



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 18-1145

Board Meeting Date: 12/11/2018

-Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Rocio Kiryczun, Human Resources Director
Lisa Okada, Benefits Manager

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

RECOMMENDATION:

Adopt a resolution waiving the Request for Proposal process and 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, 2019 through December 31, 2019 with an aggregate amount not to exceed \$250,000.

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.

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, 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.

CONCERN:EAP provides department support after critical incidents and provides objective assistance to supervisors and managers with employee performance issues, as well as timely counseling services to employees facing difficult personal situations. CONCERN:EAP is proposing a modest \$.52 per person increase in 2019 due to increased training/educational classes and an improved website portal. In addition, CONCERN:EAP will partner with the County to create an expanded network of counselors for our emergency service employees. It continues to receive positive customer satisfaction reviews from employees and family members who have used its counseling services.

Therefore, the County believes it is in the best interest of the County to continue contracting with CONCERN:EAP and is requesting your board approve waiving the request for proposal process.

It is recommended that the County continue the relationship with CONCERN:EAP for one year and conduct an RFP process through a labor-management committee in 2019.

County Counsel has reviewed and approved the agreement as to form.

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

PERFORMANCE MEASURE:

	2017 Actual	2018 Projected	2019 Projected
Timeliness of urgent appointments (within 48 hours)	100%	100%	100%
Member satisfaction	94%	95%	95%
Number of EAP cases	576	541	550
- Counseling	313	242	250
- Work/Life	232	218	230
- Educational Seminars	4	16	20
- Crisis Incident Support/ Management Consultation	27	65	50

FISCAL IMPACT:

There is no Net County Cost associated with this agreement. The total obligation with this agreement is \$250,000 which is fully covered by the Benefits Trust Fund.