract #18-0089 response, since [CK24] 1981. We provide services nationally, but over 95% of our EAP customers are headquartered in northern Illinois. The services listed in the RFP are all standard service delivery components of a Perspectives EAP. EAP service delivery is our core business and we cover over 350,000 employees in over 450 client organizations, many in the **public sector**. This includes:

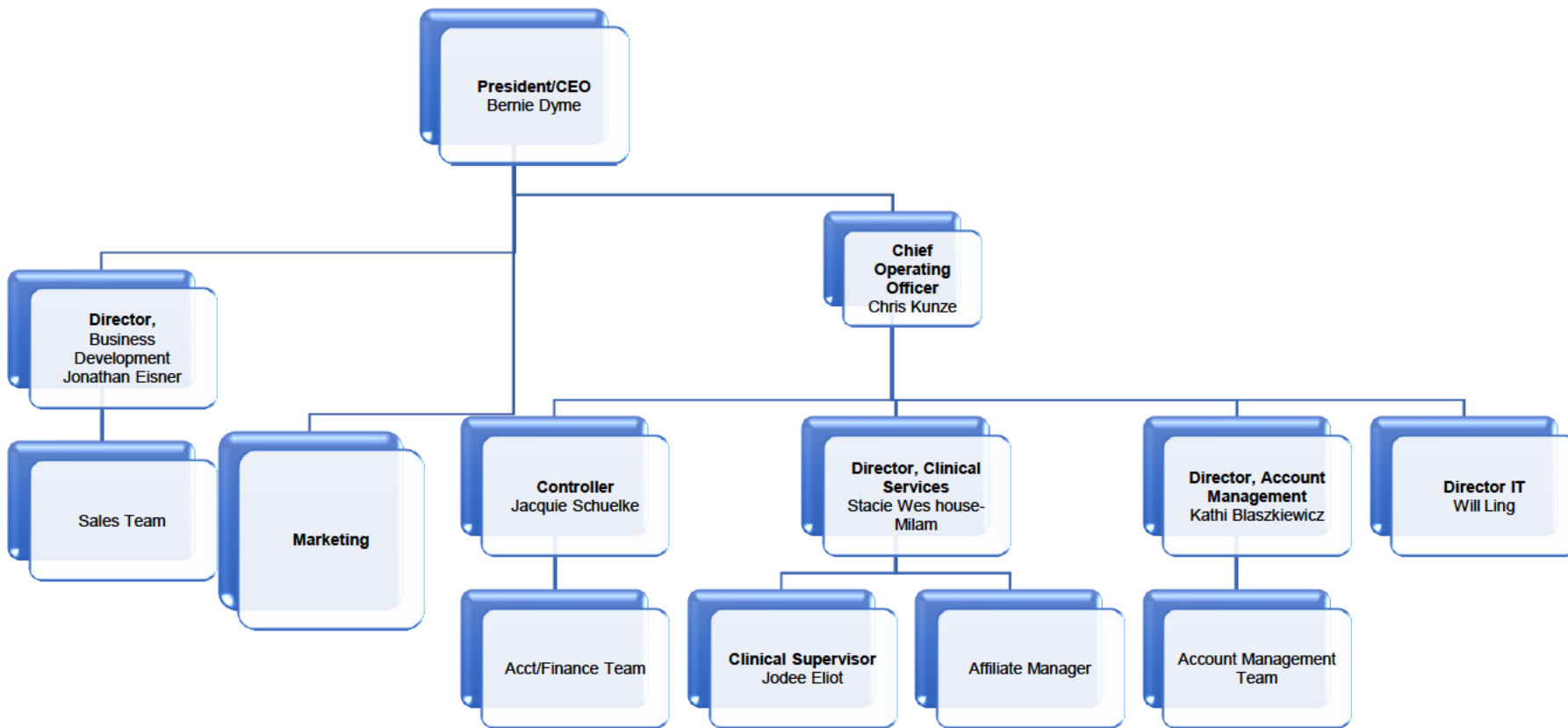
- + over 130 [CK25] northern Illinois municipalities and public entities, including townships, fire protection districts, libraries, park districts, forest preserve districts, water districts and housing authorities.

We also provide the EAP for the:

- + Argonne National Laboratory
- + Metropolitan Pier & Exposition Authority
- + Navy Pier

*Illinois License* - Our Illinois Professional Service Corporation Registration # is 060.005595 - 149-000466. In Tab 8 the license and articles can be found. Below is a copy of that license and articles of incorporation

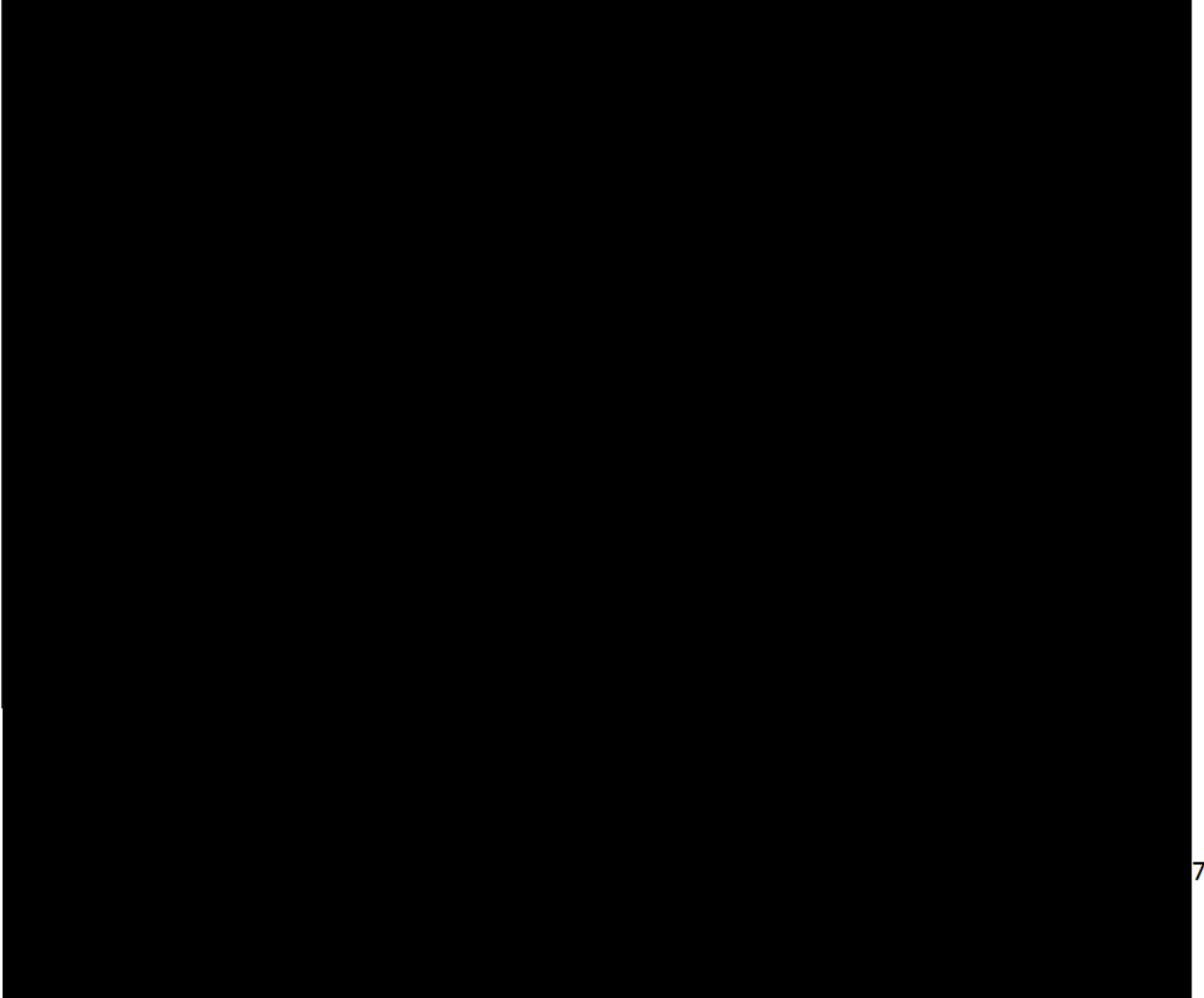
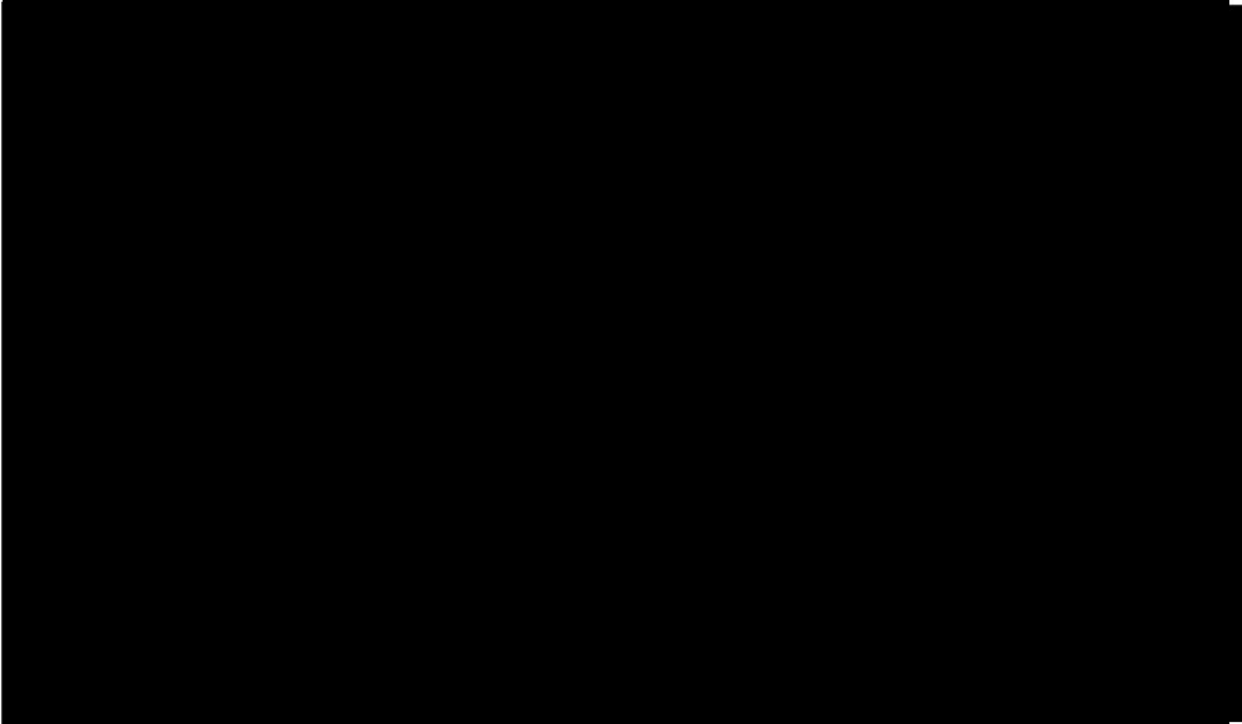
# Organization Chart



