



Meeting: Village Board
Meeting Date: 3/14/11
Agenda Item: 7c

Mission Statement

Delivering quality services in a courteous, cost-effective and efficient manner.

VILLAGE BOARD MEETING STAFF REPORT

REPORT TO: Burt R. McIntyre, President
Village Board of Trustees

REVIEWED BY:

REPORT FROM: Chris Haltom, Exec. Dir. of Administrative Services

AGENDA ITEM: Review and Take Action on Approving Employee Resource Center as the Village's Consultant for an Employee Assistance Program

POLICY ISSUE

Does the Village Board desire to enter into a one year agreement with Employee Resource Center (ERC) to administer an Employee Assistance Program?

BACKGROUND INFORMATION

The village has not had an Employee Assistance Program (EAP) in the past nor has it offered services of such a program. The village has just been approached by a fire department employee seeking assistance. An Employee Assistance Program is defined on Wikipedia as "... a set of professional services specifically designedto improve and/or maintain the productivity and healthy functioning of the workplace and to address a work organization's particular business needsthrough the application of specialized knowledge and expertise about human behavior and mental health."(www.eapassn.org)

Chief Janke has received a request for services for an EAP and has informed staff that state statutes and administrative code require an EAP program for fire department employees. I contacted the village's labor attorney, Jim Kalny, to discuss this issue and he concurred that the village is required to provide an EAP for fire department employees. He also recommended Employee Resource Center as the premier EAP consulting firm in Brown County. This firm handles many of the municipalities in Brown County.

I contacted Lee Bouche of ERC to discuss their services and to assist in establishing a program for the village. Lee explained there are two types of contracted services billing options they typically provide for municipal clients. The first billing option is a pay-a-you-go type of arrangement whereby they charge an administrative fee of \$6 per employee per year then charge an hourly fee of \$105 when employees need their service. Under this plan, they would also be available for training sessions with staff at a rate of \$135 per hour. The contract would include fire department personnel (approximately 45 individuals) and all full-time employees (another 39 employees) for a total cost of \$504 to establish the account plus the hourly costs when needed.

The second billing option offers a flat annual fee of \$3,024 (to be billed monthly, quarterly or in whatever frequency we desire). This plan would cover all fire department and full-time employees of the village.

Under both plans, the village would provide a listing of eligible employees to ERC. According to Lee Bouche, most municipalities offer this program to all full-time staff and for permanent part-time staff. Staff is recommending offering this program to all fire department personnel and full-time, permanent employees. An EAP can assist in personnel issues by eliminating potential ADA issues through consultations. Each plan also limits the number of sessions employees would be allowed to 8 sessions per episode.

To compare both billing options, under the first billing option, the village would need to have 3 individuals utilize the program the full 8 one hour session limit before incurring the \$3,024 annual fee in the second billing option. Since the village has not utilized such a program in the past, staff recommends utilizing the first option of paying \$504 administrative costs and then paying \$105 per hour for usage.

PRIOR ACTION/REVIEW

None.

FISCAL IMPACT:

- | | |
|------------------------------|------------|
| 1. Is There A Fiscal Impact? | <u>Yes</u> |
| 2. Is it Currently Budgeted? | <u>No</u> |
| 3. If Budgeted, Which Line? | <u>N/A</u> |

RECOMMENDED ACTION

Village staff recommends the Village Board approve a one year contract with ERC to administer an EAP.

If the Village Board agreed with this action, the following motion could be used, *“Motion to approve the proposal from ERC to administer an EAP for the village for a one year period utilizing the \$6 fee per employee plus hourly rates.”*

POLICY ALTERNATIVE(S)

The Village Board could take the following actions:

- Approve the proposal with the \$3,000 annual fee covering all costs.
- Deny the suggested motion.
- Table the suggested motion and request additional information.

ATTACHED INFORMATION

- I. Email from Lee Bouche
- II. Employee Assistance Program Proposal from ERC

COPIES FORWARDED TO: N/A

EMAIL

Attachment I

From: Lee Bouche
Sent: Wednesday, March 09, 2011 4:05pm
To: Chris Haltom
cc: Lee Bouche
Subject: EAP proposal – Village of Howard

Dear Chris:

Thank you for your inquiry for information on the Employee Assistance Program (EAP) we offer through Employee Resource Center, Inc. (ERC). As you may be aware, ERC is one of leading EAP providers in the state of Wisconsin. We specialize in a comprehensive menu of services to assist our customers in proactively dealing with their people issues. I would be happy to partner with you in bringing our services to the Village of Howard and its employees.

