



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Resources



Date: November 2, 2015
Board Meeting Date: December 15, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Donna Vaillancourt, Human Resources Director
Pamela Gibson, Human Resources Manager I

Subject: Agreement with CONCERN:EAP for Employee Assistance Program Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with CONCERN:EAP as the County's Employee Assistance Program vendor to provide work-life benefits and resources to County employees and their dependents for the term of January 1, 2016 through December 31, 2016 with the aggregate amount not to exceed \$155,000.

BACKGROUND:

The County's Employee Assistance Program (EAP) program offers counseling services and resources to help employees and their family members manage problems related to work, personal relationships, stress, finances, substance abuse and other life concerns. The EAP program also offers job performance referrals, management consultations, critical incident debriefings and training programs to enhance workplace health and employee effectiveness. The EAP benefit is fully paid for by the County.

CONCERN:EAP is the current provider of EAP services and the County's agreement with CONCERN:EAP expires on December 31, 2015

DISCUSSION:

CONCERN:EAP is a stand-alone, full-service EAP provider based locally in Mountain View and has earned a reputation for quick and easy access to licensed clinical providers, specialized training and comprehensive work/life resources and referrals. CONCERN:EAP provides a flexible and "hands on" approach to meeting the personal needs of employees and has been an effective partner in the County's efforts to promote the optimal health and well-being of its employees.

Therefore, the County believes that it is in the best interest to continue contracting with CONCERN:EAP and recommends a waiver of the RFP process because no new, less costly employee assistance plan vendors have arisen. CONCERN:EAP is proposing a modest 4.8% increase, the first since 2010. It continues to receive positive customer satisfaction reviews from employees and family members who have used its counseling services. It is considered to be an effective partner in providing department support after critical incidents and in providing objective assistance to supervisors and managers with employee performance issues, as well as timely counseling services to employees facing difficult personal situations.

It is being recommended that the County continue the relationship with CONCERN:EAP for one year. The last RFP process for EAP providers was conducted in 2009 and the County has already committed to conducting an RFP process through a labor-management committee in 2016.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The resolution and agreement have been reviewed and approved by County Counsel as to form.

Approval for this agreement contributes to Shared Vision 2025 outcome of Collaborative Community by developing and fostering partnerships that promote regional solutions to enhance organizational efficiencies and effectiveness.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2015-16 Actual	FY 2016-17 Projected
Timeliness of urgent appointments (within 48 hours)	100%	100%	100%
Member satisfaction	97.5%	95%	95%
Number of EAP cases	438 (223 counseling, 215 work/life)	431 (264 counseling, 167 work/life)	431 (264 counseling, 167 work/life)

FISCAL IMPACT:

There is no impact to net county cost. All costs associated with this contract are fully covered by the Benefits Trust Fund.