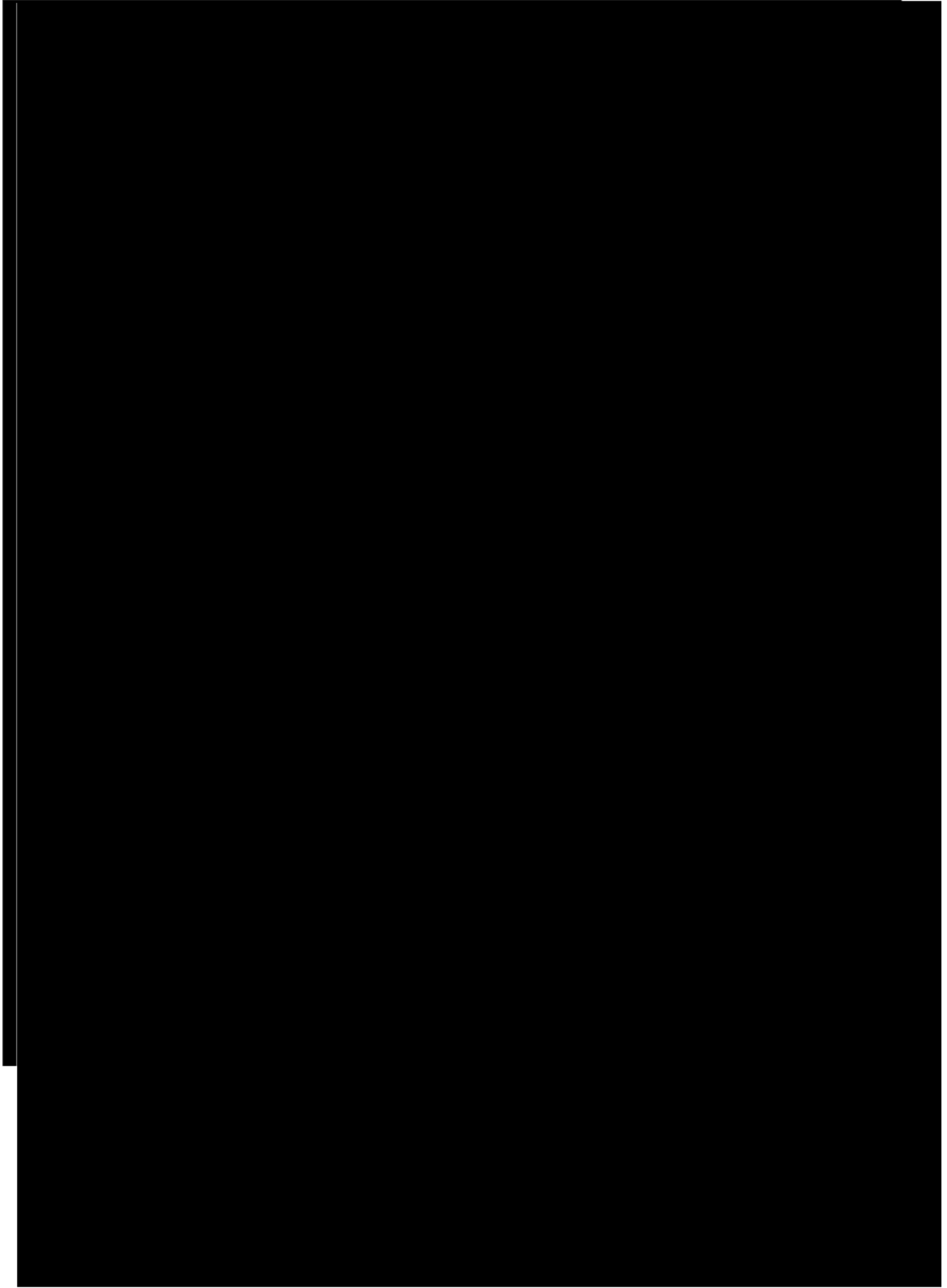
# Illinois Tollway Team Resumes

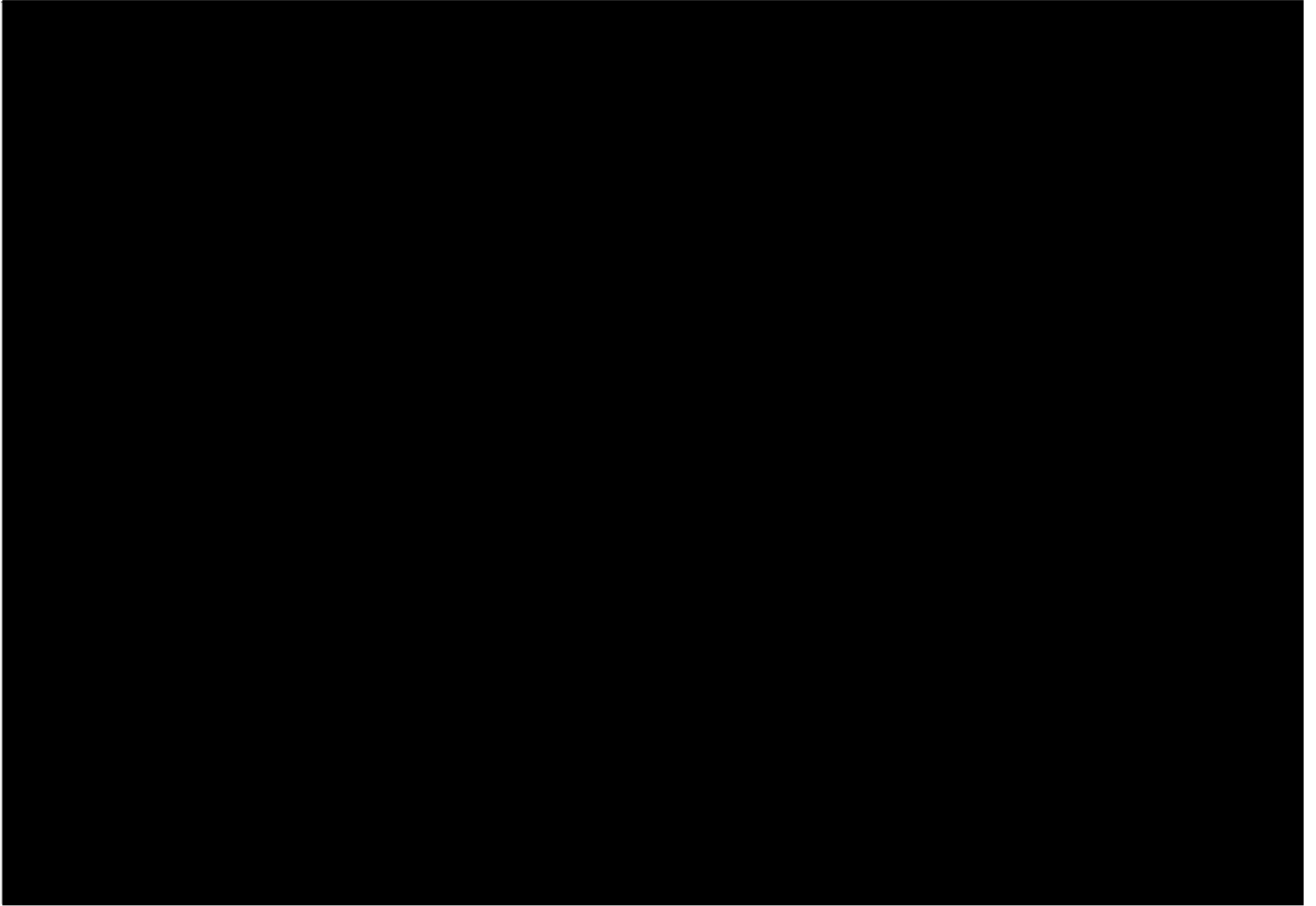


Joy H Lockner

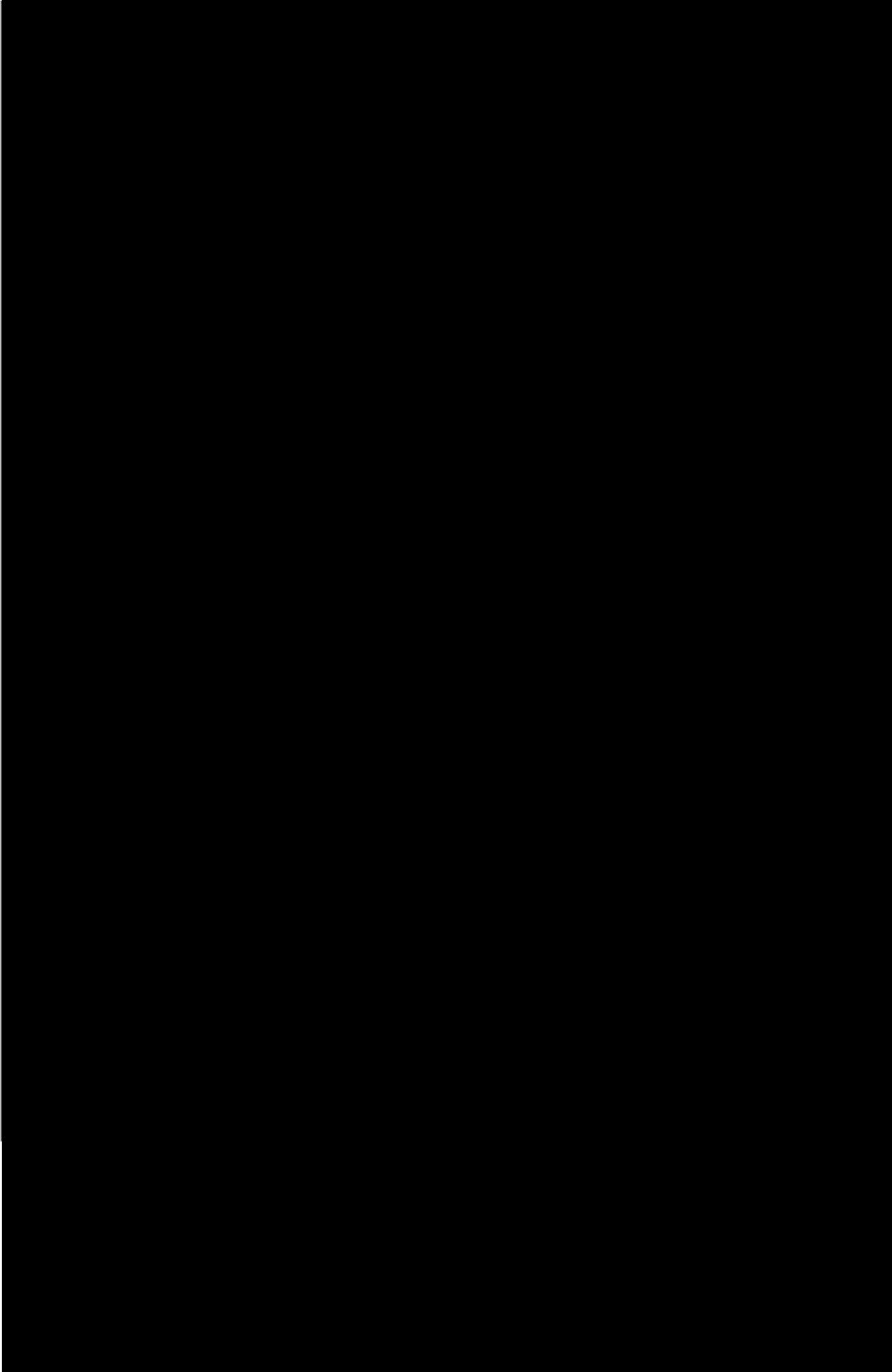


Joy H Lockner



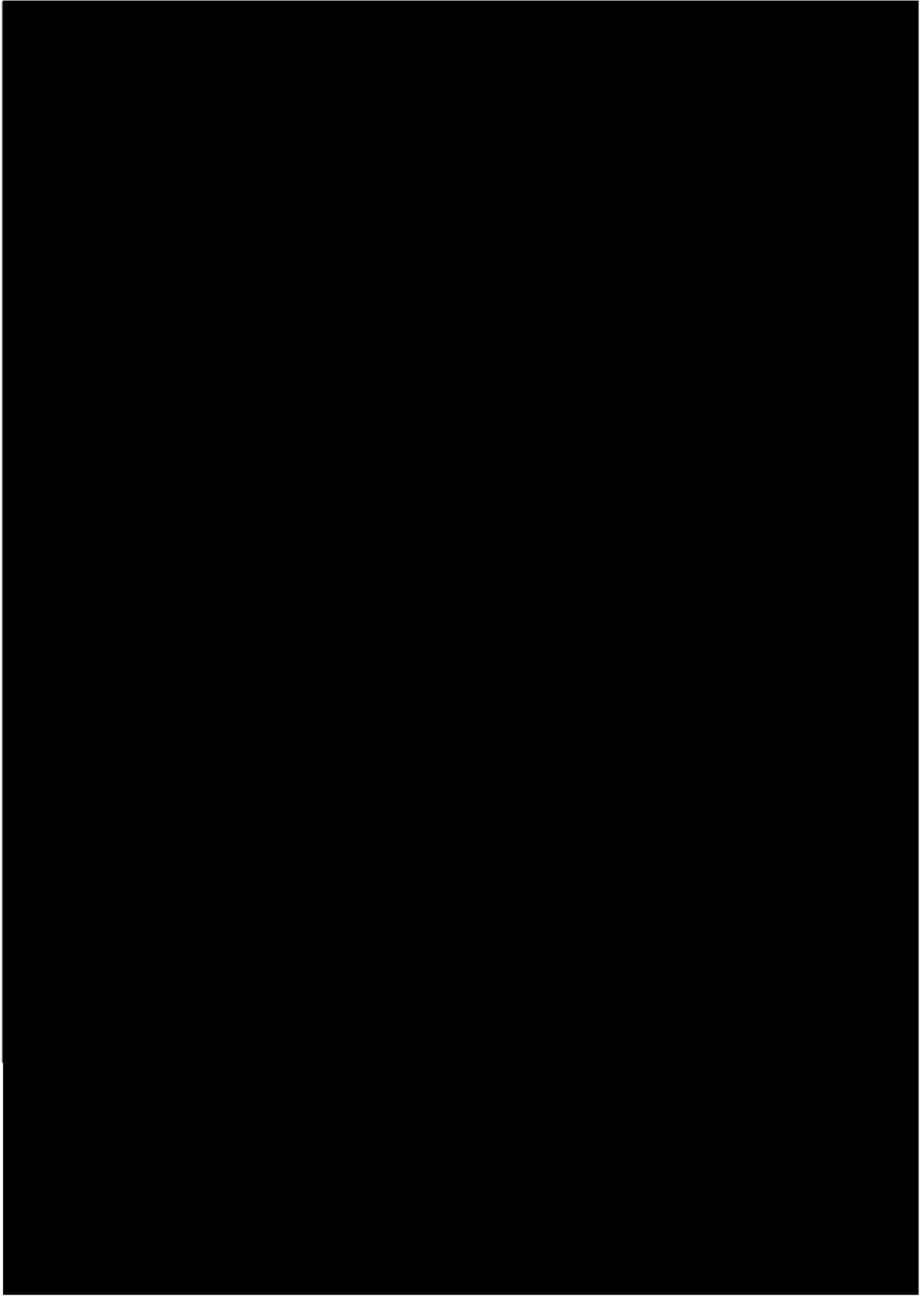


STACIE WESTHOUSE-MILAM, MA, LPC



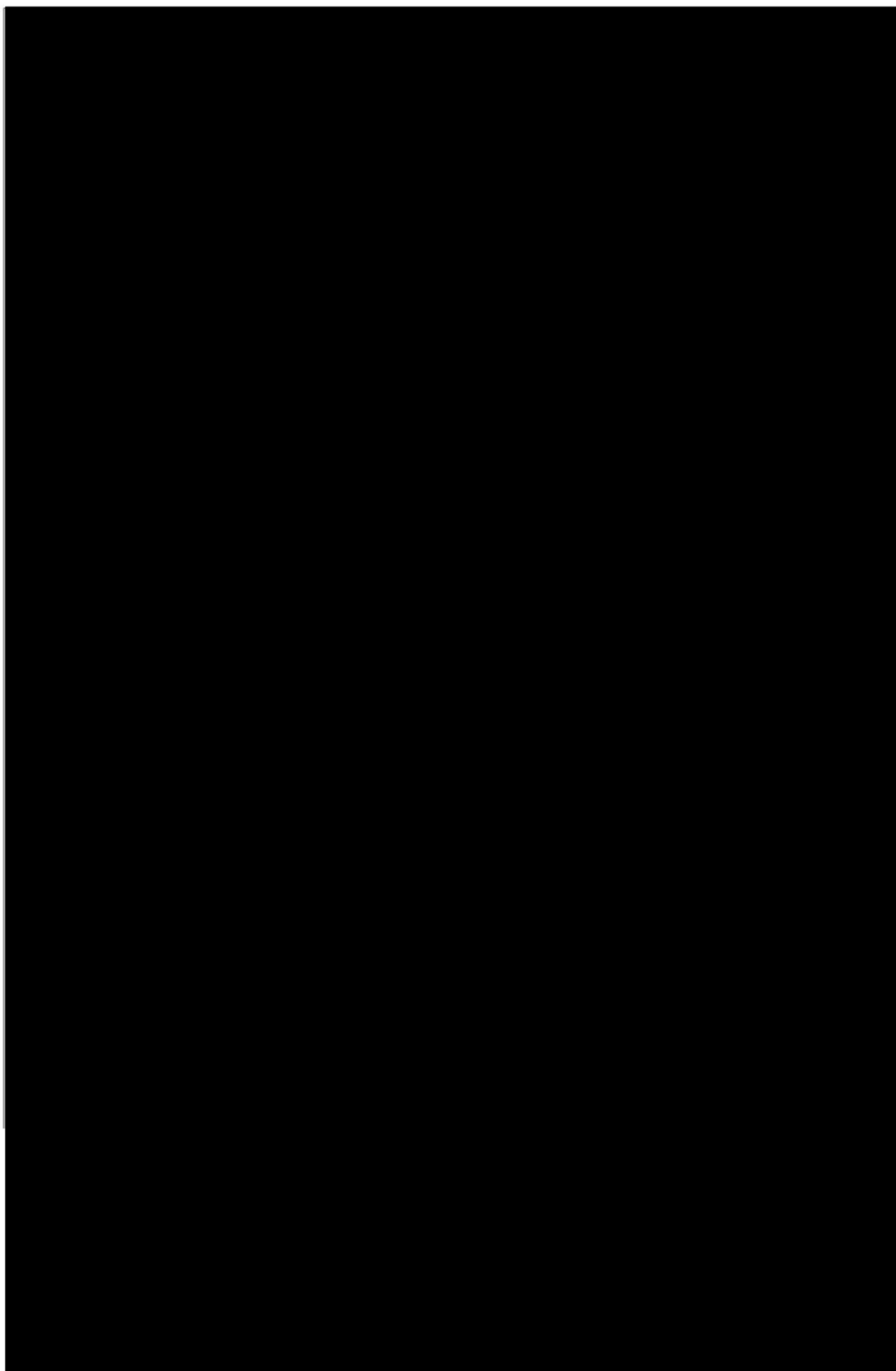
JODEE ELLIOT, LCPC

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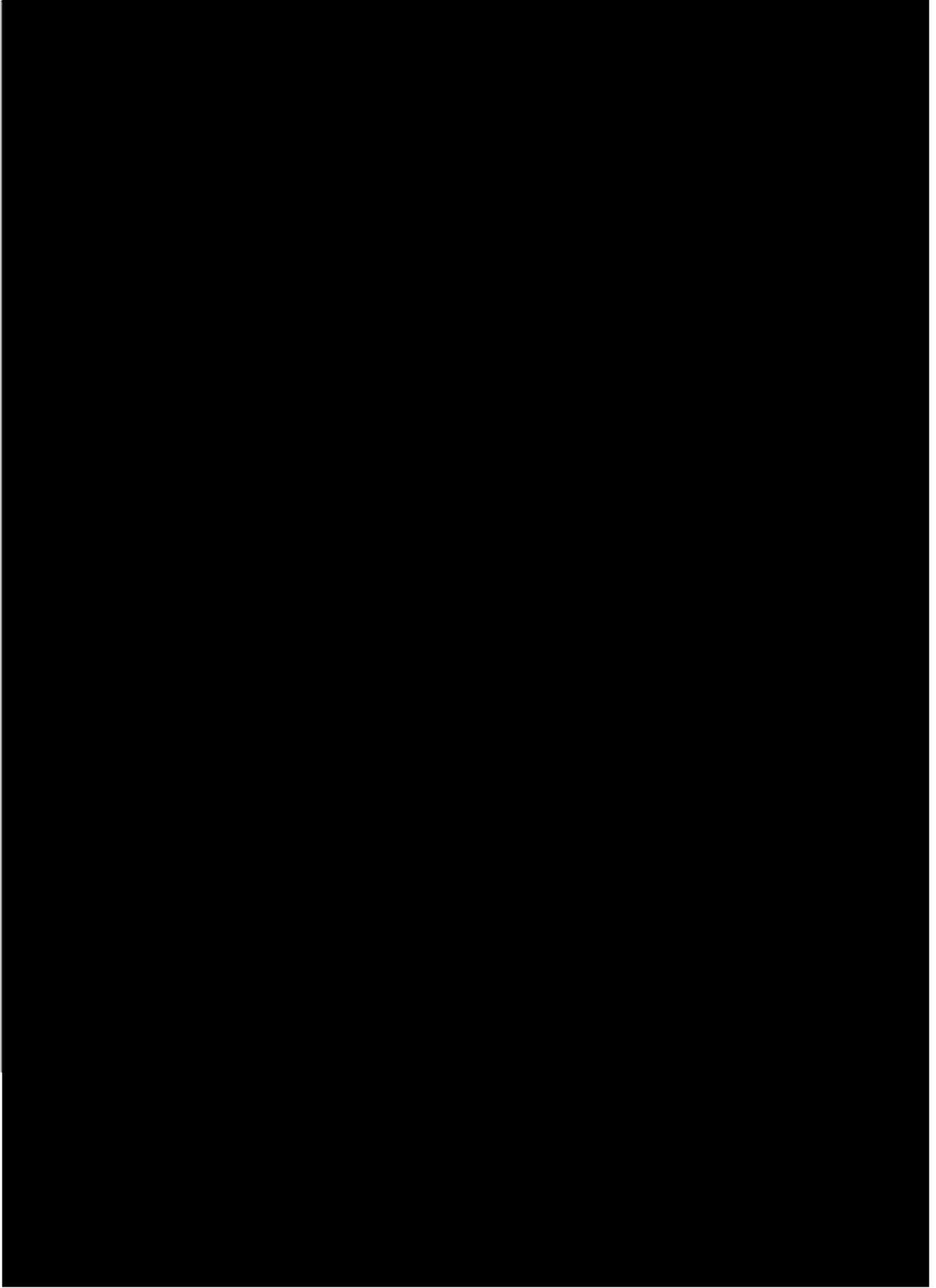


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**BERNARD S. DYME**



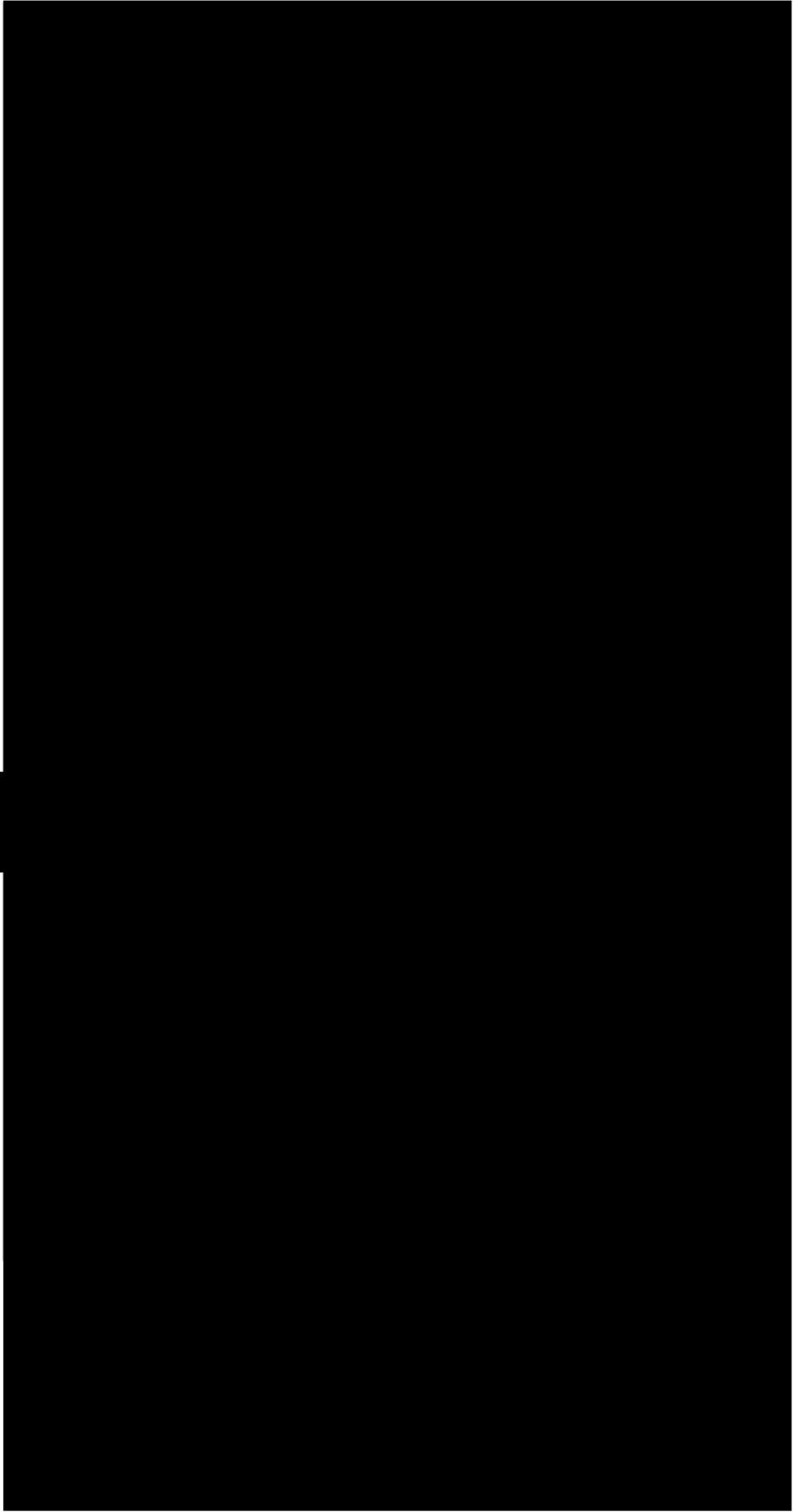
BERNARD S. DYME



CHRISTOPHER P. KUNZE









## Continuous EAP Staff/Affiliate Training

*Continuous Training* – Perspectives believes in the benefits of continuous training in addition to requirements for all clinicians to attend outside educational opportunities. We provide internal training on key topics that we see as interest points across our book of business.

As examples, below are the training offerings we have made available internally to our staff since 2016:

February 1, 2016

### **Violence in the Workplace**

Dave Flora - Firestorm

1.0 Hours

March 31, 2016

### **Effective Customer Service Skills**

Presenter: Cheryl Gandolfi

2.0 Hour

January 13, 2017

### **Do's And Don'ts Of Record Request & Subpoenas**

Presenter: David Bressler – Partner,  
Dykema Law

1.5 Hours

March 22, 2017

### **EAP Consultation and Workplace Crisis**

Presenter: Rick Kronberg, LCSW  
Kathy Blaszkiewicz, LCSW

2 Hours

March 8, 2017

### **Substance Awareness training**

Presenter: Kathi Blaszkiewicz

1.5 Hours

July 12, 2017

### **Best Practices Disruptive Event Management for the Workplace**

Presenter: Jeff Gorter, MSW

7 Hours

September 12, 2018

### **The Influence of our Own Stories on our Own Work**

Presenter Peggy Hough, LCPC, CADC

1.5 Hours

October 10<sup>th</sup>, 2018

### **A Development Perspective on Emerging Adult and Addiction**

Presenter: Julia Meo, LCSW, CADA

1.5 Hours

November 14<sup>th</sup>, 2018

### **Opiates – Response & Trends**

Presenters: Bob Carty, LCSW, CADC  
Ramen Kasha, MBA, MS, CADC, LCPC

1.5 hours

December 19, 2018

### **Sexual Harassment**

Presenter: Dr. Jennifer Litner

1.5 Hours

**Staff List**

First Name	Last Name	Degrees/License	Title	Year's at Perspectives	Year's of Experience
Orly	Avidor	MS/LCSW	Counselor Director of Account	9	22
Kathi	Blaszkiwicz	MS/LCSW/CEAP/SAP	Management Call Center	20	35
Marcella	Blum	MS/LPC	Counselor Team Leader - Call	2	4
Kellie	Calderon	MS/LPC	Center Counselor	3	5
Jorie	Cotton	MS/LCPC	Account Manager	4	6
Dennis	Delfosse	MS/LCPC	Counselor	13	18
Michael	Dentico	BA	Marketing Assistant	3	5
Susan	Dumigan	BA/MA	Director, Marketing	2	14
Bernie	Dyme	MS/LCSW	President/CEO	36	40
Jonathan	Eisler	BA/MBA/LCC	Managing Director	6	15
Jodee	Elliot	MS/LCPC	Clinical Supervisor	6	9
Jessica	Enriquez	BA	Affiliate Coordinator Payroll/Benefits	2	4
Miriam	Espinosa	BA	Administrator Executive Account	4	7
Pat	Fagan-Jackson	MS/LCSW / CADC / BCC	Manager	23	32
Phyllis	Greenbaum	MS/LCSW	Counselor Senior Account	10	28
Stephanie	Haywood	MS/LCPC	Manager Executive Account	7	19
Gina	Higgin	MS/LCSW	Manager Call Center	29	33
Creig	Holm	MS/LCSW / CADC	Counselor Call Center	18	25
Mary Ann	Hoppesch	MS/LCSW	Counselor	10	33
Tom	Jacobs	MS/LCPC	Counselor Senior Account	21	34
Amy	Kline	MS/LPC	Manager	6	8
Wendy	Kramer	MS/LCSW	Counselor Chief Operating	14	29
Christopher	Kunze	MA/MBA/CPA	Officer	11	40
Kelly	Lee	BA	Practice Manager Director,	20	28
Will	Ling	MA	Information Tech Executive Account	12	16
Rebecca	Litz	MS/LCSW/CADC/BCC	Manager Executive Account	9	21
Joy	Lockner	MS/LCSW/CADC	Manager	11	28

First Name	Last Name	Degrees/License	Title	Year's at Perspectives	Year's of Experience
Kelly	Long	MS/MSW/LSW	Counselor	12	14
Michael	Minella	MS/LCPC	Counselor Call Center	1	4
Loren	Morris	MS/LPC	Counselor	7	8
Aaron	Munson	MS/LCPC/CADC	Counselor	1	18
Nikki	Nelson	MS/SAP/LCSW/CADC	Counselor	26	33
Myat			Call Center		
Thuya	Nyunt	MS/LSW	Counselor	2	4
Raquel	Ornelas	MS/LCPC/CADC	Director of Clinical Services Call Center Administrative	3	7
Kerly	Panora	BA	Assistant Intake	1	3
Andre	Patrick	BA	Coordinator/Acct.	5	11
Ed	Ross	LCSW / LMFT	Counselor	23	26
Braeden	Schaefer	BA	Sales Executive	1	12
Gary	Schochet	MS/LCSW	Counselor Corporate	28	35
Jacqueline	Schulke	BA/MA	Controller	7	31
Wendy	Sharrow	BA/MBA	Executive Assistant	1	21
Jill	Shiner	MS/LCSW	Counselor Account Management	3	12
Adriana	Torres	BA	Coordinator Call Center	1	4
Elisa	Turney	MS/LSW	Counselor	3	5
Steven	Uhrlik	MS/LCSW	Counselor Call Center	8	42
Taylor	Venturini	MS/LPC	Counselor	4	5
Stacie	Westhouse- Milam	MS/LPC	Director of Customer Services	6	8
Michae	Wiley	MS	Counselor Call Center	21	22
Sherri	Williamson	MS/LPC	Counselor	2	4
Eleanor	Wolf	MS/LCPC/CADC	Counselor Call Center	1	18
MaryAnn	Zimmerman	MS/LCPC	Counselor Call Center	8	18
Tina	Zuchel	MS/LCPC	Counselor	9	23

## References

The following references of current contracts are provided for the ILLINOIS TOLLWAY. We provide EAP services, as described in the ILLINOIS TOLLWAY RFP 12-0102, to each of these references. The # of employees covered and the year we started service delivery[ck26] are in parentheses after the organization's name.

Jamie Stalker, MD  
Medical Director

**ARGONNE NATIONAL LABORATORY (3,219 employees; began contract in 2011)**

9700 Cass Ave.

Lemont, IL 60439

(630) 252-2811 |

[ck27] Rich Pelligrino

Executive Director

**WEST CENTRAL MUNICIPAL CONFERENCE (4,500 employees across 40+ suburban Chicago municipalities and public entities such as townships, fire protection districts, libraries, water districts; began contract in 1998)**

2000 Fifth Ave

River Grove, IL

(708) 453-9100

Erica Berman

Human Resources

**LAKE COUNTY (2609 employees, began contract in 2017)**

18 North County Street

7<sup>th</sup> floor

Waukegan, Illinois 60085

(847) 377-2157

## **TAB 6 - Planned Changes**

There are no significant planned changes that would change any of the information in this proposal. We will continue to regularly upgrade our MIS to create both efficiencies and new customer features, as we have this year with the creation of our utilization dash board.

# TAB 7 – Pricing

Pricing is in a separate sealed envelope.



## **TAB 8 – Exhibits**

**Professional Services Corporation Registration  
State of Illinois Articles of Incorporation  
Quality Assurance Program  
Critical Incident Response (CIR) Services  
Utilization Report  
Insurance Information**

# Tab 8 Professional Service Corporation Registration



# Articles of Incorporation

File Number 5425-903-4



*To all to whom these Presents Shall Come, Greeting:*

*I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that*

PERSPECTIVES, LTD., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE ON MAY 22, 1986, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE BUSINESS CORPORATION ACT OF THIS STATE RELATING TO THE PAYMENT OF FRANCHISE TAXES, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS.



