



City of West Allis

Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
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R-2007-0305 Resolution In Committee

Resolution relative to approving the Renewal Agreement between the City of West Allis and the Aurora Employee Assistance Program for Employee Assistance Services for 2008 and 2009.

Introduced: 12/18/2007

Controlling Body: Administration & Finance Committee

Sponsor(s): Administration & Finance Committee

COMMITTEE RECOMMENDATION

Adopt

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>DEC 18 2007</u>			Barczak	✓			
			Czaplewski	✓			
			Dobrowski				
			Kopplin				
			Lajsic	✓			
			Narlock				
		✓		Reinke	✓		
				Sengstock			
				Vitale			
			Weigel	✓			
TOTAL				5			

SIGNATURE OF COMMITTEE MEMBER

[Signature]

Chair

Vice-Chair

Member

COMMON COUNCIL ACTION

ADOPT

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>DEC 18 2007</u>			Barczak	✓			
			Czaplewski	✓			
			Dobrowski	✓			
			Kopplin	✓			
			Lajsic	✓			
			Narlock	✓			
			Reinke	✓			
			Sengstock	✓			
			Vitale	✓			
		Weigel	✓				
TOTAL				10			

HR
Paul Zuehler

STANDING COMMITTEES OF THE
CITY OF WEST ALLIS COMMON COUNCIL
2004

ADMINISTRATION & FINANCE

Chair: Michael J. Czaplewski
Vice-Chair: Martin J. Weigel
Gary T. Barczak
Thomas G. Lajsic
Rosalie L. Reinke

PUBLIC WORKS

Chair: Richard F. Narlock
Vice-Chair: Linda A. Dobrowski
Kurt E. Kopplin
Vincent Vitale
James W. Sengstock

SAFETY & DEVELOPMENT

Chair: Thomas G. Lajsic
Vice-Chair: Vincent Vitale
Gary T. Barczak
Martin J. Weigel
Rosalie L. Reinke

LICENSE & HEALTH

Chair: Kurt E. Kopplin
Vice-Chair: James W. Sengstock
Linda A. Dobrowski
Richard F. Narlock
Michael J. Czaplewski

ADVISORY

Chair: Rosalie L. Reinke
Vice-Chair: Gary T. Barczak
Linda A. Dobrowski
Vincent Vitale
Martin J. Weigel



City of West Allis

7525 W. Greenfield Ave.
West Allis, WI 53214

Resolution

File Number: R-2007-0305

Final Action:

DEC 18 2007

Sponsor(s): Administration & Finance Committee

Resolution relative to approving the Renewal Agreement between the City of West Allis and the Aurora Employee Assistance Program for Employee Assistance Services for 2008 and 2009.

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 another two 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, 2008 through December 31, 2009.

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\ADMR345

ADOPTED

DEC 18 2007

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

APPROVED

December 18, 2007

Jeannette Bell, Mayor

Aurora Employee Assistance Program



RENEWAL AGREEMENT FOR
CITY OF WEST ALLIS
December 5, 2007



4067 N 92nd Street • Wauwatosa, WI 53222
2640 N. 6th Street • Sheboygan, WI 53083

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Aurora Employee Assistance Program



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INTRODUCTION

The Aurora Employee Assistance Program is pleased to have the opportunity to present this Renewal Agreement to City of West Allis. We look forward to working with you to protect your investment in human resources and help you will realize savings through enhanced productivity, reduced insurance claims and overall improved workplace wellness.

PROGRAM PHILOSOPHY and VISION

Successful businesses recognize their employees are uniquely valuable resources whose health, commitment and productivity make the difference between a business that prospers and one that merely survives. For over 20 years, the Aurora EAP has succeeded in helping businesses design and deliver the right combination of services to promote the complete health and wellness of their most valuable investment. We are committed to our vision of providing our customers with better access, better service and better results, than they can obtain anywhere else.

QUALIFICATIONS

The Aurora EAP was founded in 1983 on the guiding principle of prevention and early intervention as the path to total health. Reaching people early with education, information and other services that maximize their own strengths and coping skills can reduce the incidence of more serious mental and physical problems requiring intensive, long-term treatment.

Individualized attention to the unique needs of our customers has been the hallmark of the Aurora EAP since our founding. Our professionals work with each of our customers to design and maintain a customized EAP that complements their benefit package. Because of our individualized approach and responsiveness, we have gained the trust and loyalty of our more than 350 customers to become a premier provider of employee assistance services.

Aurora Health Care is nationally recognized as a health care system committed to enhancing the well-being and quality of life of diverse populations, through an integrated network of services that include the Aurora EAP.

PROGRAM IMPLEMENTATION and PROMOTION

The EAP is most effective when all employees are fully aware of the program. The Aurora EAP offers several promotional options for City of West Allis to develop an effective implementation plan.

