



Travis County Commissioners Court Agenda Request

Meeting Date: Tuesday, November 26, 2013
Prepared By/Phone Number: C.W. Bruner, 854-9760
Elected/Appointed Official/Dept. Head: Cyd Grimes
Commissioners Court Sponsor: Judge Biscoe

Approve twelve-month extension (Modification No. 13) to Contract No. 440000011 (HTE Contract No. 03T000580J), Alliance Work Partners, for the Employee Assistance Program for Travis County employees.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

The contract provides the Employee Assistance Program (EAP) for Travis County employees. The Commissioners Court approved the contract for the EAP on November 19, 2002.

This Modification No. 13 will extend the contract for the EAP with Alliance Work Partners for an additional twelve months, from December 1, 2013 through November 30, 2014.

After careful evaluation and successful negotiations, Travis County was able to negotiate a substantial reduction from the original renewal proposal which proposed a 30.97% increase by Alliance Work Partners to a successful rate pass (approximately \$18,900 savings). The contract rate will remain \$1.13 PEPM (per employee per month), with up to five (5) visits per incident, and includes 50 hours of training per year. HRMD estimates headcount to be 4,500 employees for this contract period.

- **Contract Modification Information:**
 - Modification Amount: \$61,020.00 (Estimated amount)
 - Modification Type: Bilateral
 - Modification Period: December 1, 2013 to November 30, 2014
- **Funding Information:**
 - SAP Shopping Cart # / Funds Reservation #: 300000967
 - Comments:

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a pdf to Cheryl Aker in the County Judge's office, Cheryl.Aker@co.travis.tx.us by Tuesdays at 5:00 p.m. for the next week's meeting.



Human Resources Management Department

700 Lavaca, 4th Floor

• P.O. Box 1748

• Austin, Texas 78767

• (512) 854-9165 / FAX (512) 854-4203

MEMORANDUM

DATE: November 18, 2013

TO: Cyd Grimes, County Purchasing Agent
C.W. Bruner, CTP, Purchasing Agent Assistant IV

VIA: Leslie Browder, County Executive, PBO *LB*

FROM: Debbie L. Maynor, HRMD Director *DM*

SUBJECT: **Contract No. # 03T000580J (SAP # 4400000011)**
Employee Assistance Program

The Human Resource Management Department (HRMD) has reviewed and evaluated the above referenced contract. It has been determined that the professional services related to the Employee Assistance Program, Contract Number 4400000011, have been provided at a level that merits the contract's extension. The contract rate will remain \$1.13 per employee per month, with up to five (5) visits per incident; and, includes 50 hours of training per year.

Travis County employees and managers continue to benefit from the quality of counseling, mediation, and training services. In addition, the availability to access the EAP for 5 visits per incident/issue helps to reduce the claims to the group health benefit. Therefore, please initiate the extension of this contract to end November 30, 2014. The contract will continue to be funded from account number 111-003-0001-51320 and funding has been included in the FY14 budget.

cc: Leslie Browder, County Executive, PBO
Kim Austin-Smith, HR Manager

/dlm



EAP Services Proposal 2014

AWP is pleased to offer the following rates for the seamless continuation of **Travis County's EAP, Work-Life and Wellness program**. The offered fee includes consultation, program implementation, education, and support materials described in this proposal. The fee is based on a monthly cost per employee covered and is invoiced monthly. Clinical services cover employees, their household members and retirees. In addition all employees who sever for any reason are covered for a period of six months at no additional charge.

Partnership for Success

We believe AWP offers a unique combination of strengths and services to Travis County employees and family members. With over 35 years of uninterrupted continuity as EAP specialists and innovators, we have the privilege to serve over 494 employer groups.

AWP has a proven track record for successfully assisting Travis County employees and their families through its EAP services since 1996.

- Utilization of AWP's services for YTD 2013 was 12.36% for Clinical/Work-Life, which is an aggregate of Calls and Cases.
- Since 2009 AWP staff provided **4707 EAP Sessions** and provided **5256 face-to-face counseling sessions**. We also provided management consultation and return-to-duty case management for **144 procedural referrals**.
- **91%** of employees and dependents in 2012 were served with EAP sessions and were not referred into the insurance plan. This result significantly reduces expenses in the health plan.
- The estimated return on investment for our services is calculated to be **9.9 to 1** with an average annual savings of **\$601,847** in 2012.

These utilization rates are above the typical national average of 4% (or less) and indicates that not only are Travis County employees and their family members aware of the valuable services and EAP provides, but are comfortable turning to AWP in times of need.

AWP's comprehensive service package has provided much more than counseling services for and Travis County family members. Including these highlights:

- In January 2012 we provided a recording for EAP orientation, thus providing Travis County with the opportunity to utilize their contract training hours for specialized training classes.
- In July 2012 we recorded AWP's Reasonable Suspicion training for Travis County CDL drivers, which now allows these routine classes to be provided on an ongoing basis, without using training hours to do so.
- In 2012 we facilitated 44.5 hours of personal & professional development training on-site, and provided three Critical Incident Stress Debriefings with 9 hours of counseling onsite to employees.



