

**Board Report**

File #: 2015-1790, **File Type:** Contract**Agenda Number:**

**EXECUTIVE MANAGEMENT COMMITTEE
FEBRUARY 18, 2016****SUBJECT: EMPLOYEE ASSISTANCE PROGRAM****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS62502297 with **ComPsych Corporation (ComPsych) to provide Employee Assistance Program (EAP) services** in the amount of \$44,386, thereby increasing the contract value from \$1,076,400 to \$1,120,786. This Contract Modification will also extend the period of performance for up to 3 months from April 1, 2016 to June 30, 2016.

ISSUE

Metro EAP is the program that promotes job effectiveness and productivity for all Metro employees and has a workforce focus designed to help employees and their family members cope with problems on the job and in the home.

The existing EAP service Contract No. PS62502297 with ComPsych will expire on March 31, 2016. In June 2015, an RFP for this service was issued. Although three proposals were received, none of them were found responsive to the requirements of the RFP. Therefore, Metro cancelled this procurement on November 18, 2015.

To avoid EAP service interruption, a contract modification is required to extend the period of performance and increase contract expenditure authority while the new procurement processes are completed.

DISCUSSION

Metro is committed to providing a safe and healthy work environment for its employees. The Employee Assistance Program is a business tool designed to help employees resolve personal or family concerns that could potentially impair their job performance. The program offers a friendly, accessible and confidential forum wherein licensed professionals identify stressors, explore behavioral changes, and provide support and resources that enable the employee to solve personal problems. Assistance includes child and elder care referrals as well as legal and financial guidance.

The program is a benefit available to all employees and their immediate family members on a voluntary basis, unless the employee is referred on a mandatory basis after a major violation of a Metro policy. Metro and its predecessor agencies have continuously provided an EAP since 1981.

EAP also serves as a resource to managers in dealing with employees experiencing personal problems affecting job performance, conduct, and reliability. EAP interventions act to reduce distress and provide the skills necessary to handle personal and work-related problems more effectively. This comprehensive service also includes crisis management counseling for traumatic events, including immediate intervention following serious bus and rail accidents, and other tragic events that could impact the Metro workforce.

Finally, EAP is a vital component of Metro's overall effort to comply with federal regulations governing the prevention of drug abuse and alcohol misuse in transit operations. Specifically, our EAP provider includes the mandated services of a Substance Abuse Professional (SAP) that are required when an employee tests positive for drugs or alcohol. The primary role of the SAP is to evaluate the employee and coordinate rehabilitation in order to ensure the safety of the traveling public.

DETERMINATION OF SAFETY IMPACT

The Metro Employee Assistance Program will provide the capability to support employees through challenges in multiple areas of their lives, ensuring job effectiveness and improved safety for our employees and patrons.

FINANCIAL IMPACT

Funding of \$44,386 for this contract modification is included in the FY16 budget in Cost Center 6240 (Talent Acquisition), Project 100001 (General Overhead).

Impact to Budget

These expenses will be allocated across overhead projects per the overhead allocation provisions set forth in the Federal Cost Allocation Plan approved by the FTA.

ALTERNATIVES CONSIDERED

Perform services in-house. This option is not a viable alternative because an in-house EAP program staffed by Metro employees could only provide a limited portion of the needed services and expertise. Contracted services of professionally certified counselors with diverse backgrounds and specializations would still need to be obtained by Metro if the subject services were brought in-house.

Difficulties would also be encountered in serving the multiple locations and large number of family members throughout the local geographic area, as well as overcoming employee concerns about confidentiality issues. Metro has no history or experience with an internal EAP. Metro would not only need to undertake costly recruitment and training of Metro staff to perform these services, but would also assume direct liability for any potential claims of malpractice. This is not a feasible alternative and therefore, is not recommended

NEXT STEPS

Upon Board approval, staff will execute Modification No. 4 with ComPsych under the current Contract No. PS62502297 to continue providing EAP services until the replacement contract begins.

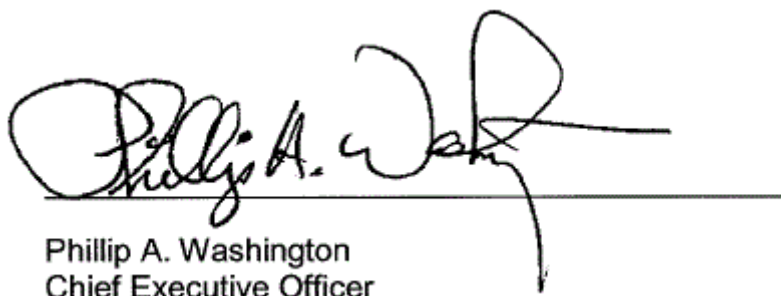
ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Log
- Attachment C - DEOD Summary

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