ORDER FOR SUPPLIES OR SERVICES

1. DATE OF ORDER: 10/01/2016

2. CONTRACT NO. (If any): CPSC-I-17-0013

3. ORDER NO: REQ-2500-17-0003

4. REQUISITION/REFERENCE NO.:

5. ISSUING OFFICE (Address correspondence to):
CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
RCCM 523
BETHESDA MD 20814

6. SHIP TO:

a. NAME OF CONSIGNEE:

CONSUMER PRODUCT SAFETY COMMISSION
b. STREET ADDRESS:
OFFICE OF HUMAN RESOURCES MGMT
4330 EASTWEST HIGHWAY
SUITE 838

c. CITY:
BETHESDA
d. STATE:
MD
e. ZIP CODE:
20814

7. TO: DAMION JONES

a. NAME OF CONTRACTOR:
DEPT OF HEALTH AND HUMAN SERVICES

b. COMPANY NAME:

8. TYPE OF ORDER:

a. PURCHASE
REFERENCE YOUR:

b. DELIVERY

Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.

9. ACCOUNTING AND APPROPRIATION DATA

See Schedule

10. REQUISITIONING OFFICE:
CONSUMER PRODUCT SAFETY COMMISSION

11. BUSINESS CLASSIFICATION: (Check appropriate box(es))

☐ a. SMALL
☐ b. OTHER THAN SMALL
☐ c. DISADVANTAGED
☐ d. WOMEN-OWNED
☐ e. HUBZone
☐ f. SERVICE-DISABLED
VETERAN-OWNED
☐ g. WOMEN-OWNED SMALL BUSINESS (WOSB)
ELIGIBLE UNDER THE WOSB PROGRAM
☐ h. EDWOSB

12. FOB POINT:

Destination

13. PLACE OF:

14. GOVERNMENT B/L NO.:

15. DELIVER TO F.O.B. POINT:
ON OR BEFORE (Date):
10/01/2016

16. DISCOUNT TERMS:
Net 30

17. SCHEDULE (See reverse for Rejections)

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>SUPPLIES OR SERVICES</th>
<th>QUANTITY ORDERED</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
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</table>

DUNS Number: 024195981
COR: Jonathan Thron
Tel: 301-504-7514
Email: jthron@cpsc.gov

This is to establish an Interagency Continued ...

18. SHIPPING POINT

19. GROSS SHIPPING WEIGHT

20. INVOICE NO.

21. MAIL INVOICE TO:

a. NAME:
CPSC Accounts Payable Branch

b. STREET ADDRESS:
AMZ 160
P.O. Box 25710

22. UNITED STATES OF
AMERICA BY (Signature)

23. NAME (Typed):
Cassandra C. Sterba
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

Presented by OSFAAR 44 OR 53 2152

OPTIONAL FORM 147 (Rev 10/03/2013)
## ORDER FOR SUPPLIES OR SERVICES
### SCHEDULE - CONTINUATION

**DATE OF ORDER:** 10/01/2016  
**CONTRACT NO.:** CPSC-I-17-0013

<table>
<thead>
<tr>
<th>ITEM NO</th>
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<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
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</table>

**NOTE:** Optional Services are listed below and will be utilized on an as-needed basis:

- Substance Abuse Professional (SAP) Case Management Services - DOT Regulated $108/hr
- Substance Abuse Professional (SAP) Case Management Services - Non-DOT-Regulated $88/hr

The total amount of award: $14,893.00. The obligation for this award is shown in box 17(i).

**TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(M)) $14,893.00**
Interagency Agreement

between

Consumer Product Safety Commission (CPSC)

and Federal Occupational Health Service

No. A104492

I. Purpose

The Department of Health and Human Services (HHS), Federal Occupational Health Service (FOH) and Consumer Product Safety Commission (CPSC) hereby enter into an agreement effective 3/2/2017. The agreement establishes a means for FOH to provide requested occupational and/or environmental health services as well as a framework for the development of future statements of work and tasks for any of the available services noted in Section III below.

This Customer Service Agreement (CSA), which includes the IAA, SOWs and related funding should be carefully reviewed by the Receiving Agency ("the Customer") and Federal Occupational Health Service (FOH). The general provisions listed in this document constitute an agreement between FOH and the Customer. In executing the CSA as evidenced by signature in Section XII of the IAA and the provided financial information, both parties acknowledge that they understand and agree with the general provisions, and that suspension or termination of services may result as a consequence of not adhering to these provisions.

If another document (e.g. MIPR, IA, MOU) has been initiated by the Customer in addition to this document, the FOH CSA prevails.

II. Authority

HHS/FOH, as the servicing agency enters into this interagency agreement pursuant to 5 U.S.C. §7901 - Health Services Programs (PL 79-658) that authorizes the heads of agencies to establish health services programs and 42 U.S.C. 231 and the Service and Supply Fund (SSF) Charter.


III. Available Services

Services provided under this agreement are detailed in the attached Statement(s) of Work (SOW) or Project Estimates (PE). These SOW(s) / PE(s) may be modified or additional ones added, upon agreement of both parties, during the effective period of the IAA.
If a periodic review of SOW(s) / PE(s) is required, the periodicity and specific review requirements will be detailed in appropriate SOW(s) / PE(s).

Services provided under this agreement are detailed in the attached Statement(s) of Work.

The Customer will provide FOH with projections of support volume. Significant changes in the receiving organization’s support requirements should be submitted to FOH in a manner that will permit modification of resource requirements. It is the responsibility of the Customer to bring these major changes in required support to the attention of FOH as soon as possible prior to changing support requirements.

IV. Confidentiality

FOH adheres to professional and legal standards of confidentiality of records consistent with the needs and requirements related to specific services. Requirements related to each service is addressed in the SOW(s)/PE(s) issued under this agreement.

Users of FOH systems must comply with FOH usage policies (see http://www.hhs.gov/ocio/policy/hhs-ocio-2010-0002.001s_hhs_rules_of_behavior.html).

