



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 22-688

Board Meeting Date: 9/13/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Rocio Kiryczun, Human Resources Director
Kim Pearson, Benefits Manager

Subject: Agreement with Claremont Behavioral Services, Inc. for Employee Assistance Program Services

RECOMMENDATION:

Adopt a resolution authorizing a renewed two-year agreement with Claremont Behavioral Services, Inc. as the County's current Employee Assistance Program (EAP) vendor to provide work-life benefits and resources to County employees and their dependents for the period from January 1, 2023 to December 31, 2024 with the aggregate amount not to exceed \$550,000 for the extended two (2) year term.

BACKGROUND:

The County's EAP program offers counseling services and work-life 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 is also a vital partner in providing the County's First Responder employees with dedicated culturally competent, trauma trained specialists who treat First Responders who are dealing with challenges prevalent in society today. The EAP program also offers job performance referrals, management consultations, critical incident debriefings, financial counseling, legal consultation, home finder services and a breadth of training programs to enhance workplace health and employee effectiveness. The County offers the EAP program to both the employee and their dependents as an essential service to help maintain physical and emotional well-being.

Claremont is the current provider of EAP services and the County's agreement with Claremont expires on December 31, 2022.

DISCUSSION:

Claremont Behavioral Services, Inc. is a stand-alone full service EAP provider based locally in Alameda, California and has earned a reputation for quick and easy access to licensed clinical providers, specialized training, and comprehensive work/life resources and referrals. Claremont Behavioral Services, Inc. provides a flexible and "hands on" approach to meeting the personal needs

of employees and has proven to be an effective partner in the County's efforts to promote the optimal health and well-being of its employees.

To align with the County's contract requirements; the County's benefits broker, Alliant Insurance Services (Alliant), will launch a Request for Proposal in March 2024 on behalf of the County to ensure that we explore the market for other viable and affordable EAP providers for 2024.

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

County Attorney has reviewed and approved the resolution and agreement as to form.

PERFORMANCE MEASURE:

Measure	2023 Estimate	2024 Estimate
Timeliness of urgent appointments (within two (2) business days)	100%	100%
Member satisfaction	90%	90%

FISCAL IMPACT:

There is no net County cost associated with this agreement. The cost will be \$3.10 per employee per month, approximately \$275,000 annually. The cost within this contract includes a \$1500.00 case rate to provide specialized services for our First Responder employees and twenty (20) hours of Professional Conflict Resolution to assist departments with experts in the field of conflict negotiations. The cost is fully covered by the Benefits Trust Fund.