

<h2 style="margin: 0;">COUNTY OF SONOMA</h2> <h3 style="margin: 0;">AGENDA ITEM SUMMARY REPORT</h3>			Clerk of the Board Use Only Meeting Date Held Until ___/___/___ ___/___/___ Agenda Item No: Agenda Item No: _____ _____
Department: Human Resources			() 4/5 Vote Required
Contact: Marcia Chadbourne	Phone: 565-2473	Board Date: 6/23/09	Deadline for Board Action: 6/23/09
<p>Agenda Short Title: Employee Assistance Program Services Agreement.</p> <p>Requested Board Action: Authorize the Director of Human Resources to execute an amendment to the agreement between the County of Sonoma and Managed Health Network (MHN) for Employee Assistance Program (EAP) services to include the term July 1, 2009 through May 31, 2010, after review and approval of agreement by County Counsel.</p>			
CURRENT FISCAL YEAR FINANCIAL IMPACT			
<u>Expenditures</u>		<u>Add'l Funds Requiring Board Approval</u>	
Estimated Cost	\$ 0*	Contingencies (Fund Name:)	\$
Amount Budgeted	\$ 0*	Unanticipated Revenue (Source:)	\$
Other Avail Approp (Explain below)	\$ _____	Other Transfer(s) (Source:)	\$ _____
Additional Requested:	\$ 0	Add'l Funds Requested:	\$
<p>Explanation (if required): *No current year impact - appropriations included in the FY 09/10 General Fund budget - Employee Benefits Index 076018 in the amount of \$175,000.</p>			
<p>Prior Board Action(s): Multiple board actions related to EAP services from 1975 to 2003. 5/04/04 – Authorized EAP services agreement with MHN. 6/28/05 – Authorized EAP services agreement with MHN. 7/25/06 – Authorized EAP services agreement with MHN for the term 7/1/06 through 6/30/09.</p>			
<p>Alternatives – Results of Non-Approval: Direct Human Resources to conduct another Request for Proposal Process to select another EAP vendor or do not contract for Employee Assistance Program (EAP) services. EAP services are required by the MOU's with employee organizations.</p>			

Background:

The requested Board action is to authorize the Director of Human Resources to execute an amendment to the agreement between the County of Sonoma and Managed Health Network (MHN) for Employee Assistance Program (EAP) services to include the term 7/1/09 through 5/31/10. This allows the agreement to align with the new benefits plan year which ends on 5/31/10.

EAP services began in 1975 when the Board adopted an Occupational Alcoholism Program to help employees with alcohol problems. In 1981 that program was broadened to address a wider range of personal problems suffered by employees that may have a negative impact on job performance. EAP services were originally provided by staff in the Health Services Department. In 1990 the County contracted with MHN to provide separate EAP services to law enforcement personnel. In 2004, this contract was extended to include services to all County employees.

In December 2005 a Request for Proposal process for EAP services was conducted. MHN was selected by an advisory committee comprised of both County Management and Union Representatives. MHN was assessed by the Committee to have submitted the best overall proposal after conducting a paper appraisal of all proposals submitted, reference checks, and clarifying interviews with the four most promising vendors.

Your Board authorized an agreement with MHN for the period 7/1/06 through 6/30/09 to provide EAP services to eligible County employees and their immediate family members. This agreement provides assistance to employees who are experiencing unusual stress which may be affecting the employee's job performance, and is a negotiated benefit contained in all memoranda of understanding with each employee organization. Coverage for employees of the Sonoma County library (an affiliate organization of the County) is also provided through this agreement, although the Library pays separately for these services.

Three areas of service are provided through this agreement and include:

- 1) Employee Assistance Services
Services include 24-hour toll-free crisis response, face-to-face clinical counseling sessions, work-life services telephonic consultations (legal, financial, child care, elder care, etc services), online services and other information and mental health management resources.

- 2) Employee Group Services
EAP group orientation sessions, EAP training workshops (change management, stress management, conflict resolution, communication, personal development, workplace protection, etc), and on-site critical incident stress debriefings. Earlier this year, the County presented a series of trainings relating to coping with stress due to the economy and budgetary impacts experienced by employees.

Attachments:

On File With Clerk:

Draft amendment to the agreement between the County and Managed Health Network.

CLERK OF THE BOARD USE ONLY

Board Action (If other than "Requested")

Vote:

Background (continued):

3) Employer Oriented Services

Management coaching consultations, job performance referrals and Dept of Transportation Drug and Alcohol Program consultations.

Services are available to all full and part time employees as well as represented extra help employees. Services are also available to family members. The agreement provides Law Enforcement employees and their family members up to 6 sessions per incident, per family member, per year. General employees are eligible for up to 3 sessions per incident, per family member, per year. Critical incident de-briefings provide up to 20 hours of counseling per incident. Up to 18 hours of training are also included in the agreement.

MHN provides quarterly utilization reports. Utilization percentage is calculated by dividing calls / case activity by the subscriber count. For the period 1/1/06 through 3/31/09 the average utilization was: For law enforcement personnel call utilization rate was 28.5% and case activity rate was 15%. For other County employees call utilization rate was 14.5% and case activity rate was 9%. The County's higher than average utilization could be a factor of County management's efforts to direct and encourage employees to EAP services following employee-involved incidents. Also, due to recent national and local economic and budgetary impacts, we have increased marketing efforts and program exposure during the last 12 months. This increased program marketing has been done through web-based communications, e-mails, postings on the County's intranet, brown bag lunch presentations, payroll stuffers and informational mailings to home addresses provided to employees and their families.

The agreement also requires MHN to meet certain minimum performance levels in the areas of telephone responsiveness, appointment turn around times, provider availability, and provider ratings. MHN has met all performance guarantees and no penalty has been incurred for the term of the current agreement.

The recommendation to your Board is to authorize renewal of the agreement with MHN for an additional 11 month term (7/1/09 through 5/31/10). Pricing for the new contract term is \$3.23 per employee per month, a 1.9% increase over the previous rate of \$3.17 per employee per month. This flat rate pricing covers all services except critical incident stress debriefings requiring more than 20 hours of counseling which are charged at the rate of \$250/hr. Additional training workshops beyond the 18 hours provided within the agreement will be billed at the rate of \$300/hr.

During the next year, we will continue to evaluate the services provided by MHN with the Joint Labor Management Benefits Committee, and conduct a satisfaction survey and market analysis of the cost for these services to determine whether a Request for Proposal is appropriate for this program in 2010.

Background (continued):

County costs under the proposed agreement for the FY 0910 are not expected to exceed \$175,000. Fees paid to MHN under the current agreement are: FY 0607 - \$169,000, FY 0708 - \$170,201, and FY 0809 - \$173,709 (projected). The Sonoma County Library is billed separately for services provided to Library employees, with FY 0910 Library costs estimated to be \$6,318. Total fees payable under this agreement is limited to not exceed \$195,000. Costs associated with providing employee assistance program services to County employees is budgeted in the Employee Benefits index of the General Fund (Index # 076018) and appropriations have been included in the proposed FY 09/10 budget.

Recommendation:

Authorize the Director of Human Resources to execute an amendment to the agreement between the County of Sonoma and Managed Health Network (MHN) for Employee Assistance Program (EAP) services to include the term July 1, 2009 through May 31, 2010, after review and approval of agreement by County Counsel.