



City of San Antonio

Agenda Memorandum

File Number: 18-6564

Agenda Item Number: 40.

Agenda Date: 12/13/2018

In Control: City Council A Session

DEPARTMENT: Human Resources

DEPARTMENT HEAD: Lori Steward

COUNCIL DISTRICTS IMPACTED: City-wide

SUBJECT:

Employee Assistance Program (EAP) for Civilian and Uniformed Fire 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 (EAP) services to all civilian and uniformed Fire employees and their families. The term of this contract is for a three year period, January 1, 2019 through December 31, 2021 with two additional one-year optional renewals. Renewals must be in writing and subject to and contingent upon funding by City Council. The estimated cost of this contract is \$1.17 per employee per month, or approximately \$124,000 annually.

BACKGROUND INFORMATION:

The City of San Antonio (City) provides comprehensive employee health benefit package, including access to EAP services. EAP services have been provided by Deer Oaks through an integration agreement with Bexar County since January 1, 2010. Cost for services is the primary variation between vendors that provide EAP services. The most competitive rate is determined by the number of employees to be covered. The combination of County and City populations resulted in a decrease in rate from last year from \$1.33 to \$1.17. Coverage for EAP services is provided to Civilian and uniformed Fire employees and their families at no cost to them. EAP services for uniformed Police are provided through peer support and three onsite psychologists.

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 EAP include civilian and uniformed Fire employees and their household members for the following services:

- Short term therapeutic counseling of up to six (6) visits per person per issue of individual face-to-face or telephonic counseling for work/life issues
- Case management and follow up for City mandatory referrals
- Supervisory education and identification of employee behavior that can lead to negative workplace consequences
- Critical Incident Debriefing
- Work life services

ISSUE:

The award of this contract will allow for the continuation of EAP services to the civilian and uniformed Fire employees and their families.

ALTERNATIVES:

The alternative to not approving the request to execute an Integration Agreement would create a gap in continuation of services for civilian and uniformed Fire employees and their families who are in the midst of counseling and work/life resources. As a key component of the City's Employee Wellness Program, the EAP provides a service that affects a large number of employees and their families, as shown by current utilization rates. The national norm as determined by the Employee Assistance Professional Association reports EAP utilization in 2017 at 4.5%. The City of San Antonio's utilization rate for EAP services at the end of 2017 was 15.64%.

Engaging in the RFP process to select a vendor would require a significant amount of time and could result in disruption of services and increased costs.

FISCAL IMPACT:

This ordinance authorizes 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. Funds in the amount of \$124,000 are available in the Employee Benefits Insurance Fund FY 2019 Adopted Budget. Subsequent funding will be contingent upon City Council appropriations in future fiscal years.

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, 2019, and ending on December 31, 2021, with an option to extend the contract up to two (2) one (1) year extensions, subject to and contingent upon funding by City Council.