

CuraLinc Healthcare’s employee assistance program (EAP), offered to employees under the brand name SupportLinc, impacts the health and productivity of participants by providing Saltchuk with an organizational, yet confidential, approach to working constructively with employees who experience personal and work-related problems. The program also reduces direct and indirect costs through an innovative and highly-structured assessment and case management model that leverages the significance of behavioral health concerns as either primary or comorbid conditions.

Key features of the SupportLinc program for Saltchuk include:

SHORT-TERM COUNSELING

The SupportLinc EAP addresses a wide array of personal and work-related concerns, such as: addiction; anxiety; depression; family problems; grief; relationship issues; stress; and substance abuse. Employees and their benefit-eligible family members have access to SupportLinc twenty-four hours a day, every day of the year, via a dedicated toll-free telephone number. The SupportLinc line is answered live, around the clock, by a member of CuraLinc’s team of Case Managers, all of whom possess an independent clinical license, a masters or doctorate degree in a mental health discipline, and an average of 16 years’ of post-graduate experience.

The process for using SupportLinc can be broken down into four distinct stages: clinical assessment; referral and affiliate education; short-term counseling (up to **six** sessions per presenting issue); and follow-up. CuraLinc’s unique and highly-structured approach to EAP administration delivers optimal outcomes for all participants.

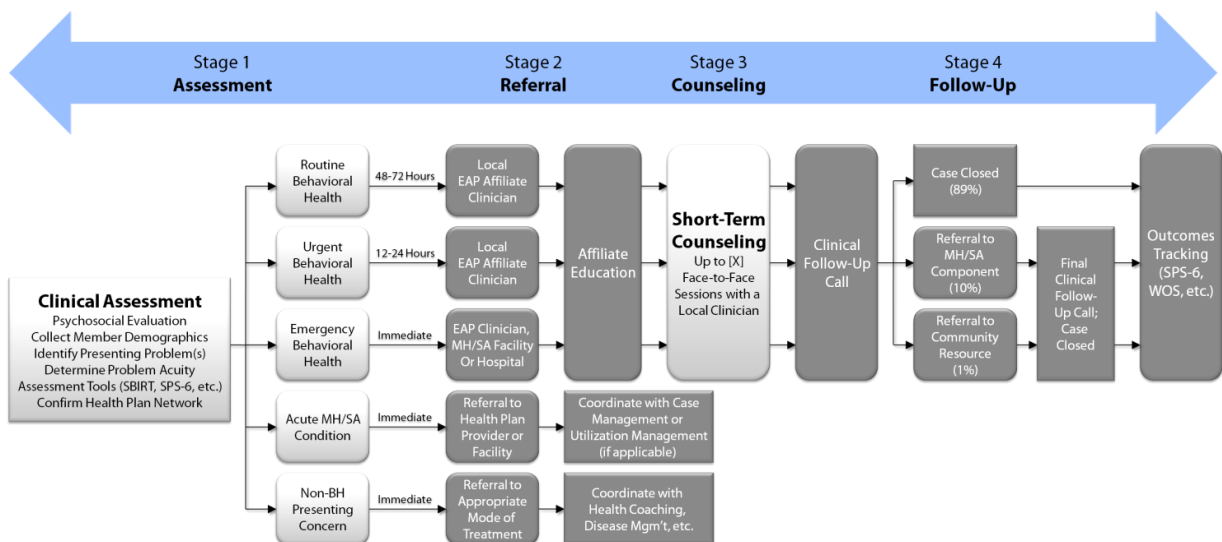
Key Performance Indicators

Average Speed to Answer: 8 Seconds

Abandonment Rate: Less than 1%

Average Duration of Initial Intake: 22 Minutes

Resolution Rate: 89%



To address the needs of non-English speaking members, CuraLinc staffs bi-lingual (Spanish-speaking) Case Managers around-the-clock. For languages other than Spanish, CuraLinc Healthcare uses a translation service with capabilities in over 140 languages.

WORK-LIFE RESOURCES

SupportLinc's work-life benefits provide Saltchuk employees with a personalized solution to address their financial, legal and dependent care concerns. These services help employees stay free of personal distractions and allow them to remain more focused on their job. For each of the following work-life components, CuraLinc provides a comprehensive library of supporting educational materials, which are available in both English and Spanish.