ERC is dedicated to providing EAP services as its only business. We have offices in Green Bay, Appleton, Wausau, Marshfield and Stevens Point. We partner with many municipal employer throughout northeast Wisconsin and have developed special expertise in working with Public Safety employees. ERC has been delivering EAP services since 1992. Some of our municipal customers include the Counties of Brown, Portage, Oconto, Marinette and Shawano; the Cities of DePere, Stevens Point, Appleton, Green Bay and Appleton; and several villages, towns and school districts. In addition, we currently work with over 250 corporate customers, delivering EAP services to approximately 70,000 employees and their family members. Our staff are the most experienced and qualified EAP counselors throughout the area and include master's level therapists and certified EAP professionals. Our staff also meet the certification requirements of the Department of Transportation to serve as Substance Abuse Professionals (SAP).

In partnering with our customers, ERC is committed to customizing a program model that matches the company and program needs. ERC offers a complete menu of services that include:

- Consultation in program design and implementation.
- A complete line of EAP promotion materials including – EAP brochures, wallet cards, magnets, quarterly employee newsletters and quarterly posters.
- The ERC:EAP Website at www.erc-eap.com.
- Training for management/supervisory staff in the utilization of the EAP when dealing with troubled employees.
- Monthly issues of The Frontline Supervisor newsletter.
- Employee education programs.
- Confidential assessment, counseling and referral services for all eligible employees and family members.
- Substance Abuse Professional services.
- Drugfree Workplace Consultation.
- 24-hour toll-free Helpline.
- Case management services.
- Critical Incident Response Services.
- Management consultation and referral regarding troubled employees.
- Consultation and policy development for issues of workplace substance abuse, violence and the like.
- Data collection and statistical reporting.

The majority of our customers provide a short-term counseling model for their employees, typically offering 8 sessions as part of the EAP. We find approximately 75% of those clients accessing services can resolve their issues directly within the EAP sessions, thereby reducing insurance billable services and providing a higher value service for both the employee and the employer.

More and more our customers are turning to us to assist them with people issues that become organizational issues. This includes such things as workplace climate consultation, coworker and team conflict resolution, critical incident response and leader coaching.

We structure programs on both an annual fee basis, as well as on a fee-for-service model. The attached proposal offers pricing details on both of those options. I would be happy to provide you references from some of our

customers if you so desire, simply let me know. Also, feel free to check out our website at www.erc-eap.com. For your reference I have also attached a copy of the Department of Commerce, Chapter 30, Fire Department Safety and Health Standards which addresses the mandate for a 'Member Assistance Referral Program'. You will find that under Sub-Chapter 30.16 which defines the scope of services you need to provide. The EAP proposal I have provided includes all those mandated services.

I would be happy to meet with you to further present our services and the model of program that would best meet your needs. Feel free to call me to set that up. In the meantime, do not hesitate to contact me with any questions you have. Also, we certainly can be available for any immediate employee needs that may come up by simply giving me a call.

Thank you for the opportunity to provide this information for you. I will look forward to talking with you in the near future.

Sincerely,
Lee

Lee Bouche
President
Employee Resource Center, Inc.
920-403-7366 x210
Visit our www.erc-eap.com

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Employee Assistance Program

Proposal to:

Village of Howard

Prepared by:

**Lee N. Bouche, CEAP, President
Employee Resource Center, Inc.
March 9, 2011**



EXECUTIVE SUMMARY

This information is being provided to the **Village of Howard** in response to their request for a proposal for the implementation and delivery of an Employee Assistance Program (EAP). The Village of Howard does not currently have an EAP but is looking at the need to implement one to be in compliance with the Department of Commerce Chapter 30.16 Fire Department Safety and Health Standards which require a 'Member Assistance Referral Program'. This proposal is designed to allow The Village of Howard to consider options for the design and delivery of its EAP, utilizing Employee Resource Center, Inc. (ERC) as its EAP Partner.

ERC was created in response to requests from employers for a free standing, objective Employee Assistance/WorkLife Services Program. ERC was built on the foundation of **developing lasting relationships** with our customers, **providing quality, high touch services** to their employees and **responding** to our customer's needs. ERC can document **return-on-investment** through decreased health care costs and increased productivity.

Lee Bouche, President and Owner of ERC, began delivering EAP services in Green Bay in 1984. Since that time ERC has grown due to customer requests and currently provides EAP services to approximately 250 companies covering over 70,000 employees and their family members throughout the nation. ERC has offices in Green Bay, Appleton, Wausau, Marshfield and Stevens Point, WI as well as a network of contracted affiliates throughout Wisconsin and the United States to allow EAP services where ever a customer has employees. ERC specializes in EAP programming as its only business.