EAP ACCOUNT EXECUTIVE

One primary Account Executive will be responsible for servicing the contract with City of West Allis. All Aurora EAP Account Executives hold a master's degree and are Certified Employee Assistance Professionals (CEAP), or CEAP eligible. Our current team has an average of 17 years of clinical and EAP experience.

Prior to the start of the contract, the Account Executive will meet with a representative of City of West Allis regarding EAP policy development and implementation. The Account Executive will maintain ongoing dialogue with the company representative to provide management consultation, training and all other components of the EAP that are necessary to ensure its success.

SUPERVISORY TRAINING

EAP Supervisory Training will be provided for managers, supervisors and union stewards, when applicable. The training is based on a philosophy that supervision is generally more effective when it focuses on job performance issues and supervisors refrain from becoming involved in the personal problems of employees.

Supervisory Training is available as an in-person presentation, a video or as a web-based PowerPoint presentation.

EMPLOYEE ORIENTATIONS


Employee Orientations will be provided for all employees and include information about eligibility, types of services offered, accessing the service, and where the services are located.

The Employee Orientation is available as an in-person presentation, a video, or as a web-based PowerPoint presentation.

LETTER OF INTRODUCTION

A letter announcing and explaining the EAP will be provided to City of West Allis for distribution to all employees. The cost of distribution will be the responsibility of City of West Allis.

Aurora Employee Assistance Program



RESOURCES FOR ONGOING PROGRAM PROMOTION

Ongoing program promotion is essential to the success of the EAP. We have a full range of promotional tools to assist you in promoting the EAP to eligible employees and their families.

- Brochures and wallet cards with the EAP phone number, website address, and basic EAP access information will be provided for all eligible employees.
- The EAP Website is a convenient and confidential option for learning about the EAP. Employees may obtain information about accessing the EAP as well as information on topics such as depression, anxiety, parenting, balancing work & family, money management, etc. A password will be assigned to City of West Allis.
- EAP Videos and PowerPoint Presentations for Supervisory Training and Employee Orientations.
- EAP newsletters and posters are provided to City of West Allis for distribution. The content reflects a variety of topics and tips useful to employees and their dependents. It is the responsibility of City of West Allis to determine the most appropriate method for distribution.
- E-mail promotional messages will be sent to City of West Allis representatives on a monthly basis for distribution to employees. These messages address relevant personal and workplace issues and encourage employees to seek out resources available through the EAP.
- Individual & Family Educational Programs are provided throughout the year to reach employees and family members who might not otherwise use the EAP. These skill-building seminars are held in the evening and include topics such as parenting, relationships, and communication skills.
- Work/Life Flyers that outline the elder care, child care, financial and legal resources available through the EAP, are available as a .pdf file or in hard copy.
- Promotional magnets are available on a fee-for-service basis.

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 by phone on an unlimited basis to consult with managers and supervisors regarding sensitive workplace issues, training and staff development and workplace policies and procedures.

SUPERVISORY REFERRAL

One of the most valuable features of the Aurora EAP is our ability to help you retain valuable employees by offering supervisory referrals. Rather than terminating employees who experience diminished work performance, a supervisory referral provides an opportunity for the employee to manage the problem productively. The Aurora EAP will facilitate two in-person assessments with the employee to help identify strategies to solve the performance problem.

When requested, a return-to-work conference will be facilitated by the Aurora EAP. The goal of the meeting is to promote an understanding between the returning employee and City of West Allis about job performance expectations.

The Aurora EAP is committed to ensuring the success of the supervisory referral process by monitoring outcomes. Five different performance indicators (absenteeism, tardiness, interpersonal relationships, quality of work, and quantity of work) are measured at the time of the referral and again three months later.

WORKPLACE POLICY CONSULTATION

Account Executives are available to collaborate with City of West Allis representatives in developing workplace policies for harassment, violence, and other human resource related issues. They are also available to provide consultation regarding comprehensive wellness programs in order to promote an awareness of the integral relationship between mental health and physical wellness.

MANAGEMENT TOOLKITS

The Aurora EAP has developed several toolkits to support the efforts of City of West Allis in managing difficult situations. The toolkits include information for managers to hand out to employees as well as tip sheets for managers. Topics include Depression in the Workplace, Times of Uncertainty, Crisis Response Management, and Conflict Resolution, among others.

DRUG & ALCOHOL CONSULTATION

The Aurora EAP will assist our customers in the development, implementation and maintenance of a Drug-Free Workplace Program. Included in the consultation are sample policies and checklists as well as a variety of drug and alcohol training topics.

The Aurora EAP meets the requirements established by the Department of Transportation (DOT) to provide assessments for employees who fail alcohol and/or drug screens. Select EAP staff members serve as Substance Abuse Professionals.

TRAINING

Training is a cost-effective way in which the Aurora EAP supports the organizational goals of our customers. We provide two types of training, Employee Personal Enrichment Training and Management Training. Our trainers are experienced facilitators with demonstrated skills in program content and program delivery. Following all training seminars, participants are asked to complete an evaluation assessing the value and usefulness of the information as well as the effectiveness of the facilitator's presentation style. City of West Allis will receive a training evaluation summary report as a follow-up to any EAP training.

