County of Sonoma
Agenda Item
Summary Report

Agenda Item Number: 27
(This Section for use by Clerk of the Board Only.)

Clerk of the Board
575 Administration Drive
Santa Rosa, CA 95403

To: Sonoma County Board of Supervisors
    Sonoma County Water Agency Board of Directors
    Sonoma County Agricultural Preservation and Open Space District, Board of Directors
    Community Development Commissioners
    Northern Sonoma County Air Pollution Control District, Board of Directors

Board Agenda Date: June 14, 2016
Vote Requirement: Majority

Department or Agency Name(s): Human Resources

Staff Name and Phone Number: Jeanne Groen, Benefits Manager 707-565-3525

Supervisory District(s): All

Title: Contract – Employee Assistance Program Services-ValueOptions

Recommended Actions:
Authorize the Director of Human Resources to execute an agreement with ValueOptions to provide employee assistance program (EAP) services to eligible County employees and their family members, with a three year rate guarantee of $2.23 per employee per month, at an estimated annual cost of $115,000, and a total estimated cost of $345,000 for the term July 1, 2016 through May 31, 2019.

Executive Summary:
The County has provided Employee Assistance Program (EAP) services to County employees since 1975. Coverage levels are negotiated by memoranda of understanding (MOU) with each employee organization and the Salary Resolution. The Human Resources-Benefits Unit recently conducted a Request for Proposal (RFP) to evaluate service providers in collaboration with the Joint Labor Management Benefits Committee (JLMBC). The recommendation from the JLMBC through the Human Resources Director is to enter into an agreement with ValueOptions, replacing the current vendor, Managed Health Network (MHN).

The RFP focused on important service areas as outlined below, as well as the importance of strict confidentiality for employees and their families. The RFP was widely communicated and sent directly to 10 regional and national EAP service providers. Four proposals were received from Managed Health Network, Empathia, Humana, and ValueOptions. These proposals were reviewed by selected subcommittee of the Joint Labor Management Benefits Committee who recommended ValueOptions due to their extensive provider network, high caliber of services with strong service reputation, as well as their pricing structure which provides enhanced benefits to county employees and their families, at lower costs to the County.
Three areas of service are provided through this agreement and are included in the contract price:

1) **Employee Assistance and Wellness Services**
   Services include 24-hour toll-free crisis response, face-to-face clinical counseling sessions, work-life services, telephonic consultations (legal, financial, child care, and elder care), and online informational services. Other health management resources include lifestyle improvements, weight management, tobacco cessation counseling, and wellness coaching.

2) **Group Services**
   EAP group orientation sessions, other EAP training workshops on such topics as change management, stress management, conflict resolution, communication, personal development, workplace protection, and on-site critical incident stress debriefings. ValueOptions also provides a unique service for Autism Family Support at 5 sessions per year.

3) **Employer Oriented Services**
   Includes management coaching consultations, Critical Incident Debriefing and Substance Abuse Professional (SAP) services as required by the United States Department of Transportation (DOT) Drug and Alcohol Program for employees driving vehicles in designated safety-sensitive positions.

EAP services are available to all full and part time employees, represented extra help employees, and their family members. EAP services is a negotiated benefit fully paid by the County with no employee contribution. This new agreement incorporates benefit enhancements recently negotiated with various bargaining units, increasing the benefit for General employees from 3 to 6 clinical sessions per incident, per benefit period. Law Enforcement employees will continue with up to 6 sessions per incident, per family member, per benefit period. The new agreement also provides 41 hours of training workshops annually and also provides critical incident de-briefings up to 20 hours of counseling per incident. Additional services are available beyond these limits, charged on an hourly basis. ValueOptions has agreed to provide these services at a rate of $2.23 per employee per month (PEPM), which is a 28% reduction over current provider rates.

The County expressed concern about the impact changing services providers would be to our employees. ValueOptions has committed to facilitate a smooth transition from the current vendor, MHN which includes the development of a robust communication plan by staff, an enhanced web presence and new vendor introduction sessions to orient employees to the wide scope of services provided by ValueOptions. Additionally, vendor utilization reports and other metrics will be closely reviewed by staff and the JLMBC during the transition to ensure employees and their family members continue to utilize this important and valuable benefit.
**Prior Board Actions:**

- 7/25/2006 – Following RFP Process, authorized new agreement with MHN for term 7/1/06 – 6/30/09
- 6/23/2009 – Authorized amendment with MHN for term 7/1/09 – 5/31/10
- 6/01/2010 – Authorized amendment with MHN for term 6/1/10 – 5/31/11
- 5/25/2010 – Authorized amendment with MHN for term 6/1/11 - 5/31/12
- 6/26/2012 - Authorized amendment with MHN for term 6/1/12 - 5/31/13
- 6/24/2015 – Authorized amendment with MHN for Term 6/1/2015 – 5/31/2016, pending RFP process

**Strategic Plan Alignment**

Goal 1: Safe, Healthy, and Caring Community

Employee Assistance services provides additional healthcare enhancements to County employees and their families at no cost.

**Fiscal Summary - FY 16-17**

<table>
<thead>
<tr>
<th>Expenditures</th>
<th>Funding Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeted Amount</td>
<td>$ 115,000</td>
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<tr>
<td>Add Appropriations Req'd.</td>
<td>State/Federal</td>
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<td></td>
<td>$</td>
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<td>Fees/Other</td>
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<td>Use of Fund Balance</td>
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<td>Contingencies</td>
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<tr>
<td></td>
<td>$</td>
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<tr>
<td><strong>Total Expenditure</strong></td>
<td>$ 115,000</td>
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</table>

**Narrative Explanation of Fiscal Impacts (If Required):**

ValueOptions has agreed to provide services at an annual cost of $115,000. Costs for this benefit are included in the FY 2016/17 Adopted Budget and are allocated through payroll charges in all County departments and/or agency budgets.

**Staffing Impacts**

<table>
<thead>
<tr>
<th>Position Title (Payroll Classification)</th>
<th>Monthly Salary Range (A – I Step)</th>
<th>Additions (Number)</th>
<th>Deletions (Number)</th>
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**Narrative Explanation of Staffing Impacts (If Required):**

**Attachments:**

Revision No. 20151201-1
Related Items “On File” with the Clerk of the Board:

Initial Draft Agreement with ValueOptions for the period 7/1/2016 through 6/30/2019.