



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Resources



Date: December 14, 2016
Board Meeting Date: January 10, 2017
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Donna Vaillancourt, Human Resources Director
Theresa Rabe, Human Resources Deputy Director

Subject: Amendment to the Agreement with CONCERN:EAP for Employee Assistance Program Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the 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, extending the term through December 31, 2018, increasing the amount by \$310,000, to an amount not to exceed \$465,000.

BACKGROUND:

On December 15, 2015, your Board approved an agreement with CONCERN:EAP to provide Employee Assistance Program Services for the term January 1, 2016, through December 31, 2016 with the aggregate amount not to exceed \$155,000.

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.

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. 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.

Therefore, the County believes that it is in the best interest to continue contracting with CONCERN:EAP and is requesting that your Board approve an extension of the existing CONCERN:EAP agreement by two years through December 31, 2018, with an associated increase of up to \$310,000, to allow time for the County to develop a project plan, issue an RFP, select a vendor, and implement new services, if the RFP process results in a new vendor.

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

Approval for this amendment 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.