Summary of Proposed Award

Employee Assistance Program

Presented to: Organizational, Services & Performance Monitoring Committee
February 1, 2022
PROJECT OVERVIEW
Employee Assistance Program

Summary of Current Program:
Moore Counseling & Mediation Services, Inc. (MCMS)
• Available to all employees and family members
• Oversee Substance Abuse Professional Assessments and Return to Duty Evaluations
• Conduct onsite workshops and mediate employee cases
• Participate in annual GCRTA Health Care Benefit Fairs
PROJECT OVERVIEW

EMPLOYEE ASSISTANCE PROGRAM

• The Authority provides services of an Employee Assistance Program (EAP) to all of its employees and dependents

• EAP Services are provided in accordance with the Authority’s substance abuse policies and as a function of providing wellness initiatives and good employee relation practices.
PROJECT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

Other Services
- Substance Abuse Treatment
- Trainings
- Mediations/Coaching
- Workshops
- Critical Incident
- Education & Group Counseling
- Yoga/Mindfulness
- Support Sessions
PROJECT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

Scope of Services
• Confidential services to employees and their families for the purpose of resolving personal and family problems that adversely affect life and work
• The ability for self or management referrals for ongoing problems or crisis intervention
• Assistance for issues with mental health, chemical dependency, stress related problems, family issues and other referrals for issues such as legal aid and financial counseling
PROCUREMENT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

• RFP issue date: September 20, 2021
• Accessed on the GCRTA website by ten (10) interested parties
• Proposals were solicited for a three-year contract with two one-year options
• Two proposals were received
PROCUREMENT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

Evaluation Panel Members:
• Labor & Employee Relations
• Benefits
• Operations
• OEO
• Office of Business Development
• Legal
• Procurement
PROCUREMENT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

Evaluation Criteria:
• Vendor approach to dealing with multicultural organizations with 1000+ employees
• Accessibility and convenience of office locations
• Qualifications of counselors and other staff
• Cost effectiveness for intake and assessment based on a per employee basis
• Vendor’s ability to track and report utilization
PROCUREMENT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

Recommended Vendor:
Moore Counseling & Mediation Services, Inc. (MCMS)
(Offices in Cleveland, Euclid and Sheffield Village)

- DBE Goal: 15%
- MCMS is a certified DBE (female-owned) firm and will achieve this goal by utilizing its own workforce.
PROCUREMENT OVERVIEW
EMPLOYEE ASSISTANCE PROGRAM

Strengths & Experience:
• Performed EAP services for the Authority for 15 years
• Respond quickly to onsite crisis intervention events
• Accessible and convenient locations
• Calls always answered live
• Provide same-day emergency appointments
• Tailor workshops and services to our needs, including monthly onsite counseling
PROCUREMENT OVERVIEW

EMPLOYEE ASSISTANCE PROGRAM

Other Clients include:

• Cuyahoga County
• Lorain County Community College
• Cuyahoga Metropolitan Housing Authority (CMHA)
• City of Independence, Ohio
• Museum of Contemporary Arts
• Village of North Randall, Ohio
Recommendation:
• Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Moore Counseling & Mediation Services, Inc. (MCMS), to provide EAP Services, as specified, in an amount not-to-exceed $237,600.00 for the base three-years, and in an amount not-to-exceed $79,200.00 for each option year, for a total contract amount not-to-exceed $396,000.00 for the five-year period
Questions/Comments