

Summary of Proposed Award Employee Assistance Program

Presented to: Finance Committee
December 6, 2016

Greater Cleveland Regional Transit Authority



Employee Assistance Program Project Overview

- Summary of Current Program
Moore Counseling & Mediations Service, Inc.
- Available to all employees and family members
- Over 825 employees and family members have utilized EAP Services

Employee Assistance Program Project Overview

- Summary of Current Program continued:
 - RTA sent 74 employees for Substance Abuse Professional assessments and return to duty evaluations
 - RTA uses EAP services for on-site workshops and mediation of employee cases
 - EAP staff participates at RTA health fairs

Employee Assistance Program Project Overview

- Justification:
 - The Authority provides Employee Assistance Program (EAP) services to its 2,300 plus 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 relations practices

Employee Assistance Program Project Overview

- Scope of Services
 - Proposers were asked to provide a program to include:
 - Confidential services to employees and their families for the purpose of resolving personal and family related problems that adversely affect life & work
 - The ability for self or management referrals for ongoing problems or crisis intervention
 - Assistance for issues with chemical dependency, stress related problems, family problems and other referrals for issues such as legal aid and financial counseling

Employee Assistance Program Procurement Overview

- RFP issued August 19, 2016
- Accessed on the GCRTA web site by seventeen interested parties
- Proposals were solicited for a three year contract with two, one-year options
- Three proposals were received

Employee Assistance Program Procurement Overview

- Evaluation Panel Members:
 - Labor & Employee Relations
 - Benefits
 - Occupational Health
 - Operations
 - OEO
 - Office of Business Development
 - Legal
 - Procurement

Employee Assistance Program Procurement Overview

- Evaluation Criteria:
 - Vendor approach to dealing with multicultural organization 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

Employee Assistance Program Procurement Overview

- Recommended Vendor:
 - Moore Counseling and Mediation Services, Inc. (MCMS)
Euclid, Ohio
 - DBE Goal set at 12%
 - DBE Partner: Washington Enterprises, Inc.

Employee Assistance Program Procurement Overview

- Strengths and Experience:
 - MCMS has provided employee assistance programs to the Authority for the past 9 years
 - They have offices located in Euclid, Cleveland (2), Beachwood, Elyria, Akron/Fairlawn and Rocky River
 - Respond quickly to onsite crisis intervention events (25 during the current contract period)

Employee Assistance Program Procurement Overview

- Strengths and Experience continued:
 - Provide same day emergency appointments
 - Calls are always answered live
 - Tailor workshops and services to our needs including weekly on-site counseling; successful pilot at Hayden District, contract will include roll out of program to all Districts

Employee Assistance Program Procurement Overview

- Recommendation:
 - Staff requests that the Finance Committee recommend to the Board of Trustees award of a contract to Moore Counseling and Mediation Services, Inc. to provide EAP Services in an estimated amount NTE \$228,420.00 for the three year period and in an amount NTE \$76,140.00 for each option year, for a total contract amount NTE \$380,700.00 for five years.