V. Management

FOH will oversee program operations, monitor provider performance, and perform other required program management functions. FOH is the sole point of contact with the agency for all services provided under this agreement.

To aid in managing services delivered under this CSA, FOH will identify appropriate Points of Contact (POC) for the CSA, budget-related issues and billing-related issues. Each agency will designate by name and title, one person who will serve as the program Point of Contact (POC) for each Statement of Work. This individual will work with FOH POC(s) to assure that all services are provided in accordance with this agreement. The contacts will be listed in Section VIII of each SOW following the signature block.

Employee Medical File System Manager Designation

Employee medical records created or maintained under this agreement will be managed according to the OPM Govt-10 System of Records Notice and archived to National Archives and Records Administration unless an official agency Employee Medical File System Manager is designated, consistent with OPM-Govt-10 Notice.

Cost Estimates and Inter-entity Costs

FOH cost estimates have been prepared in accordance with the Managerial Cost Accounting Standards, Statement of Federal Financial Accounting Standards No. 4 (FASAB, July 31, 1995) and Attachment B and C of OMB Circular No. A-76, Performance of Commercial Activities revised May 29, 2003. The agency may use FOH charges under this agreement to report on the full cost of goods and services received, in conformity with the Standards. A small amount should be added to FOH charges to reflect imputed inter-entity costs that WILL NOT be billed to your agency. Each year FOH will provide an estimate of those inter-entity costs expressed as a percentage.

VI. Funding

Interagency Agreement A104492

Federal Occupational Health

Version: Dated 3/2/2017

Page 2 of 5
The Organization signing this interagency agreement agrees to transfer funds to FOH to pay for program operation and management support, including necessary personnel services, supplies and equipment, and miscellaneous expenditures required for completion of the work. Title to and ownership of any property purchased from funds transferred under this agreement will reside with FOH unless otherwise noted. When applicable, FOH may request that each participating agency provide annual employee population data to determine the cost for certain occupational health services. Note that prices for services may change annually in accordance with costs of securing goods and services. On a monthly basis, FOH will initiate an electronic transfer of funds via the U.S. Treasury's Intragovernmental Payment and Collection (IPAC) system. Those organizations not using IPAC may use credit cards. Each individual Statement of Work or Task Order will specify the method of payment selected by the Agency along with certain fiscal information required by the IPAC system.

An obligating document should be provided to FOH in accordance with HHS Departmental Financial Policy. Once this CSA is fully executed, obligations must be processed and recorded within 10 calendar days of execution, or the end of the calendar month, whichever comes first. CSAs must be fully executed and provided to the Customer before work begins. In the event of a Continuing Resolution (CR), an obligating document is still required and can be funded in accordance with the applicable CR guidance. Once the budget is passed and the Customer is no longer operating under the CR, the CSA will be considered fully funded when the Customer provides an obligating document covering services for the remainder of the fiscal year. Any change to the amount due to fluctuations in the final budget will require a modification of the CSA. Conversely, the receiving organization will provide FOH with additional funding to cover charges in excess of advanced fiscal year funding, and credits will be issued in the instance of excess charges.

In the case of emergency services such as those provided for severe weather, health epidemic, or Executive Order, the receiving organization will provide FOH with a funding document to cover the cost of the emergency services within 60 calendar days. A continuing resolution is not considered an emergency.

The Customer will provide financial and budget points of contact to assist FOH in determining and obtaining the appropriate funding documentation and to provide any additional information.

Changes to rates will be in accordance with the provisions of the SSF Charter. For rate changes that do not require Board action, the Customer will be notified immediately of such rate changes that affect the support received. All hourly rated services will be charged in the increments of quarter hours. In the event of changes, the Customer will continue to be notified of the approved rates/amounst applicable.

This CSA will not be valid for American Recovery & Reinvestment Act of 2009 (ARRA) funding. State and/or attach additional unique requirements and/or mission specific restrictions specific to this CSA.

Billing: FOH will provide a billing statement for invoiced charges in a given month to named points of contact provided by the receiving organization. Customer bills will be available at the beginning of each month for the prior period in which charges have been processed. Discrepancies in monthly charges must be addressed to the FOH Billing Office within 60 days of the close of the quarter in which the billing occurred.

Billing Resolution: The Customer will contact the listed FOH program or fiscal POC regarding billing inquiries. The Customer reserves the right to dispute requested payment amounts on a month-to-month
basis through the dispute resolution process. The Customer must provide any detailed information or
documentation required to support the dispute. FOH has seven (7) business days to respond to
Customer inquiries. If the FOH program or fiscal POC does not respond within 7 business days, the
FOH signature authority should be notified.

Emergency: In case of emergency (e.g., significant emergencies caused by inclement weather or severe
power outages) which affects FOH, this CSA will remain in force only within the extent of FOH’s
capabilities.

Security and Privacy: FOH will comply with NIST, HHS Policies and the Privacy Act of 1974 as
amended at 5 U.S.C. 552a where applicable. System security is integrated into FOH’s products and
service offerings where applicable.

Customer Satisfaction: FOH will measure the quality of the service delivery as the percentage of
customers expressing overall satisfaction with services provided. To measure customer satisfaction,
FOH will use its Online Comment Card responses to obtain the percentage of customers that rate
overall satisfaction with services as Satisfied or Very Satisfied. To ensure quality service delivery
across all products and service lines, FOH will strive to achieve customer satisfaction rating in
accordance with the Products and Services Directory.

VIII. Period of Agreement and Cancellation
This agreement is in effect starting on 10/01/2016 (mm/dd/yyyy) and ends on 09/30/2017
(mm/dd/yyyy) unless amended in writing by the participating parties or cancelled by either party upon
60 days written notification. Closeout or termination costs will be negotiated and assessed for work
underway at the time of termination.

IX. Closeout/ Termination Costs
Closeout or termination costs will be negotiated and assessed for work underway at the time of
termination. The agency shall pay FOH actual incurred costs due to the failure to provide the requisite
notice of its intent to terminate the IAA; provided such costs are directly attributable to the failure to
provide notice.

