

IMPACT Solutions – IUC

Discussion Items

January 18, 2010

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IMPACT Solutions Discussion Items

Improvements to service/features

Workplace Seminar Series

What is the process and timing involved in creating new workplace seminars? Is there a cost associated with the development of a new seminar?

A request for the creation of a new workplace seminar is made to the Account Manager. Typically, the seminar is created within 30 days. There is no additional charge for this service.

Can the supervisory training series sessions be modified to encompass all employees (if appropriate)? What is the process and timing?

Yes, the process is the same as the request for the creation of a new workplace seminar. A request is made to the Account Manager and the seminar is typically modified within 30 days. There is no additional charge for this service.

Self-help Materials

Self-help materials (booklets, CDs, handouts) – is there improvement planned?

We are constantly evolving content and materials to meet the ever changing needs of our higher education clients.

Website enhancements

During the finalist presentation it was mentioned that website was being enhanced. What is the status? What enhanced services or features will the updated website provide? Will schools be able to customize their website (have administrator access) in order to post information specific to their organization/events on their site?

Yes, schools will be able to have a customized site that can include their logo, text, phone number, etc. in the banner section of the site in addition to matching their colors. The News for You Section can have a tab added so that it would appear first when a user logs onto the site (current tabs would shift to the right). This section is open text, so the wording can be specific to the institution.

In addition to those customizations, we could also add a Benefits button just under the banner (next to where you currently see parenting, aging, etc) that would open up a page with information on any other benefits that the schools wish to highlight.

Each school can also have documents archived in their on-line document library that can be viewed by all school personnel or restricted by Management and/or HR levels of security.

All requests for additions/changes to the archive, Benefits Information page or News for Your section must be directed the Account Manager for continuity and validation.

Activity reports will also have a new look and expanded reporting capabilities for 2010 and will be archived in each school's document library.

Last year we released a new Web platform designed to offer our clients the most flexibility and customization available in the industry. This year, we will expand that flexibility by offering a fresh, distinctive new layout; however we do not have a firm timeline on when that will be released.

Performance Guarantees

Provide performance guarantees you are willing to implement. (Question 5.2.12)

IMPACT Solutions agrees to hold to the following stated service standards:

- Emergency referrals are made within 1 business day
- Non-emergency referrals will be provided within 3 business days
- Participant satisfaction/overall service: participants will indicate Excellent, Very Good or Good
- Website availability – website will be available 24/7/365 except during scheduled outages for system maintenance
- If requested, utilization reports delivered w/in 10 days of close of month. However it is our policy to deliver utilization reports quarterly, within 20 days of the end of each quarter. This allows us to include treatment outcomes and participant satisfaction data
- Implementation – Account implementation to be completed within 90 days with cooperation from the institution
- Call Answer Time – average answer time <30 seconds
- Call Abandonment Rate - <5%
- Quality – 99% of all complaints resolved within 30 days, providing the complaint is reasonable

Fees

Impact's PEPM fee is significantly higher than Ceridian's. We also need to demonstrate significant improvement to current IUC member expenses.

Please see the revised chart 5.14.2, Summary of Savings and IMPACT Tool that follows.

Chart 14.5.2, Revised January 18, 2010

Number of Employees/Number of sessions IUC-PG Aggregate	Included Service Hours							
	0	1	2	3	5	6	8	
Under 18,000	\$.90	\$1.25	\$1.25	\$1.55	\$1.70	\$1.85	\$2.00	IMPACT Solutions will provide 2 service hours per every 500 covered employee lives at each Institution (with a minimum of 2 hours provided regardless of their number of covered employee lives) -PLUS- Orientation Sessions, Supervisory, Management and HR Trainings, Orientation and Promotional Materials (refreshed at no charge as needed); and IMPACT participation at Health and Benefit Fairs (including a supply of hand-outs and give-aways, where appropriate).
Over 18,000*	\$.80	\$1.15	\$1.15	\$1.45	\$1.60	\$1.75	\$1.90	

*Note: Effective date March 1, 2010 (All rates quoted above will be locked in for up to four (4) years from the March 1, 2010 effective date, assuming an IUC endorsement by January 29, 2010.)

All current IUC member institutions will be offered the above quoted rate (for over 18,000 Aggregate IUC member covered lives), as of the effective date of March 1, 2010.

Supplement – Cost Savings Summary

Based on 17,242 Aggregate covered IUC Institutions employee lives in 2009*

Category	Aggregate Cost	Savings
Actual 2009 fees billed	\$387,661	
Proposed Fees-Original Response to RFP	\$364,616	\$23,045 (5.9%)
Revised fees (Presented January 18, 2010)	\$348,006	\$39,655 (10.2%)

*Plus, there will be additional savings as new institutions are added.

