

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date	May 4, 2009
	Agenda Item No. 31 Roll Call No. <u>09-</u> Communication No. <u>09-258</u> Submitted by: Tom Turner, Human Resources Director	

AGENDA HEADING:

Annual renewal of agreement with Employee and Family Resources, Inc. (Paul Hedquist, CEO, 505 Fifth Ave., Suite 600, Des Moines, IA 50309) for provision of Employee Assistance Program (EAP) services.

SYNOPSIS:

Recommended approval of a contract with Employee & Family Resources, Inc. for the provision of EAP service and authorization of the Mayor to execute and the City Clerk to attest an addendum extending the contract for one year beginning May 1, 2009 at a cost of \$24,000.

FISCAL IMPACT:

Amount: \$24,000

Funding Source: 2009-2010 Operating Budget: Human Resources Department, Employee Relations, GE001, HRS010000.

ADDITIONAL INFORMATION:

Since 1989, the City has contracted with Employee and Family Resources for counseling services for City employees. Confidential services are provided at no cost to employees and their family members for the initial assessment and referral for a variety of personal problems including family, marital, financial, work-related, emotional, alcohol/drug concerns or other problems that interfere with daily living. The Human Resources Department also solicited a bid for this service from Ceridian Integrated EAP and Work - Life Services (a national service provider). However, in comparison, the Ceridian services cost more, provided less service and they are not located in Des Moines. Over the years, EFR has worked very well with the City, and at times has provided additional training and crisis intervention assistance at no cost.

Within the EAP industry, the national average utilization range is between 3-6%. According to the latest City of Des Moines utilization report, the overall rate is 3.9%. A review of the EAP quality assurance survey of City of Des Moines employees indicates a high level of overall satisfaction at 80% or greater in all categories.

PREVIOUS COUNCIL ACTION(S):

Date: April 7, 2008

Roll Call Number: 08-585

Action: Addendum to agreement with Employee and Family Resources, Inc. (EAP) to extend for one year beginning May 1, 2008. (Council Communication No. 08-174) Moved by Vlassis to adopt. Motion Carried 6-1.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

It is anticipated that the City will maintain EAP services for City employees and family members in the future.

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