X. Special Terms and Conditions
There are no special terms and/or conditions.

XI. Disputes
Disputes related to this IAA shall be resolved in accordance with instructions provided in Treasury
Financial Manual (TFM) Intragovernmental Business Rules: Volume I, Part 2, Chapter 4700,
Appendix 10, available at http://www.treasury.gov/tfm/index.html, or any subsequent
Intragovernmental Business Rules TFM release.

XII. Official Authorization
We, the undersigned agency representatives, having the delegated authority to enter into this agreement,
hereby agree that FOH will provide the occupational and/or environmental health services, as further
described in the Statements of Work issued under this agreement and at the prices quoted therein, with
services not to be delivered until FOH receives a signed and completed copy of this agreement.
<table>
<thead>
<tr>
<th>Signature Authority</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td><strong>Agency Signatory</strong></td>
</tr>
<tr>
<td>Cassandra Sterba</td>
<td>Bradley Christ</td>
</tr>
<tr>
<td><strong>Title</strong></td>
<td><strong>Contacting Officer</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td><strong>4330 East West Hwy</strong></td>
</tr>
<tr>
<td></td>
<td>Bethesda, MD 20814</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td><strong>301-504-7837</strong></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td><strong>(301)-492-5349</strong></td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><strong><a href="mailto:csterba@cpsc.gov">csterba@cpsc.gov</a></strong></td>
</tr>
<tr>
<td><strong>Signature</strong></td>
<td><strong>3-6-2017</strong></td>
</tr>
</tbody>
</table>

Interagency Agreement A104492

Federal Occupational Health

Version: Dated 3/2/2017

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STM Report R001
FEDERAL OCCUPATIONAL HEALTH
Improving the health, safety, and productivity of our Federal employees.

Statement of Work for
WorkLife4You - Employee Assistance and WorkLife Program Services – 6 Sessions
Inter-Agency Agreement No. A104492 SOW No. S104493
For
Consumer Product Safety Commission (CPSC)

I. Scope

A. BACKGROUND

The mission of Federal Occupational Health (FOH) is to help federal agencies develop and maintain workplaces that are high-functioning and productive. To this end, FOH's Behavioral Health Services (BHS) offers WorkLife4You, an integrated platform of employee assistance program (EAP) and work/life solutions designed to effectively address the full spectrum of issues that employees and their families may encounter. Ranging from the obligations of daily life - such as childcare, emergency home repairs, budgeting, and travel - to more challenging life events and experiences - relationship issues, job stress, problems with substance use, legal concerns, parenting difficulties, grief, gambling, emotional well-being, and high risk behavior such as violence or suicidal tendencies - WorkLife4You is here to help find or provide a solution.

WorkLife4You enhances employee and workplace effectiveness by improving productivity, morale, and employee motivation. The program provides employees with the support, tools, and resources they need to effectively balance the competing demands of work and life before personal concerns impact well-being and work performance.

B. AUTHORITY

Created by Congress in 1946, FOH is a non-appropriated service within the Department of Health and Human Services. FOH's mission is to provide occupational health shared services solutions so federal agencies can focus on their core mission.

In the federal sector, federal law requires that agencies have the ability to offer counseling services to employees. The EAP is the vehicle through which these laws are implemented (Public Law 79-658 (5 U.S.C. § 7901), 91-616 (42 U.S.C. § 290aa-1), and 92-255; Executive Order 12564 Drug Free Work Place Act; and the Americans with Disability Act Amendment Act (ADAAA).

C. SCOPE/FOH LOCATIONS

FOH provides services throughout the world.

D. MODEL OF SERVICE DELIVERY: THE CONSORTIUM

The FOH model of service delivery is that of a "consortium." This model allows federal agencies to pool resources and share the expertise of specialized, professional staff. With the consortium approach, agencies have the ability to maximize their return on investment, which typically is unavailable to any one federal agency acting individually. FOH also provides customized services based on agency request.

E. SERVICES PROVIDED

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Federal Occupational Health

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1. Short-Term, Solution-Focused Counseling

Master's level, credentialed mental health professionals provide employees and their family members with short-term, solution-focused services. EAP consultants focus on prevention, early intervention, and practical resolution to life's challenges. Services include assessment; short-term, solution-focused problem solving; and referral to community resources. EAP consultants also provide emergency information and referrals.

The program has a world-wide network of counselors including professionals in federal buildings throughout the country. Typically, an employee will see or speak with a counselor in an office in proximity to where the employee works or lives.

Counselors are available for face-to-face or telephonic sessions at designated times throughout the business day. The program is available telephonically at any time.

2. WorkLife Services

Employees have 24/7 access to bachelor and master's-level WorkLife consultants who have expertise in areas such as child development, education, and gerontology. WorkLife consultants find child care, elder care, and other resources, which meet the specific needs of the employee, including location, cost, and confirmed availability. Services include:

Child Care and Parenting
Parenting tips and tools; child care resources (centers, in-home care, camps, etc.); caregiver counseling and education; child development; and transportation resources

Adult Care and Aging
Care options and living arrangements; caregiver issues and concerns; community and local programs; emergency, respite, and hospice care; grief and bereavement; health insurance; home meal delivery programs; hospitals; in-home services; retirement; and support groups

Academics and Financial Aid
Information on pre-k through doctoral-level and continuing education; grants and scholarships; tutoring services; extracurricular activities; and public and private options

Services for Children with Special Needs
Programs and child care options for children with special needs, such as physical, behavioral or emotional disabilities; child development; and testing assessments

Pregnancy and Adoption
Prenatal care; birthing options; breastfeeding; formula feeding; adoption agencies and resources; managing international adoptions; legal issues; and support groups

Health and Wellness
Fitness (gyms, classes, yoga, etc.); diet and nutrition; weight loss; children, women, men and seniors' health; prevention; support groups; medications; and emotional well-being

Everyday Responsibilities
Moving and relocation; pet care; home and lawn services; automotive repair; event planning; and travel

Professional Care Management (PCM)
The program offers three (3) hours (one visit) of in-person services from highly qualified Professional Care Managers, which can be applied to one of the following:
• In-home assessments – provides a thorough assessment of the senior's home and activities of daily living
• Facility reviews – visits and tours selected care facilities to evaluate and report on the environment, care, staffing, etc.
3. Supervisor and Risk Management Consultation

EAP consultants provide consultation for concerns or issues related to an employee’s conduct or performance. Consultants provide guidance and consultation to help supervisors and managers identify, interact with, and refer employees with performance or conduct issues to the program.