Authentication #: 1307301576  
Authenticate at: <http://www.cyberdriveillinois.com>

*In Testimony Whereof, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois, this 14TH day of MARCH A.D. 2013 .*



SECRETARY OF STATE

# TAB 8

## Quality Assurance Program

### Standards

Service Area	Standard	Tool
Call Center – Average Speed of Answer	< 15 seconds	Automatic Call Distribution Report (ACD)
Abandonment Rate	< 1.0%	ACD
Average EAP Appt. Scheduling Wait Time (routine)	95% within 3 business days	Management Information System (MIS)
Average EAP Appt. Scheduling Wait Time (urgent)	95% within 1 business days	MIS
WorkLife Online Referral Fulfillment Turnaround Time (routine)	95% within 12 business days	MIS
WorkLife Online Referral Fulfillment Turnaround Time (urgent)	95% within 6 business hours	MIS
% of cases resolved w/in EAP problem-resolution counseling	From 40% to 90% depending on the model, # of sessions and the customer's culture	MIS
% of cases resolved w/out referral into the MH/SA benefit	From 50% to 95% depending on the model, # of sessions and the customer's culture	MIS
Prompt and professional attention during initial call	> 95% of respondents providing a yes response	EAP Client Satisfaction Survey
Attempted to schedule within 3 days for an appointment	> 95% of respondents providing a yes response	EAP Client Satisfaction Survey
Scheduled location and time convenient to work or home	> 95% of respondents providing a yes response	EAP Client Satisfaction Survey
EAP Counselor helpful in addressing your concern	> 95% of respondents providing a yes response	EAP Client Satisfaction Survey
Recommend services to someone else or use it again	> 95% of respondents providing a yes response	EAP Client Satisfaction Survey
Care consultant was knowledgeable	> 95% of respondents providing a good or better response	WorkLife Online Client Satisfaction Survey
Call/Emails were answered promptly	> 95% of respondents providing a good or better response	WorkLife Online Client Satisfaction Survey
Referrals rec'd within agreed upon time limit	> 95% of respondents providing a good or better response	WorkLife Online Client Satisfaction Survey
Overall satisfaction	> 95% of respondents providing a good or better response	WorkLife Online Client Satisfaction Survey
Training satisfaction	> average scores above 4.0 in scale of 5 for all variables	Training/Seminar Evaluation
Customer Bottom Line	Save customer \$ -- mutually agreed on standard on various variables	Benefit Cost Analysis – HR metrics such as lost time

## Measures

Our approach to Quality Assurance, as described below, is preventive in nature, built on the regular measures listed below. The objective and subjective tools to measure and upgrade the quality of our service delivery are:

- + Call Center Report – This internal Automatic Call Distribution (ACD) report provides monthly data on our Call Center’s phone responsiveness, abandonment rate and average on-hold time.
- + EAP Appointment Scheduling Wait Time Report – This Management Information System report provides data on our average appointment waiting time. This data is used to monitor staffing levels in the Call Center and our local offices.
- + WorkLife Online Referral Fulfillment Turnaround Time – This MIS report provides data on the average time referral resources and materials are provided to WorkLife Online clients.
- + EAP Counselor Selection – All Perspectives EAP Counselors, whether providing Call Center or in-person counseling, must be licensed with a generalist background in substance abuse, mental health, family systems and community resource identification in addition to a minimum of a master’s degree. They must be EAP-Capable clinicians, able to deliver a comprehensive assessment of a client’s needs and EAP problem-resolution counseling to resolve most client situations.
- + WorkLife Online Consultant Selection – All Perspectives WorkLife Online Consultants must have relevant field experience as well as a master’s for elder care consultation and a bachelor’s for child care and convenience consultation.
- + Provider Selection – All Perspectives providers – clinicians, facilities, child and elder care givers, community resources, attorneys, financial planners – are credentialed in their respective fields and for their particular expertise.
- + EAP Counselor/WorkLife Online Consultant Continuing Education – All EAP Counselors and WorkLife Online Consultants must receive 20 hours of continuing education a year, half of which is offered through Perspectives.
- + EAP Counselor/WorkLife Online Consultant Supervision – Our EAP Counselors and WorkLife Online Consultants are provided supervision to insure that they are attending to any cultural/policy/benefit implications particular to our accounts.
- + Staff Meetings - Call Center EAP Counselors meet daily and in-person EAP Counselors meet monthly to be continually updated about the various benefits, policy and cultural issues affecting service delivery to our client organizations. The meetings also include case presentations for peer feedback.
- + Account Manager Meetings - Account Managers meet monthly to review their performance measures, which include 1) account retention, 2) organizational services activity level, 3) account innovation and value-added service expansion, 4) account feedback, 5) account utilization, 6) benefit cost analysis when HR data made available
- + Clinical Quality Assurance Team - Cases that need consultation beyond our group and individual supervision settings are referred to our Clinical Quality Assurance Team comprised of our Medical Director, Clinical Director and Director of Managed Behavioral Healthcare.

- + EAP Counselor QA Report - Our EAP Counselor QA Report monitors the percentage of cases each EAP Counselor continues to see in EAP problem-resolution counseling, refers to inpatient treatment and identifies as a chemical dependency case. This report is used in supervision to insure that EAP Counselors are screening for chemical dependency, utilizing EAP problem resolution counseling where appropriate and referring to inpatient treatment only when appropriate.
- + EAP Client Satisfaction Survey – This simple 5x7 survey card elicits Yes/No responses to the following service components:
  - Prompt and professional attention during initial call
  - Attempted to schedule within 3 days for an appointment
  - Scheduled location and time convenient to work or home
  - EAP Counselor helpful in addressing your concern
  - Recommend services to someone else or use it again
- + WorkLife Online Client Satisfaction Survey – This simple online survey elicits feedback on the following service components:
  - Care consultant was knowledgeable
  - Info rec'd helped me make a good decision
  - Calls & e-mails were answered promptly
  - Referrals rec'd within agreed upon time limit
  - Overall satisfaction
- + Participant Follow-Up – All EAP and WorkLife participants are contacted to insure that the services they received from Perspectives and from a referral resource have been satisfactory.
- + Training/Seminar Evaluations – All trainings and seminars are evaluated by participants for content and delivery.



## Procedures

In addition to the managers and directors who conduct the supervision and staff meetings listed previously, Perspectives has several committees involved in the QA process as follow:

- + *Operations/QA Committee* – The Operations/QA Committee oversees all QA efforts, meeting weekly to review customer service issues as well as standard operating procedures. The Operations/QA Committee:
  - Reviews reports (ACD, Staff Deployment, EAP Appointment wait time, WorkLife Online Referral Fulfillment Turnaround Time, EAP Counselor QA Report, utilization across industry, online system up time)
  - Conducts Internal Audits of charts for compliance with case coding, case notes and supporting documents
  - Reviews EAP & WorkLife Online Client Satisfaction surveys
  - Reviews seminar evaluation feedback
  - Plans for disseminating account information to staff (upcoming changes, RIFs, insurance changes, upcoming training, health fairs, CISDs, sensitive situations, fragile clients)
  - Reviews administrative procedures and work flow
  - Plans for technology/MIS updates
  - Identifies staffing needs and incorporates Perspectives' Diversity Policy into recruitment and retention efforts
  - Identifies staff training needs
  - Identifies service delivery resource needs
  - Identifies office and equipment needs
  
- + *Committee on Ethics & Law* – The Committee on Ethics & Law acts to insure that Perspectives is complying with licensing and regulatory requirements. It also serves as a proactive venue for staff to bring ethical dilemmas. It maintains compliance and conducts staff education in the following areas:
  - HIPAA
  - Confidentiality, Release of Information, Fitness for Duty
  - ADA
  - FMLA
  - Sexual Harassment
  - Violence in the Workplace
  
- + *Provider Relations Committee* – The Provider Relations Committee conducts the selection and recredentialing of our EAP affiliates and providers in the following ways:
  - Review of degree, license, certification, malpractice insurance and experience of affiliates/providers
  - Add /remove affiliates/providers from panel
  - Assess resources for account-specific needs (DOT, CISDs)



## ***CRITICAL INCIDENT RESPONSE (CIR) SERVICES***

Every workplace, and every industry, is susceptible to traumatic events such as accidents and injuries, workplace violence, the sudden and unexpected death of an employee, repeated exposure to crisis situations by healthcare professionals or first responders or other losses or significant changes requiring a period of transition and adjustment.

**Perspectives Ltd** is a workplace resources firm, established in 1981 that focuses on helping create and maintain healthy, safe and productive workplaces. We specialize in the delivery of CISM / CISD, EAP and organizational consulting services to organizations.

Perspectives is available to consult with HR and provide “psychological first aid” on-call and/or on-site after any traumatic workplace incident. Perspectives distinguishes ourselves through our partnering approach with organizations using high touch services. This means that we provide –

- Individualized and customized services for each customer organization so that can maintain high quality, best practices that fit the unique needs of each customer organization.
- Customer organization and their member/ employee / family member clients with immediate and direct contact to a trained professional who can begin the service delivery process and follow through with them until the situation or event is under control or stood down.

### **CIR Services Provided –**

- Pre-incident consultation / training on culture and expectations; customized protocol development
- Immediate response capability via our professional call center which operates 24 / 7 / 365. These counselors will consult with the customer organization staff to ascertain the nature of the incident and response
- On-site within 24 hours
- Provide direct counseling services during and after crisis
- Provide de-briefing services with groups or individuals
- Provide counseling where needed
- Provide support for leadership / management, HR and Union Officials to include debriefings or 1:1 meetings



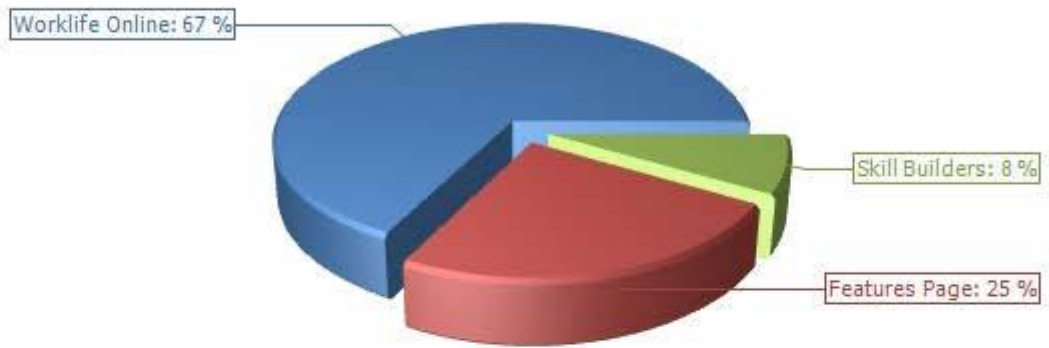
# Utilization Report

UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Web Logons**



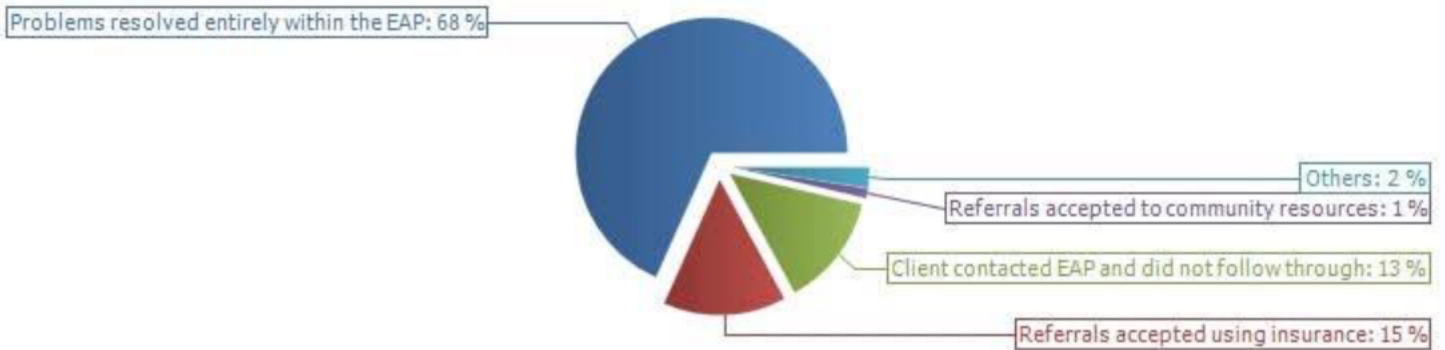
Web Logons	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Worklife Online	74	67.27%	66	69.47%
Features Page	27	24.55%	17	17.89%
Skill Builders	9	8.18%	11	11.58%
Features page	0	0.00%	1	1.05%
<b>Total</b>	<b>110</b>	<b>100%</b>	<b>95</b>	<b>100%</b>

UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Case Outcome**



Case Outcome	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Problems resolved entirely within the EAP	56	68.29%	31	46.97%
Referrals accepted using insurance	12	14.63%	10	15.15%
Client contacted EAP and did not follow through	11	13.41%	18	27.27%
Referrals accepted to community resources	1	1.22%	2	3.03%
Issue improved in EAP counseling and referred for additional care	1	1.22%	5	7.58%
Client referred to EAP, but did not follow through	1	1.22%	0	0.00%
<b>Total</b>	<b>82</b>	<b>100%</b>	<b>66</b>	<b>100%</b>

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

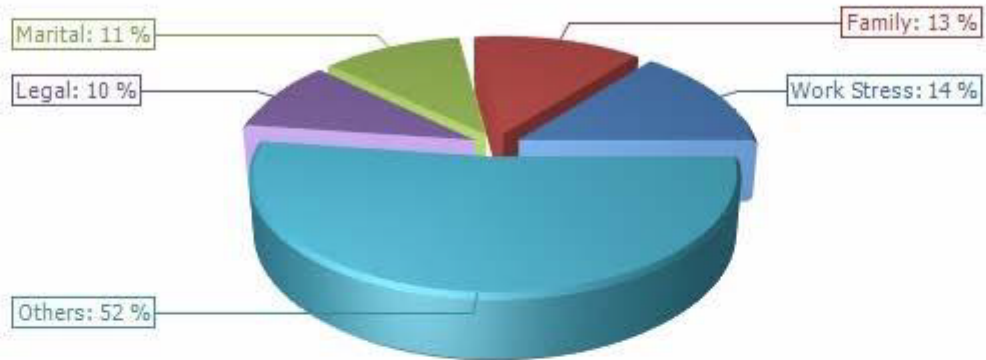
**Primary Presenting Problem**

	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Divorce/Separation	1	1.09%	0	0.00%
Psych/Emotional	1	1.09%	0	0.00%
Adjustment Issues	1	1.09%	1	1.45%
Gambling	1	1.09%	0	0.00%
Depression	1	1.09%	3	4.35%
Conflict with Co-workers	0	0.00%	3	4.35%
Elder Care	0	0.00%	2	2.90%
Addiction	0	0.00%	1	1.45%
<b>Total</b>	<b>92</b>	<b>100 %</b>	<b>69</b>	<b>100 %</b>

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Primary Presenting Problem**