ERC's high touch, face-to-face approach provides programs and services that promote healthy employees, productive work environments and overall cost savings. ERC has earned a solid reputation in the EAP industry. Through exceptional customer service and **active partnering**, ERC assures each of its client companies of a highly visible, responsive and proactive program. ERC's philosophy recognizes both the individual and the organization as clients. We strive to exceed client expectations by providing the additional level of services that sets ERC apart from other EAPs.

ERC's diverse customer base includes Fortune 500 companies, manufacturing and service firms; private and municipal employers; small entrepreneurial companies; financial institutions; and non-profit community agencies. In particular, ERC's depth of experience serving municipal customers such as the Villages of Allouez, Pulaski, Ashwaubenon and Bellevue; the Counties of Brown, Shawano and Oconto; and the Cities of Green Bay, DePere and Appleton, demonstrates that ERC is positioned to meet and strategically respond to the delivery needs of The Village of Howard, the Fire Department and all of its employees.

ERC prides itself in meeting key needs of these customers, including:

- **Face-to-Face Counseling Services by Qualified EAP Specialists.** Through ERC's **local** staff offices and regional network of EAP counselors, employees and family members will have local access to the highest quality counseling services through experienced professionals who specialize in EAP services.

- ***Dedicated EAP Customer Service Team.*** Licensed clinical therapists who serve on the ERC Customer Service Team are available to employees and family members via ERC's toll free helpline 24-hours per day.
- ***High Visibility.*** ERC will maintain a highly visible EAP, which promotes easy access, high quality services and confidentiality. ERC provides all the materials an employer needs to actively promote the EAP benefit.
- ***Focus on Family Wellness.*** ERC's publications and website emphasize prevention and early intervention with the life stress that all families' face. On-site seminars, the ERC:EAP website and quarterly newsletters promote a focus on family wellness and the resources of the EAP.
- ***Resources for Organizations and Managers.*** The ERC:EAP services include resources and services for the workplace, including customized education programs, onsite consultation, training for work teams, leadership assessment and development services, the monthly Frontline Supervisor Newsletter and unlimited telephonic consultation with managers regarding workplace/employee issues.
- ***Return on Investment.*** ERC can document customer return on investment in such areas as employee attendance and productivity, early EAP intervention, decrease in behavioral health care costs and improved employee health, well-being and functioning.

ERC prides itself on being fiscally accountable to its customers and demonstrating a return-on-investment for the customer's EAP. ERC can demonstrate return-on-investment. ROI measures report:

- Over 75% of ERC clients resolve their issues within in the short-term counseling (8-session model) provided by the EAP, thereby reducing health plan expenditures.
- 84% of ERC clients report taking quicker action in seeking care because the EAP was available.
- 77% of ERC clients report being better focused and less distracted by worries after using EAP services.
- 59% of ERC clients report an improvement in their productivity and attendance after using EAP services.
- 95% of ERC clients report attaining or making significant progress towards the goals identified within the EAP sessions.

ERC appreciates the opportunity to provide the following information in response to **The Village of Howard's** request for a proposal for its Employee Assistance Program. The following information describes in full the services offered through the ERC:Employee Assistance Program. It will assist the Village of Howard in evaluating the benefits of an EAP and partnering with Employee Resource Center as its provider of EAP services.



SCOPE OF SERVICES

The Employee Resource Center: Employee Assistance Program (ERC:EAP) is an employer sponsored, free-standing EAP that provides confidential assessment, short-term counseling, referral and case management services for employees and their families. The ERC:EAP is both a **service** and a **system**. As a service, the employee and family members receive confidential and professional assistance in resolving problems that interfere with personal lives and job performance. The Village of Howard will receive a proven system that can be smoothly administered, assuring high quality service in the most cost-effective manner.

PROGRAM DESIGN AND PRICING OPTIONS

The EAP will be customized based on Village of Howard's specific needs and can include the following program components:

- Consultation in final program design, implementation planning and ongoing administration. ERC will assign a counselor to work with the Village in the ongoing promotion, planning and evaluation of the EAP.
- Promotional materials:
 - EAP Brochures
 - Posters
 - Wallet Cards
 - EAP Magnets
 - Quarterly Employee Newsletters
- The ERC:EAP web-based information. ERC's website at www.erc-eap.com can be promoted as an easy access, confidential resource for getting information on EAP services, confidentiality, helpful articles on self-help topics, links to other screened websites and self-assessment tools for such things as depression, alcohol use, anxiety, eating disorders and post-traumatic stress.
- Annual EAP training for all levels of management in the services available through the EAP, how to promote the EAP to employees and how to intervene with a troubled employee.
- Monthly Frontline Supervisor newsletter and online supervisor training module.
- Telephonic management/supervisor consultations regarding troubled employees.
- Employee orientation sessions at implementation of the program and as mutually agreed upon in subsequent years.
- Delivery of EAP services through ERC's offices in Green Bay and Appleton.

- EAP access through ERC's 24 hour toll-free Helpline.
- Assessment, counseling and referral services for all eligible employees and family members.
- Substance abuse assessments and case management services for employees violating company's substance abuse policy.
- Critical Incident Response Services.
- Attendance at ERC's quarterly Leader Forums for company's managers and supervisors. Leader Forums are held in Green Bay, Marshfield and Wausau.
- Data collection, client satisfaction surveys and outcome studies, with quarterly utilization reporting.

OPTIONS FOR FEE STRUCTURE

Employee Resource Center, Inc. is offering Village of Howard options in the design and pricing structure of its EAP. These options are a starting point for discussions as to how to position an EAP in the benefit plan. The program and pricing options are as follows:

ANNUAL FEE PLAN

The greater of either \$3000.00 per year or \$36.00 per employee per year

- Assessment, counseling (8-sessions per problem episode) and referral
- Core EAP support services – promotional materials, telephonic consultations, Leader Forum attendance, data collection and reporting
- Onsite training and consultation
 - Annual leader training and periodic employee orientation sessions are included in the core capitated fee.
 - \$135.00 per hour for services not included in the core program.
- Critical Incident Response Services
 - The first four hours of onsite time are included in the core annual fee.
 - Additional hours will be provided at a rate of \$135.00 per hour per consultant.
- SAP assessments per DOT regulations - \$575.00 per assessment – may be made the responsibility of the employee.

FEE-FOR-SERVICE PLAN

The Fee-for-Service plan is structured to allow the Village of Howard to offer an EAP benefit while paying for program services only are they used. An annual administrative fee is charged to cover core EAP support services. Direct services such as counseling, onsite consultation, Critical Incident Debriefings and specialized training services are billed on an hourly basis as used. The fee schedule would be as follows:

- Annual administrative fee - \$6.00 per eligible employee per year
 - Covers all standard promotional materials, telephonic consultation with leaders, the EAC:EAP Website, attendance at ERC Leader Forums, data collection and reporting.
- Counseling services - \$105.00 per hour
- Specialized training and onsite consultation - \$135.00 per hour
- Critical Incident Response - \$135.00 per hour per consultant
- SAP assessments per DOT regulations - \$575.00 per assessment – may be made the responsibility of the employee.
- Account Management – No Charge



CONCLUSION

Employee Resource Center, Inc. is pleased to have this opportunity to present the ERC: Employee Assistance Program. In reviewing the information we believe that the key benefits of the ERC:EAP are as follows:

LOCAL PARTNERSHIP

ERC is a freestanding, local business dedicated solely to the needs of business and industry and their employees. EAP is a primary program at ERC, allowing totally objective services without conflict due to other program or customer loyalties. ERC is recognized not only for excellence in providing quality service, but also as a people oriented business.

PROFESSIONAL STAFF

ERC's local staff of masters' level therapists has extensive experience in EAP consultation and direct counseling services. All counseling staff possess strong diagnostic skills, knowledge of chemical dependency and personal problems.

PUBLIC SAFETY EXPERTISE

ERC is the provider of EAP services for many surrounding municipal employers and has special expertise in working with Public Safety Departments and meeting the unique needs of those employees. ERC is committed to providing the highest quality, responsive service.

COST-EFFECTIVE

The ERC:EAP short-term counseling model is a benefit to both the employee and employer. With an 8 session model 75% of employees seen can resolve their problem without the need to see another counselor, or to pay out-of-pocket expenses. Employers benefit from the cost-effective approach to managing the utilization of its mental health insurance coverage.

ORGANIZATIONAL SERVICES

ERC offers the most comprehensive EAP and Organizational Consulting services available, and is continually adding to its service offerings. The ERC:EAP allows The Village of Howard to put program energies where they bring the greatest benefit to its employees and the organization as a whole.

PHILOSOPHY

ERC is committed to a partnership with The Village of Howard in meeting the needs of its employees and will maintain open lines of communication to assess ongoing needs and program opportunities.