4. Critical Incident Response Services

Counselors provide critical incident response (CIR) services to support employees, managers, and the organization after a disturbing or traumatic event. The goal of a critical incident intervention is to minimize the potential impact of a traumatic event by helping employees – and the organization – return to normal productivity as quickly as possible. CIR services may include individual consultations; psychological first aid; CIR debriefings; crisis management briefings; and/or grief education presentations (see Section G, Outreach, 2., Educational Presentations, Seminars, and Health Fairs below). The latter on-site service requires a minimum of 15 attendees.

NOTE: An agency may incur additional costs for a large-scale critical incident or disaster response and/or frequent critical incident responses due to the nature of the agency’s work. Costs associated with large scale response efforts will be negotiated at the time of the event.

If WorkLife4You is impacted by a natural or man-made disaster, services shall remain uninterrupted. The program’s Continuity of Operations Plan (COOP) includes moving the National Service Center to alternate sites, transferring functions to designated off-site offices, protocols for communication, and the ability to mobilize and utilize staff that is geographically dispersed.

5. Legal and Financial Services

WorkLife4You includes consultation with licensed, practicing attorneys to provide assistance with a wide range of legal issues, such as divorce, living will preparation, and health care power of attorney. Qualified financial consultants provide telephonic consultation on general tax information, financial planning, investment strategies and family budgeting. The program also provides a suite of identity theft services including information on how to prevent identity theft; consultation with specialists who provide support, answers, and guidance; forms; credit bureau contacts; and step-by-step action plans.

NOTE: WorkLife4You does not provide advice on issues regarding the Program, its employees, other providers or attorneys associated with the program, or matters relating to an employee’s job. In addition, legal and financial referrals are not endorsements or recommendations of any specific attorney, law firm or financial advisor. Employees are solely responsible for selecting and employing an attorney or financial advisor.

6. Drug-Free Workplace

The FOH EAP is an important partner in helping federal agencies meet the Drug-Free Workplace (DFW) mandates of Executive Order 12564. The EAP educates employees and managers about substance abuse, assesses employees with potential substance abuse problems, identifies resources for treatment and rehabilitation for employees found to need them, and works with agencies to successfully transition employees back to the workplace.

Note: Customer agency employees who test positive for drug and alcohol screenings as a result of their DFW are mandated to have substance abuse professional (SAP) case management services, separate from EAP referral, oversight and return-to-work support. FOH will provide DOT and non-DOT regulated SAP case management services as needed. Under this SOW the agency is entitled to up to four (4) cases per year. When an agency exceeds the allotted number of cases, an hourly charge will apply (see line items below for DOT and non-DOT.
SAP hourly rates. Costs associated with SAP services can be determined at the time of agreement signing or on a fee-for-service basis as needed. Agency will only be charged after the 4th case. Contact your Account Executive for additional information.

F. ACCESS, STAFF COVERAGE AND ELIGIBILITY

1. National Service Center

WorkLife4You is accessible through a toll-free telephone number 24 hours a day, 7 days a week. Expert, credentialed staff answers the phone immediately, establishes eligibility for services, and identifies the services needed (i.e., referral to a counselor or WorkLife specialist, referral to legal and financial experts, etc.). Our National Service Center has Spanish speaking staff and immediate access to interpreters and language translators covering more than 100 languages. And, our phone system utilizes dedicated TDD equipment for quick and easy access to services for those who are hard of hearing.

Face-to-face and telephonic counseling services are available through the program’s extensive national and international network of counselors, primarily during normal business hours. Many counselors work in staff offices located in federal buildings throughout the country.

Employees may initiate contact with the program or be referred by a supervisor, labor representative, drug-testing program coordinator, nurse from an occupational health center, or any number of other sources.

Employees in international locations who are seeking services will be instructed to call collect (so that employees completely avoid international telephone charges). Collect calls are always accepted by National Service Center staff. Once the intake is complete, FOH seamlessly and securely refers the employee to an international affiliate.

2. Website

FOH’s sophisticated and user-friendly suite of web services provides fast and easy access to interactive tools and resources on a wide range of topics. The site provides valuable assessment tools; searchable databases; articles; information on topics such as depression, parenting, retirement, finances, substance abuse, workplace conflicts, family issues; and more.

3. Eligibility

The program is available to the employees designated by an agency. Employees’ family members are also eligible to use the program. FOH defines a family member as any legal dependent, regardless of home address, or significant other living in the employee’s household.

4. Emergency Services for Non-Federal Employees and Employee Family Members

FOH provides services to federal employees and their immediate family members. It is recognized, however, that from time to time the program is called upon to assist with mental health emergencies of non-federal employees (e.g., contract employees working onsite in an agency; spouses or partners of federal employees recently lost in the line of duty; or individuals who are “federalyzed” for a period of time to respond to national crises or to serve on a federal jury).

In these situations, FOH will provide temporary, limited emergency counseling services such as bereavement counseling for family members or emergency stabilization for contract employees. These services may include one (1) to two (2) phone consultations and/or face-to-face sessions for the purpose of stabilizing the situation and referring the individual to a community facility or another professional resource. Generally, the full range of programmatic services is not offered.

G. OUTREACH

1. Supervisor and Employee Orientations

WorkLife4You provides supervisor and employee orientations to inform agency employees about the range of services offered.