Employee Personal Enrichment Training

A variety of topics are available for on-site training. Our trainers will consult with City of West Allis to customize the training to meet the needs of your employees or will develop specialty topics as appropriate.

Management Training

A variety of topics appropriate for management and supervisory staff are available for on-site training. As with the personal enrichment topics, our trainers will consult with City of West Allis to customize or develop a topic.

Management Training Series

The EAP Management Training Series, *Helping Managers Manage*, provides ongoing opportunities for managers and supervisors to attend training seminars offered at one of our locations. This series is designed to help managers and supervisors learn new management skills and to network with other managers to share solutions to common problems. Registration is recommended to guarantee seating.

CRISIS RESPONSE

A personal crisis or a crisis in the workplace are often unexpected and difficult to manage. When crises occur, the Aurora EAP is prepared to respond in several ways.

EMPLOYEE CRISIS LINE

All City of West Allis employees and their dependents have access to Masters-prepared clinicians twenty-four hours a day, seven days a week, to help resolve personal or family crises.

MANAGEMENT CRISIS CONSULTATION

An Account Executive is available twenty-four hours a day, seven days a week, to provide consultation to City of West Allis in the case of a workplace crisis.

CRITICAL INCIDENT STRESS MANAGEMENT

Depending upon the circumstances, the Aurora EAP is prepared to provide several levels of on-site crisis response. They include:

- **Pre-Incident Education** to provide education for employees who are at high risk of being exposed to a critical incident regarding normal reactions to critical incidents.
- **On-Scene Support** to provide brief support for employees at the scene of an incident and promote the services available through the EAP
- **Defusing** to provide relief and support within 12 hours to employees who were involved in an incident and to provide a safe place to discuss feelings and concerns
- **Critical Incident Stress Debriefing** to provide a formal group process 24-72 hours following an incident that involves two specially trained facilitators. This service is available at an additional fee.

WORK/LIFE SERVICES

The Aurora EAP believes that Work/Life programs are an essential component of a comprehensive EAP. To support you in providing a work environment that promotes work/life balance for your employees, we are pleased to offer Child Care and Elder Care Assessment & Referral Services, Adoption Information Services, Financial Services and Legal Consultation and Mediation.

CHILD CARE RESOURCE AND REFERRAL SERVICES

The Aurora EAP provides a telephone resource and referral service to help employees handle a wide range of child care responsibilities. Some of the resources include information kits on a variety of parenting topics such as first-time parents, summer care, back-to-school and college planning.

When utilizing the Child Care Services, a specialist will work with you to help you assess need, explore available options and recommend effective solutions. Whether you need information only or an actual child care search, our Child Care Services are available to all employees, regardless of your location. The employee or family member is ultimately responsible for all caregiver selections.

ELDER CARE RESOURCE AND REFERRAL SERVICES

Our Elder Care Services include information on a variety of topics related to the needs of aging family members and those who help care for them. Our Elder Care Specialists will work with you to discuss current needs, including a potential search for qualified caregivers when needed. Elder Care Specialists will help employees evaluate providers based on qualifications, location and costs. Thorough provider searches can be facilitated throughout the country. The employee or family member, in collaboration with the aging family member when possible, is responsible for all caregiver selections.

ADOPTION INFORMATION SERVICES

For those considering adoption, Work/Life Specialists are available to share information on adoption choices, explain anticipated costs, provide referrals to adoption agencies and lawyers, and refer to adoption community resources and support groups.

FINANCIAL SERVICES

The Aurora EAP provides up to 30 minutes of free telephone consultation on a variety of topics that include the following:

- | | |
|--|--|
| <input type="checkbox"/> Budget Assistance | <input type="checkbox"/> Estate Conservation |
| <input type="checkbox"/> Credit and Debit Issues | <input type="checkbox"/> Charitable Giving |
| <input type="checkbox"/> Retirement Planning | <input type="checkbox"/> IRA Funding |
| <input type="checkbox"/> College Funding | <input type="checkbox"/> Income Tax Planning (up to 30 min. of consult.) |
| <input type="checkbox"/> Life Insurance Needs | |

All financial consultants are licensed CPA's, certified credit counselors and/or certified financial planners who will call the employee/family member back, generally within 2 hours of the initial call.

Covered employees have unlimited access to web-site services that include enhanced financial forms, more than 40 financial calculators and a wide variety of professional articles.

Aurora Employee Assistance Program



LEGAL CONSULTATION

The Aurora EAP provides up to 30 minutes of free telephone or face-to-face consultation with a participating attorney, on a variety of topics that include financial and consumer issues, personal and family legal issues and property or real estate matters. Participating attorneys are generally located within 30 miles of where the caller works or resides. Employees/family members are provided with a referral within 24-48 hours of their initial call. For services beyond the initial 30 minutes, employees receive a discount of 25% off of the provider's normal hourly fee. Matters involving malpractice and employment are not covered.

