

25-032JO Employee Assistance Program

Questions & Answers

1. What is the current total employee count?
 - a. **Please refer to the census for the most accurate and up-to-date information regarding employee numbers.**
2. What is the current session model?
 - a. **The current session model, allows for 3 visits per issue per year.**
3. How many training/CISD hours are currently included?
 - a. **Currently, 8 hours of training/CISD are included.**
4. What is the satisfaction with the current provider?
 - a. **Moderately satisfied.**
5. Will you accept electronic signatures on all proposal forms?
 - a. **Yes**
6. How many total employees will be covered.
 - a. **Please refer to the census for the most accurate and up-to-date information regarding employee numbers.**
7. Do you have employees who reside in California? If yes, how many employees?
 - a. **No employees reside in California.**
8. What is the current number of counseling sessions allowed per member per issue per year?
 - a. **Currently, our model permits 3 visits per member per issue per year.**
9. Please provide the current rate and a rate history throughout the contract term for the EAP.
 - a. **The current rate for our Employee Assistance Program (EAP), the current rate is \$1.13 per employee per month (PEPM).**
10. How many hours of the following services are included within the current EAP contract per year?
 - Onsite training/orientation/educational seminars
 - Onsite health fair/event participation
 - Onsite critical incident support events (# events/# hours)
 - Webinar training
 - A. **Please refer to number 3**
11. How many total hours of the following services were utilized in each of the last two (2) years?
 - Onsite training/orientation/educational seminars
 - Onsite health fair/event participation
 - Onsite critical incident support events (# events/# hours)
 - Webinar training
 - A. **Please refer to EAP Utilization reports**
12. Please provide copies of 2022, 2023, and 2024 EAP utilization reports.
 - a. **Please refer to EAP Utilization reports for 2023 & 2024, which will be provided directly in response to this inquiry.**

13. If reports are not available, please provide the following for each of the last 2 years and YTD:

- Number of employees on which the report is based
- Total number of clinical cases
- Total number of work-life cases
- Total number of clinical sessions

A. Please refer to EAP Utilization reports for 2023 & 2024, which will be provided directly in response to this inquiry.

14. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

a. 3

15. What are the three components that are most important to you in an EAP?

a. The three most important components of an Employee Assistance Program (EAP) are accessibility, resources, and engagement. First, it's essential for employees to quickly and efficiently access a network of providers for timely support. Second, the EAP should offer various resources and tools that promote employee well-being, such as mental health support and wellness programs. Lastly, an innovative approach with proven engagement strategies is crucial to encourage employees to utilize the program and its resources effectively.

16. Is your workforce currently in-office, remote, or hybrid?

a. Regarding our workforce arrangement, we have an in-office workforce.