During the supervisor orientation, supervisors learn about their roles and responsibilities for the successful

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Federal Occupational Health

Version Dated: 3/2/2017
implementation and utilization of the program, including techniques and procedures for referring employees to the program.

During the employee orientation, employees receive information about how to access the program and the range of services offered.

Supervisor and employee orientations are available online via the website and can be viewed at any time. At contract start up and throughout the life of the contract, the agency and FOH will negotiate the manner in which orientation sessions are delivered (in-person, telephonically, or online).

As a general guideline and where geographically feasible, FOH will provide in-person orientations when there are at least 15 people attending. In locations with multiple federal agencies, FOH will encourage joint orientation sessions. The number of in-person orientations will be determined by the size of the agency and its geographic locations.

FOH can provide customized supervisor and employee orientations on a fee-for-service basis.

2. Educational Presentations, Seminars, and Health Fairs
The program provides a variety of educational presentations and seminars, many of which are available online. Presentations and seminars provide information regarding behavioral health, emotional well-being, and everyday work or life concerns, and are a vehicle for promoting the other services. FOH has a nationwide network of presenters with vast experience in public speaking in various specialty areas. FOH representatives also participate in agency-sponsored health fairs.

The manner in which educational presentations or seminars are delivered (in-person, online, or telephonically) will be negotiated by the agency and FOH. In-person presentations and seminars will be provided for a minimum of 15 persons. In locations with multiple federal agencies, FOH will encourage joint presentations and seminars. To maximize effectiveness, it is suggested that agencies work with FOH to provide one (1) presentation per quarter.

FOH shall receive a minimum of 30-day’s notice prior to a scheduled presentation, seminar, or health fair. If FOH receives less than 30-day’s notice, FOH will make its best efforts to meet the request of the agency, but FOH cannot guarantee that the request can be met. Health fairs, presentations, and seminars generally include handouts for employees.

NOTE:
Educational presentations and seminars are not intended to replace or satisfy internal agency training requirements or presidential initiatives, and attendance cannot be mandated.

Program participation at an agency health fair falls under the category of an educational presentation. FOH can develop or provide customized presentations and seminars on a fee-for-service basis.

3. Brochures, Wallet Cards, Flyers, and Posters
At contract initiation, the program provides electronic promotional brochures, wallet cards, and flyers. Any customization of promotional materials will be at the expense of the agency.

If desired, FOH can provide hard copies of promotional materials. To keep down agency costs and to align with governmental green efforts, FOH and the customer will negotiate a quantity of hard copies sufficient to distribute during planned annual events such as health fairs and periodic program orientations. Generally, this amount should not exceed one (1) per employee plus ten (10) percent per fiscal year. Quantities for other promotional items such as posters will be agreed upon by the agency and FOH at contract startup and will be determined based on number of agency locations and covered lives. Additional material requests will be at the expense of the agency.
agency and priced at the current rate of printing through the Government Printing Office (GPO).

Additional material requests will be at the expense of the agency and priced at the current rate of printing through the Government Printing Office (GPO). Upon agency request thereafter, FOH will supply additional copies of brochures, wallet cards, flyers, and posters every eighteen (18) months or until the supply is depleted beyond the 18-month interval.

Mailing | Shipping of Promotional Materials
FOH will mail brochures, wallet cards, flyers, and posters at the current third class bulk rate to the agency’s location and to one (1) additional location. Materials requested beyond those provided or to locations beyond the first two (2) will be at the expense of the agency. Rush and overnight requests will also be at the expense of the agency.

4. Campaigns and Routine Program Promotion
WorkLife4You provides monthly electronic campaigns and routine campaigns to promote the program. FOH provides monthly campaigns on various health and wellness topics. FOH also disseminates tip sheets and informational resources during times of crisis or when issues arise that impact federal employees (e.g., furloughs). FOH can provide customized information and promotional materials on a fee-for-service basis.

5. WorkLife Kits
WorkLife4You provides program kits, which contain helpful educational materials and products. Kits are available in the following areas: prenatal, child safety, college, adult care, and general health (“Be Well”). FOH will provide marketing materials to help advertise the availability of these kits. Sample kits for marketing or display purposes, or bulk shipments of kits, are not included but are available on a fee for service basis.

H. STAFF QUALIFICATIONS

1. EAP Consultants
At a minimum, professional counselors hold a master’s degree and a current state license or certificate to practice at the highest independent level as a mental health practitioner consistent with state laws. In addition, counselors may hold the Certified Employee Assistance Professional (CEAP) credential, which provides evidence that counselors have met established standards for competent, client-centered practice and adhere to a professional code of conduct. FOH professional counselors are trained to assist employees with a wide range of personal issues as well as to provide coaching, management consultations, and presentations on a variety of health and wellness topics.

2. Law Enforcement
FOH has a network of mental health providers with expertise in working with law enforcement personnel.

3. Drug-Free Workplace Program
FOH substance abuse professional (SAP) staff has expertise in diagnosing and providing case-management services to individuals testing positive during routine or random drug and alcohol screenings. The clinical credentials of these staff meet all the requirements set forth by the Drug-Free Workplace Act.

4. Critical Incidents
FOH has a cadre of professional counselors who are specially trained, certified, and experienced in providing critical incident response services. When a critical incident occurs, these individuals respond.

5. Licensed Attorneys and Financial Consultants
Legal and financial services are provided by licensed attorneys and qualified financial consultants in the states in which they practice.

6. WorkLife Consultants
At a minimum, WorkLife consultants hold a bachelor’s-level degree and two (2) years of experience working in

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human development, childhood education, gerontology, wellness, or social services. WorkLife consultants are responsible for intake, assessment, referral, monitoring, and follow-up services for clients who access the program for WorkLife-related services. WorkLife consultants conduct individualized resource searches, and prepare and distribute customized information packets for employees.

The expected total funding for this Statement of Work for FY2017 is $14,893.00.

