



Council Communication

Office of the City Manager

Date:	March 28, 2011
Agenda Item No.	35
Roll Call No.	<u>11-181</u>
Communication No.	<u>11-181</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 Avenue, Suite 600, Des Moines, IA 50309, for provision of Employee Assistance Program (EAP) services.

SYNOPSIS:

Recommend approval of a renewal contract with Employee & Family Resources, Inc. for the provision of EAP services and authorization of the Mayor to execute, and the City Clerk to attest an addendum, extending the contract for one-year beginning May 1, 2011, at a cost of \$24,000.

FISCAL IMPACT:

Amount: \$24,000

Funding Source: 2011-2012 Recommended Operating Budget, Human Resources Department, Employee Relations, spsp451, HRS960100, page 151.

ADDITIONAL INFORMATION:

Since 1989, the City has contracted with Employee and Family Resources, Inc. 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 of a variety of personal problems, including family, marital, financial, work-related, emotional, alcohol/drug concerns or other problems that interfere with daily living. Over the years, Employee and Family Resources, Inc. has worked well with the City, and has from time to time, provided additional training and crisis intervention assistance at no cost.

Within the EAP industry, the national utilization average is in the 3% to 6% range. According to the latest City of Des Moines utilization report, in all categories of utilization, the overall utilization rate is 4.7 %. Total utilization for the 2010-2011 fiscal year increased nearly one full percent from 3.9%. A review of the EAP quality assurance survey of City of Des Moines employees indicates a high level of overall satisfaction at 97% to 100% or greater in all categories, which is a 20% increase over the previous contract period which averaged 80% over all categories

PREVIOUS COUNCIL ACTION(S):

Date: May 10, 2010

Roll Call Number: 10-725

Action: Addendum to Agreement with Employee and Family Resources, Inc. for provision of Employee Assistance Program (EAP) extending for one-year beginning May 10, 2010, \$24,000. (Council Communication No. 10-261) **Moved by Hensley to adopt. Motion Carried 7-0.**

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.

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the second floor of City Hall, 400 Robert D. Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to cityclerk@dmgov.org.