



City of San Antonio

Agenda Memorandum

File Number: 13-1076

Agenda Item Number: 36.

Agenda Date: 12/19/2013

In Control: City Council A Session

DEPARTMENT: Human Resources

DEPARTMENT HEAD: Joe Angelo, Chief Human Resources Officer

COUNCIL DISTRICTS IMPACTED: City-wide

SUBJECT:

Employee Assistance Program (EAP) for City Employees

SUMMARY:

This Ordinance authorizes the City Manager or her designee to execute an Integration Agreement with Deer Oaks EAP Services to join the Bexar County contract to provide Employee Assistance Program services to all civilian and uniformed Fire employees and their families. The term of this contract is two (2) years, beginning January 1, 2014, and ending December 31, 2016, with an option to extend the contract for up to two (2) one (1) year extensions, subject to and contingent upon funding by City Council. The estimated annual expense is approximately \$95,000.00.

BACKGROUND INFORMATION:

The City of San Antonio (City) employs approximately 6,500 civilian employees and 1600 uniformed Fire employees and provides them with a comprehensive health benefit package, including access to Employee Assistance Program (EAP) services. EAP services have been provided by Deer Oaks through an integration agreement with Bexar County since January 1, 2010. These services, which include counseling, referrals, critical incident debriefing, and professional seminars, are provided by a third-party vendor and are available to all civilian and uniformed Fire employees and their families at no cost to the employee. The City has reserved the right to expand EAP services to uniformed Police personnel in the future.

As a component of the City's comprehensive employee wellness program, the EAP fulfills a critical need for

addressing work/life balance, relationship issues, time management, and other aspects of overall wellness.

Participants in the Employee Assistance Program, including civilian and uniformed Fire employees and their household members, can access the following services:

- Personal Counseling
 - Six (6) visits per person per issue of individual face-to-face or telephonic counseling for work/life issues
 - Unlimited number of issues
 - Unlimited number of visits for workplace management consultation services for each employee serving in a management role
- Referral Services including but not limited to:
 - Child care providers
 - Elder care providers and resources
 - Financial counseling services
 - Legal aid services
 - Substance Abuse Professional (SAP) services for employees in safety-sensitive positions
- Critical Incident Debriefing
 - On-site group and individual critical incident stress management and grief counseling by a licensed experienced mental health professional
- Worksite Educational Seminars and Training
- Reimbursement program for cab fare in the event the participant is unable to drive due to impairment by alcohol or another substance, including drowsiness from prescription or over-the-counter medications.

ISSUE:

The award of this contract will allow for the continuation of Employee Assistance Program (EAP) services to the civilian and uniformed Fire employees and their families. In addition this contract will also allow the City to continue to be in compliance with Administrative Directive 4.5 Drug-Free Workplace, which requires the participation of the City's Employee Assistance Program.

ALTERNATIVES:

The alternative of eliminating the Employee Assistance Program as a City benefit would create a gap in the mental health options for civilian and uniformed Fire employees and their families who need counseling and referral resources. As a key component of the City's Employee Wellness Program, the Employee Assistance Program provides a service that affects a large number of employees, as shown by current utilization rates. If the EAP benefit is eliminated, the City would also be out of compliance with current Administrative Directive 4.5 Drug-Free Workplace.

The City could also engage in the RFP process to select a vendor, but this course of action would require a significant amount of time and could result in a possible disruption of services.

FISCAL IMPACT:

This ordinance authorizes an Integration Agreement with Deer Oaks EAP Services to join the Bexar County contract for Employee Assistance Program services for the civilian and uniformed Fire employees and their families. Funds for this contract are included in the Employee Benefits Insurance Fund FY 2014 Adopted Budget

RECOMMENDATION:

Staff recommends approval of this ordinance to execute an Integration Agreement with Deer Oaks EAP Services to join the Bexar County contract for Employee Assistance Program services for the civilian and uniformed Fire employees and their families for a term beginning January 1, 2014, and ending on December 31, 2016, with an option to extend the contract up to two (2) one (1) year extensions, subject to and contingent upon funding by City Council.