In the event of a continuing resolution (CR), an obligating document is still required and can be funded in accordance with the applicable CR guidance. Once the budget is passed and the agency is no longer operating under the CR, the agreement will be considered fully funded. Any change to the amount due to fluctuations in the final budget will require a modification of the statement of work.

II. Services
The following standard services are to be provided under this Statement of Work:

<table>
<thead>
<tr>
<th>EAP Program Services</th>
<th>Units</th>
<th>Schedule</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customized Services</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>11755 Substance Abuse Professional (SAP) Case Management Services - DOT regulated</td>
<td>Hours</td>
<td>$108.00</td>
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</tr>
<tr>
<td>11757 Substance Abuse Professional (SAP) Case Management Services - non-DOT regulated</td>
<td>Hours</td>
<td>$88.00</td>
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</table>

<table>
<thead>
<tr>
<th>Integrated Service Packages</th>
<th>Units</th>
<th>Unit Price</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Package Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9555 WorkLife4You - 6 (EAP and WorkLife4You)</td>
<td>Population</td>
<td>$26.50</td>
<td>562</td>
</tr>
</tbody>
</table>

III. Additional Information

A. Agency Point of Contact
The individual identified as the Agency Point of Contact on Section VII, Contacts, will serve as the "Agency Liaison" and primary point of contact for this agreement. This individual is responsible for negotiating contract issues and providing overall contract oversight.

B. Account Executive
Upon receipt of a signed Interagency Agreement, FOH assigns an Account Executive. The Account Executive is an EAP and WorkLife professional who serves as the main point of contact for all operational issues throughout the term of the agreement. In this capacity, the Account Executive:

1. Communicates and coordinates services with the Agency Liaison and other identified agency representatives (i.e., union representatives, human resources staff, Continuity of Operations Plan coordinators, etc.).

2. Reviews relevant agency and FOH policies and procedures with the Agency Liaison to discuss their effects on program operations as well as to identify any inconsistencies with professional best practices, standards, laws, and regulations.

3. Works with the Agency Liaison to identify where agency employees are located.

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4. Identifies (if appropriate) and establishes procedures for building access (i.e., identification badges, security clearances, etc.)

5. Identifies (if applicable) appropriate office space if the agency has offered to host an EAP office to service the agency and other FOH customers in the immediate vicinity (see section III.F., Agency-Hosted Office).

C. Employee Population Information
Each year, FOH provides a "Population Survey" that is to be completed by the Agency Liaison. This document identifies the number and location of employees eligible to receive Employee Assistance and WorkLife services. To properly allocate resources, it is critical that FOH receives accurate information. FOH requires notification when the agency’s employee population increases or decreases 10% or more during the contract year so that billing can be adjusted.

D. Servicing Other Federal Employees at Agency Locations
FOH maintains the right to provide services to other federal employees at any on-site location if this allows for greater counselor effectiveness and productivity. Privacy or security concerns shall be negotiated and resolved so that there is little to no disruption in service.

E. EAP Consultants
In some federal buildings, FOH has a staff counseling office or an agency-hosted counseling office. The following information applies to these locations.

1. Consultant Absences
During the course of the year, EAP consultants may be away from the office on sick leave, vacation, or in response to a critical incident. They may also be away from the office when they participate in mandatory or professional training to maintain their licensure. In total, counselors may be absent from their assigned sites for up to five weeks (or parts of multiple weeks) over the course of the calendar year.

Program services remain available to all employees, despite a scheduled or planned counselor absence. The program's National Service Center is available twenty-four hours a day, seven days a week through a toll-free telephone number. Employees who contact the program will be referred to a network counselor in their local area. All emergent and urgent concerns will be handled immediately.

When consultants are going to be on leave, they will post their schedule and instructions on how to access services. In addition, all marketing materials contain information on how to contact the program.

Generally, FOH will not provide a substitute when a consultant is on leave. However, based on agency needs and circumstances, FOH may assign an alternate counselor to cover the time during which the counselor is out of the office, which may be at the expense of the agency.

2. Deployment of EAP Staff
As a primary federal emergency response organization, FOH may be required by HHS or the Department of Homeland Security to deploy its staff to disaster locations. FOH reserves the right to deploy staff to these disaster response locations without agency notice or pre-approval.

During such a period, agency employees shall be referred to affiliate EAP counselors in their local area.

F. Agency-Hosted Office
When an agency offers to "host" a counselor office, the office is typically available to both the agency’s employees as well as employees of agencies in the area (in accordance with the principles of the consortium model of service delivery).

(a). Private and Confidential Office Space
The office space must be configured to allow counselors to meet established legal requirements for privacy and Agreement: A104492

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confidentiality and to ensure their safety. In addition, the counselor must be provided with the necessary office infrastructure (i.e., Internet and phone lines, etc.) to be able to provide quality services.

(b). Minimum Requirements for EAP Office

Designated office space for a counselor must meet the following requirements:

1) Office Dimension and Privacy Requirements
   The counseling office requires a door that can be closed and locked
   The recommended size for the waiting area is 100 square feet; the recommended size for the counseling area is 200 square feet
   The office space may only be used by the Employee Assistance Program. Aside from FOH staff, access to the room is limited to building management (for maintenance and emergency situations)
   The walls of the counseling space must be constructed in such a way as to reduce or prevent the transmission of sound. A Sound Transmission Coefficient (STC) of 40 to 50 is required. The waiting area should have an STC of 37
   The walls of the primary office space should touch the natural ceiling
   The office space requires handicapped accessibility, as mandated by the Americans with Disabilities Act

2) Office Safety Requirements
   The office must be located in an area that is safe for the counselor and the clients who use the program
   The office should be equipped with a safety device such as an intercom or duress alarm and a peephole on the doors in the waiting area and counseling office

3) Office Technology Requirements
   The office must be configured with high speed internet access (DSL, cable)
   Agency firewalls and related security features must allow counselors access to the Internet in order to fulfill their duties and responsibilities
   The office shall have lines for telephone and fax access
   The counselor shall have access to a copy machine

4) Additional Requirements
   The office shall have access to building maintenance/management and regular trash removal and normal building clean-up
   The office shall be furnished with appropriate furniture including a desk with comfortable desk chair, side chairs (at least two) for clients, bookcase, side/coffee table, lamp, waste basket, and coat rack
   The office shall have a storage cabinet or storage closet
   The office shall have a locking letter size 3drawer file cabinet
   The office shall be in proximity to restrooms
   The office shall be located in a neutral zone (e.g., away from Human Resources or other offices) to help ensure employees’ perception that the program is both confidential and neutral.

