



# Employee Assistance Plan & Critical Incident Response Services

# Background

- ▶ Current vendor is MHN since 1994; contract to expire December 31, 2022
- ▶ Plan includes mental health counseling and work-life support services, critical incident services and training
  - ▶ 5 sessions per incident per year for non-sworn employees and unlimited sessions for sworn employees and public safety dispatchers
- ▶ Premiums are paid by the City for benefited employees and their dependents, regardless of usage

# What has changed in the Marketplace?

## Counseling Benefits

- ▶ Unlimited counseling sessions are no longer offered

## Substance Use Disorder Treatment

- ▶ Now legally required to be covered by health plans; it will no longer be under an EAP. The EAP will offer assessment and counseling around substance use disorder and refer employees to their health plan for treatment options

## Types & Methods of Services

- ▶ EAP providers are now offering life coaching in addition to mental health counseling, web-based portals, self-serve online resources such as self-assessments, and expanded digital networks which improve access to care and mobile applications

# Results of RFP

- ▶ Number of counseling sessions per incident per year:
  - 8 sessions for non-sworn employees
  - 20 sessions for sworn employees and public safety dispatchers
- ▶ Robust 1<sup>st</sup> Responder Program including curated 1<sup>st</sup> responder network of providers
- ▶ BetterHelp – a mental health platform that provides online counseling and coaching through web-based interaction as well as phone and text communication
- ▶ Mobile Application for easy access to EAP services

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# Recommendation and Cost

- ▶ Concern to replace MHN effective January 1, 2023
- ▶ Increased cost to the City for the proposed EAP premiums for calendar year 2023 is \$51,210
- ▶ Critical Incident Response services will continue to be billed on a fee-for-service basis

# Questions

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