- **Legal Assist** provides clients with a cost-effective way to help individuals who have legal concerns. The Legal Assist component includes telephonic and in-person legal consultation with one of over 20,000 attorneys across the country.
- **Financial Assist** provides access to seasoned financial professionals and licensed CPAs when needs arise. Financial counselors can address questions regarding financial management, including debt reduction, home buying, budgeting, foreclosure prevention and bankruptcy prevention. In addition, Certified Financial Planners (CFPs) are available to answer questions about financial planning and long-term goal-setting.
- **Family Assist** offers a consultative team of experts who provide EAP participants with information and referrals in areas such as child care, adoption, elder care, education, pet care, automotive repair, home maintenance and personal convenience services. Each individual receives personalized attention and consultation on all aspects of their work-life needs.
- **Advantage ID Recovery** provides employees with telephonic access to an identity recovery professional who will help them assess their situation, create an immediate action plan and provide them with the knowledge and tools to implement that plan most effectively.

EMPLOYER SERVICES

Management Consultations: CuraLinc Healthcare's management consultants provide expert guidance and support for managing difficult workplace situations and providing assistance to employees in need. These confidential one-on-one discussions with client supervisors can address work performance, attendance issues, workplace violence, substance abuse, mental illness and many other employee-related topics. CuraLinc will provide an objective and professional assessment with experience-based recommendations for change.

Formal Management Referrals: Formal management referrals occur when a manager or Human Resources professional from Saltchuk directs an employee to utilize EAP services after formally notifying the employee that he/she has either: (a) violated the company's substance abuse policy; (b) violated another workplace policy, such as harassment; or (c) exhibited behavior that negatively impacts their productivity and/or the workplace. In these instances, the CuraLinc Case Manager will maintain contact with the supervisor or Human Resources professional, as well as with the individual, until work performance has improved and there is no further need for consultation.

TECHNOLOGY

CuraLinc Healthcare's technology-enabled resources provide Saltchuk employees with personalized and interactive support for everyday issues, any time day or night.

- **Web-Based Services:** The SupportLinc web portal acts as an excellent complement to the program's telephonic and in-person services. More than 'just' a website, this online engagement engine allows participants to connect with peers regarding a wide variety of emotional health and work-life topics. The portal's extensive library of informative articles, audio and video files, handy assessments, and valuable resource links can all be accessed through one convenient location, at www.supportlinc.com. In addition, the web portal includes eConnect®, a confidential and secure web-based counseling service.
- **Mobile App:** Available on most smart phones, SupportLinc eConnect® Mobile provides EAP participants with on-the-go access to secure and confidential counseling and helpful resources on a number of wellbeing and productivity-related topics. The app also contains a summary of each client's unique program, as well as the ability to connect immediately with one of CuraLinc's licensed and experienced clinicians.



ONSITE SERVICES

Worksite Training and Organizational Development: CuraLinc Healthcare understands the importance of getting a high level of contribution from every employee within an organization. To augment a client's organizational development strategy, CuraLinc offers twenty-nine customized workshops and training modules designed to make a client's staff and supervisors more effective, including 'Conflict Resolution', 'Building Employee Resiliency', and 'Stress Management'. All sessions include interactive exercises, audience participation and post-session proficiency testing.

Critical Incident Response: Critical Incident Response services are offered to CuraLinc Healthcare clients following traumatic events that impact the workplace. They are intended to weaken the acute symptoms of the trauma and to forestall the development of full-blown PTSD (Post-Traumatic Stress Disorder). CuraLinc's nationwide team of experts advises and debriefs on critical incidents of all types, and has experience with the timing and impact of critical event responses. These debriefings provide affected employees with a safe environment to normalize their emotional responses to the event.

EAP INTEGRATION

Integrating CuraLinc Healthcare's SupportLinc EAP into a population health management (PHM) strategy allows clients to address the significance of behavioral health concerns as either primary or comorbid health conditions. By connecting the SupportLinc program at a case-, reporting- and data-management level with Saltchuk's other health management components, CuraLinc Healthcare can increase the efficacy of the EAP, as well as the value of the other programs.