Unlimited access to web-site resources is available.

MEDIATION SERVICES

Today, many consumers are choosing mediation as a first step in resolving legal issues. Mediation is a voluntary process that saves time and money, and it provides a confidential forum for resolving issues. Mediation focuses not only on the legal issues but on the emotional cause of the disputes.

The Aurora EAP provides up to 30 minutes of free telephone or face-to-face consultation with a network mediator on a variety of topics such as divorce and child custody, contractual and consumer disputes, real estate, landlord/tenant matters and car accidents/insurance disputes. A mediation specialist will initially work with the employee to insure that mediation is the most appropriate strategy for helping the caller resolve the identified issues. For services beyond the initial 30 minutes, employees receive a discount of 25% off of the provider's regular hourly fee. Matters involving malpractice and employment are not covered.

CLINICAL SERVICES

Providing easy access and excellent clinical service to all eligible employees and family members is the goal of the Aurora EAP.

INTAKE

The EAP offers an appointment within two working days of the initial client call. Appointments are available Monday through Friday, 9:00 AM to 7:00 PM. Emergencies are handled immediately while urgent concerns are handled within 4 hours.

ASSESSMENTS

Assessments are available as an in-person session or as a phone assessment. The client determines the type of assessment.

ELIGIBILITY

Eligibility is defined by City of West Allis and usually includes all employees, spouses, and dependents living within the same household as the employee.

INTEPRETER SERVICES

When an employee or family member needs interpreter services, we utilize a multi-lingual language line. An interpreter is contacted immediately via conference call and will help assess the needs of the caller; as well as schedule an appointment.

EAP PROVIDERS

All clients will be seen by a professional EAP counselor who is highly skilled in the areas of general mental health, family systems theory, drug and alcohol issues, as well as in providing EAP assessments. All counselors have a Master's degree in a behavioral science and an average of over 20 years of clinical experience. Counselors are trained in cultural diversity and maintain the highest level of professionalism and sensitivity in delivering services to a culturally diverse population. When requested, every effort is made to match a client to a counselor based on ethnicity, language, and gender, as well as clinical specialty.

The Aurora EAP maintains numerous sites throughout Wisconsin, including:

- | | | |
|--------------------------------------|--|---|
| <input type="checkbox"/> Milwaukee | <input type="checkbox"/> Wauwatosa (2 locations) | <input type="checkbox"/> Franklin |
| <input type="checkbox"/> Glendale | <input type="checkbox"/> Racine | <input type="checkbox"/> Sheboygan |
| <input type="checkbox"/> Fond du Lac | <input type="checkbox"/> Kiel | <input type="checkbox"/> Green Bay |
| <input type="checkbox"/> Oshkosh | <input type="checkbox"/> Plymouth | <input type="checkbox"/> Manitowoc/Two Rivers |
| <input type="checkbox"/> Waukesha | | |

A national network of approximately 1,000 providers is available to serve employees located across the United States, Canada and Mexico. Clients generally are able to access a counselor within 30 minutes or 20 miles of their home or workplace. All Aurora EAP providers meet our credentialing criteria as licensed mental health practitioners with at least 2 years of EAP experience. We continuously evaluate our network and develop new provider relationships based on the needs of our contracted companies.

ACCESS (*optional*)

Access is a feature that may be included as part of the EAP. Employees who use the EAP prior to accessing their mental health benefits are eligible to receive a higher level of benefit with this feature. The EAP assessment serves as a preventive, cost-effective approach of referring employees to the most appropriate provider.



QUALITY ASSURANCE

The Aurora EAP employs various measures to assure that our customers consistently receive the highest quality service.

UTILIZATION REPORTS

The EAP will provide quarterly utilization reports for City of West Allis that reflect telephone activity, assessments, 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 due to health & wellness outcomes.

CLIENT SATISFACTION SURVEYS

To ensure that our EAP services meet customer requirements, a confidential client satisfaction survey is utilized to measure service and quality. The survey also measures whether clients believe their work performance, relationships at work and personal life have improved as a result of EAP intervention. Feedback from the survey, as well as client complaints and compliments, are used as part of our quality improvement plan. The results of our surveys are reported to City of West Allis annually.

EAP COMPREHENSIVE SERVICE MODELS

Four Comprehensive Service Models are available through the Aurora EAP: Assessment and Referral, Short Term Problem Resolution, Behavioral Health Management, and a Total Package combining all three models. The Assessment and Referral model is the foundation for all models.

ASSESSMENT AND REFERRAL (Model 1)

Up to three consultations are available to help employees and their dependents deal with a wide range of challenges that impact personal happiness and workplace productivity. Depending upon the presenting concerns, the EAP assessment counselors may link employees with community resources, support groups, our EAP Work-Life Services, or professional treatment.

SHORT-TERM PROBLEM RESOLUTION (Model 2)

Up to six goal-focused sessions are available 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.

BEHAVIORAL HEALTH MANAGEMENT (Model 3)

In this model, the EAP serves as the access point for billable mental health and substance abuse treatment and provides ongoing monitoring and follow-up to ensure the appropriate delivery of treatment. Management efforts are focused on the 20% of chronic and catastrophic conditions that account for 80% of insurance dollars spent.

TOTAL PACKAGE (Model 4)

A full continuum of care that integrates Assessment and Referral, Short-Term Problem Resolution and Behavioral Health Management to maximize the use of prevention and early intervention services and reduce the costs associated with intensive levels of care.

ADDITIONAL SERVICES TO BUSINESS

As the needs of your organization change, additional business services available through Aurora Health Care may be integrated into the Aurora EAP to provide a seamless continuum of total health care. Additional business services include:

Wellness Services

- Health Risk Assessments
- On-Site Screenings and Immunizations
- Nutritional Counseling
- On-Site Educational Programs
- On-Site Clinical Services
- Health-Link (a nurse consultation line)
- Smoking Cessation Programs
- Health Fair Support
- Weight Management

Occupational Health

- Pre-employment Testing
- Injury Tracking/Case Management
- Physical/Occupational Therapy
- Job Site Analysis
- Functional Capacity
- Ergonomic Assessments
- Drug and Alcohol Testing
- Work Related Injury Care

PROGRAM COMPONENTS and FEES

The Aurora Employee Assistance Program will provide the following services to City of West Allis as part of all EAP Comprehensive Service Models:

Program Implementation and Promotion

- 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 Program Promotional Resources
 - Supervisory and Employee Videos and PowerPoint Presentations
 - Brochures (employee count + 10%)
 - Wallet Cards (employee count + 10%)
 - EAP Website at www.Aurora.org/eap
 - EAP Newsletters and Posters (4 times per year)
 - Monthly E-mail Promotional Messages
 - Individual/Family Educational Programs
 - Work/Life Flyers

Management Consultation Services

- Supervisory Referrals
- Workplace Policy Consultation
- Management Toolkits
- Workplace Wellness Consultation
- Return-to-Work Conferences
- Drug and Alcohol Consultation Including DOT Services

Training

- On-site Employee Enrichment Training
- On-site Management Training
- Management Training Series

Total on-site hours provided as part of the EAP Comprehensive Service Models: 4.0

Crisis Response

- 24/7 Employee Crisis Line
- 24/7 Management Crisis Consultation
- Critical Incident Stress Management
 - Pre-Incident Education
 - On-Scene Support
 - Defusing
 - Critical Incident Stress Debriefing (additional fee)

LETTER OF AGREEMENT

This agreement is made between 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 City of West Allis wishes to purchase and Aurora Health Care intends to provide a system of employee assistance services to City of West Allis. Now, therefore, the parties agree as follows:

Services. The Aurora EAP will provide services to City of West Allis, consistent with the EAP Comprehensive Service Model 2 of the Renewal Agreement attached 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 01, 2008, and terminate on December 31, 2009. 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 City of West Allis.

Indemnification. The Aurora EAP agrees to indemnify and hold 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. 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 City of West Allis.

Payment. The consideration to be paid by City of West Allis, for the services provided, shall be \$ 23.50 per employee per year commencing on January 01, 2008, 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 516 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

City of West Allis

By

Authorized Representative

Please Print

Title

Date

Date

NOTE



Work/Life Services

- Childcare Referral Services
- Eldercare Referral Services
- Adoption Information Services
- Financial Services
- Legal Consultation
- Mediation

Clinical Services

- In-person & Telephone Sessions
- Interpreter Services
- Master's-Prepared Providers
- Access/Gatekeeping Services (optional)
- Substance Abuse/DOT Evaluations

Quality Assurance

- Quarterly Utilization Reports
- Annual Outcome Reports
- Customer Satisfaction Surveys

FEEES

All of the components identified on pages 14 & 15 are included in the following EAP Comprehensive Service Models:

Model 1	Assessment and Referral (up to 3 consultations)	\$ <u>N/A</u> per employee per year
Model 2	Short-Term Problem Resolution (up to 6 goal-focused sessions)	\$ <u>23.50</u> per employee per year
Model 3	Behavioral Health Management	\$ <u>N/A</u> per employee per year
Model 4	Total Package (A&R, Short-Term & BHM)	\$ <u>N/A</u> per employee per year

**Please send an executed copy to
the Clerk's Office with this note
attached.**

Thank you.

Res. No. R-2007-0305
Date Adopted 12-18-07

Aurora Employee Assistance Program

RENEWAL AGREEMENT FOR

CITY OF WEST ALLIS

December 5, 2007



Aurora Health Care
Employee Assistance Program

4067 N 92nd Street • Wauwatosa, WI 53222
2640 N. 6th Street • Sheboygan, WI 53083

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Successful businesses recognize their employees are uniquely valuable resources whose health, commitment and productivity make the difference between a business that prospers and one that merely survives. For over 20 years, the Aurora EAP has succeeded in helping businesses design and deliver the right combination of services to promote the complete health and wellness of their most valuable investment. We are committed to our vision of providing our customers with better access, better service and better results, than they can obtain anywhere else.

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The EAP is most effective when all employees are fully aware of the program. The Aurora EAP offers several promotional options for City of West Allis to develop an effective implementation plan.

EAP ACCOUNT EXECUTIVE

One primary Account Executive will be responsible for servicing the contract with City of West Allis. All Aurora EAP Account Executives hold a master's degree and are Certified Employee Assistance Professionals (CEAP), or CEAP eligible. Our current team has an average of 17 years of clinical and EAP experience.

Prior to the start of the contract, the Account Executive will meet with a representative of City of West Allis regarding EAP policy development and implementation. The Account Executive will maintain ongoing dialogue with the company representative to provide management consultation, training and all other components of the EAP that are necessary to ensure its success.

SUPERVISORY TRAINING

EAP Supervisory Training will be provided for managers, supervisors and union stewards, when applicable. The training is based on a philosophy that supervision is generally more effective when it focuses on job performance issues and supervisors refrain from becoming involved in the personal problems of employees.

Supervisory Training is available as an in-person presentation, a video or as a web-based PowerPoint presentation.

EMPLOYEE ORIENTATIONS

Employee Orientations will be provided for all employees and include information about eligibility, types of services offered, accessing the service, and where the services are located.

The Employee Orientation is available as an in-person presentation, a video, or as a web-based PowerPoint presentation.

LETTER OF INTRODUCTION

A letter announcing and explaining the EAP will be provided to City of West Allis for distribution to all employees. The cost of distribution will be the responsibility of City of West Allis.

Aurora Employee Assistance Program



RESOURCES FOR ONGOING PROGRAM PROMOTION

Ongoing program promotion is essential to the success of the EAP. We have a full range of promotional tools to assist you in promoting the EAP to eligible employees and their families.

- Brochures and wallet cards with the EAP phone number, website address, and basic EAP access information will be provided for all eligible employees.
- The EAP Website is a convenient and confidential option for learning about the EAP. Employees may obtain information about accessing the EAP as well as information on topics such as depression, anxiety, parenting, balancing work & family, money management, etc. A password will be assigned to City of West Allis.
- EAP Videos and PowerPoint Presentations for Supervisory Training and Employee Orientations.
- EAP newsletters and posters are provided to City of West Allis for distribution. The content reflects a variety of topics and tips useful to employees and their dependents. It is the responsibility of City of West Allis to determine the most appropriate method for distribution.
- E-mail promotional messages will be sent to City of West Allis representatives on a monthly basis for distribution to employees. These messages address relevant personal and workplace issues and encourage employees to seek out resources available through the EAP.
- Individual & Family Educational Programs are provided throughout the year to reach employees and family members who might not otherwise use the EAP. These skill-building seminars are held in the evening and include topics such as parenting, relationships, and communication skills.
- Work/Life Flyers that outline the elder care, child care, financial and legal resources available through the EAP, are available as a .pdf file or in hard copy.
- Promotional magnets are available on a fee-for-service basis.

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 by phone on an unlimited basis to consult with managers and supervisors regarding sensitive workplace issues, training and staff development and workplace policies and procedures.

SUPERVISORY REFERRAL

One of the most valuable features of the Aurora EAP is our ability to help you retain valuable employees by offering supervisory referrals. Rather than terminating employees who experience diminished work performance, a supervisory referral provides an opportunity for the employee to manage the problem productively. The Aurora EAP will facilitate two in-person assessments with the employee to help identify strategies to solve the performance problem.

When requested, a return-to-work conference will be facilitated by the Aurora EAP. The goal of the meeting is to promote an understanding between the returning employee and City of West Allis about job performance expectations.

The Aurora EAP is committed to ensuring the success of the supervisory referral process by monitoring outcomes. Five different performance indicators (absenteeism, tardiness, interpersonal relationships, quality of work, and quantity of work) are measured at the time of the referral and again three months later.

WORKPLACE POLICY CONSULTATION

Account Executives are available to collaborate with City of West Allis representatives in developing workplace policies for harassment, violence, and other human resource related issues. They are also available to provide consultation regarding comprehensive wellness programs in order to promote an awareness of the integral relationship between mental health and physical wellness.

MANAGEMENT TOOLKITS

The Aurora EAP has developed several toolkits to support the efforts of City of West Allis in managing difficult situations. The toolkits include information for managers to hand out to employees as well as tip sheets for managers. Topics include Depression in the Workplace, Times of Uncertainty, Crisis Response Management, and Conflict Resolution, among others.

DRUG & ALCOHOL CONSULTATION

The Aurora EAP will assist our customers in the development, implementation and maintenance of a Drug-Free Workplace Program. Included in the consultation are sample policies and checklists as well as a variety of drug and alcohol training topics.

The Aurora EAP meets the requirements established by the Department of Transportation (DOT) to provide assessments for employees who fail alcohol and/or drug screens. Select EAP staff members serve as Substance Abuse Professionals.

TRAINING

Training is a cost-effective way in which the Aurora EAP supports the organizational goals of our customers. We provide two types of training, Employee Personal Enrichment Training and Management Training. Our trainers are experienced facilitators with demonstrated skills in program content and program delivery. Following all training seminars, participants are asked to complete an evaluation assessing the value and usefulness of the information as well as the effectiveness of the facilitator's presentation style. City of West Allis will receive a training evaluation summary report as a follow-up to any EAP training.

Employee Personal Enrichment Training

A variety of topics are available for on-site training. Our trainers will consult with City of West Allis to customize the training to meet the needs of your employees or will develop specialty topics as appropriate.

Management Training

A variety of topics appropriate for management and supervisory staff are available for on-site training. As with the personal enrichment topics, our trainers will consult with City of West Allis to customize or develop a topic.

Management Training Series

The EAP Management Training Series, *Helping Managers Manage*, provides ongoing opportunities for managers and supervisors to attend training seminars offered at one of our locations. This series is designed to help managers and supervisors learn new management skills and to network with other managers to share solutions to common problems. Registration is recommended to guarantee seating.

CRISIS RESPONSE

A personal crisis or a crisis in the workplace are often unexpected and difficult to manage. When crises occur, the Aurora EAP is prepared to respond in several ways.

EMPLOYEE CRISIS LINE

All City of West Allis employees and their dependents have access to Masters-prepared clinicians twenty-four hours a day, seven days a week, to help resolve personal or family crises.

MANAGEMENT CRISIS CONSULTATION

An Account Executive is available twenty-four hours a day, seven days a week, to provide consultation to City of West Allis in the case of a workplace crisis.

CRITICAL INCIDENT STRESS MANAGEMENT

Depending upon the circumstances, the Aurora EAP is prepared to provide several levels of on-site crisis response. They include:

- **Pre-Incident Education** to provide education for employees who are at high risk of being exposed to a critical incident regarding normal reactions to critical incidents.
- **On-Scene Support** to provide brief support for employees at the scene of an incident and promote the services available through the EAP
- **Defusing** to provide relief and support within 12 hours to employees who were involved in an incident and to provide a safe place to discuss feelings and concerns
- **Critical Incident Stress Debriefing** to provide a formal group process 24-72 hours following an incident that involves two specially trained facilitators. This service is available at an additional fee.

WORK/LIFE SERVICES

The Aurora EAP believes that Work/Life programs are an essential component of a comprehensive EAP. To support you in providing a work environment that promotes work/life balance for your employees, we are pleased to offer Child Care and Elder Care Assessment & Referral Services, Adoption Information Services, Financial Services and Legal Consultation and Mediation.

CHILD CARE RESOURCE AND REFERRAL SERVICES

The Aurora EAP provides a telephone resource and referral service to help employees handle a wide range of child care responsibilities. Some of the resources include information kits on a variety of parenting topics such as first-time parents, summer care, back-to-school and college planning.

When utilizing the Child Care Services, a specialist will work with you to help you assess need, explore available options and recommend effective solutions. Whether you need information only or an actual child care search, our Child Care Services are available to all employees, regardless of your location. The employee or family member is ultimately responsible for all caregiver selections.

ELDER CARE RESOURCE AND REFERRAL SERVICES

Our Elder Care Services include information on a variety of topics related to the needs of aging family members and those who help care for them. Our Elder Care Specialists will work with you to discuss current needs, including a potential search for qualified caregivers when needed. Elder Care Specialists will help employees evaluate providers based on qualifications, location and costs. Thorough provider searches can be facilitated throughout the country. The employee or family member, in collaboration with the aging family member when possible, is responsible for all caregiver selections.

ADOPTION INFORMATION SERVICES

For those considering adoption, Work/Life Specialists are available to share information on adoption choices, explain anticipated costs, provide referrals to adoption agencies and lawyers, and refer to adoption community resources and support groups.

FINANCIAL SERVICES

The Aurora EAP provides up to 30 minutes of free telephone consultation on a variety of topics that include the following:

- Budget Assistance
- Credit and Debit Issues
- Retirement Planning
- College Funding
- Life Insurance Needs
- Estate Conservation
- Charitable Giving
- IRA Funding
- Income Tax Planning (up to 30 min. of consult.)

All financial consultants are licensed CPA's, certified credit counselors and/or certified financial planners who will call the employee/family member back, generally within 2 hours of the initial call.

Covered employees have unlimited access to web-site services that include enhanced financial forms, more than 40 financial calculators and a wide variety of professional articles.

