

13.



City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
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R-2010-0268 Resolution Introduced

Resolution relative to approving the Renewal Agreement between the City of West Allis and the Aurora Employee Assistance Program for Employee Assistance Services for 2010 through 2012.

Introduced: 12/7/2010

Controlling Body: Administration & Finance Committee

Sponsor(s): Administration & Finance Committee

COMMITTEE RECOMMENDATION adopt

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>DEC 07 2010</u>			Barczak				
			Czaplewski				
			Kopplin	✓			
			Lajsic	✓			
			Narlock				
		X	Reinke	✓			
			Roadt				
			Sengstock				
	X		Vitale	✓			
			Weigel				
			TOTAL	5	-		

SIGNATURE OF COMMITTEE MEMBER

Kurt Kopplin _____ _____
Chair Vice-Chair Member

COMMON COUNCIL ACTION **ADOPT**

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>DEC 07 2010</u>			Barczak	✓			
			Czaplewski	✓			
		✓	Kopplin	✓			
			Lajsic	✓			
			Narlock	✓			
			Reinke	✓			
			Roadt	✓			
			Sengstock	✓			
		✓	Vitale	✓			
			Weigel	✓			
			TOTAL	10	-		

HR
Finance-Gary

STANDING COMMITTEES OF THE CITY OF WEST ALLIS COMMON COUNCIL

ADMINISTRATION & FINANCE

Chair: Kurt E. Kopplin
Vice-Chair: Vincent Vitale
Thomas G. Lajsic
Richard F. Narlock
Rosalie L. Reinke

PUBLIC WORKS

Chair: Gary T. Barczak
Vice-Chair: Martin J. Weigel
Michael J. Czaplewski
Daniel J. Roadt
James W. Sengstock

SAFETY & DEVELOPMENT

Chair: Thomas G. Lajsic
Vice-Chair: Richard F. Narlock
Kurt E. Kopplin
Rosalie L. Reinke
Vincent Vitale

LICENSE & HEALTH

Chair: Michael J. Czaplewski
Vice-Chair: James W. Sengstock
Gary T. Barczak
Daniel J. Roadt
Martin J. Weigel

ADVISORY

Chair: Rosalie L. Reinke
Vice-Chair: Daniel J. Roadt
Kurt E. Kopplin
Richard F. Narlock
Vincent Vitale



City of West Allis

7525 W. Greenfield Ave.
West Allis, WI 53214

Resolution

File Number: R-2010-0268

Final Action:

Sponsor(s): Administration & Finance Committee

DEC 07 2010

Resolution relative to approving the Renewal Agreement between the City of West Allis and the Aurora Employee Assistance Program for Employee Assistance Services for 2010 through 2012.

WHEREAS, the City of West Allis has had an Employee Assistance Program (EAP) for many years; and,

WHEREAS, the City's EAP helps employees to address their personal, social, financial, and health related problems; and,

WHEREAS, this program has been determined to be successful in accomplishing the contemplated operational and financial goals and objectives; and,

WHEREAS, it is in the best interest of the City to renew the program for three years with the Aurora Employee Assistance Program.

NOW, THEREFORE, BE IT RESOLVED by the Common Council of the City of West Allis that the attached agreement and proposal between the City of West Allis and the Aurora Employee Assistance Program be and is hereby approved for the time period specified of January 1, 2010 through December 31, 2012.

BE IT FURTHER RESOLVED by the Common Council of the City of West Allis that the proper City Officials are authorized and directed to execute said agreement on behalf of the City.

ADM\ORDRES\ADMR401

ADOPTED

DEC 07 2010

Paul M. Ziehler, City Admin. Officer, Clerk/Treas.

APPROVED

12/14/10

Dan Devine, Mayor

Aurora Employee Assistance Program Proposal

The Aurora Employee Assistance Program provides quality, comprehensive, cost-effective services designed to help employers promote health, prevent illness, reduce health care costs and increase workplace productivity.

The Aurora Employee Assistance Program is pleased to have the opportunity to present this proposal to your organization. The Aurora EAP has been servicing employers since 1983. Today, we assist over 300 companies with their most vital resource – their employees. With the supportive network of over 1,000 EAP counselors nationwide, we provide the confidential resource for resolving personal and family concerns early, before they become crises that affect health, morale and job performance.

ROI and proven results

In business, the “bottom line” means more than financial success. In today’s changing economy, more than ever, success depends on resilient, motivated, productive employees. For every dollar invested in an EAP, employers usually save anywhere from \$5 to \$16.

