

**CLARK COUNTY  
STAFF REPORT**

**DEPARTMENT:** Human Resources  
**DATE:** November 26, 2019  
**REQUEST:** Approve Providence Employee Assistance Program  
Contract Renewal  
**CHECK ONE:**  Consent  CAO

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**BACKGROUND**

The Providence Employee Assistance program is set to renew with a 0% change in the rate. The fee for 2014 is \$33.49 per employee per year; which is the same as 2013. The program provides up to 6 visits per issue/event. Counseling covers personal stress, work related stress, emotional problems, chemical dependency and family issues. The County's utilization is within a normal range of utilization for this type of program.

The program also provides manager/supervisor consultations; up to four (4) hours onsite critical incident stress debriefings for events such as death of an employee, workplace violence, accidents, etc., and five (5) hours of in-service "Brown Bag" meetings to provide employees information about stress management and other issues that can effect an employees work. Information and Referral is also available for legal, financial, child care and elder care, and referrals to community providers and resources.

**COMMUNITY OUTREACH**

Community Outreach is not a consideration; this is an internal matter.

**BUDGET AND POLICY IMPLICATIONS**

Since the rates will not increase for 2014, any additional cost for this benefit would result from enrollment changes.

**FISCAL IMPACTS**

Yes (see attached form)  No

**ACTION REQUESTED**

Approve Contract Amendment to renew the Providence Employee Assistance Program for plan year 2014.

**DISTRIBUTION**

Kathy Meyers, Benefits Manager



Francine Reis  
Human Resources Director

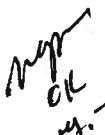
Approved:



CLARK COUNTY  
BOARD OF COMMISSIONERS

NOV. 26, 2013

SR 235-13



**Part II: Estimated Revenues**

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
8999/Benefits Clearing	\$39,689	\$56,699				
<b>Total</b>	\$39,689	\$56,699				

II. A – Describe the type of revenue (grant, fees, etc.)

Premium collected from the department across all funds, and outside agencies.

**Part III: Estimated Expenditures**

III. A – Expenditures summed up

The expenditures represent the enrollment times the rate. The rates did not increase thus any change is a result of changes in enrollment.

Fund #/Title	FTE's	Current Biennium		Next Biennium		Second Biennium	
		GF	Total	GF	Total	GF	Total
Across all funds		\$39,689	\$56,699				
<b>Total</b>		\$39,689	\$56,699				

III. B – Expenditure by object category

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
8999/Salary/Benefits	\$39,689	\$56,699				
<b>Total</b>	\$39,689	\$56,699				



## Contract Renewal Notification

Providence EAP appreciates being the EAP of choice for Clark County WA employees. We hope to continue serving you in the coming year. Please accept this document as notification of our desire and intent to renew our current contract with your organization for the provision of Employee Assistance Services. Below, you will see your current and proposed renewal contract terms.

<b>Date</b>	July 8, 2013
<b>Company Name</b>	Clark County Washington
<b>Company Contact</b>	Laura J Bergerson, MERCER Kathy Meyers – Clark Co WA
<b>Date of contract expiration</b>	December 31, 2013
<b>Date of contract renewal</b>	January 1, 2014
<b>Program Model</b>	Capitated – 6 session +WPO
<b>Contract Terms</b>	1 year
<b>Fees – current and anticipated renewal</b>	<b>Current Fee:</b> \$33.49 PEPEY <b>Proposed Fee at Renewal:</b> SAME \$33.49 PEPEY <i>(Includes Enhanced WPO web access)</i>
<b>Participation – The current number of employees on which the fee is based (capitated only)</b>	Number: 1695 YTD Utilization = 4.42%

As always, please feel free to contact me at anytime with any questions you may have and to facilitate the completion of the renewal contract. We are honored to be your EAP provider of choice, and look forward to providing the highest quality of services to you and your employees.