EAP Services Proposal 2014

- In January 2012 in addition to offering *monthly* free personal and professional development interactive webinars, we now conduct live web chats for employees who desire coaching on the given topic. For FY2013 10 different topics were provided via live webcast as well as available to view as a recording for 30 days.

AWP will provide the EAP SERVICES listed in this proposal for:

- Full service EAP with up to five (5) sessions per incident **\$1.13 PEPM**
(includes up to **50 hours** of educational training services)

Both Options:

Financial Assumptions for Basic Services:

- Quoted rate assumes **4500** covered employees.
- Rates quoted includes all consultation, education, and program promotional materials described in the body of the proposal.
- On-site **Critical Incident Stress Debriefing (CISD)** is included and **unlimited**. On-site, **individual counseling** to be billed at the rate of **\$150 per hour plus travel expenses**.
- Bid includes follow-up and **statistical reports** on a **quarterly** and **annual** basis that meet standards for ethics, legality, and confidentiality.
- Bid includes EAP Orientations for Employees, EAP Orientations for Supervisors as well as Annual Health Fair/Open Enrollment participation.
- Bid includes access to optional services including: **Law Access, HelpNet Standard**. (HelpNet Standard has been bundled at no additional cost)
- Bid includes reimbursement for the cab fee of employees and their family members whose driving may become impaired while away from home.
- Covered employees shall include part-time, full-time, and contract employees, severed employees (for a period up to six months) and retirees. In addition, dependents and individuals residing in the employee's household will be covered. AWP will not incur any additional costs, which in turn would be passed on to **Travis County** for the operation as the EAP provider.



EAP Services Proposal 2014

- Whenever possible, AWP will utilize our internal counseling offices for the purposes of the counseling sessions for employees and their dependents.
- Mediation services will be available for \$150 per hour
- The effective date of service continuation shall be **December 1, 2013**
- This bid is valid for 90 days. If the EAP is not awarded within this period, AWP reserves the right to adjust the proposed rate.
- **Travis County** may terminate their program with a ninety-day written notice to AWP prior to the termination date. Customer satisfaction, as is the case with all AWP contracts, will ultimately determine the length of the relationship.

AWP will provide the SPECIAL EAP SERVICES as requested:

REPORTS: In addition to regular reporting, ad hoc reports are available with a 30-day turn around at a cost of \$200 per development hour.

PERSONAL AND PROFESSIONAL DEVELOPMENT: AWP will provide up to 50 hours per year of training and health fair or wellness fair participation. Additional training hours may be purchased at the rate of \$200 per hour, plus travel expenses. Customized training may also be purchased at the rate of \$200 per hour for development time and presentation, plus travel expenses.

**MODIFICATION OF CONTRACT: 03T000580J Employee Assistance Program (EAP)
(SAP # 440000011)**

ISSUED BY: PURCHASING OFFICE 700 LAVACA STREET, 8 TH FLOOR AUSTIN, TX 78701	PURCHASING AGENT ASST: CW Bruner TEL. NO: (512) 854-9760 FAX NO: (512) 854-4211	DATE PREPARED: November 19, 2013
ISSUED TO: 1000003797 Alliance Work Partners Attn: Terrence R. Cowan 2525 Wallingwood Dr., Bldg. 5 Austin, Texas 78746	MODIFICATION NO.: 13	EXECUTED DATE OF ORIGINAL CONTRACT: November 19, 2002

ORIGINAL CONTRACT TERM DATES: **December 1, 2002 - November 30, 2003** CURRENT CONTRACT TERM DATES: **December 1, 2013 - November 30, 2014**

FOR TRAVIS COUNTY INTERNAL USE ONLY: Original Contract Amount: \$49,971.00 Current Modified Amount \$61,020.00.

DESCRIPTION OF CHANGES: Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

Recitals

County Commissioners Court has reviewed the services provided under this contract and found that the services are professional services. On September 5, 2006, Commissioners Court ordered this contract exempt from the County Purchasing Act as professional services. In modification 6 the contract was amended to allow County to exercise annual options.

Agreement

County exercises its tenth option to extend this contract for one additional year. The eleventh option commences December 1, 2013. During the eleventh option year, County selects five as the maximum number of visits allowed per incident. During the tenth option year, County shall pay Contractor \$1.13 per employee per month for the full Employee Assistance Program Services with up to five (5) visits per incident for 4,500 employees and 50 hours of training. In Addition the County shall have included and receive at no extra cost Help Net Standard.

County and Alliance Work Partners hereby incorporate this amendment into the Alliance Work Partners Services Agreement, County and Alliance Work Partners hereby ratify all of the terms and conditions of the Agreement as amended.

Upon execution of this modification, the Contract as previously amended is modified effective December 1, 2013.

Note to Vendor:

- Complete and sign your portion of the signature block section below for all originals and return all signed originals to Travis County.
 DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: <u>Alliance Work Partners</u>	<input type="checkbox"/> DBA
BY: _____ SIGNATURE	<input type="checkbox"/> CORPORATION
BY: _____ PRINT NAME	<input type="checkbox"/> OTHER
TITLE: _____ ITS DULY AUTHORIZED AGENT	DATE: _____
TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ CYD V. GRIMES, C.P.M., TRAVIS COUNTY PURCHASING AGENT	
TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE	