



MEMORANDUM

Date: October 19, 2021
To: All Prospective Respondents
From: Maribel Diaz, Lead Buyer
City of Greenville Purchasing Division
Project: Employee Assistance Program
RFP No: 22-3786

Addendum Number 1

This Addendum forms a part of the Contract Documents and modifies the original solicitation documents dated September 30, 2021. **Acknowledge receipt of this Addendum No. 1 in the space provided on the RFP Signature Form.**

The above-mentioned RFP is hereby amended and/or supplemented by the following:

1. Why is the city of Greenville out to bid now?
End of contract.
2. Who is your provider?
First Sun EAP.
3. Where is the satisfaction level with incumbent provider?
High.
4. Have you had any service issues? If so, please explain.
No.
5. How long have they been with this vendor?
Since December 2016.
6. What does the current program model look like?
5 visits annually per household member, website, videos, in-person training.
7. How many EAP counseling sessions are included in the current program?
Five (5). Open to other suggestions.
8. Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance? **Yes.** How are these services being administered? Through a website or can their employees call and speak to lawyers, financial professionals for example? **Both.** Is the childcare, eldercare services self-service or does the program provide research and referrals? **EAP provides research and referrals.**

9. Regarding trainings, how many onsite training hours are currently included in their program? How many did they use last year?
\$200 per contact hour for onsite manager training and lunch and learns. \$250 per hour for onsite critical incident response plus reasonable travel. Zero due to COVID.
10. In the same vein, for critical incidents (i.e. a natural disaster, ee fatality, layoffs, etc) what type of support does their current program allow for? How many annual onsite hours are built in? How many events did they have last year?
City Nurse has direct access to either toll free number/First Sun Risk Manager. Also, have direct access to a cell phone for a First Sun staff member. Zero due to COVID.
11. What is the current rate on their program?
\$1.73 per EE per month (925 members).
12. What has utilization looked like for their current program? Are they satisfied with the program utilization? Can you provide a copy of a most recent utilization report?
Yes, see attached.
13. What are the top two or three things you are looking for in a positive, meaningful EAP partnership?
Communication, access, and reliability and experience with staff/counselors.
14. Does behavioral health fall in one of your top five claims?
Not sure what is intended to ask. Our employees are not filing claims.
15. How is your program structured currently?
The EAP program is designed to raise employee awareness of how personal problems affect work performance and to offer assistance through EAP consultation, evaluation, counseling and/or referral to community resources and treatment facilities. It is the policy of the City to encourage employees to seek assistance for such problems. The decision to seek voluntary assistance via the EAP is at the sole decision of the employee. There is no need to inform the City or to go through a City representative to contact the EAP provider for an appointment. However, if work performance is affected, a mandatory referral may be initiated by the City to facilitate improved work performance. Normal disciplinary procedures remain in effect regardless of participation in the EAP.
Employee contacts with the EAP are held strictly confidential by the EAP provider. Confidentiality, however, may be compromised and intervention action will be taken only if and when the EAP provider determines that one is a threat to one's own life or to the life of another. All information given to the EAP, with the exception of certain mandatory referral compliance information, is retained within the offices of the EAP provider, and are not part of any employee's personnel file, medical file, or other file. EAP utilization by an employee will not adversely affect an employee's job security and/or promotional opportunities.
16. What is your utilization rate for each of the last three years?
The most recent utilization report is attached.

17. Are any first responders covered by this EAP? If yes, are there specialists the first responders have access to, or are all employees routed to the same counselors/providers?

All city employees are covered by the plan and an appropriate match to their needs is provided.

ATTACHMENT:
2021 YTD Utilization Report

End of Addendum Number 1



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UTILIZATION SUMMARY REPORT

City of Greenville

Includes: All Case Types

Period: 01/01/2021 TO 12/31/2021

YTD: 01/01/2021 TO 12/31/2021

	PERIOD		YEAR TO DATE	
	#	0.00%	#	0.00%
UTILIZATION RATE		5.84		5.84
IMPACT RATE		7.35		7.35
NEW CASES OPENED IN PERIOD	68		68	
NUMBER PEOPLE SERVED	71		71	
<u>ORGANIZATIONAL SERVICES</u>				
Total Number of Managers Consulted				
On Organization Issues	0		0	
On Employee Situations	0		0	
Total Number of Consultations				
On Organizational Issues	0		0	
On Employee Issues	0		0	
<u>FORMAL WORKPLACE REFERRALS</u>				
	0		0	
<u>RISK SITUATIONS</u>				
(Calls from employers, employees and family members deemed high risk related to substance use, suicide, domestic violence, work issues, mental health.)	24		24	
<u>CRITICAL INCIDENTS</u>				
Number of Incidents	0		0	
Number of Individuals Served	0		0	
<u>ONSITE TRAINING SERVICES</u>				
Number of Trainings Held	0		0	
Number of Individuals Served	0		0	



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	PERIOD		YEAR TO DATE	
	#	0.00%	#	0.00%
<u>CASES OPENED ON</u>				
Employee Only	43	63.24	43	63.24
Employee & Family Member	6	8.82	6	8.82
Family Member Only	19	27.94	19	27.94
Other	0	0.00	0	0.00
Data Not Available	0	0.00	0	0.00
<u>STATUS</u>				
Full Time	45	66.18	45	66.18
Part Time	0	0.00	0	0.00
As Needed	0	0.00	0	0.00
Temporary	0	0.00	0	0.00
Other	0	0.00	0	0.00
N/A Family Member	20	29.41	20	29.41
Data Not Available	3	4.41	3	4.41
<u>REFERRED BY</u>				
Supervisor/HR Formal	0	0.00	0	0.00
Supervisor/HR Recommendation	3	4.41	3	4.41
Medical Dept. or Employee Health	1	1.47	1	1.47
Self	58	85.29	58	85.29
Other	5	7.35	5	7.35
CBA	0	0.00	0	0.00
Data Not Available	1	1.47	1	1.47
<u>BEEN TO EAP PREVIOUSLY</u>				
No	40	58.82	40	58.82
Once	15	22.06	15	22.06
Twice	2	2.94	2	2.94
Three Times	3	4.41	3	4.41
Four Times	0	0.00	0	0.00
Five or More Times	0	0.00	0	0.00
Data Not Available	8	11.76	8	11.76



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	PERIOD		YEAR TO DATE	
	#	0.00%	#	0.00%
<u>CLIENT AWARE OF EAP FROM</u>				
Prior Participation	16	23.53	16	23.53
Newsletter Article	0	0.00	0	0.00
Posters	0	0.00	0	0.00
Payroll Stuffers	0	0.00	0	0.00
Brochures	25	36.76	25	36.76
Supervisor/HR Suggested	2	2.94	2	2.94
Co-Worker Suggested	0	0.00	0	0.00
Family Suggested	13	19.12	13	19.12
In Service Training/Orientation	4	5.88	4	5.88
Other	2	2.94	2	2.94
Magnets	0	0.00	0	0.00
Website	0	0.00	0	0.00
Data Not Available	6	8.82	6	8.82
<u>1ST ISSUE AS PRESENTED BY CLIENT</u>				
Abuse / Addiction of Client				
Alcohol Abuse	2	2.94	2	2.94
Drug Abuse	0	0.00	0	0.00
Gambling	0	0.00	0	0.00
Internet	0	0.00	0	0.00
Sexual	0	0.00	0	0.00
Abuse Other	0	0.00	0	0.00
Family				
Family Conflict	1	1.47	1	1.47
Child	0	0.00	0	0.00
Teen	0	0.00	0	0.00
Parent / Child Relationship	0	0.00	0	0.00
Domestic Violence	0	0.00	0	0.00
Reaction to Illness	0	0.00	0	0.00
Living w Abuse or Addiction	0	0.00	0	0.00
Living w Emotional Problem	0	0.00	0	0.00
Family Other	7	10.29	7	10.29



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	PERIOD		YEAR TO DATE	
	#	0.00%	#	0.00%
Marital / Relationship				
Marital / Relationship	18	26.47	18	26.47
Emotional Issues				
Depression	3	4.41	3	4.41
Anxiety	10	14.71	10	14.71
Grief	6	8.82	6	8.82
Emotional Other	7	10.29	7	10.29
Trauma and Abuse				
Physical Abuse	0	0.00	0	0.00
Sexual Abuse	0	0.00	0	0.00
Emotional Abuse	0	0.00	0	0.00
Post Traumatic Stress	1	1.47	1	1.47
Trauma Other	3	4.41	3	4.41
Work Related				
Relationship w co-workers	0	0.00	0	0.00
Relationship w sup`v	0	0.00	0	0.00
Work Place Violence	0	0.00	0	0.00
Harrassment	0	0.00	0	0.00
Job Performance	0	0.00	0	0.00
Work Related Other	0	0.00	0	0.00
Medical Condition				
Medical Condition	0	0.00	0	0.00
EAP Financial				
Financial Planning	0	0.00	0	0.00
Debt	0	0.00	0	0.00
Financial Other	1	1.47	1	1.47
EAP Legal				
Legal	5	7.35	5	7.35
Identity Theft	0	0.00	0	0.00



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	PERIOD		YEAR TO DATE	
	#	0.00%	#	0.00%
Work / Life Balance				
Childcare	0	0.00	0	0.00
Older Adult Services	0	0.00	0	0.00
Lifestyle / Wellness	0	0.00	0	0.00
Consumer Issues	0	0.00	0	0.00
Travel / Recreation	0	0.00	0	0.00
Home Repair	0	0.00	0	0.00
Pet Care	1	1.47	1	1.47
Education	0	0.00	0	0.00
Work Life Other	0	0.00	0	0.00
No Personal Issue				
No Personal Issue	0	0.00	0	0.00
Other				
Eating Disorders	0	0.00	0	0.00
Stress	3	4.41	3	4.41
Not Listed	0	0.00	0	0.00
COVID 19	0	0.00	0	0.00
Coaching	0	0.00	0	0.00
Emotional Issues				
Anger Management	0	0.00	0	0.00
Unspecified				
Data Not Available	0	0.00	0	0.00

UTILIZATION DATA

The 68 Open Cases above represent 54 Employee Units. The following Utilization Data is computed on Employee Units or the number of employees affected by these open cases.

There are 925 employees. The utilization rate for this reporting period is 5.84%. The utilization rate for the year-to-date data is 5.84%.