Kind regards,

*Rosemary*

**Rosemary Hamilton** | EAP Account Executive  
Workplace Health Services Division  
**Providence Health & Services | Oregon & SW WA Region**  
**p: 503-215-8277 | f: 503-215-4574**  
email: [rosemary.hamilton@providence.org](mailto:rosemary.hamilton@providence.org)  
[oreap@providence.org](mailto:oreap@providence.org)

It's not just health care,  
**it's how we care™**

Annual

**Clark County Washington**

From: January 01, 2013 To: June 05, 2013

**General Summary**

**Contacts/Hours Summary**

Description	Total
Total Contacts	185
Total Contact Hours	129 50

**Population/Utilization Rate**

Description	Total
Case Utilization Rate	3 47%
Employee Population (Weighted)	1702
Case Annualized Rate	8 11%
Total Clients Serviced	77
Total Information Calls	0
Clients Serviced Utilization Rate	4 52%
Clients Serviced Annualized Rate	10 59%

**New/Ongoing Case Summary**

Description	Total
Total New	57

**Referral/Closed Case Count**

Description	Total
Total Closed	34

**Historical Utilization**

01/01/08-12/31/08	01/01/09-12/31/09	01/01/10-12/31/10	01/01/11-12/31/11	01/01/12-12/31/12
8.03%	10.70%	9.96%	10.31%	8.08%

**Client Type Summary**

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2013-6/2013		1/2012-12/2012	
Employee	81	74.3%	78	75.0%					98	77.2%	162	82.7%
Child	13	11.9%	11	10.6%					13	10.2%	21	10.7%
Spouse/Partner	8	7.3%	7	6.7%					8	6.3%	9	4.6%
Adult Child through age 25/Under age 26	5	4.6%	6	5.8%					6	4.7%	4	2.0%
	2	1.8%	2	1.9%					2	1.6%	0	0.0%
<b>TOTAL</b>	<b>109</b>		<b>104</b>						<b>127</b>		<b>196</b>	

**Contact Type Summary**

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2013-6/2013		1/2012-12/2012	
Counseling Session	84 50	82.4%	21 00	77.8%					105 50	81.5%	343 00	89.2%
Intake	12 00	11.7%	5 00	18.5%					17 00	13.1%	32 50	8.5%
Case Management	3 50	3.4%	0 00	0.0%					3 50	2.7%	4 75	1.2%
No Show	0 50	0.5%	1 00	3.7%					1 50	1.2%	2 50	0.7%
Telephone Session	0 75	0.7%	0 00	0.0%					0 75	0.6%	0 00	0.0%
Late Cancel	0 50	0.5%	0 00	0.0%					0 50	0.4%	1 00	0.3%
Note	0 50	0.5%	0 00	0.0%					0 50	0.4%	0 75	0.2%
Case Closing	0 25	0.2%	0 00	0.0%					0 25	0.2%	0 00	0.0%
<b>TOTAL</b>	<b>102 5</b>		<b>27 00</b>						<b>129 50</b>		<b>384 50</b>	
												0

**Case Status**

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2013-6/2013		1/2012-12/2012	
Returning Client	59	54.1%	54	51.9%					69	54.3%	119	60.7%
First Use	50	45.9%	48	46.2%					56	44.1%	77	39.3%
	0	0.0%	2	1.9%					2	1.6%	0	0.0%
<b>TOTAL</b>	<b>109</b>		<b>104</b>						<b>127</b>		<b>196</b>	

Annual

**Clark County Washington**

From: January 01, 2013 To: June 05, 2013

**Gender Summary**

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2013-6/2013		1/2012-12/2012	
Female	83	76.1%	77	74.0%					95	74.8%	143	73.0%
Male	26	23.9%	27	26.0%					32	25.2%	53	27.0%
<b>TOTAL</b>	109		104						127		196	

**Primary Presenting Problem**

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2013-6/2013		1/2012-12/2012	
Personal/Emotional	20	18.3%	20	19.2%					22	17.3%	30	15.3%
Family Issues	19	17.4%	17	16.3%					21	16.5%	28	14.3%
Work-Related	9	8.3%	8	7.7%					11	8.7%	12	6.1%
Couples Cslg	10	9.2%	9	8.7%					11	8.7%	27	13.8%
Family Cslg	9	8.3%	8	7.7%					10	7.9%	13	6.6%
Anxiety	9	8.3%	7	6.7%					9	7.1%	5	2.6%
Legal Referral	5	4.6%	2	1.9%					7	5.5%	30	15.3%
Work Stress	4	3.7%	7	6.7%					7	5.5%	7	3.6%
Depression	4	3.7%	6	5.8%					6	4.7%	8	4.1%
Couples Issues	5	4.6%	5	4.8%					5	3.9%	4	2.0%
Relationship Issue	3	2.8%	2	1.9%					3	2.4%	4	2.0%
Stress Management	2	1.8%	3	2.9%					3	2.4%	1	0.5%
Grief/Loss	3	2.8%	2	1.9%					3	2.4%	12	6.1%
	0	0.0%	2	1.9%					2	1.6%	0	0.0%
Alcohol/Drug - Voluntary - Self	2	1.8%	2	1.9%					2	1.6%	2	1.0%
Medical	2	1.8%	2	1.9%					2	1.6%	2	1.0%
Alcohol/Drug - Voluntary - Family	1	0.9%	1	1.0%					1	0.8%	1	0.5%
Crisis	1	0.9%	1	1.0%					1	0.8%	0	0.0%
Career Development - Career Development	1	0.9%	0	0.0%					1	0.8%	4	2.0%
Financial	0	0.0%	0	0.0%					0	0.0%	2	1.0%
Parenting	0	0.0%	0	0.0%					0	0.0%	1	0.5%
Anger Management	0	0.0%	0	0.0%					0	0.0%	2	1.0%
Domestic Violence	0	0.0%	0	0.0%					0	0.0%	1	0.5%
<b>TOTAL</b>	109		104						127		196	

**Referral Source Summary**

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2013-6/2013		1/2012-12/2012	
EAP Matenal	80	73.4%	75	72.1%					93	73.2%	147	75.0%
Family Member	16	14.7%	14	13.5%					17	13.4%	25	12.8%
Declined	7	6.4%	6	5.8%					8	6.3%	12	6.1%
Coworker	5	4.6%	7	6.7%					7	5.5%	6	3.1%
Supervisor/Union/Nurse/H.R.	1	0.9%	2	1.9%					2	1.6%	6	3.1%
<b>TOTAL</b>	109		104						127		198	

Annual

Clark County Washington

From: January 01, 2013 To: June 05, 2013

Closing Recommendation

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2013-6/2013	1/2012-12/2012
Does Not Apply	10 43.5%	5 45.5%			15 44.1%	60 47.6%
Individual Therapy	6 26.1%	4 36.4%			10 29.4%	11 8.7%
Legal Consultation	4 17.4%	2 18.2%			6 17.6%	30 23.8%
Support Group	2 8.7%	0 0.0%			2 5.9%	4 3.2%
Family Therapy	1 4.3%	0 0.0%			1 2.9%	6 4.8%
Community Resource	0 0.0%	0 0.0%			0 0.0%	5 4.0%
Marital Therapy	0 0.0%	0 0.0%			0 0.0%	4 3.2%
Career Counseling	0 0.0%	0 0.0%			0 0.0%	1 0.8%
Financial Consultation	0 0.0%	0 0.0%			0 0.0%	1 0.8%
Employer Resource	0 0.0%	0 0.0%			0 0.0%	4 3.2%
<b>TOTAL</b>	<b>23</b>	<b>11</b>			<b>34</b>	<b>126</b>

Resolution

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2013-6/2013	1/2012-12/2012
Issue Resolved in Counseling	7 30.4%	4 36.4%			11 32.4%	27 21.4%
Referral Recommended	6 26.1%	5 45.5%			11 32.4%	38 30.2%
Does Not Apply	5 21.7%	1 9.1%			6 17.6%	11 8.7%
Issue Not Resolved in Counseling	2 8.7%	1 9.1%			3 8.8%	12 9.5%
Client did not return to EAP	2 8.7%	0 0.0%			2 5.9%	11 8.7%
Client Declined Further Counseling	1 4.3%	0 0.0%			1 2.9%	26 20.6%
Declined Referral Due to Lack of Funds	0 0.0%	0 0.0%			0 0.0%	1 0.8%
<b>TOTAL</b>	<b>23</b>	<b>11</b>			<b>34</b>	<b>126</b>

