

PERSONNEL COMMITTEE

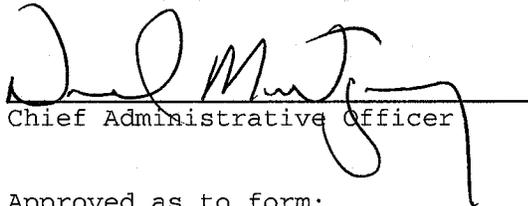
11-0212R

RESOLUTION AUTHORIZING THE CITY TO ENTER INTO AN AGREEMENT WITH MIDWEST EAP SOLUTIONS TO PROVIDE EMPLOYEE ASSISTANCE PROGRAM SERVICES FOR A PERIOD OF FIVE YEARS AT AN ESTIMATED AVERAGE ANNUAL COST OF \$9,910.

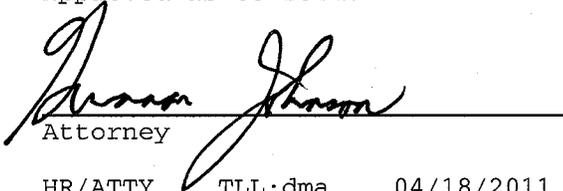
CITY PROPOSAL:

RESOLVED, that the proper city officials are hereby authorized and directed to enter into an agreement, substantially in the form of that on file in the office of the city clerk as Public Document No. \_\_\_\_\_, with Midwest EAP Solutions to provide employee assistance program services for a period of five years at an estimated average annual cost of \$9,910, payable from Fund 110-700-1431-5441 (General, Transfers and Other Functions, Benefits Admin/Citywide HR, Other Services and Charges).

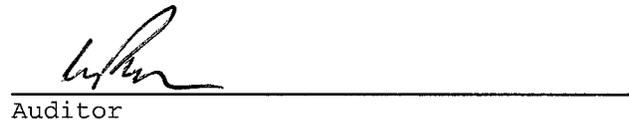
Approved for presentation to council:

  
Chief Administrative Officer

Approved as to form:

  
Attorney

Approved:

  
Auditor

HR/ATTY TLL:dma 04/18/2011

STATEMENT OF PURPOSE: This resolution authorizes the execution of an agreement with Midwest EAP Solutions to provide employee assistance program services for the years 2011 through 2015. Under the five-year agreement, the monthly administrative participant fee will be \$0.94 in years 2011 and 2012, \$0.98 in years 2013 and 2014, and \$1.02 in year 2015. The estimated average annual cost is \$9,910.



# EAP Contract Renewal

---

**EAP Contract Renewal for the City of Duluth**

**For Services Effective January 1, 2011**

**Submitted May 28, 2010**

## **PRODUCT OVERVIEW FOR the City of Duluth**

Midwest EAP Solutions uses a variety of tools to help you create the organization you deserve. We've developed our comprehensive EAP solutions using strategies that our customers have proven beneficial. This is a great time to review your plan to ensure that you're using the best combination of services to meet the changing needs of your business. Your solution can include any combination of the following tools:

- ◆ *EAP services accessible face to face, over the phone, or online, using our national network of more than 25,000 EAP providers*
- ◆ *Online services covering parenting, aging, balancing, thriving, working, living, and international to help manage work and life issues, with support from Live Connect™ instant messaging with a specialist about child care, elder care and dialing living consultation and referrals*
- ◆ *Wellness services including an online fitness program, online wellness information, Nurseline services, a tobacco quitline, tobacco cessation presentations, and employee health initiative programs*
- ◆ *Drug and alcohol services including policy development, training, and chemical use assessments*
- ◆ *Organizational development to assist with changes and the growth of your business*
- ◆ *Critical incident stress debriefing*
- ◆ *Work group conflict resolution to help maintain a positive work environment*
- ◆ *Executive coaching to enhance the effectiveness of your leadership team*
- ◆ *Training and workshops that help develop your employees and build your business*
- ◆ *Enhanced legal and financial services including online legal information*

Our EAP plans can be enhanced and customized with a variety of optional services to create your total EAP solution. Whatever your needs are today, we have, or can create, the plan that will best serve you.

## ***Overview of the Plan***

At Midwest, our approach has always been preventative and proactive. We think life is a lot more manageable if the problems within it are identified and dealt with early. We believe when employees are happy and healthy, their performance and productivity improve, and so do your profits. With this in mind, we've developed the Performance Plan™, a positive solution for your employees and your company.

### **THE PERFORMANCE PLAN™ (the City of Duluth's Current Plan)**

Our Performance Plan is a comprehensive, proactive support program designed to get your employees healthy and working smarter, and keep them productive and happy.

#### **The Performance Plan provides:**

- Up to three face-to-face counseling sessions per incident per family
- Unlimited telephone consultation
- Unlimited telephonic management consultation
- Assessment and intervention for behavioral health concerns and issues related to self care and medically related issues that impact behavioral health concerns
- Chemical use assessments
- Legal and financial assessment and referral
- Over-the-phone language interpretation services
- Management reporting, including EAP utilization, return on investment (ROI), outcome measurement and satisfaction reports. Onsite meetings with your assigned account manager are included at your request.
- Up to 6 hours of onsite or webinar-based manager/supervisor training and employee orientation are included annually.
- Several electronic and hard copy promotional materials annually for managers/supervisors, employees, and family members including electronic newsletters, posters, flyers and wallet cards.
- Unlimited access to robust web services is also included, accessed through your member portal and offering valuable information for your employees and your managers/supervisors.
  - Work & Life web content covers every topic imaginable
  - "Best of web" resources, and financial calculators
  - Over 5,000 articles, updated weekly
  - The chart on the following page gives an overview of what is included

<b>Subject Tabs</b>	<b>Topics</b>	<b>Articles</b>	<b>Self-Search Locators &amp; "Best of Web" Resources</b>	<b>Glossaries &amp; Check Lists</b>
<b>Parenting</b>	Parenting; Adoption; Child Care; Kid's Well-Being; Education	X	X	X
<b>Aging</b>	Disabilities; Aging Well; Planning; US Systems; Housing Options; Home Care; Health; Care Givers; Grief & Loss	X	X	X
<b>Balancing</b>	Personal Growth; Communication; Families; Relationships; Grief & Loss; Mental Health; Addiction & Recovery	X	X	X
<b>Thriving</b>	Living & Eating Healthy; Health by Life Stage; Medical Care; Health Challenges	X	X	X
<b>Working</b>	Accomplished Employee; Effective Manager; Career Development; Training & Development; Workplace Productivity; Diversity & Safety	X	X	
<b>Living</b>	Consumer Tips; Home Improvement, Buying & Selling; Financial; Legal; Legal Ready Docs; Errands Online; Safety; Pets; Travel & Leisure, Fraud & Theft	X	X	X
<b>Other Features</b>	<b>Description of Content</b>			
<b>Savings Center</b>	Sign up for significant savings on items for home, self and family, gifts, electronics, and more		X	
<b>MedLine Plus</b>	A virtual medical encyclopedia from the U.S. National Library of Medicine and National Institutes of Health	X		X
<b>WebMD</b>	An online physician directory with health information and symptom checker	X	X	X