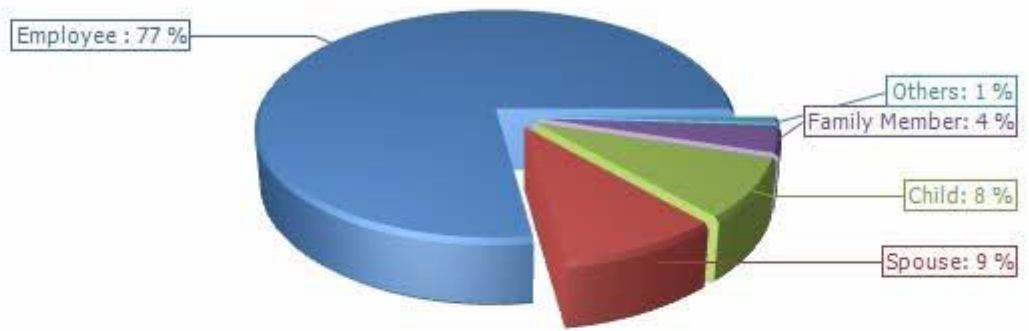
Primary Presenting Problem	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Work Stress	13	14.13%	3	4.35%
Family	12	13.04%	11	15.94%
Marital	10	10.87%	8	11.59%
Legal	9	9.78%	5	7.25%
Stress	7	7.61%	4	5.80%
Grief/Loss	6	6.52%	2	2.90%
Alcohol	4	4.35%	3	4.35%
Anxiety	4	4.35%	5	7.25%
Relationship	4	4.35%	3	4.35%
Drugs	3	3.26%	2	2.90%
Convenient Search	2	2.17%	1	1.45%
Financial	2	2.17%	1	1.45%
Information Request	2	2.17%	1	1.45%
Occupational	2	2.17%	4	5.80%
Will Kit	1	1.09%	0	0.00%
Anger Management	1	1.09%	3	4.35%
Traumatic Stress	1	1.09%	0	0.00%
Bipolar Depression	1	1.09%	0	0.00%
Childcare	1	1.09%	2	2.90%
Housing	1	1.09%	0	0.00%
Supervisory Referral	1	1.09%	1	1.45%

UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Client Type**



Client Type	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Employee	82	77.38%	61	88.41%
Spouse	10	9.43%	3	4.35%
Child	9	8.49%	2	2.90%
Family Member	4	3.77%	3	4.35%
Other	1	0.94%	0	0.00%
<b>Total</b>	<b>106</b>	<b>100%</b>	<b>69</b>	<b>100%</b>

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018 on New Files

**UTILIZATION RATE SUMMARY**

Weighted Population	1537		1537	
<b>Serviced</b>	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Account Management	0	0.00%	0	0.00%
EAP Cases	96	11.72%	60	10.60%
Organizational Service	603	73.63%	402	71.02%
Supervisor Referral Cases	10	1.22%	9	1.59%
Worklife Online Activity	110	13.43%	95	16.78%
<b>Total</b>	<b>819</b>	<b>100%</b>	<b>566</b>	<b>100%</b>
Serviced Current Period Rate	53.29%		36.82%	
Total Serviced Annualized Utilization Rate	53.29%		36.82%	

<b>Activities</b>	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Account Management	71	7.67%	29	3.66%
EAP Cases	366	39.52%	245	30.93%
Organizational Service	23	2.48%	15	1.89%
Supervisor Referral Cases	157	16.95%	88	11.11%
Worklife Online Activity	309	33.37%	415	52.40%
<b>Total</b>	<b>926</b>	<b>100%</b>	<b>792</b>	<b>100%</b>
Activity Utilization Rate	60.25%		51.53%	
Activity Annualized Rate	60.25%		51.53%	

**GENERAL SUMMARY**

<b>New/Ongoing</b>	3/2017 - 2/2018	3/2016 - 2/2017
Total New Files	92	69



UTILIZATION REPORT

FOR

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018



**Telephone Skills for Quality Customer Service**

In most organizations, customer service departments represent only a portion of the overall service responsibility. Everyone from CEO to shipping clerk provides customer service and contributes to an organization's reputation for quality service. In this course, you will learn effective telephone skills that will help you be even more professional when speaking on the telephone and enable you to give your callers the quality service they deserve. You will learn tips for handling telephone technology, strategies for managing discussions, and ways to influence your customer's perception of the company.

**Time Management**

A clock, a watch, an hourglass-these instruments measure and mark the passing of our most valuable asset-time. In spite of the title of this course, time cannot be managed. Nor can it be saved. It can only be spent. How you spend it determines the quality of your life. Your choices express your values and create your memories. It's all up to you!

**Understanding and Using Contracts**

Understanding contracts is essential in today's business world and in everyday life. By learning fundamental contract principles, you will be better able to get what you want in business dealings and personal contracts, avoid misunderstandings and costly disputes, and achieve success in your business and personal ventures.

**Valuing Diversity**

Workplace diversity is much like mosaic art. People of different backgrounds, cultures, viewpoints and talents can come together to solve problems and to generate ideas for new opportunities.

### **Preventing Sexual Harassment for Employees (non-AB 1825 compliant)**

Being an adult does not entitle people to engage in impropriety among coworkers. Every year the claims for sexual harassment in the workplace rise and the only way to become immune from a lawsuit is to become educated, not only on the laws, but on the reasons why it is important to use genuine consideration and respect in the workplace.

### **Providing Effective Feedback**

In today's competitive environment, organizations are committed to continually improving performance. An essential ingredient in this quest for excellence is feedback.

### **Qualifying Sales Prospects**

So many possibilities, so little time! How do you know where to start? How do you determine where your efforts are most likely to get results? Take this module and learn how to focus on a field of carefully selected prospects, rather than randomly contacting people who have little chance of becoming clients.

### **Recognizing and Avoiding Burnout**

Burnout is the feeling that you just don't have the energy-or desire-to move forward with the enthusiasm and vigor you once had. It can sneak up on you when you least expect it. Knowing when this is happening, and having the wisdom to do something about it, are valuable skills in today's environment, where change and fast-paced living can take their toll.

### **Recognizing and Managing Anger**

Anger has played a significant role in history. Wars, divorces, new nations, and old feuds have sprung from the root of anger and impacted society, families, and individuals. Today, anger is an accepted emotion, but many of us have seen inappropriate anger modeled in our families of origin.

### **Recognizing and Responding to Signals of Violence in Children**

Most parents are concerned about their child's development, especially today when violence is witnessed firsthand or in the media. It is extremely important to recognize and respond to early signals of violence in young people. Early detection can even make the difference between life and death.

### **Setting Performance Goals and Expectations**

The manager's success in any organization is based in large measure on the performance of his or her work unit. With a reasonably systematic effort to work with employees, your unit can meet or exceed goals, encourage high performance, and reap positive rewards, while offering new opportunities for development and career growth.

### **Solving Problems as a Team**

As a team leader, you are responsible for making sure that your team knows how to solve problems together. Although it takes some time, working together will greatly increase the likelihood of a high quality solution. It will also generate energy and enthusiasm in the team for successful implementation.

### **Succeeding as a Supervisor**

This task may seem intimidating, but if you use the strategies and tips in this course, you will be able to transform an ordinary work group into a dynamic contributor to your organization's success - and find personal and professional rewards along the way.

### **Successful Negotiation**

Skilled negotiators will save money, save time, and achieve a high degree of satisfaction. But in order to become a skilled negotiator you need to learn the ins and outs of negotiating successfully.

### **Telephone Sales Skills**

You know that your company's experience identifies telephone sales as an effective approach. You know that your income and success depend on your ability to sell effectively over the phone. But does it have to be so hard? Not if you know a few simple tips.



## Mastering Cold Calls

You have to start some place, and most of the time, that's a cold call. You have only one chance to make a positive first impression, so you want to make the most of the opportunity. How can you present yourself the very best way in those first few seconds? What approach will open the door with a new prospect? Learn the basics that will put you well on your way to mastering cold calls.

## Motivating Employees

We all need to be motivated in order to reach our goals. And to achieve our goals as managers and supervisors, we must create a motivating environment, not only for ourselves, but also for our employees.

## Moving from Trainer to Performance Consultant

The transition from acting as a trainer to becoming a performance consultant can be challenging and sometimes even scary. You may feel inadequate and unsure of the business in which you're getting involved. But if you follow certain steps and prepare yourself adequately, you can make a smooth and rewarding transition—a solid foundation for your new career.

## Negotiating for the Sales Professional

You can sell your customers the Brooklyn Bridge and "ocean-front property in Arizona," but will you get their repeat business?! Making the sale at any cost is easy. Negotiating to maintain your bottom line and satisfy the customer is the challenge. Are you up to the challenge? You will be if you take this module and apply its principles for improving your negotiation skills and developing long-lasting client relationships.

## Organizing Your Workspace

"I'll get organized just as soon as I find the time." "I have a great system. I just let things go, and if it is really important someone will call about it!" Do these statements sound familiar? Crawling out from underneath your stacks of paper can be challenging, but it is also a skill that can be learned. This course teaches you strategies for getting rid of the stacks of paper, clearing off the top of your desk, organizing your files, and managing all those sticky notes, paper clips, and pens. You will be able to find things the first time you look for them and will cease being confused about what projects are where and who's doing what.

## Overcoming the Loss of a Loved One

Even with the predictability of death, we're rarely prepared for it. In one brief moment, our lives change forever. The death of a loved one is painful, but there is hope. You must allow yourself the time to grieve-and learn how to work through and express that grief.

## Personal Financial Planning

"There is a kind of Buddhist calm that comes from having . . . money in the bank." - Ayn Rand

Ayn was right! Building our savings and reaching our financial goals brings peace of mind. But whether we reach these goals - or fail to do so - depends on how carefully we formulate and carry out a financial plan.

## Presentation Skills

Many people become afraid when asked to give a presentation in front of a group. But there are ways to master the challenges of public speaking. With adequate preparation, you can confidently deliver a presentation that captivates your audience.

## Preventing Sexual Harassment for Leaders (non-AB 1825 compliant)

Workplace indiscretions can have dire consequences on both the individuals involved and the organization. Conscientious supervisors and managers don't take chances when it comes to sexual harassment. They know that the proper amounts of education and guidance are the best prevention measures.

## Interviewing Job Candidates

Matching the right candidate with the job is a critical function for any supervisor. With a little preparation, and by following some simple guidelines, you can ensure the time you spend interviewing job candidates is time well spent.

## Interview Skills for Job Candidates

Sure, your résumé may have helped you get your foot in the door, but it's the interview that's going to determine whether or not you get the job. Learn how to be prepared, know how to answer difficult questions with savvy, and get the job you've always wanted!

## Leading Effective Meetings

Meetings are essential to organizational operations. Most managers spend from 25%-80% of their time in meetings, many of which they are leading. And, according to some estimates, approximately 50% of this time is unproductive! There must be a better way!

## Leading Effective Teams

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

## Managing a Virtual Office

Long commutes, traffic problems, and juggling the responsibilities of work and family are part of everyday life, aren't they? More and more managers are moving toward the "virtual office" to alleviate these stresses. But what does a virtual office entail? Is it really beneficial? And how can you convince people that it works?

## Managing Change

Although meaningful change is rarely easy (have you ever attempted a diet or tried to stop smoking?) it is a necessity of modern life. Organizations and individuals need to develop comfort in dealing with this constant challenge.

## Managing Disagreement

Handling disagreement constructively is central to personal satisfaction and organizational effectiveness. Improved skill at managing interpersonal differences will enrich your work, your relationships, and your career.

## Managing Negative People

Negativity in one employee can spread, affecting the climate of the entire workplace and increasing the emotional burden of your job. While managing negative people is tough, there are the methods which enable you to keep your cool, defuse employee negativity, and create a positive culture in your workplace.

## Managing Projects

The managing process involves organization and planning, the proper allocation of resources, and the promotion of a strong team effort. It requires an understanding of the interacting effects between different project activities, sound leadership, and proper implementation of the planned work.

## Managing Stress

Stress management training can provide the necessary skills and knowledge for you to offset the potentially negative effects of a stressful environment. You can actively take steps to increase your self-awareness and integrate a variety of proven stress management responses into your management style.

## Managing Your 401(k)

What's your idea of retiring in style? Soaking in rays on a white sand beach? Roaming the continent in an RV? Spending hours in the garden without ever needing to give a thought to having enough money? Whatever your retirement ideal, the way to reach it is to invest in a 401(k) and use the strategies in this module to maximize the return on your investment. Your future is in your hands.



## Dealing With Violence In The Workplace

One out of every four full-time workers is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur.

## Delegating

Delegation is an integral part of employee development, product improvement, and workload management. When done correctly, it can make your job easier and your subordinates' jobs more fun. By using just a few key tips and strategies, you can make it a win-win situation.

## Developing Critical Thinking Skills in Children

Every day you make decisions and respond to life choices in the blink of a moment, but have you ever stopped to consider how you learned the crucial decision making skills that enable you to do this? These skills, often called critical thinking skills, constitute the toolbox of thought processes that determine your ability to act with wisdom and prudence in any given situation.

## Developing a Strategic Plan

Fortune 500 companies aren't successful by accident. They use strategic plans and consistently outperform companies that do not. A strategic plan directs the resources of an organization to a successful future-it's the route a company follows

## Discharging Employees

Removing an employee's source of livelihood should be considered as a last resort-yet sometimes it is the right thing to do. Discharging an employee can be a difficult process. That is why careful planning and preparation can help ensure the action is appropriately and fairly applied.

## Disciplining and Redirecting Employees

The goal of corrective action, is not to punish underachievers, but to improve their performance. As a supervisor or manager, you are the "coach" of a work team. How effectively you deal with problem conduct and performance will largely determine whether that team will celebrate victory or wallow in defeat.

## Executive-to-employee Communication Strategies

As you enter the work area your employees scatter, trying to look preoccupied so they won't have to...ugh...talk to you! As an executive in your organization, you may feel detached from your lower-level employees. How can you convince them not to be intimidated by you and your position? What are their concerns about the organization? This course takes you through ways you can show your employees just how committed you are to their opinions and concerns. As you create this direct link with your employees they will begin to see you as a great resource in their work, not a hindrance.

## Financial Basics for Non-financial Managers

Income statements, balance sheets, and cash flow-you've heard these terms and know that they are somehow essential to business operations. You don't need to be an accountant, but you do need to be able to understand financial issues in order to make sound business decisions. Learn the essential basics of accounting and fiscal reporting so that you can use this valuable information to help you fulfill your responsibilities.

## Guardianship Decisions for Elderly Loved Ones

As our population ages and lives longer, difficult guardianship decisions will be made more often. Families and individuals need to develop a comfort level in dealing with and caring for the elderly. They need a working knowledge of available resources that can help them make the best decisions for their loved one.

## Intercultural Business Etiquette

As contact around the globe becomes quicker and easier, one thing is certain: the ability to adapt to people from other cultures and to communicate effectively with them is a skill few can afford to neglect. Travel with us through this course to learn how to master Intercultural Business Etiquette.

## **Building a Successful Team**

One of the most important work group concepts of the last fifteen or twenty years is that of teams. But not all teams are alike. Your own experience with teams may vary widely from that of others. You may have been on really effective teams, or you may have wasted a lot of time on teams that floundered.

## **Building Strong Customer Relationships**

Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive position.

## **Business Writing Basics**

The ability to write clearly, forcefully, and persuasively is a valuable business skill-and a rare one. Acquiring this skill will distinguish you from most of your coworkers.