(c). Inspection and Approval
   Counselor office space must first be inspected and approved by FOH.

IV. Confidentiality

A. Confidentiality and Record-Keeping

1. Authority
   EAP client information and records are protected from disclosure under 5 U.S.C. § 552a, the Privacy Act of 1974. In addition, records of individuals with alcohol and drug issues are subject to extra restrictions, which are provided under 42 CFR, Part 2: "Confidentiality of Alcohol and Drug Abuse Patient Records" regulations.

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Depending on the location in which EAP services are provided and the professional credentials of the EAP counselor, additional protection of client information may be provided by state and professional association laws, regulations, and procedures. The FOH EAP maintains a Privacy Act System of Records Notice that details the procedures for maintaining the confidentiality of client information and records.

FOH is committed to the highest professional and ethical standards for maintaining the private and confidential information of clients. Staff adhere to the intent and spirit of the laws, policies, and regulations that provide for the protection of personal information. All individuals who utilize EAP services will be informed about the policies and procedures for maintaining confidentiality. In addition, organizations that partner with the EAP are required to adhere to these policies and procedures.

2. Information Released to Supervisors
Employees may be referred to the EAP by supervisors because of work performance and/or conduct issues. Information about an employee's visit to the EAP will not be released to a supervisor without the employee's written consent, regardless of the nature of the referral, except in very limited situations (e.g., when an employee uses the EAP during work hours, the EAP will confirm that the employee attended an EAP session). Employees are not compelled or required to release information about their visits to the EAP to supervisors.

3. Record-Keeping and Record Ownership
FOH maintains records in a manner that meets the Privacy Act System of Records Notice. Active records are under the custody of FOH for the length of an agency's contract. At the completion of an agreement, active cases may be transferred to another provider with the express permission and instructions from FOH staff responsible for records and the written consent of clients. Inactive records are destroyed in accordance with the System of Records Notice procedures. Inactive records are not available for transfer to another vendor.

B. Quality Assurance and Reporting

1. Evaluation
FOH is dedicated to providing services in a manner that reflects industry best practices. FOH's Quality Assurance Program integrates procedures to ensure that customer feedback on quality, overall satisfaction, and program effectiveness is obtained on a continuing and regular basis. Clients who utilize the program are given an opportunity to complete a customer satisfaction survey. FOH also routinely reviews client records and conducts site reviews of staff counselors. Finally, FOH conducts research on program performance to add to a growing body of literature on EAP effectiveness and to ensure best practices.

2. Agency Reports
FOH will provide a standard, comprehensive statistical report on a quarterly basis. FOH can provide customized reports on a fee-for-service basis.

V. Period of Performance
If no other dates are specified, this SOW will be in effect from the version date listed on this document through the end of the respective FY, unless otherwise indicated or amended in writing by the participating parties, or cancelled by either party upon 60 days written notification.

If this SOW has a period of performance other than that which is prescribed by the FY calendar, please list alternative period of performance dates here: This Statement of Work will take effect on \text{*Please note that should the period of performance cross fiscal years, FOH reserves the right to adjust pricing as needed. In this event, a revised SOW will be sent to the agency with any price changes.\text*}}

Agreement: A104492

Version Dated: 3/2/2017
VI. Employee Medical File System Management Designation- (EMFSM)

If applicable, employee medical records created or maintained under this agreement will be managed according to the OPM Govt-10 System of Records Notice and archived to National Archives and Records Administration unless an official agency Employee Medical File System Manager is designated below to whom official records should be sent, consistent with OPM- Govt-10 Notice.

Name:
Title:
Phone number:
Fax number:
Email:
Address to send records:
Street:
City:
State:
Zip:

If information related to the Employee Medical File System Manager has changed, please write in the updated information. Each participating agency will notify FOH of any changes in their EMFSM and revise the above information when changes occur.

VII. Official Authorization

We, the undersigned agency representatives, having the delegated authority to enter into this agreement, hereby agree that FOH will provide the services, as described in this Statement of Work at the prices quoted, with services not to be delivered until FOH receives a signed and completed copy of this agreement.

Signature Authority

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency Signatory</th>
<th>FOH Signatory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cassandra Sterba</td>
<td>Bradley Christ</td>
<td>BHS Director</td>
</tr>
<tr>
<td>Contacting Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>BCAHQ 7700 Wisconsin Ave Room 8413</td>
<td>Bethesda, MD 20814</td>
</tr>
<tr>
<td>Phone</td>
<td>(301) 492-5466</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>(301) 492-5549</td>
<td><a href="mailto:bradley.christ@foh.hhs.gov">bradley.christ@foh.hhs.gov</a></td>
</tr>
<tr>
<td>e-Mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>3-6-17</td>
<td></td>
</tr>
</tbody>
</table>

VIII. Contacts

The following is a list of contacts associated with this Statement of Work. The contents of this list may change over time. For an up to date listing, please feel free to contact the FOH Program point of contact listed below.

Agreement: A104492

Version Dated: 3/2/2017

Federal Occupational Health
<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>City</th>
<th>State</th>
<th>Phone</th>
<th>E-Mail</th>
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</thead>
<tbody>
<tr>
<td>Charge Reviewer</td>
<td>Chiquita Cooper</td>
<td>Atlanta</td>
<td>GA</td>
<td>(404) 562-7950 x125</td>
<td><a href="mailto:chiquita.cooper@foh.hhs.gov">chiquita.cooper@foh.hhs.gov</a></td>
</tr>
<tr>
<td>Servicing Agency Signatory</td>
<td>Bradley Christ</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 492-5466</td>
<td><a href="mailto:bradley.christ@foh.hhs.gov">bradley.christ@foh.hhs.gov</a></td>
</tr>
<tr>
<td>Servicing Agency Program POC</td>
<td>Veronica Morrow</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 492-5465</td>
<td><a href="mailto:veronica.morrow@foh.hhs.gov">veronica.morrow@foh.hhs.gov</a></td>
</tr>
<tr>
<td>Work Report Recipient</td>
<td>Veronica Morrow</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 492-5465</td>
<td><a href="mailto:veronica.morrow@foh.hhs.gov">veronica.morrow@foh.hhs.gov</a></td>
</tr>
<tr>
<td>Requesting Agency Fiscal POC</td>
<td>James Baker</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 504-7575</td>
<td><a href="mailto:jbakst@cpsc.gov">jbakst@cpsc.gov</a></td>
</tr>
<tr>
<td>Servicing Agency Fiscal POC</td>
<td>Megan Bristol</td>
<td>Salt Lake City</td>
<td>UT</td>
<td>(801) 324-3117</td>
<td><a href="mailto:megan.bristol@foh.hhs.gov">megan.bristol@foh.hhs.gov</a></td>
</tr>
<tr>
<td>Requesting Agency Program POC</td>
<td>Jonathan Thron</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 504-7514</td>
<td><a href="mailto:jthron@cpsc.gov">jthron@cpsc.gov</a></td>
</tr>
<tr>
<td>Requesting Agency Billing Units Manager</td>
<td>Jonathan Thron</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 504-7514</td>
<td><a href="mailto:jthron@cpsc.gov">jthron@cpsc.gov</a></td>
</tr>
<tr>
<td>Work Report Recipient</td>
<td>Jonathan Thron</td>
<td>Bethesda</td>
<td>MD</td>
<td>(301) 504-7514</td>
<td><a href="mailto:jthron@cpsc.gov">jthron@cpsc.gov</a></td>
</tr>
</tbody>
</table>
FEDERAL OCCUPATIONAL HEALTH
Improving the health, safety, and productivity of our Federal employees.

Financial Information and Payment Method for
FOH Agreement: A104492 with
Consumer Product Safety Commission (CPSC)

The Debt Collection Improvement Act of 1996 (DCIA) requires that, subject to the authority of the Secretary of the Treasury to grant waivers, all Federal payments made after January 1, 1999 must be made by electronic funds transfer (EFT).

PAYMENT METHOD - IPAC

U.S. TREASURY - INTRA-GOVERNMENTAL PAYMENT and COLLECTION (IPAC)

Through the IPAC system, federal agencies will receive an electronically transmitted invoice for services rendered under this interagency agreement.

b. Agency Obligating Document Number [Mandatory]
   (e.g. PO, MPR, MO, IAA, ACT, DW)
   REG-2500-17-0003

c. Treasury Account Symbol (TAS) [Mandatory] Enter your agency's Treasury Account Symbol in the blanks provided.

Please use one of the three approved fiscal year formats as described in the table:

<table>
<thead>
<tr>
<th>AID</th>
<th>FY</th>
<th>MAIN</th>
<th>SUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>061</td>
<td>2017</td>
<td>0100</td>
<td>000</td>
</tr>
</tbody>
</table>

Agency Identifier (AID)  Fiscal Year (FY)  Main Account # (Main)  Sub Account Code (SUB)  Samples
Format: 3 digits  Format: 4 digits  Format: 3 digits  SY: 014-13-1036-000
Example: 014  Example: 1036  Example: 000  MY: 014-1314-1036-000

Common Accounting Number (or Budget Code/Coast Center) EXRM0002500
(budget code)

Object Class Code 25340

f. DUNS Number [Mandatory]
   (or Duns + 4)
   09287522 + 0000

g. Employer Identification Number (EIN)
   572 - 014178730
   FY2017

h. Amount of Obligation [Mandatory]
   814,893.00

i. Expiration date of funds (if applicable)
   Cindy Coszalter

j. Agency IPAC Finance Contact [Mandatory]

Billing Address

k. Agency IPAC Finance Contact Information [Mandatory]
   Phone #: 405-957-8250
I. In accordance with appropriation law, disclosure from the Customer is required in identifying the type of source funds and their intent to ensure that funds are being used in accordance with the appropriation. (Please select only one):

- Research & Development
- Program
- Administrative
- Other (Enter the description of the type of source funds)

Department of Defense Only (at least one is required):

- Fiscal Station Number (FSN)
- Accounting and Disbursing Station number (ADSN)
- Authorized Accounting Activity (AAA)
- Activity Address Code (AAC)

Customer Funding Official:

<table>
<thead>
<tr>
<th>Name</th>
<th>James D. Baker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Budget Office</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>301-504-7575</td>
</tr>
<tr>
<td>Fax Number</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:jdbaker@psc.gov">jdbaker@psc.gov</a></td>
</tr>
</tbody>
</table>

Servicing Agency Funding Official:

<table>
<thead>
<tr>
<th>Name</th>
<th>Creighton Glantz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Director, PSC Business Office</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>301-492-4914</td>
</tr>
<tr>
<td>Fax Number</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:creighton.glantz@psc.hhs.gov">creighton.glantz@psc.hhs.gov</a></td>
</tr>
</tbody>
</table>

Signature: 

Customer Funding Official: [Signature]

Date Signed: 3/17/2017

Servicing Agency Funding Official: [Signature]

Date Signed: 03-08-2017

Completed forms should be emailed to your FOH Fiscal POC. Please attach a copy of your agency's obligating document.

The FOH EIN is 26-1844759. The FOH DUNS is 024159961.

If your agency shares FOHS' ALC (750300030), your funds will be manually processed.