**Additional information about the scope of the contract:**

1. Marketing materials for the program will be sent electronically and/or in hard copy to the assigned HR Generalists of your business units on a monthly and quarterly basis. Distribution will be the responsibility of the identified HR Generalist for their employees, supervisors, and human resources staff within their assigned business unit. There are no additional charges for marketing materials.
2. Additional onsite services/customized webinars including trainings, workshops, and non-urgent consulting services are available at your request on a fee-for-service basis at the rates specified in the Investment section of this proposal. Travel will be billed separately.
3. Your assigned account manager proactively schedules reviews of EAP utilization, return on investment, outcome measurement, and satisfaction reports. Midwest EAP Solutions recommends the formation of an EAP committee for these meetings so all interested parties are advised of the EAP activities and results, and Midwest EAP Solutions' team can respond to your business units' specific interests and needs. As an alternative to having an EAP committee, Midwest is open to following up proactively with the HR Generalist assigned to specific business units and the risk management area.
4. Midwest EAP Solutions will honor requests to include specific providers, assuming they are in good standing and meet our clinical requirements and availability standards.
5. Optional SAP Services: Using a credentialed national network of qualified Substance Abuse Providers as defined under Department of Transportation regulations, Midwest EAP Solutions supports clients through the referral, treatment, aftercare and compliance processes. SAP referral services include the following:
  - a. Confirmation of initial appointment with a qualified professional
  - b. Recommendations and referral of employee to appropriate treatment and/or other program(s)
  - c. Monitoring of treatment and/or other program(s)
  - d. Confirmation of follow-up appointments
  - e. Compliance filings with the employer and other agencies

The initial chemical use assessment and recommendations for treatment by a Substance Abuse Professional (SAP) will be prepaid (cashiers check or money order) by the employee or employer at a cost of \$625. Any follow-up appointments required based on recommendations of the SAP would need to be prepaid by the employee or employer at \$145 per hour. Upon initial prepayment, Midwest EAP Solutions will schedule appointments between the provider and the employee. Midwest EAP Solutions will be available to both the organization and the SAP for consultations and/or addressing problem areas, as needed, throughout the recommended treatment and follow-through process.

### **Return-to-Work Coaching** (Additional Add-On Service)

Midwest EAP Solutions works with employees who have lost time from work due to FMLA, workers compensation, personal leave, or short- or long-term disability. We help them to achieve their work goals and fulfill their potential through realistic assessment, planning, case management, education and therapeutic intervention.

We have developed a qualified team of specialists in rehabilitation consulting, psychology and social work that is committed to assisting people as they return to work and/or increase their quality of life. We welcome the development of partnerships with your lost-time benefit providers in working toward achieving this goal.

Program services provide assistance to the employer in absence management, including:

- ◆ Help in understanding the individual's disability and how it can affect employment
- ◆ Assistance in making EAP referrals
- ◆ Consultation regarding successful strategies for re-integration back to work
- ◆ Collaboration with your benefits plan, case managers, disease management or worker's compensation programs

Intervention strategies for employees may include any combination of the following:

- ◆ Assessment and referral for psychosocial issues
- ◆ Financial management referrals
- ◆ One-to-one counselor-initiated sessions, which can be related to injury, disability, work and loss issues or regarding a personal issue regarding an unrelated matter
- ◆ Phone consultations, initiated by a counselor, to create a plan and obtain options, review choices, and find information related to their injury, benefits, etc. (Who to talk to, what questions to ask, what is available, etc.)
- ◆ Ongoing counselor-initiated phone support until the employee returns to work or and other mutually agreed-upon resolution

Movement/resolution is measured by the following results:

- ◆ Return to work (FT or PT)
- ◆ A return to work plan with specific target date
- ◆ Voluntary removal from the labor market
- ◆ Reduction in benefit payments
- ◆ Follow-through with counseling recommendations