## **Choosing a Childcare Provider**

You make a lot of important decisions in your lifetime and choosing the right daycare provider is probably one of the most crucial. How do you make an informed choice about where your child should spend a large part of his or her formative years? What should you look for to select the right daycare center for your needs? This course will help answer these important questions.

## **Closing the Sale**

Sales professionals work hard to develop a winning sales approach. They thrive on establishing mutually satisfying relationships with prospective customers and enjoy showing them how they can be more successful and meet their goals with whatever the salesperson is selling. But until money changes hands, there is no sale. The culmination of all the effort is closing a sale. This course will help you improve your track record.

## **Coaching and Counseling**

Coaching and counseling are skills that can be learned through practice, persistence, and patience, just like figure skating. If you have a genuine desire to develop and support others and the self-discipline to practice the specific strategies, you can become proficient as a coach or counselor.

## **Conducting a Performance Review**

Many managers shudder at the thought of performance feedback interviews. It's one of the most challenging and intimidating responsibilities that leaders have. But a performance review is a great opportunity for you and your subordinates to develop a positive working relationship and improve productivity.

## **Conflict Intervention**

Conflict is inevitable. It can destroy and it can create. With skilled intervention, conflict has the potential of developing better communication, more effective solutions, and greater empathy.

## **Creating a Strong Leadership Team**

Turning a group of people into an integrated, cohesive unit at any level of a project or organization can be a challenge. Turning leaders into a team is even tougher-but absolutely essential!

## **Creating an Effective Sales Team**

You are responsible for organizing, motivating, guiding, directing, and otherwise orchestrating the activities and assuring the results of a group of sales professionals. Where do you start? How do you keep their creative energy high? How do you help them maintain their focus and positive attitude through the ups and downs of a dynamic career? This course will give you some great ideas.

## **Dealing with Difficult Customers**

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.





## WorkLife Online SkillBuilders

The following is a brief description of our 60+ soft skills training courses. Each course is self-paced, takes approximately 45 to 60 minutes to complete, and concludes with a custom completion certificate.

### **Achieving Personal Goals**

All of us need balance in our lives. We struggle to balance our careers, our families, our health, our emotions, our social lives, and our spirituality. You can probably think of instances in your life when you've spent too much time in one area, only to have another area suffer. You must find balance in your life and determine where you are and what you need.

### **Applying Emotional Intelligence in the Workplace**

Being "smart" isn't enough. To reach your full potential, personally and professionally, you need emotional intelligence – the set of skills that enables you to manage your own feelings and relate effectively to the feelings of others. This course will show you how to use emotional intelligence at work to increase your success and satisfaction.

### **Applying Leadership Basics**

Sound leadership involves both the leader and the people he or she leads. Everyone needs to work in harmony to accomplish a specific purpose. As an effective leader you will need to reinforce that purpose. You should establish a firm direction on how the work will be undertaken and completed.

### **Appreciating Personal Differences**

An organization with employees of only one personality style, like a painting with only one color, would be dull and ineffective. When you understand and recognize the value of each style, then your personality and those of your colleagues can complement each other and harmonize like the colors of a single work of art.

### **Balancing Work and Family**

The conflict between work and family isn't new; we have been trying to manage this complex balancing act for decades. Today, more than ever, individuals are required to fulfill multiple roles in their personal and professional lives. Managing personal and family needs with career responsibilities and the other roles you fill – all within the constraints of a 24-hour day – can be a real challenge.

### **Basics of Effective Communication**

Virtually everything that happens for good or ill in an organization, or even between human beings in general, is a direct result of communication. Nothing in life gets done without it. In fact, your entire being is involved in it every minute of every day.

### **Basics of Effective Selling**

Selling is a complex and sophisticated process, but successful sales begin and end with the essentials. Whether you're selling high-tech or a neighborhood window-washing service, this is a good place to start.

### **Becoming an Effective Team Member**

Being an effective member of a team is a great way to build your skills and broaden your relationships. For many people it is a new opportunity; others have been on teams before, with experiences ranging from awful to terrific.



**Illinois State Tollway Authority  
Skillbuilder Report  
March 2017 to February 2018**

Skill Builders	# of times Accessed
Achieving Personal Goals	
Applying Emotional Intelligence in the Workplace	
Applying Leadership Basics	
Balancing Work and Family	
Basics of Effective Communication	2
Becoming an Effective Team Member	
Building Strong Customer Relationships	
Coaching and Counseling	
Developing Critical Thinking Skills in Children	
Dealing with Difficult Customers	
Dealing with Violence in the Workplace	
Interview Skills for Job Candidates	1
Leading Effective Meetings	
Leading Effective Teams	
Managing Disagreement	1
Managing Negative People	
Managing Stress	2
Organizing Your Workspace	1
Personal Financial Planning	
Recognizing and Avoiding Burnout	2
Recognizing and Managing Anger	
Successful Negotiation	
Telephone Skills for Quality Customer Service	
Time Management	
	9





<b>For Supervisors Only</b> (All workshops are approximately 90 minutes)		
EAP Critical Incident Response	<ul style="list-style-type: none"> <li>Identify types of workplace crisis and impact on employees</li> <li>Increase understanding of how EAP partners with leadership</li> <li>Discuss resilience-based response strategies</li> </ul>	
Coaching for Managers	<ul style="list-style-type: none"> <li>Helps participants identify their own management communication style</li> <li>Identifies keys to building understanding, support and acceptance in employee relations</li> <li>Provides a model that can be used to improve communication</li> </ul>	
Communicating with the Difficult Employee	<ul style="list-style-type: none"> <li>Increases awareness of the impact of difficult behavior on the workgroup.</li> <li>Discusses the communication styles most often used in the workplace</li> <li>Provides effective communication tips and ways to handle difficult behavior.</li> </ul>	
Conflict Management	<ul style="list-style-type: none"> <li>Enhances understanding of conflict in the workplace</li> <li>Provides techniques to address different points of view within a workgroup</li> <li>Helps participants increase conflict management skills related to being a manager</li> </ul>	
EAP Supervisor Training	<ul style="list-style-type: none"> <li>Provide guidelines to identify and document job performance issues</li> <li>Increase understanding of constructive confrontation</li> <li>How to use EAP for consultation and employee referrals</li> </ul>	
Harassment in the Workplace	<ul style="list-style-type: none"> <li>Defines various types of harassment</li> <li>Explores the impact on individuals and the workplace</li> <li>Suggests techniques to confront inappropriate behavior in line with company policy</li> </ul>	
Identifying the Substance Abusing Employee	<ul style="list-style-type: none"> <li>Identifies signs and symptoms</li> <li>How to confront employees with job performance issues</li> <li>Understanding the impact on individual and the workplace</li> </ul>	
Managing the Multigenerational Workforce	<ul style="list-style-type: none"> <li>Gain insight into the view of people from various generations</li> <li>Increase understanding of how age-related experience impacts work</li> <li>Develop strength-based strategies that enhance team productivity</li> </ul>	
Managing Organizational Change	<ul style="list-style-type: none"> <li>Identifies the impact of organizational change</li> <li>Explores various reactions to changes in the workplace</li> <li>Discusses how to lead and support employees toward acceptance</li> </ul>	
Managing the Workplace Bully	<ul style="list-style-type: none"> <li>Define bullying and identify examples in the workplace</li> <li>Explore the hidden costs of bullying and the difference between bully and tough boss</li> <li>Identify steps and strategies to address bullying as a manager</li> </ul>	



## WorkLife Balance

Beating Holiday Stress	<ul style="list-style-type: none"> <li>• Explores pressures and stressors unique to the season</li> <li>• Identifies reactions to stress and personal warning signs</li> <li>• Provides practical suggestions for a healthy approach to the holiday season</li> </ul>
Dual Career Couples	<ul style="list-style-type: none"> <li>• Helps participants understand the importance of working as a team</li> <li>• Increase awareness of tension and role overload</li> <li>• Gain insight into what it takes to maintain a satisfying relationship</li> </ul>
Eldercare – Caring for Aging and Dependent Parents	<ul style="list-style-type: none"> <li>• Aging as a part of life cycle</li> <li>• Continuum of care</li> <li>• Emotional impact of caregiving</li> </ul>
Embracing Change	<ul style="list-style-type: none"> <li>• Demonstrates contrast between change (event) and transition (individual reaction)</li> <li>• Discusses relationship between change and stress</li> <li>• Identifies coping strategies toward acceptance</li> </ul>
Financial Fitness	<ul style="list-style-type: none"> <li>• Gain insight into relationship with money</li> <li>• Identify warning signs of financial distress</li> <li>• Learn basic money management tips</li> </ul>
Financial Planning (provided by Perspectives through Ameriprise Financial Planners)	<ul style="list-style-type: none"> <li>• Provides basic assistance for personal financial planning</li> <li>• General overview money management</li> <li>• How to work toward financial goals</li> </ul>
Making Healthy Food Choices	<ul style="list-style-type: none"> <li>• Provides guidelines and tips</li> <li>• Understanding barriers to better eating</li> <li>• Strategies for developing a plan to change</li> </ul>
Making the Most of Your 24/7	<ul style="list-style-type: none"> <li>• Helps individuals prioritize their personal time</li> <li>• Identifies time wasters</li> <li>• Provides tools and techniques to help manage time</li> </ul>
Moving Toward Retirement	<ul style="list-style-type: none"> <li>• Discusses planned and unplanned changes</li> <li>• Understand the impact on lifestyle when transitioning from work to retirement</li> <li>• Identifies effective coping strategies</li> </ul>
Obtaining Balance: Strategies for a Healthy Lifestyle	<ul style="list-style-type: none"> <li>• Identifies components impacting work-life balance</li> <li>• Increase understanding of the connection between values and choices</li> <li>• Motivates participants to develop a personal plan</li> </ul>
Resilience	<ul style="list-style-type: none"> <li>• Explores participant's coping skills</li> <li>• Gain insight into how life challenges impact people</li> <li>• Provides strategies to help individuals develop resistance</li> </ul>
Strategies for Effective Parenting	<ul style="list-style-type: none"> <li>• Identifies general issues of communication, expectations and age appropriate development</li> <li>• Techniques for challenging parenting situations</li> <li>• How to "pick your battles" and avoid power struggles</li> </ul>
Stress Management	<ul style="list-style-type: none"> <li>• Defines stress and its impact on individuals</li> <li>• Identifies responses to stress and personal warning signs</li> <li>• Provides stress management techniques</li> </ul>



# EAP Seminar Descriptions

(Workshops are approximately 60 minutes unless the time is listed differently)

**Sessions require 10 pre-registered participants**

## Workplace Productivity

Achieving Your Goals	<ul style="list-style-type: none"> <li>• Understand the fundamentals for successful goal setting</li> <li>• Learn how to develop a plan to accomplish goals</li> <li>• How to take action on the plan</li> </ul>
Collaboration (90 Minutes)	<ul style="list-style-type: none"> <li>• Identifies individual behavioral communication styles</li> <li>• Demonstrates the value of teamwork through experiential exercises</li> <li>• Highlights the qualities of effective work teams</li> </ul>
Conflict Management	<ul style="list-style-type: none"> <li>• Enhances the understanding of conflict</li> <li>• Provides techniques to address different points of view</li> <li>• Helps participants increase conflict management skills</li> </ul>
Effective Customer Service	<ul style="list-style-type: none"> <li>• Understand what the customer wants</li> <li>• Learn techniques for dealing with difficult customers</li> <li>• Increase awareness of a customer service focus</li> </ul>
Emotional Intelligence	<ul style="list-style-type: none"> <li>• Increase insight into emotional competency in the workplace</li> <li>• Identify interpersonal and social skills that enhance work performance</li> <li>• Motivate participants to develop their own EI self-improvement plan</li> </ul>
Enhancing Vitality in the Workplace	<ul style="list-style-type: none"> <li>• Defines “burnout”</li> <li>• Identifies signs and symptoms of burnout</li> <li>• Methods for coping and prevention</li> </ul>
Navigating Organizational Change	<ul style="list-style-type: none"> <li>• Identifies the impact of organizational change</li> <li>• Explores various reactions to changes in the workplace</li> <li>• Discusses coping strategies toward acceptance</li> </ul>
Personal Productivity	<ul style="list-style-type: none"> <li>• Examines time management in the workplace</li> <li>• Highlights the importance of prioritizing and planning</li> <li>• Provides practical tips for reducing “time wasters”</li> </ul>
Responsible Communication	<ul style="list-style-type: none"> <li>• Increases understanding of the components of responsible communication</li> <li>• Introduces the four styles of communication</li> <li>• Practices assertive techniques</li> </ul>





## Seminar Evaluation

**Seminar Title:** DOT Substance Abuse Supervisory Training (18 attendees) **Date:** 10/5/17 1 pm

**Presenter:** Margaret Kelly

**Company:** Illinois Tollway

		<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
		<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1.	The seminar was well organized.	9	5	0	0	0	0
2.	The presenters were knowledgeable.	11	2	1	0	0	0
3.	The presenters answered questions.	15	4	0	0	0	0
4.	The information will be useful.	15	4	0	0	0	0
5.	The seminar:						
	Exceeded Expectations	15					
	Met Expectations		4				
	Did not meet Expectations						
6.	<b>The most helpful portion of this presentation was:</b> Voluntary admission; overall information; discussion regarding drug rules; very informative; Everything; Information; All of it						
7.	<b>The least helpful portion of this presentation was:</b> None (3); NA; All information was taught well. Nothing						
8.	<b>I have the following suggestions for improvement:</b> None (2); NA (3); Limit to how drug use impairs job performance and process for identifying it and trying to rectify the problem. Too much other, extraneous information dilutes the parts that are key to us as supervisors						
9.	<b>I would like to see presentations on the following topic(s) in the future:</b> None; NA						



## Seminar Evaluation

**Seminar Title:** DOT Substance Abuse Supervisory Training (22 attendees) **Date:** 10/5/17 11 am

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**Presenter:** Margaret Kelly

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**Company:** Illinois Tollway

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		<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
		<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1.	The seminar was well organized.	11	7	1	0	0	0
2.	The presenters were knowledgeable.	11	6	1	1	0	0
3.	The presenters answered questions.	14	4	1	0	0	0
4.	The information will be useful.	11	6	2	0	0	0
5.	The seminar:						
	Exceeded Expectations						
<u>6</u>			<u>13</u>				
	Met Expectations						
	Did not meet Expectations						

**6. The most helpful portion of this presentation was:**

All the rules and regulations; Reviewing basics already familiar with; All information; Information on Perspectives; Employee suspicion checklist; Description of how to tell if someone is under the influence. Handouts; Understanding the regulations

**7. The least helpful portion of this presentation was:**

All was well. NA (2); None (2); The packets did not match the powerpoint;

**8. I have the following suggestions for improvement:**

None(2); NA; Update material; kinda outdated to today's environment; make it a little bit more lively; should be able to provide answers regarding training; Discuss internal process for asking a person to take a drug test as it relates to reasonable suspicion; Update statistics and information to be more current

**9. I would like to see presentations on the following topic(s) in the future:**

Supervising work group; Addressing negativity in the workplace; How to boost morale; Supervising a diverse work group; How to handle/address problems; NA



## Seminar Evaluation

**Seminar Title:** DOT Substance Abuse Supervisory Training (26 attendees) **Date:** 10/4/17 1 pm

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**Presenter:** Joy Lockner

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**Company:** Illinois Tollway

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	<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
	<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1. The seminar was well organized.	13	6	0	0	0	0
2. The presenters were knowledgeable.	13	6	0	0	0	0
3. The presenters answered questions.	15	4	0	0	0	0
4. The information will be useful.	15	4	0	0	0	0
5. The seminar:						
15 Exceeded Expectations		4				
			Met Expectations			
						Did not meet Expectations

**6. The most helpful portion of this presentation was:**

The tools and resources available. Reasonable time/length of presentation. ALL; Discussions; Relational recognition awareness; The information; Presenter asked us questions. Drug quiz provided good background information. The effects of addiction; being aware of symptoms and what to do; Helped understand the steps necessary to follow the events of a situation; the facts of drugs and how long it takes to leave the system.