IMPACT Tool

School	Agreement Inception Date	Contract Expiration Date	# of sessions	2008 utilization	2009 utilization	# of covered lives	Current PEPM cost	Proposed PEPM cost
Cleveland Institute of Music	2008	6/30/2011	3	32.39	40.96	249	2.37	1.45
Cleveland State University	1998	12/31/2010	5	13.06	16.02	1665	1.71	1.60
Cuyahoga Community College	1999	12/31/2013	5	19.37	21.3	1601	1.71	1.60
Kent State University	2005	6/30/2011	6	11.3	13.51	5059	1.87	1.75
Ohio University	2006	6/30/2011	5	13.88	11	3926	1.88	1.60
NEOUCOM	2007	6/30/2011	3	64.44	21.27	315	2.16	1.45
Stark State College of Technology	2010	12/31/2013	5	N/A	N/A	200	2.52	1.60
Wright State University	2008	6/30/2011	6	46.63	20.24	3026	1.87	1.75
Youngstown State University	2009	6/30/2011	6	N/A	36.78 (1/2 Yr)	1261	1.94	1.75

Summary of Service/Training Hours

Provided information includes number of service hours and training provided (reported by year). See pages 5-8 for descriptions.

Ohio University

2007 Wellness Hour Usage – 2 Hours

Coping with Transition and Change
Stress Less Holidays

2008 Wellness Hour Usage – 5 Hours

CISD
Financial Wellness
Stress Management

2009 Wellness Hour Usage – 15 Hours

Drug-Free Workplace
2 Shifting Gears Sessions
2 CISDs for OU Police Dept
CISD

Cuyahoga Community College

2007 Wellness Hour Usage – 1 Hour

Generations in the Workplace

2008 Wellness Hour Usage – 11 Hours

2 Mediations/Onsite Consultations
Multi-cultural Team Building
Time Management
DISC Assessment/Team Development
2 Stress Management Sessions

2009 Wellness Hour Usage -11 hours

Mediation/Consult
Substance Abuse training (to be provided in January 2010)

Kent State University

2007 Wellness Hour Usage – 6 Hours

Being A Responsible Patient
Using Stress To Your Advantage
Sleep Disorders
Hour holiday stress seminar

Kent State University Continued

2008 Wellness Hour Usage – 12.5 Hours

5 CISDs
Onsite Counseling – Corrective Action
Change Management
Coping with Transition for Caregiver's Support Group
Time Management

2009 Wellness Hour Usage – 9 Hours

Managing Stress for Managers
Managing Multiple Roles – Focus on Women
Sandwich Generation – Focus on Women
Managing Stress Part 1 & 2 – Focus on Women
Onsite Counseling, Employee Layoffs
Stress Management

Wright State University:

2007 Wellness Hour Usage

Not an account

2008 Wellness Hour Usage – 2.5 Hours

2 Identity Theft Awareness/Education Seminars

2009 Wellness Hour Usage – 5 Hours

2 Communicate to Collaborate Seminars
2 Building Healthy Relationships in the Workplace Seminars

Stark State College-

EAP started 1/1/10, No trainings to date

Youngstown State University-

2009 Wellness Hour Usage – 4 Hours (Contract date 7/09)

Stress Management
Financial Wellness
2 Building Healthy Relationships in the Workplace Seminars

NEOUCOM

2007 Wellness Hour Usage – 2 Hours

Stress at Work

NEOUCOM Continued

Eating Smarter During the Holidays

2008 Wellness Hour Usage - 11 Hours

2 Dealing with Difficult People Part 1 Sessions

Dealing with Difficult People Part 2

Collaboration

2 Managing Stress Part 1 Sessions

Managing Stress Part 2

Communication for Collaboration

Time Management

Financial Wellness

2009 Wellness Hour Usage – 1 Hour

Stressless Holidays

CSU

2007 Wellness Hour Usage – 2.5 Hours

Managing Multiple Roles

Personal Empowerment

2008 Wellness Hour Usage – 21.5 Hours

2 Time Management Sessions

Dealing with Difficult People Part 1

Dealing with Difficult People Part 2

Healthy Conflict

Generations at Work

Coaching for Improved Performance

Motivation and Appreciation

Stress Less Holidays

Workplace Etiquette

HR Retreat

2009 Wellness Hour Usage – 17.5 Hours

Change Management

Coaching for Performance

Dealing with Diff People Part 1

Dealing with Difficult People Part 2

Communicate with Impact

Healthy Conflict

Don't Drop the Ball – Time Management Basics

CSU Continued

Building Employee Motivation and Appreciation for Supervisors
Managing Multiple Generations
Workplace Etiquette
Emotional Intelligence 101

IN ADDITION - FOR ALL OF OUR INSTITUTIONS: we have participated in numerous onsite health, wellness, and benefit fairs. We have also provided additional refresher onsite, live orientation sessions.