## **Other Options**

- One, four, five or more face-to-face EAP sessions
- Training and workshop opportunities help develop your employees and build your business
- Reliable health information from registered nurses with Midwest's Nurseline
- Return-to-Work Coaching services (see details on previous page)
- Unlimited free telephonic legal services and local referral for in-person representation with Enhanced Legal™ including:
  - Free will preparation
  - ID theft and fraud protection
  - Tax/IRS hotline
  - Unlimited document review
  - Attorney letters and phone calls on behalf of members
  - Free power of attorney, deed, promissory note and living will
  - Coverage for parents and in-laws
  - Free telephone advice and consultation
  - Legal billing review
  - 25% discount on attorney fees for all other legal matters
- Financial counseling and debt management with Enhanced Financial™ including:
  - Toll-free information line—Financial counselors address questions on all types of financial issues and follow up by mailing supporting educational materials
  - Financial counseling—Certified Consumer Credit Counselors provide hour-long confidential counseling sessions addressing an individual's specific concerns and resulting in a written plan of action
  - Debt management plan—We are able to work with creditors to provide repayment plans for unsecured debt
  - Bankruptcy prevention unit—Specialists ensure that consumers understand the ramifications of bankruptcy filing and help determine other options
  - Credit report review—Credit reports and credit scores are provided to the employee for \$10 per report and Certified Credit Report Review Specialists are available to clarify the content and discuss options, rights and responsibilities
  - Housing education—Counselors assist consumers in preparing for home purchase, or options around keeping the home in cases of financial distress
  - Nationwide referral database—We maintain a database of non-profit referral sources for consumers in need
  - Educational materials—Available online or in hard copy, we have a comprehensive library of financial educational materials in English and Spanish
  - Access to Certified Financial Planners (CFP) who are able to answer general questions about financial planning and long-term goal setting
  - Strategic financial planning—A \$75 counseling session with a CFP who will address specifics of a consumer's long term plan, including goals, retirement planning, investment planning, insurance needs and estate planning.

## **Your EAP Investment**

### **Estimates**

These estimates are based on 851 employees (full and part time) and include all family members and significant others throughout the U.S. Estimates are guaranteed for 30 days from date of proposal.

	Three Year Contract			Five Year Contract				
	1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
<b>Performance Plan</b>	\$ .94	\$ .98	\$ 1.02	\$ .94	\$ .94	\$ .98	\$ .98	\$ 1.02

- Above rates are per employee, per month and are guaranteed through the duration of the contract.
- Health & wellness and/or benefit fairs are billed at a reduced rate of \$100 per hour. Travel-related expenses will be billed separately.
- Additional onsite services are available at your request on a fee-for-service basis at the discounted rate of \$215 per hour (standard rate is \$300 per hour for 2009). Travel-related expenses will be billed separately.
  - For onsite services required within 72 hours of notification, a rate of \$350 per hour will apply. Travel-related expenses will be billed separately.
  - For onsite services required within 24 hours of notification, a rate of \$450 per hour will apply. Travel-related expenses will be billed separately.

### **Add-On Return-to-Work Coaching Services**

Pricing for the Return-to-Work Services will be based on additional information provided by the City of Duluth regarding the number of claims and average lost time over the past two years. In addition, pricing may be impacted by the level of customization or involvement you wish to have in the service delivery and reporting process. We will meet with you to discuss how you would like your Absence Management program set up prior to determining the price point.

### **We View Our Success Through Your Eyes.**

Your employees are your biggest investment *and* your biggest asset. When they're feeling good—physically, mentally and emotionally—their performance improves. The company is more productive, and everyone profits. It's our privilege to be part of the solution that helps you achieve your organizational goals.

*EAP Contract Renewal/Change Form*

Company the City of Duluth Company # 807

Contract Renewal Period 1 / 1 / 11 to 12 / 31 / 2015 # of Employees 851

Billing Cycle  Annual  Semi-Annual  Quarterly  Monthly  Self-initiated

(Rates shown are per employee per month, and include all family members and significant others)

	2011	2012	2013	2014	2015
Performance Plan	\$ .94	\$ .94	\$ .98	\$ .98	\$ 1.02
Return-to-Work Coaching	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Other	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
<b>*TOTAL</b>	\$ 9,559.28	\$ 9,559.28	\$ 10,007.76	\$ 10,007.76	\$ 10,416.24

\*Assumption of 851 employee count

Plan Selected:  Performance Plan

Options Selected:  Return-to-Work Coaching  Other \_\_\_\_\_

### **EAP Service Agreement for Employer:**

This EAP Service Agreement ("Agreement") is made effective ("Date") by and between Midwest EAP Solutions, Inc, and the City of Duluth ("Employer").