**7. The least helpful portion of this presentation was:**

NA (3); None (2); Nothing wasn't helpful; None; some of the information in the packet; talking about employee policy was confusing – would recommend having a Tollway HR person there to explain. I was all helpful.

**8. I have the following suggestions for improvement:**

NA (2); None (2); The Tollway should develop a step-by-step guide for supervisors that incorporates policy and EAP info. None

**9. I would like to see presentations on the following topic(s) in the future:**

Development of skill sets on the need to identify/document possible substance abuse; Employee death; Aggression and stress at the workplace. I'd like the class to get out in the field with the guys.

## Perspectives®

**8. I have the following suggestions for improvement:**

At some point the marijuana debate/issue should be thoroughly addressed and not just saying it's a federal issue. Have there been challenges to this and how can we as managers explain to staff when confronted with questions. More group interaction; Make shorter if no changes from previous year.

NA (4); None (2); Bring snacks 😊

**9. I would like to see presentations on the following topic(s) in the future:**

- More on opiates which we hear about more often.
- NA (4);
- Improve company communication inter-departmental;
- Conflict management;
- Follow up continual training and more frequent garage visits especially after fatal crashes; not just counselors but also just a decompression time after to help process the situation.
- Grief and coping with tragedy





## Seminar Evaluation

**Seminar Title:** DOT Substance Abuse Supervisory Training (26 attendees) **Date:** 10/4/17 11 am

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**Presenter:** Joy Lockner

---

**Company:** Illinois Tollway

---

		<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
		<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1.	The seminar was well organized.	18	15	2	0	0	0
2.	The presenters were knowledgeable.	26	9	0	0	0	0
3.	The presenters answered questions.	22	13	0	0	0	0
4.	The information will be useful.	22	13	0	0	0	0
5.	The seminar:						
	Exceeded Expectations	14					
	Met Expectations		21				
	Did not meet Expectations						

### 6. The most helpful portion of this presentation was:

- Just the reminder to observe and document if a concern is detected, also the resources available.
- Quiz and myths. Q&A; myths and facts
- I believe it is good to place attention on this periodically to ensure people remain aware. Observations to look for with employees.
- All of it! Entire presentation. Everything!
- Understanding how all of this impacts safety-sensitive positions;
- All information provided was useful; case examples;
- The information on legal limits and substance abuse recognition;
- The handout information;
- Personal stories relating to each topic

### 7. The least helpful portion of this presentation was:

NA (5); None (2); The powerpoint didn't follow the handouts. Drug overview felt like it's health.



## Seminar Evaluation

**Seminar Title:** Conflict Management (21 attendees)      **Date:** 9/14/17 1 pm

**Presenter:** Joy Lockner

**Company:** Illinois Tollway

	<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
	<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1. The seminar was well organized.	13	4	0	0	0	0
2. The presenters were knowledgeable.	13	4	0	0	0	0
3. The presenters answered questions.	15	2	0	0	0	0
4. The information will be useful.	13	4	0	0	0	0
5. The seminar:						
<u>9</u> Exceeded Expectations		<u>8</u> Met Expectations				Did not meet Expectations

**6. The most helpful portion of this presentation was:**

Identifying communication styles and how we have to adjust our style to effectively deal with others; good refresher; Spelling out the different personalities; the presenter; Definition of communication styles; Getting to know my management style; group talks; learning about the different types of people

**7. The least helpful portion of this presentation was:**

NA (3); None (3); Not enough time; all was knowledgeable.

**8. I have the following suggestions for improvement:**

NA (3); None (4); Joy does great!

**9. I would like to see presentations on the following topic(s) in the future:**

Absolutely. More time. Any that is offered.



## Seminar Evaluation

**Seminar Title:** Conflict Management (21 attendees) **Date:** 9/14/17 11 am

**Presenter:** Joy Lockner

**Company:** Illinois Tollway

	<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
	<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1. The seminar was well organized.	13	3	0	0	0	0
2. The presenters were knowledgeable.	14	2	0	0	0	0
3. The presenters answered questions.	13	3	0	0	0	0
4. The information will be useful.	13	3	0	0	0	0
5. The seminar:						
<u>7</u> Exceeded Expectations		<u>9</u> Met Expectations				Did not meet Expectations

**6. The most helpful portion of this presentation was:**

The information in general was very useful. Choosing what style I am; The interaction; Group interaction; role playing; Checklist of style; Communication styles explained

**7. The least helpful portion of this presentation was:**

None (3); NA (2); Self-evaluation; Didn't talk about setting boundaries; group participation

**8. I have the following suggestions for improvement:**

None(2); very good seminar; NA (2); 1) Setting boundaries eliminates my problems.  
2) Trying to focus on the issues

**9. I would like to see presentations on the following topic(s) in the future:**

NA (2)  
a) Making clear boundaries  
b) Learning how to disagree without escalation  
c) Difference between feelings and actions



## Seminar Evaluation

**Seminar Title:** Coaching for Managers (17 attendees) **Date:** 8/24/17 1 pm

**Presenter:** Joy Lockner

**Company:** Illinois Tollway

	<i>Agree</i>			<i>Disagree</i>		<i>N/A</i>
	<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
1. The seminar was well organized.	9	7	0	0	0	0
2. The presenters were knowledgeable.	11	5	0	0	0	0
3. The presenters answered questions.	10	6	0	0	0	0
4. The information will be useful.	8	8	0	0	0	0
5. The seminar:						
<u>7</u> Exceeded Expectations		<u>9</u> Met Expectations				Did not meet Expectations

**6. The most helpful portion of this presentation was:**

Hands-on (3); Understanding the STEP process; assessment on people; learning how to deal with different employees; made me aware of different personalities; being open minded; the information!

**7. The least helpful portion of this presentation was:**

NA (3), Everything and anything is always helpful! Office setting communication; no treats;

**8. I have the following suggestions for improvement:**

Gear toward field managing people; more training; None, was great! NA

**9. I would like to see presentations on the following topic(s) in the future:**

Connecting with HR; Government and labor union issues; Anger (reactionary styles vs proactive styles; any and all training





## Seminar Evaluation

**Seminar Title:** Coaching for Managers **Date:** 8/24/17 11 am

**Presenter:** Joy Lockner

**Company:** Illinois Tollway

	Agree			Disagree		N/A
	5	4	3	2	1	
1. The seminar was well organized.	12	8	0	0	0	0
2. The presenters were knowledgeable.	15	5	0	0	0	0
3. The presenters answered questions.	19	1	0	0	0	0
4. The information will be useful.	11	7	2	0	0	0
5. The seminar:						
<u>9</u> Exceeded Expectations						
<u>13</u> Met Expectations						
<u>        </u> Did not meet Expectations						

**6. The most helpful portion of this presentation was:**

Handouts; effective team building; classifying employee tips; Learning how I could change a few things on how I deal with employees; STEP system; discussions; All; the WHOLE presentation; Group discussions; group interactions; Team building; Everything; Knowledge about different styles and how to approach; different personalities

**7. The least helpful portion of this presentation was:**

None (4); Presentation was too fast; NA (2) ; It was ALL helpful. "She didn't know the culture of the tollway." Nothing

**8. I have the following suggestions for improvement:**

Slow down; None (4); More team playing; more examples; Longer and more in depth; get the group more involved; NA (2)

**9. I would like to see presentations on the following topic(s) in the future:**

Union employee vs management non-union motivation; None (2); Yes

# EAP Training



## 2018 WorkLife Monthly Webinars

Each webinar will be available on the 1<sup>st</sup> of every month, with answers to client questions added to webinar pages throughout each month. Archived Webinars are available at [this link](#) (enter your username for access)

Month	Monthly Theme	Description
Jan.	Budgeting	Budgeting Basics: Financial Wellness is Within Reach!
Feb.	Healthy Diet	Eat Your Way to Better Health!
Mar.	Work Styles	Workplace Differences: A Matter of Style
Apr.	Parenting	The Thriving Family: A parent's guide to raising resilient kids
May	Estate Planning	Painless Estate Planning
Jun.	Mental Health	Minimizing Worry to Maximize Your Life
Jul.	Social Media	Harnessing the Power of Social Media
Aug.	Workplace Culture	Managing Negative People
Sept.	Eldercare	Legal and Financial Aspects of Eldercare
Oct.	Investments	Investing 101
Nov.	Generations in the Workforce	Five Generations in One Workplace
Dec.	Self-Care	Mindfulness in the Workplace





Prepared on: 03-21-2018  
 For: ILLINOIS STATE TOLLWAY HIGHWAY  
 AUTHORITY  
 Date Range:  
 08-01-2017 through 02-28-2018

OVERVIEW OF SITE USAGE	TOTAL
Total Users*	10
Total Site Visits**	69
Total Page Views	251
Searches	2

CONTENT SNAPSHOT	TOTAL
Emotional Wellbeing	19
Financial	23
Health	41
Legal	38
Personal Growth	34
Relationships	14
Resilience	2
Additional Resources	0
Articles	39
Assessments	4
Calculators	5
SkillBuilders	5
FAQs	7
Forms	15
Locators	5
PDFs	0
Quizzes	0
Videos	2
Webinars	4

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**CISD Summary**

CISD Date	Response Date / Time	Type	Duration	Location	Attendees
9/18/2017	09/25/2017 6:30 AM	Death of Employee	3.00		25
Details: Group and individual, Alsip M-1					
9/18/2017	09/19/2017 6:30 AM	Death of Employee	4.00		46
Details: Group and indiv, Alsip M-1					
9/18/2017	09/18/2017 2:15 PM	Death of Employee	2.00		30
Details: Individual and group, chicago, M-2					
9/18/2017	09/18/2017 2:00 PM	Death of Employee	2.75		26
Details: Group and Individual; Alsip M-1					
9/29/2017	10/02/2017 6:30 AM	Accidental Death	1.50		15
Details: Onsite Group and Individual, Dekalb M-11					
12/26/2017	12/22/2017 1:00 PM	Car Accident	.00		13
Details: Group; DeKalb, IL					
TOTAL			13.25		155

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Organizational Services Summary**

Date	Type	Duration	Location	Attendees
1/10/2018	Health Fair	2.00	2700 Ogden Avenue, Downers Grove, IL, USA, 6	25
<b>Details:</b>		Open Enrollment meeting at Central Administration; Joy Lockner onsite.		
1/17/2018	Health Fair	3.00	12600 S Cicero, Alsip, IL, USA, 60803	20
<b>Details:</b>		Open Enrollment at M-1. Lois Zebus onsite.		
1/24/2018	Health Fair	3.00	2700 Ogden Avenue, Downers Grove, IL, USA, 6	32
<b>Details:</b>		Open enrollment at Central Administration. Joy Lockner onsite.		
<b>TOTAL</b>		<b>29.50</b>		<b>448</b>

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Organizational Services Summary**

Date	Type	Duration	Location	Attendees
8/24/2017	Management Training	1.00	2700 Ogden Ave, Downers Grove, Illinois, USA,	17
Details: Coaching for Managers by Joy Lockner at 1 pm				
8/24/2017	Management Training	1.00	2700 Ogden Avenue, Downers Grove, IL, USA, 6	20
Details: Coaching for Managers by Joy Lockner at 11 am				
9/14/2017	General Meeting	.50	2700 Ogden Avenue, Downers Grove, IL, USA, 6	1
Details: Meeting with Angela Jenkins to review EAP services.				
9/14/2017	Management Training	1.00	2700 Ogden Avenue, Downers Grove, IL, USA, 6	18
Details: Conflict Management for Supervisors at 11 am				
9/14/2017	Management Training	1.00	2700 Ogden Avenue, Downers Grove, IL, USA, 6	19
Details: Conflict Management for Supervisors at 1 pm				
10/3/2017	Health Fair	2.00	45496 Naperville Road, Naperville, IL, USA, 6056	36
Details: Health Fair at Central Warehouse by Maggie Packo				
10/4/2017	Management Training	1.50	2700 Ogden Avenue, Downers Grove, IL, USA, 6	48
Details: DOT Substance Abuse Training for supervisors by Joy Lockner				
10/4/2017	Management Training	1.50	2700 Ogden Avenue, Downers Grove, IL, USA, 6	26
Details: DOT Substance Abuse Awareness for Supervisors by Joy Lockner				
10/5/2017	Management Training	1.50	2700 Ogden Avenue, Downers Grove, IL, USA, 6	18
Details: DOT Substance Abuse Awareness for Supervisors by Margaret Kelly.				
10/5/2017	Health Fair	2.00	I-90 and Route 20 - M-6 Marengo, Marengo, Illi	25
Details: Health Fair at M-6 Marengo by Kelly Sorensen				
10/5/2017	Management Training	1.50	2700 Ogden Avenue, Downers Grove, IL, USA, 6	26
Details: DOT Substance Abuse Awareness for Supervisors by Margaret Kelly				
10/10/2017	Health Fair	2.00	I-294 and Touhy, Park Ridge, IL, USA, 60068	42
Details: Health Fair at M-3 Park Ridge by Lois Zebus				
10/13/2017	Health Fair	3.00	2700 Ogden Avenue, Downers Grove, IL, USA, 6	35
Details: Health Fair at Central Administration by Kelly Sorensen				
10/26/2017	Management Training	1.00	2700 Ogden , Downers Grove, IL, USA, 60515	18
Details: Appreciating Diversity by Patricia Perez at 1 pm				
10/26/2017	Management Training	1.00	2700 Ogden, Downers Grove, IL, USA, 60515	22
Details: Appreciating Diversity by Patricia Perez at 11 am.				

## UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Employment Length**

Employment Length	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
5-10 Years	22	28.21%	8	12.12%
1-4 Years	15	19.23%	17	25.76%
20 >	12	15.38%	17	25.76%
16-20 Year	10	12.82%	6	9.09%
11-15 Years	8	10.26%	9	13.64%
Non-Employee	6	7.69%	2	3.03%
< 1 year	3	3.85%	0	0.00%
DNA (Non-Employee)	2	2.56%	4	6.06%
Does not apply (Non-Employee)	0	0.00%	1	1.52%
1-4 Years	0	0.00%	1	1.52%
1-4 years	0	0.00%	1	1.52%
<b>Total</b>	<b>78</b>	<b>100 %</b>	<b>65</b>	<b>100 %</b>

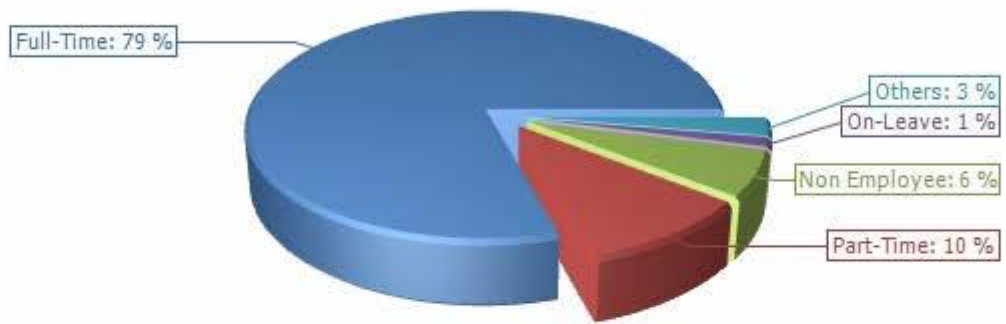


UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Employment Status**



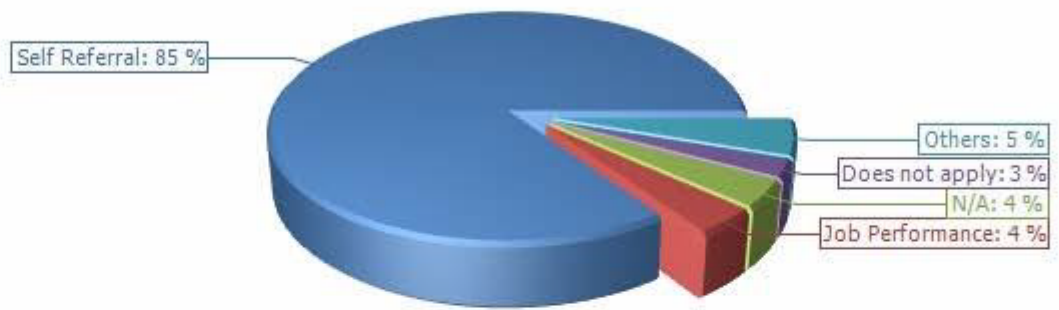
Employment Status	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Full-Time	62	79.49%	53	80.30%
Part-Time	8	10.26%	3	4.55%
Non Employee	5	6.41%	2	3.03%
Retiree	1	1.28%	0	0.00%
On-Leave	1	1.28%	1	1.52%
Does not apply	1	1.28%	5	7.58%
Suspension	0	0.00%	1	1.52%
Casual	0	0.00%	1	1.52%
<b>Total</b>	<b>78</b>	<b>100 %</b>	<b>65</b>	<b>100 %</b>

UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Org. Referral Type**



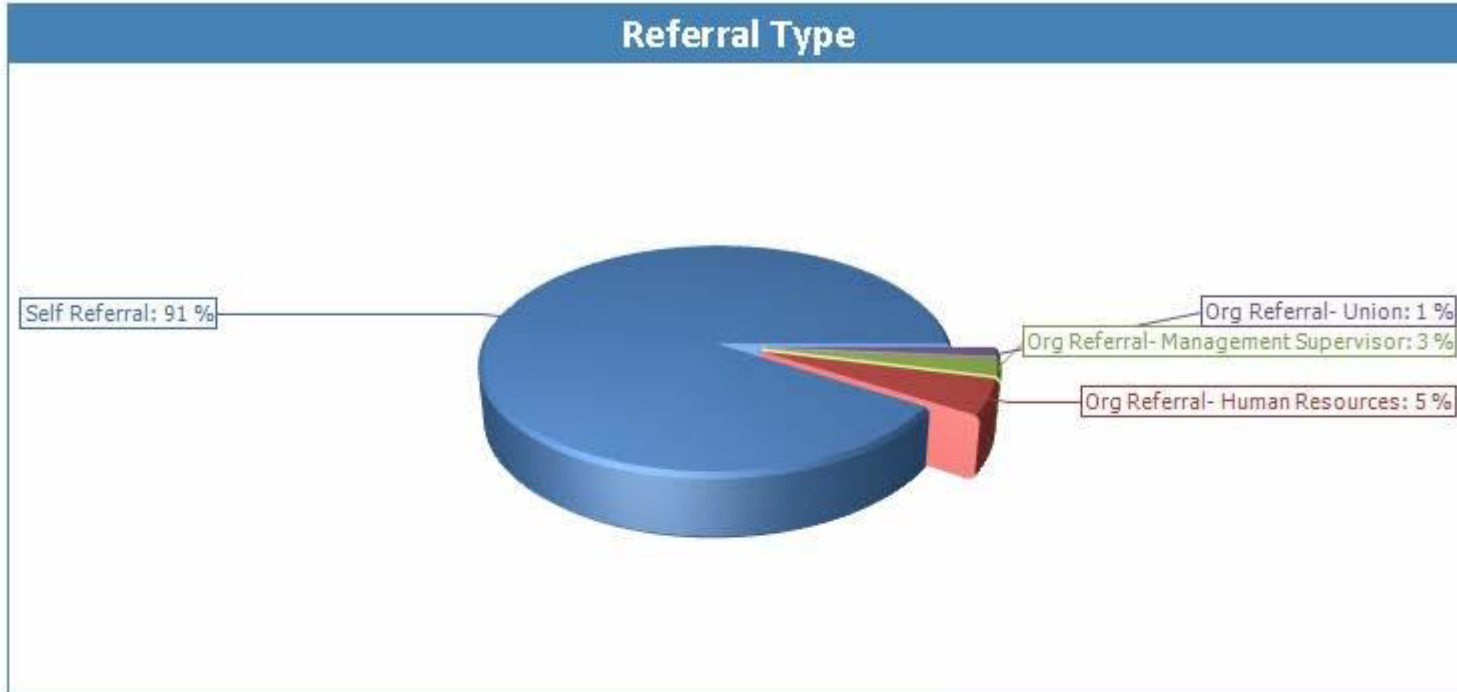
Org. Referral Type	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Self Referral	67	84.81%	35	53.03%
N/A	3	3.80%	3	4.55%
Job Performance	3	3.80%	2	3.03%
Does not apply	2	2.53%	21	31.82%
Co. Violation- DOT	2	2.53%	1	1.52%
Organizational Concern	1	1.27%	1	1.52%
Co. Violation- Substance Abuse	1	1.27%	2	3.03%
Co. Violation- Other	0	0.00%	1	1.52%
<b>Total</b>	<b>79</b>	<b>100%</b>	<b>66</b>	<b>100%</b>



UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018



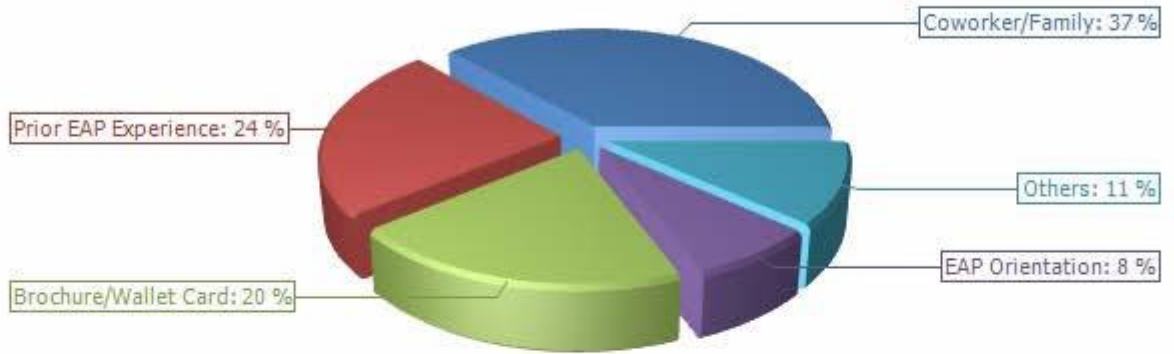
Referral Type	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Self Referral	72	91.14%	57	86.36%
Org Referral- Human Resources	4	5.06%	6	9.09%
Org Referral- Management Supervisor	2	2.53%	2	3.03%
Org Referral- Union	1	1.27%	1	1.52%
<b>Total</b>	<b>79</b>	<b>100 %</b>	<b>66</b>	<b>100 %</b>

UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Referral Source**



Referral Source	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Coworker/Family	29	36.71%	16	24.24%
Prior EAP Experience	19	24.05%	13	19.70%
Brochure/Wallet Card	16	20.25%	17	25.76%
EAP Orientation	6	7.59%	6	9.09%
Newsletter/Mail/Poster	5	6.33%	6	9.09%
Did not respond	3	3.80%	7	10.61%
Did Not Answer	1	1.27%	1	1.52%
<b>Total</b>	<b>79</b>	<b>100%</b>	<b>66</b>	<b>100%</b>

UTILIZATION REPORT

**Illinois State Tollway Highway Authority**

March 01, 2017 - February 28, 2018

**Job Type-**



Job Type-	3/2017 - 2/2018		3/2016 - 2/2017	
	#	%	#	%
Other Staff	20	25.32%	30	46.15%
Professional	16	20.25%	10	15.38%
Service	13	16.46%	9	13.85%
Manager/Supervisor	13	16.46%	5	7.69%
Administrative Staff	8	10.13%	1	1.54%
Does Not Apply	6	7.59%	1	1.54%
Trades Union	1	1.27%	0	0.00%
Technician	1	1.27%	0	0.00%
N/A	1	1.27%	4	6.15%
Not Applicable	0	0.00%	1	1.54%
Non Employee	0	0.00%	1	1.54%
Administration/Office	0	0.00%	3	4.62%
<b>Total</b>	<b>79</b>	<b>100 %</b>	<b>65</b>	<b>100 %</b>

# TAB 8 – Insurance Information



## Certificate of Liability Insurance

Date Issued: 01/12/2018

Underwritten by: Philadelphia Indemnity Insurance Company - One Bala Plaza, Suite 100 - Bala Cynwyd, PA 19004 - NAIC #: 19193  
 Administered by: CPH & Associates - 711 S. Dearborn St. Ste 205 - Chicago, IL 60605 - P 800.875.1911 - F 312.987.0902 - info@cpoins.com

DISCLAIMER: This certificate is issued as a matter of information only and confers no rights upon the certificate holder. The Certificate of Insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend, or alter the coverage afforded by the policies listed thereon.

Insured: Perspectives, Ltd  
 Bernard Dyme  
 20 N. Clark Street, Suite 2650  
 Chicago, IL 60602

Policy Number: 076267  
 Policy Term: 01/25/2018 to 01/25/2019

### Covered Locations

Professional Liability: Portable coverage, not location specific

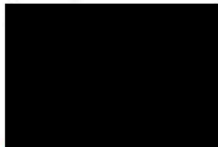
Coverage Type (Occurrence Form)	Per Incident (Per Individual claim)	Aggregate (Total amount per year)
Professional Liability	\$ 1,000,000	\$ 3,000,000
Supplemental Liability	\$ 1,000,000	\$ 3,000,000
Licensing Board Defense	\$ 75,000	\$ 75,000
Commercial General Liability - Fire/Water Legal Liability	N/A	N/A
Business Personal Property	N/A	N/A

Comments/Special Descriptions:

### Certificate Holder

PROOF OF COVERAGE

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s). Notice of Cancellation will only be provided to the first named insured in accordance with policy provisions, who shall act on behalf of all additional insureds with respect to giving notice of cancellation.

  
 Authorized Representative  
 C. Phillip Hodson





THA - Toll Highway Authority

4100113161

Purchase Order

Purchase Order Number  18-557THA-ADMIN-P-9992  Master Contract? N Contract/Ob #
--

V E N D O R	Vendor Number: V00010812 Perspectives Ltd
	20 N. Clark Street Suite 2650 Chicago, IL 60602 bsd@perspectivesltd.com (312) 558-1562

S H I P T O	Ship To - CA 2700 Ogden Avenue Central Administration Downers Grove, IL 60515 US Email: (630) 241-6800
----------------------------	--

VENDOR INSTRUCTIONS:  
PURCHASE ORDER REQUIREMENTS - STATE OF ILLINOIS AGENCIES

Prior to commencement of billable work, delivery of supplies or rendering of any service on a Purchase Order:  
--Initial Purchase Order/Contract - All parties, including the State and vendor, must fully execute the contract in its entirety.  
--Release from an existing Purchase Order/Contract - The vendor must receive a Purchase Order signed by the State Agency and attached in BidBuy Note, for any additional requirements see specific State Agency instruction.

PURCHASE ORDERS REQUIREMENTS - OTHER PURCHASING ENTITIES  
--Please see specific requirements provided by the purchasing entity.

B I L L T O	Contract Administrator PO Box 3094 Lisle, IL 60532-8094 US Email: (630) 241-6800
----------------------------	---

Shipping Method: Shipping Terms: Solicitation (Bid) No : 18-557THA-ADMIN-B-2789 Contract Begin Date: 07/01/2019      Contract End Date: 06/30/2022	Freight Terms: Payment Terms: NA Delivery Calendar Day(s) A.R.O : 0
---	---

Item # 1  
Class-Item 948-86

Employee Assistance Program (EAP) services, annual billing, for estimated 1,500 employees, from July 1, 2019 through June 30, 2022 Two one-year renewal options available.

Quantity	Unit Price	UOM	Discount %	Total Discount Amt	Tax Rate	Tax Amount	Freight	Total Cost
1 00	\$ 95,670 00	EA	0 00 %	\$ 0 00		\$ 0 00	\$ 0 00	\$ 95,670 00

TAX: \$ 0 00  
FREIGHT: \$ 0 00  
TOTAL: \$ 95,670 00



The undersigned agree to the Terms and Conditions as acknowledged by the Vendor and maintained in the State of Illinois' e-procurement system. This agreement consists of all terms as maintained in the state's e-procurement system inclusive of attached documents. The Vendor affirms that the Certifications and Financial Disclosures and Conflicts of Interest are true and accurate as of the date of the Vendor's execution of this Agreement. State documents will prevail in the event of a conflict between State and Vendor documents and information. The undersigned agree to the Terms and Conditions of this agreement.

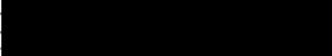
OFFICIAL SIGNATURES:

Vendor Name: \_\_\_\_\_  
Vendor Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Phone #: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

APPROVED

By: Sonja Woiniakowski  
Phone#: (630) 241-6800  
BUYER

State of Illinois Agency or Other Purchasing Entity **Illinois State Toll**  
Procuring State Agency or Entity \_\_\_\_\_ **Highway Authority**

Official Signature:   
Printed Name: **John Donato**  
Title: **Chief of Procurement**  
Designee Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: 6/20/19

Legal Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Fiscal Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

FOR STATE OF ILLINOIS USE ONLY

Acq Type \_\_\_\_\_ Source Sel Method \_\_\_\_\_  
Using Agency Funding Source \_\_\_\_\_  
Detailed Expenditure Object Code \_\_\_\_\_  
Approp Acct Code \_\_\_\_\_  
Award Code \_\_\_\_\_  
Original Proc Method \_\_\_\_\_  
Subcontractors Disclosed \_\_\_\_\_  
Subcontractors Utilized \_\_\_\_\_  
Publication Date \_\_\_\_\_ Financing Needed \_\_\_\_\_  
IPG Cert/Disclosure Yes \_\_\_\_\_ No \_\_\_\_\_