How your company benefits by partnering with the Aurora EAP

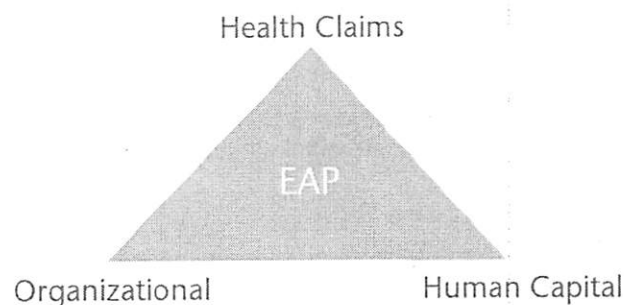
According to the Employee Assistance Professional Association (EAPA), companies with employee assistance programs report:

- 68% increase in morale
- 62% higher productivity
- 59% lower absenteeism
- 35% reduced turnover
- 21% fewer accidents

The benefits are many:

- Improved labor/management relations
- Reduced medical insurance claims
- Decreased workers’ compensation claims
- Reduced work errors
- Increased productivity

We believe it is essential to measure and report how our services contribute to your overall business goals. To support this, we have chosen to adopt the EAP Value Pyramid model as a way of measuring many of our contributions to your organization.



Health claims

The health claims component represents the estimated savings from eliminating costs of medical claims and further behavioral health treatment, as a result of services provided by our EAP counselors.

Human capital

The human capital component represents estimated savings based on the avoidance of unscheduled time off for employees, the costs of less than full effort while employees are on the job (presenteeism), and the costs to replace employees when they’re not meeting job expectations.

Organizational

The organizational component represents the value of EAP services that are delivered at the organizational level and includes such activities as educational programs and training sessions, crisis services and management consultations.

EAP Services Models

Assessment and Referral

Up to three consultations are available to help employees and dependents deal with a wide range of challenges that impact health and workplace productivity. Most issues are resolved within the Aurora Employee Assistance Program. Depending upon the presenting concerns, EAP assessment counselors may link employees with community resources, support groups, additional EAP work-life services or insurance-billable treatment.

Short-term Problem Resolution

Packages of up to six or eight goal-focused sessions are provided to help clients work through problems without accessing their insurance. This model is particularly useful for self-insured employers who wish to keep health insurance utilization costs to a minimum.

Employee and Family Consultations

Our goal is to provide easy access and professional service to all eligible employees and their households. When employees and household members seek services, our staff provides:

- 24/7 coverage
- In-person or telephone appointments
- Clinical staff
 - Local service area
 - National network
- Interpreter services
- Substance abuse professional services
- Use of behavioral change coaching modules

Optional Services

- Access/gatekeeping can be added to the Assessment and Referral and Short-term Problem Resolution services at no additional cost. The employer provides an incentive within the insurance plan to use the EAP prior to accessing insurance benefits.
- Behavioral health management helps your company manage appropriate use of insurance-billable treatment. It can be integrated with EAP or delivered as a stand-alone service.

Work-Life Services

Work-life programs are an essential component of a comprehensive EAP. To support you in providing a environment that promotes work-life balance for your employees. We offer:

- Child care referral services
- Elder care referral services
- Adoption information services
- Education resources: K-12 and higher education
- Financial consultations
- Legal consultations
- Mediation

Management Consultation Services

The Aurora EAP is proud of our service standard of 24/7 availability for management consultation and organizational support. Our account executives are available on an unlimited basis to consult with managers and supervisors. Consultation services include:

- Sensitive workplace issues
- Training
- Staff development
- Workplace policies and procedures
- Supervisory referrals
- Management tool kits
- Drug and alcohol consultation, including DOT services

Crisis Response

Crises, whether in the workplace or at home, are often unexpected and always difficult to manage. When crises occur, it is our goal to assist in a variety of ways.

Pre-incident services

- Education
- Policy guidance
- Tool kits and training

Crisis intervention strategies

- Employee crisis line
- Management crisis consultations

On-site support

- Defusing/Debriefing
- Information management
- Follow-up guidance
- Formal critical incident stress management (additional fee)

Educational Programs

The Aurora EAP provides educational programs to support the organizational goals of our customers. We travel to the workplace to provide training sessions, as well as host them in centralized locations and electronically. Our trainers are experienced facilitators with demonstrated skills in program content and delivery.

Management training options

- EAP supervisory training
- Conflict management
- Dealing with loss at work – tips for managers
- Emotional intelligence
- Diversity – Building a culture of inclusion
- Harassment awareness
- Managing for health and productivity
- Workplace violence
- Depression awareness in the workplace
- Managing change

- DOT AODA training for supervisors
- From stress to strength
- Interpersonal communication styles
- Substance abuse awareness
- Fostering effective communication with challenging employees

Employee training options

- Balancing work and home
- Removing barriers to optimal health
- Changing times
- Understanding depression
- From stress to strength
- Interpersonal communication styles
- Money management
- Respect in the workplace
- Substance abuse awareness

Employee and family education programs

These skill-building programs are available at no charge at designated community sites. They are provided in the evenings throughout the year to reach employees and family members who might not otherwise use the EAP. Past topics have included:

- Relationship tune-up
- Parenting your 2 to 12 year old
- Changing for the good
- Understanding the adolescent mind

We will provide complete course descriptions as we implement the program, and your account executive will work with you to coordinate scheduling. The number of on-site training hours available to your organization is provided in the pricing insert accompanying this proposal.

VII Quality Assurance

The Aurora Employee Assistance Program maintains the highest standards of quality in our field. We measure our effectiveness and customer satisfaction in order to continuously improve our services. We are committed to sharing our outcomes and results with employers.

To ensure that our EAP meets customer expectations, a confidential satisfaction survey is used to measure service quality for both employers and employees. Feedback from the survey is used as part of our quality improvement plan.

The results of our surveys are reported to your organization annually.

VIII Reports

Utilization reports reflect telephone activity, employee cases, training and other EAP services. Statistics are reported in aggregate numbers to maintain confidentiality.

Year-end summary reports are provided on an annual basis. These reports demonstrate the EAP utilization and associated annual financial savings related to:

- Health claims
- Human capital
- Organizational

IX Implementation and Promotion

Implementation is a collaborative process designed to effectively communicate the EAP and its resources to all of your employees. Ongoing promotion is critical to the success of the program. We will provide the following services at no additional charge, as requested:

- One primary account executive
- On-site implementation meeting
- EAP policy consultation
- On-site management/Supervisory training
- On-site employee orientations
- Sample introductory letter for families
- EAP promotional resources
 - DVDs
 - PowerPoint presentations
 - Brochures
 - Wallet cards
 - EAP Web site at www.Aurora.org/EAP
 - EAP newsletters and posters (three times per year)
 - Supervisory e-newsletters (three times per year)
 - Monthly e-mail promotional messages
 - Webinars
 - Work-life flyers

Other Aurora services to businesses

In addition to the EAP, Aurora has a complete range of business solutions available, allowing each company to customize a seamless continuum of integrated services that address the complete health needs of their employees. These services include:

- Workplace wellness
- Occupational health
- Rehabilitation services

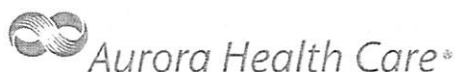
Please consult with your EAP account executive or Aurora Health Care consultant for more information.

Aurora Employee Assistance Program

Demonstrating the Highest Standards of Quality & Service

Continuously finding better ways to serve you	
Organization	Quality/Service Indicators
Length of time in business	Since 1983
Business retention rate	More than 90%
EAP contracted organizations	More than 300
Covered lives served	More than 330,000
Overall client satisfaction	99% of clients recommend the Aurora EAP to family/friends (83% very good ratings/16% good ratings)
Average staff retention rate (past 5 years)	95%
Work environment	Aurora Health Care rated "Best Place to Work" by Modern Healthcare magazine, 2008 Aurora Health Care awarded Gold Well Workplace Award by Wellness Councils of America, 2009
Performance and Quality Improvement	Adheres to Council on Accreditation (COA) Performance & Quality Improvement (PQI) standards
Intake	
Availability	Live person, 24/7
Average time to answer	Surpasses National Committee for Quality Assurance (NCQA) standard of 30 seconds
Counselor Services	
Credentialing and training	100% of counselors are licensed in behavioral health and/or are certified Employee Assistance Professionals (CEAP)
Continuing education	Counselors receive 16 hours of continuing education per year
Accessibility	Standard reflects the provision of clinic access within 20 miles/30 minutes of client's company or home
Employee consultations	Employee choice – 77% in person, 33% telephone
Client satisfaction	Clients rate their counselor service very good (82%) or good (17%)
Average years of clinical experience	More than 20 years
National Network	
EAP provider network	More than 400 EAP providers in Wisconsin (<i>over 100 clinics</i>). More than 1,000 EAP providers nationwide and in Canada (<i>over 500 clinics</i>).
Credential verification	Counselors are licensed in behavioral health and have at least 2 years experience in EAP
Accessibility	EAP providers are contracted to meet geographic needs as new business is attained. Two business days standard exists to locate and contract with new EAP providers.
Employer Services	
New case utilization	5.75% in 2009
Supervisory referrals	Approximately 75% of all supervisory referrals result in employee job retention
Training	On a scale of 1 to 4, participants rate presenters' knowledge/understanding of training topics 3.8 out of 4
Work-life services	Approximately 15 hours of time saved "per case" when using childcare and 30 hours saved for elder care services
Financial/Legal/Mediation	More than 86% of those accessing services rate their experience as excellent
Utilization reports/Annual summaries	Documents program use, outcomes and employer savings
Average years of experience	More than 20 years
Behavioral Health Management	
Credentialing and training	All case managers are licensed independent behavioral health professionals or registered nurses
Average years of experience	More than 20 years
Average time to answer provider/client calls	Surpasses NCQA standard of 30 seconds

Aurora Health Care is a not-for-profit health care provider and a national leader in efforts to improve the quality of health care.



Aurora EAP, Inc. 1111 West 100th Street

City of West Allis

December 2, 2010

Program Fees

The Aurora EAP will provide all of the components outlined in the accompanying renewal agreement for the City of West Allis at the following capitated fee:

Comprehensive Service Models

- ❖ Short-Term Problem Resolution (up to 6 goal-focused consultations) \$23.50 per employee per year

The capitated fee also includes 4.0 hours for on-site Educational Programs, as well as brochures and customized wallet cards for your employees (employee count + 10%).

LETTER OF AGREEMENT

This agreement is made between the City of West Allis, and Aurora Health Care, a not-for-profit Wisconsin health care organization, d/b/a Aurora Employee Assistance Program (hereinafter referred to as "Aurora EAP"). Whereas the City of West Allis wishes to purchase and Aurora Health Care intends to provide a system of employee assistance services to the City of West Allis. Now, therefore, the parties agree as follows:

Services. The Aurora EAP will provide services to the City of West Allis, consistent with the EAP Short-Term Problem Resolution Service Model of the enclosed Renewal Agreement hereto and made a part hereof. The Aurora EAP further agrees to comply with all applicable Federal and State laws, rules and regulations, including but not limited to the Federal "Americans with Disabilities Act," and further agrees to require all EAP subcontractors to do the same.

Term. This agreement shall commence on January 1, 2010, and terminate on December 31, 2012. Either party may terminate this Agreement upon 90 days advance written notice, sent via certified mail.

Insurance. The Aurora EAP will maintain professional liability insurance during the term of this Agreement covering its agents and employees against claims arising out of its services to be performed under this Agreement. The insurance shall provide minimum limits of liability of \$1,000,000 for each occurrence and \$3,000,000 annual aggregate. Certificates of insurance can be provided by the EAP, at the request the City of West Allis.

Indemnification. The Aurora EAP agrees to indemnify and hold the City of West Allis, its agents and employees, harmless from and against all loss, costs, damages, expenses, claims or causes of action, whether groundless or not, arising out of any services performed in connection with this Agreement which is caused by any act or omission, negligent or otherwise, of the Aurora EAP. The City of West Allis agrees to indemnify and hold the Aurora EAP, its agents and employees, harmless from and against all loss, costs, damages, expenses, claims or causes of action, whether groundless or not, arising out of any services performed in connection with this Agreement which is caused by any act or omission, negligent or otherwise, of the City of West Allis.

Payment. The consideration to be paid by the City of West Allis, for the services provided, shall be \$ 23.50 per employee per year commencing on January 1, 2010, and billable quarterly until paid in full. Payment is due within 30 days of billing. The parties further agree that employee count may be verified quarterly for billing purposes. In the event the employee count significantly increases or decreases from the initial 518 employees, the quarterly payment hereunder may be adjusted accordingly.

In witness whereof, the parties have executed this agreement as of the day and year written below.

Aurora Health Care, a not-for-profit Wisconsin health care organization, d/b/a Aurora Employee Assistance Program
By

Cheryl Lipscomb
Director, Employee Assistance Program
Aurora Health Care

Date

The City of West Allis

By Dan Devine

Authorized Representative

Dan Devine

Please Print

Mayor

Title

12/14/10

Date



City of West Allis

7525 W. Greenfield Ave.
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Resolution

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DEC 07 2010

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Indemnification. The Aurora EAP agrees to indemnify and hold the City of West Allis, its agents and employees, harmless from and against all loss, costs, damages, expenses, claims or causes of action, whether groundless or not, arising out of any services performed in connection with this Agreement which is caused by any act or omission, negligent or otherwise, of the Aurora EAP. The City of West Allis agrees to indemnify and hold the Aurora EAP, its agents and employees, harmless from and against all loss, costs, damages, expenses, claims or causes of action, whether groundless or not, arising out of any services performed in connection with this Agreement which is caused by any act or omission, negligent or otherwise, of the City of West Allis.

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By

Cheryl Lipscomb

Cheryl Lipscomb
Director, Employee Assistance Program
Aurora Health Care

The City of West Allis

By

Dan Devine Paul M. Zieher

Authorized Representative

Dan Devine

PAUL M. ZIEHER

Please Print

Mayor

CAO/COA

Title

12/14/10

12/15/10

Date

12/17/2010

Date