WHEREAS, the Employer has decided to offer an Employee Assistance Program ("EAP") to benefit eligible Employees ("Employees") and their Dependent family members ("Dependents"), and,

WHEREAS, Midwest is interested in providing EAP services to Employer, Employees, and Dependents.

NOW THEREFORE, in consideration of these premises and mutual covenants, Midwest and Employer (together referred to herein as "Parties" and individually as "Party") agree as follows:

1. Midwest will be available to provide all Employees and Dependents with personal assessments, consultations, and referral services related to any personal, social, or work/life related problems under the terms and conditions described in this document.
2. Midwest will not make medical diagnoses related to physical conditions of Employees or Dependents but Midwest shall make its best effort to refer such Employees or Dependents to appropriate medical resources.
3. Midwest will treat and maintain all information received from Employer, Employees, and Dependents as confidential and in keeping with applicable HIPAA, federal, and state privacy laws.
4. Midwest shall be available to the Employer for consultations and technical assistance relative to the operation, function, utilization and promotion of the EAP to Employees and Dependents.
5. Midwest shall provide regular reports to Employer regarding utilization of the EAP by Employees and Dependents but such reports will not contain names or identifying information.
6. Midwest shall provide EAP related educational and promotional materials to Employer for use with Employees and Dependents.
7. Interpretation and Translation Services
  - a. With advance notice, Midwest EAP Solutions will accommodate requests for language interpretation services in conjunction with in-person counseling sessions and CD evaluations. The cost of these services will be passed on to the employer organization. Please initial here to authorize billing of these services back to your organization \_\_\_\_\_.
  - b. In addition, upon request, Midwest EAP Solutions will provide our basic marketing materials in Spanish. For materials requested in other languages, the cost of translation and material production will be billed back to your organization at cost plus 20%. We require a minimum of 6 weeks notice to provide these materials.

- c. Midwest EAP Solutions can usually accommodate requests to provide on-site orientation and training sessions in Spanish at our standard contractual rates. Should other languages be requested, we will attempt to provide in-person translation services, and the cost of the translation services will be billed back to your organization.
- d. In accordance with the ADA, should an employee require the services of an American Sign Language interpreter, Midwest EAP Solutions will make every reasonable effort to accommodate the request at no additional fee to the employee or to your organization. Advance notice of this request is required.

8. Employer will timely remit amounts due Midwest within 30 days of receiving invoice.

9. Employer agrees that this Agreement shall be made effective and continue in force for the Contract Period indicated in the EAP Contract Renewal/Change section.

10. Midwest and Employer agree that this Agreement shall automatically renew for consecutive one-year periods at the end of the Contract Period indicated in this document unless one Party provides written notice of termination to the other at least 90 days prior to the renewal date. Contracts that auto-renew will be billed at an increase of 5% over the existing contractual rates. Midwest and Employer further agree that Employer may terminate this Agreement during the Contract Period by providing written notice of termination to Midwest at least 90 days prior to the subsequent January 1st.

IN WITNESS WHEREOF, Midwest and Employer have caused this Agreement to take effect upon their signatures below:

**Midwest EAP Solutions**

**Company Representative**

By: *Douglas F. Sanchez*

By: \_\_\_\_\_

Its: CEO

Its: \_\_\_\_\_

Date: 03/11/2011

Date: \_\_\_\_\_

CITY OF DULUTH

By \_\_\_\_\_  
Mayor

Attest \_\_\_\_\_  
City Clerk

Countersigned:

\_\_\_\_\_  
City Auditor

Approved as to form:

\_\_\_\_\_  
City Attorney