Primary Assessed Problem

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2013-6/2013	1/2012-12/2012
Legal	4 17.4%	2 18.2%			6 17.6%	29 23.0%
Does Not Apply	3 13.0%	1 9.1%			4 11.8%	7 5.6%
Couple/Relationship Issue	1 4.3%	2 18.2%			3 8.8%	21 16.7%
Alcohol/Drug - Other	1 4.3%	2 18.2%			3 8.8%	5 4.0%
Stress Management	3 13.0%	0 0.0%			3 8.8%	3 2.4%
Grief/Loss	1 4.3%	1 9.1%			2 5.9%	11 8.7%
Depression	2 8.7%	0 0.0%			2 5.9%	5 4.0%
Parenting	1 4.3%	1 9.1%			2 5.9%	4 3.2%
Career Development	1 4.3%	0 0.0%			1 2.9%	2 1.6%
Work Relationships	1 4.3%	0 0.0%			1 2.9%	2 1.6%
Work Stress	1 4.3%	0 0.0%			1 2.9%	8 6.3%
Family Problem	1 4.3%	0 0.0%			1 2.9%	14 11.1%
Behavioral Addictions	0 0.0%	1 9.1%			1 2.9%	2 1.6%
Medical	1 4.3%	0 0.0%			1 2.9%	1 0.8%
Post-Traumatic Stress	1 4.3%	0 0.0%			1 2.9%	0 0.0%
Career/Retirement Plan	1 4.3%	0 0.0%			1 2.9%	0 0.0%
Attention Deficit Disorder	0 0.0%	1 9.1%			1 2.9%	0 0.0%
Anger Control	0 0.0%	0 0.0%			0 0.0%	2 1.6%
Work Performance	0 0.0%	0 0.0%			0 0.0%	3 2.4%
Psychiatric Disorder	0 0.0%	0 0.0%			0 0.0%	2 1.6%
Career/Job Search Skills	0 0.0%	0 0.0%			0 0.0%	2 1.6%
Domestic Violence	0 0.0%	0 0.0%			0 0.0%	1 0.8%
Financial	0 0.0%	0 0.0%			0 0.0%	1 0.8%
Alcohol/Drug - Self	0 0.0%	0 0.0%			0 0.0%	1 0.8%
<b>TOTAL</b>	<b>23</b>	<b>11</b>			<b>34</b>	<b>126</b>

Annual

**Clark County Washington**

From: January 01, 2013 To: June 05, 2013

**Event Summary**

DATE	EVENT TYPE	DUR	LOCATION	ATT	DETAILS
01/25/2013	Telephone Counseling	0.75	4900	1	Employee called in crisis regarding personal and work issues.
01/25/2013	Counseling	0.50			
01/25/2013	Case Management	0.25			
02/20/2013		0.50		1	Provided support and referral to employee
02/20/2013	Referral	0.50			
04/22/2013	Counselor on Duty Referral	0.00		1	
04/22/2013	COD	0.00			Voice Mail
04/22/2013	COD	0.00			
<b>TOTAL</b>		<b>1.25</b>		<b>3</b>	<b>3</b>

## **Service Agreement**

The parties to this Service Agreement are Providence Health & Services - Oregon - Providence EAP (hereinafter "Providence EAP") and **Clark County Washington** (hereinafter "**Employer**"). The purpose of this agreement is to provide Employer with an Employee Assistance Program for all Employer's employees and employees' dependents (hereinafter "Participants") as defined by Employer's health benefit policy. For and in consideration of the promises made herein, the parties agree as follows:

### **Providence EAP will –**

1. Perform assessments and short-term counseling, including but not limited to the areas of chemical dependency, emotional problems, personal stress, work related issues, and marital/partnership or family/relationship concerns. The goal of the evaluation is the development of a Personal Action Plan designed to assist in the resolution of personal problems. Commencing from the initial date of this agreement, participants are eligible for up to **Six (6)** visits per issue/event.
  - A. If indicated, the Participant will be referred to a community resource for specialized services beyond, or in addition to, the assessment and short-term counseling provided by Providence EAP. Fees for any services incurred from a referral to a community resource shall be agreed upon between the Participant and the community resource and are not included within the payments made by Employer under this agreement. Providence EAP shall not be responsible for any wrongful acts or negligence of other providers in the course of providing services to Participants upon referral.
  - B. Included – **WorkLife** enhanced web services.
2. Provide manager/supervisor consultations.
3. Provide 5 hours of in-service / group counseling seminars "Brown Bag – Lunch & Learn" sessions. Additional sessions may be purchased at a rate of \$175.00 per hour. *[Annual EAP employee orientation is part of the capitated rate & not counted towards these hours]*
4. Consult with Employer to develop effective promotion and awareness of services covered by this Agreement.
5. Provide reports and satisfaction data to Employer on a regular basis. The identity of and services rendered to any individual Participant shall remain confidential.
6. Provide a quarterly invoice to Employer.

