

BETHLEHEM FAMILY SERVICES LLC

CAPABILITY STATEMENT

Service-Disabled Veteran-Owned Small Business (SDVOSB) • Behavioral Health • Crisis Response • EAP • Workforce Solutions

Behavioral Health Leader • Clinician • Educator • Advocate

COMPANY OVERVIEW

Bethlehem Family Services LLC is a behavioral health systems provider specializing in Employee Assistance Programs (EAP), crisis response, substance use services, and workforce behavioral health. As an SBA-certified Service-Disabled Veteran-Owned Small Business, we deliver scalable, compliant, performance-driven solutions to federal agencies, employers, and community partners — led by executive leadership with national and multi-state EAP, 988 crisis-system, and integrated-care experience.

CORE COMPETENCIES

- **Workforce Behavioral Health & EAP:** Employee assistance programs, leadership consultation, burnout prevention and resilience training, organizational program development
- **Crisis & Critical Incident Response:** 988-style crisis intervention, psychological first aid, staff debriefings, trauma-informed stabilization, escalation protocol design
- **Behavioral Health & Clinical Services:** Individual, family, and group therapy; trauma-informed care; co-occurring mental health and substance use treatment
- **DOT SAP & Substance Use Services:** SAP evaluations and return-to-duty programs, employer compliance, relapse prevention and recovery support
- **Consulting & Process Improvement:** Lean Six Sigma operational transformation, utilization management, clinical governance, workforce development and management training

PAST PERFORMANCE HIGHLIGHTS

- Led 17 master's- and doctoral-level behavioral health clinicians delivering the U.S. Postal Service (USPS) EAP across 52% of the continental U.S.; raised leadership consultation utilization ~71% (FY16–FY19) and managed national crisis-response protocols.
- As Clinical Director of the national 988 / crisis contact-center (Vibrant Emotional Health), directed clinical teams supporting 20,000+ annual crisis contacts at 98% clinical-compliance standards; redesigned escalation workflows to improve first-contact resolution.
- Served as Director of Psychological Health (TEK Source USA / Buckley AFB), delivering behavioral health and EAP-framework services to the Colorado National Guard, active-duty staff, and military families.
- Directed Military Family Life programs (Magellan Health Services, CO & WY), supporting thousands of military-connected individuals with confidential non-medical counseling across installations.
- Increased organizational behavioral health revenues ~33% YOY while eliminating a \$145,000 operating deficit through Lean Six Sigma process improvement.

KEY PERSONNEL

Dr. Jomo Z.M. Thomas II, Ph.D., LMFT — Executive Director. 20+ years of behavioral health leadership across federal EAP, national 988 crisis systems, military behavioral health, and integrated care. LMFT (FL, CO, MI) • DOT SAP • Master Addiction Counselor • Lean Six Sigma Master Black Belt • Gottman Level 3 Trained.

CERTIFICATIONS, SET-ASIDES & LICENSES

Business Certifications: SBA-Certified SDVOSB (Active) • Veteran-Owned Small Business / VetCert (Active) • State of Florida Minority Veteran Business Certification (Active)

Professional Credentials: LMFT – FL, CO, MI • DOT SAP • Master Addiction Counselor (NCC AP #507825) • LSS Master Black Belt • Certified Agile Expert • Gottman Level 3 Trained

NAICS CODES

621330 – Offices of Mental Health Practitioners | 621420 – Outpatient Mental Health & Substance Abuse Centers | 624190 – Other Individual & Family Services | 623220 – Residential Mental Health & Substance Abuse | 541611 – Administrative & Management Consulting | 611430 – Professional & Management Development Training

COMPANY DATA

UEI: SHF5TSQE4UR5 **CAGE Code:** 19H53 **SAM.gov Registration:** Active (expires Jun 9, 2027)

Business Type: Small Business • SDVOSB • VOSB • Minority Veteran-Owned

CONTACT

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Empowering Individuals. Strengthening Teams. Transforming Systems. Creating Lasting Change.