

Priority: Accountability **Lead Agency:** County Management
Program Offer Type: Innovative/New Program **Program Contact:** Mindy Harris
Related Programs:
Program Characteristics:

Executive Summary

Reinstate a more proactive Employee Assistance Program (EAP) with options similar to the program cancelled in 2003 as part of budget constraints. Public service employees work in many stressful environments such as health, disability, aging, and corrections. Documentation from health plans indicate psychiatric medications are some of the highest cost elements of our health plan. Although installation of an active EAP program may not reduce the need for mental health services, it may encourage employees to access care for early intervention.

Program Description

Employee Assistance Programs provide immediate access to mental health care through a referral service. Our prior program provided 5 free (to employee) visits to mental health professional per employee per year. In addition EAP provided facilitator for Employee Peer Support Group, unlimited supervisor consultation services, telephone access to mental health professional 24/7, 20 hours onsite group consultation/facilitation, up to 36 onsite trainings for managers, supervisors, union shop stewards, and appropriate staff, grief counseling, Career Development Center services (assisting with layoffs). In addition, departments could access additional services (alcohol/drug assessments, on-site training, mediation/group facilitation) on a specific fee schedule.

This level of service drove a price point of \$26 per employee per year in 2003. Based on current active employee enrollment (3991) that would drive an annual cost of \$103,766.00. It is likely we could install a like program with a budget of \$150,000. However, the County would need to make a commitment to future ongoing funding prior to installation.

Program Justification

The value of Employee Assistance Programs is documented in industry reports. Providing a conduit to accessible, low cost mental health care will often facilitate a member's early treatment and problem resolution and may also have a positive impact on employee's absenteeism and job satisfaction. The EAP also provides services directly to employer to help deal with work place situations, improving workplace morale and productivity. Employees valued this program when it was available and would recognize the program reinstatement as further support of County's commitment to providing the best work environment possible.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Number of EAP contacts	0	0	0	500
Outcome	Survey employee's satisfaction with EAP services.	0.0%	0.0%	0.0%	95.0%
Output	Number of supervisor/management request for group counselling	0	0	0	100
Outcome	Survey supervisor/management satisfaction with counselling services.	0.0%	0.0%	0.0%	95.0%

Performance Measure - Description

Employee Assistance Program data is confidential and no individual information can be shared with the employer. We could develop a survey to be given to individuals who access the program by the EAP administrator and have access to compiled results of such a survey.

We could also survey management/supervisors who make arrangements for on-site counselling of employee groups. This may be necessary for many reasons such as after a traumatic event (death of co-worker), or due to stressful work environment. This would provide specific information about what type of services are needed and their effectiveness.

After collection of a year's worth of survey results, we would be able to establish satisfaction measurements for future years.

Legal/Contractual Obligation

An Employee Assistance Program of this nature is considered a health plan and County would be required to include with COBRA (federally mandated program offering former employees the opportunity to continue coverage by self-purchase) offer letter.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2008	2008	2009	2009
Program Expenses				
Contracts	\$0	\$0	\$0	\$150,000
Subtotal: Direct Exps:	\$0	\$0	\$0	\$150,000
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$0	\$150,000
Program Total:	\$0		\$150,000	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last year this program was: