

Exhibit “A”



Philip D. Murphy
Governor
Sheila Y. Oliver
Lt. Governor

STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

EMPLOYEE ADVISORY SERVICE
P.O. BOX 320
Trenton, NJ 08625-0320
Telephone: (866) 327-9133 Fax: (609) 633-8584

Deirdré L. Webster Cobb, Esq.
Chair/Chief Executive Officer

July 1, 2022
NJ Employee Advisory Service Agreement
FY2023

Agency/Contact: Township of West Orange, ~~John K. Sayers~~

Phone Number: 973-325-4050 **Email:** admin@westorange.org

Number of Active Employees: 301

Agency Service Fee: \$150 per session

(Any face-to-face contact or communication lasting more than 20 minutes constitutes one session.)

Service Fee Includes

- Unlimited Individual and Supervisory Sessions; including intake, assessment, referral, monitoring, counseling, and consultation.
- Unlimited Management/Human Resource Consultations; including CDL and Direct Care employee random drug test monitoring, orientations, critical incident/stress debriefings, and community resource referrals.
- Employees Advisory Service updates, resources, and information on health and wellness.
- Employees Advisory Service Newsletters and Webinars.

Please refer to the attached **NJ Employee Advisory Service Agreement** for complete details of all services provided during the contract period.

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

The contract will be effective from July 1, 2022 to June 30, 2023

Signature indicates agreement with the fee and services provided.

Agency Contact Name and Signature

Date

Agency Fiscal Officer Name and Signature

Date

EAS Representative Name and Signature

Date

NJ Employee Advisory Service Agency Agreement

Fiscal Year 2023

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

N.J.A.C. 4A: 6-4.10 contains the regulations that govern the NJ Employee Advisory Service. Employee Advisory Service Counselors provide services on a statewide basis. The Employee Advisory Service main office is located at 44 South Clinton Avenue, 3rd Floor, Trenton, New Jersey.

Available Services

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

Based upon Federal rules and regulations 49CFR Part 40 governing drug and alcohol testing for safety sensitive transportation industries and N.J.S.A. Title 30:4-3.27; the Employee Advisory Service provides Substance Abuse Professional (SAP) evaluations, recommendations, return to duty process and follow-up testing for employers whose employees are required to maintain a Commercial Driving License (CDL) and for certain State employees at psychiatric hospitals, developmental centers and employees in specific identified titles. The Employee Advisory Service will recommend a course of education and/or treatment which the employee must demonstrate successful compliance prior to returning to Direct Care or DOT safety-sensitive duty.

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

- h. **Employee Workshops** – The Employee Advisory Service offers group and individual workshops. The following programs are available:
- Stress Management
 - Supervisory Assistance
 - Conflict Resolution
 - CDL Drug and Alcohol Awareness
- i. **Critical Incident and Stress Debriefing** – Virtually any emergency situation can trigger the need for a trauma response. Some of the more common events that can affect employees include:
- Death of an employee
 - Emergencies and natural disaster
 - Violence at the workplace
 - Workplace accidents and injuries

In the event your agency experiences a serious traumatic event, a trained response team is available. The Employee Advisory Service Counselors are specifically trained in Critical Incident Stress Debriefing, Psychological First Aid, and Grief Counseling and will provide onsite services in the forms of group debriefings, group discussions, group counseling and/or individual debriefings and counseling.

- j. **Wellness Resources** – The Employee Advisory Service provides updates, resources, and information on health and wellness to identify new trends and tips to assist your employees with proactive and productive work and life habits. Resources include:
- Monthly Employee Advisory Service Employee Newsletters
 - Quarterly Employee Advisory Service Supervisory Newsletters
 - Monthly Webinars –themed presentations for both employees and supervisors

Appointment Scheduling and Referrals

Appointments are scheduled by contacting the Employee Advisory Service at EAS_Help@csc.nj.gov, calling 1-866-327-9133. Request for service forms will be located on the Employee Advisory Service website <https://www.nj.gov/csc/employees/programs/advisory/eas.html>.

- a. When an employee requests services – Employees may utilize benefit time, or the agency may allow employees to access services during their regular work hours. The supervisor/manager may suggest an employee contact the Employee Advisory Service to assist them with work or personal issues affecting their job performance. This is not be considered a formal management referral.
- b. When a formal management referral is requested – The Human Resource Office or other departmental/agency management can request an EAS appointment for an employee. In such cases, the Human Resource Office will receive a notification of attendance and recommendations for these referrals. The information contained in these notifications will be guided by State and Federal privacy laws. At minimum the notification will include:
1. If the employee has accepted recommendations.
 2. If the employee has kept appointments.
 3. Dates and times of any future appointments.

The Employee Advisory Service can assist with fitness-for-duty evaluations and any resulting recommendations from the evaluating physician.

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

Note:

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

Confidentiality of Employee Records

Professionalism and confidentiality are vital components of the Employee Advisory Service. An employee's contact with EAS will not be shared without the employee's written permission. The Employee Advisory service is governed by State and Federal Regulations concerning Employee confidentiality and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). At the time of intake all employees acknowledge by signature that they have received, understand, and agree to the Employee Advisory Service Notice of Privacy Practices. Exceptions to confidentiality are those situations that are specified under privacy law. Employees can receive a copy of certain documents within their file by contacting the Employee Advisory Service.

Quality Assurance and Employee Satisfaction

The Employee Advisory Service ensures the ongoing effectiveness and development of the quality of our service delivery. Employee Advisory Service Counselors are minimally licensed or certified in alcohol and drug counseling, social work, or professional counseling. The Employee Advisory Service may conduct anonymous surveys of Employees, supervisors, and Human Resource representatives to evaluate the effectiveness of the services.

Employee Advisory Service

1-866-327-9133

EAS_Help@csc.nj.gov

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