### **Employer will –**

1. Publicize and promote the availability of the EAP.



2. Understand and agree that Participants shall have the right of complete confidentiality. Employer specifically acknowledges that the names of individual Participants will not be disclosed to Employer without the written consent of the individual.
3. Pay Providence EAP **\$33.49** per employee per year, payable in four quarterly installments. The number of employees at the beginning of each quarter shall be the basis for calculating the fee. Fees shall be paid not later than 30 days after receipt of the invoice.
  - A. Fee adjustments may be initiated by signed amendment of this agreement and shall commence on the contract anniversary date.
  - B. Payments over 90 days past due may result in suspension of EAP services until payments are brought current.
  - C. The above fee includes enhanced WorkLife web services –WPO.

**Other Terms and Conditions**

1. All services rendered by EAP under this Agreement shall be provided in accordance with the Code of Ethics of the Employee Assistance Professionals Association (EAPA).
2. All work products created by Providence EAP and utilized in the performance of this Agreement shall remain the exclusive property of Providence Employee Assistance Program. Work products may be subject to revision and may not be copied, reproduced, performed, or re-used by Employer without written consent.
3. This Agreement shall commence on January 1, 2014 with an expiration date of December 31, 2014. Modifications of services and/or fees may be initiated by signed mutual agreement by both parties via addendum to this contract and will be attached to this basic agreement.
  - A. Termination of this Agreement may be initiated by either party without cause with at least 90 days prior written notice. Services provided in accordance with this Agreement prior to the written termination date shall be paid in full.

**Clark County Washington**

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

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

**Providence Employee Assistance Program**

By: Rebecca Maese

Date: August 14, 2013

\_\_\_\_\_

## Services Provided

### Counseling

- Access to up to 6 face to face counseling sessions per issue for employees and their dependents from the Providence EAP network of staff and affiliate counselors.
- Telephone access to mental health professionals 24 hours a day, 365 days a year.
- A&D /Substance Abuse evaluation and follow up
- 24/7 Crisis counseling

### Manager Consultation

- Unlimited consultation regarding difficult employee problems
- Consultation regarding departmental and organizational issues
- Assistance in developing substance abuse policy

### Information and Referral

- Legal referrals for non-work related issues
- Financial referrals
- Childcare referral services to local and national provider networks
- Eldercare referral services to local and national provider networks
- Referrals to community providers and resources

### Program Orientation and Promotion

- Onsite employee orientation to EAP at start of program
- Participation in annual Benefits/Health & Wellness fairs
- EAP promotional materials: brochures, wallet cards, posters, periodic payroll inserts
- Annual refresher orientations for managers/supervisors and employees as requested

### Education and Materials

- *A Guide for Managers and Supervisors* e-training manual
- *The Frontline Employee* newsletter & *The Frontline Supervisor* newsletter

### Training

- Web-based legal and financial education and resources
- Web based training materials (monthly webinars and printed materials)
- On Site seminars /Brown Bag events – **4 hours included in contract**
- Annual onsite supervisor/manager training on program implementation and usage

### Reporting

- Annual & ad-hoc utilization reports
- Web based satisfaction survey

### Critical Incident Stress Management (CISM)

Up to four (4) hours onsite critical incident stress debriefings included per contract year.

The goal is to mitigate long term stress effects of trauma. Types of events to consider using CISM:

- Death of a worker onsite
- Peer suicide
- Random workplace violence on jobsite
- Robberies
- Vehicle accident involving employees
- Near death experience of employees at work
- Unexpected death of a family member of an employee

### Fees

Seminars /Trainings

\$175.00 per hour

Critical Incident Stress Management (additional hours)

\$225.00 per hour