Aurora Employee Assistance Program



LEGAL CONSULTATION

The Aurora EAP provides up to 30 minutes of free telephone or face-to-face consultation with a participating attorney, on a variety of topics that include financial and consumer issues, personal and family legal issues and property or real estate matters. Participating attorneys are generally located within 30 miles of where the caller works or resides. Employees/family members are provided with a referral within 24-48 hours of their initial call. For services beyond the initial 30 minutes, employees receive a discount of 25% off of the provider's normal hourly fee. Matters involving malpractice and employment are not covered.

Unlimited access to web-site resources is available.

MEDIATION SERVICES

Today, many consumers are choosing mediation as a first step in resolving legal issues. Mediation is a voluntary process that saves time and money, and it provides a confidential forum for resolving issues. Mediation focuses not only on the legal issues but on the emotional cause of the disputes.

The Aurora EAP provides up to 30 minutes of free telephone or face-to-face consultation with a network mediator on a variety of topics such as divorce and child custody, contractual and consumer disputes, real estate, landlord/tenant matters and car accidents/insurance disputes. A mediation specialist will initially work with the employee to insure that mediation is the most appropriate strategy for helping the caller resolve the identified issues. For services beyond the initial 30 minutes, employees receive a discount of 25% off of the provider's regular hourly fee. Matters involving malpractice and employment are not covered.

CLINICAL SERVICES

Providing easy access and excellent clinical service to all eligible employees and family members is the goal of the Aurora EAP.

INTAKE

The EAP offers an appointment within two working days of the initial client call. Appointments are available Monday through Friday, 9:00 AM to 7:00 PM. Emergencies are handled immediately while urgent concerns are handled within 4 hours.

ASSESSMENTS

Assessments are available as an in-person session or as a phone assessment. The client determines the type of assessment.

ELIGIBILITY

Eligibility is defined by City of West Allis and usually includes all employees, spouses, and dependents living within the same household as the employee.

INTEPRETER SERVICES

When an employee or family member needs interpreter services, we utilize a multi-lingual language line. An interpreter is contacted immediately via conference call and will help assess the needs of the caller; as well as schedule an appointment.

EAP PROVIDERS

All clients will be seen by a professional EAP counselor who is highly skilled in the areas of general mental health, family systems theory, drug and alcohol issues, as well as in providing EAP assessments. All counselors have a Master's degree in a behavioral science and an average of over 20 years of clinical experience. Counselors are trained in cultural diversity and maintain the highest level of professionalism and sensitivity in delivering services to a culturally diverse population. When requested, every effort is made to match a client to a counselor based on ethnicity, language, and gender, as well as clinical specialty.

The Aurora EAP maintains numerous sites throughout Wisconsin, including:

- | | | |
|--------------------------------------|--|---|
| <input type="checkbox"/> Milwaukee | <input type="checkbox"/> Wauwatosa (2 locations) | <input type="checkbox"/> Franklin |
| <input type="checkbox"/> Glendale | <input type="checkbox"/> Racine | <input type="checkbox"/> Sheboygan |
| <input type="checkbox"/> Fond du Lac | <input type="checkbox"/> Kiel | <input type="checkbox"/> Green Bay |
| <input type="checkbox"/> Oshkosh | <input type="checkbox"/> Plymouth | <input type="checkbox"/> Manitowoc/Two Rivers |
| <input type="checkbox"/> Waukesha | | |

A national network of approximately 1,000 providers is available to serve employees located across the United States, Canada and Mexico. Clients generally are able to access a counselor within 30 minutes or 20 miles of their home or workplace. All Aurora EAP providers meet our credentialing criteria as licensed mental health practitioners with at least 2 years of EAP experience. We continuously evaluate our network and develop new provider relationships based on the needs of our contracted companies.

ACCESS *(optional)*

Access is a feature that may be included as part of the EAP. Employees who use the EAP prior to accessing their mental health benefits are eligible to receive a higher level of benefit with this feature. The EAP assessment serves as a preventive, cost-effective approach of referring employees to the most appropriate provider.

QUALITY ASSURANCE

The Aurora EAP employs various measures to assure that our customers consistently receive the highest quality service.

UTILIZATION REPORTS

The EAP will provide quarterly utilization reports for City of West Allis that reflect telephone activity, assessments, 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 due to health & wellness outcomes.

CLIENT SATISFACTION SURVEYS

To ensure that our EAP services meet customer requirements, a confidential client satisfaction survey is utilized to measure service and quality. The survey also measures whether clients believe their work performance, relationships at work and personal life have improved as a result of EAP intervention. Feedback from the survey, as well as client complaints and compliments, are used as part of our quality improvement plan. The results of our surveys are reported to City of West Allis annually.

EAP COMPREHENSIVE SERVICE MODELS

Four Comprehensive Service Models are available through the Aurora EAP: Assessment and Referral, Short Term Problem Resolution, Behavioral Health Management, and a Total Package combining all three models. The Assessment and Referral model is the foundation for all models.

ASSESSMENT AND REFERRAL (Model 1)

Up to three consultations are available to help employees and their dependents deal with a wide range of challenges that impact personal happiness and workplace productivity. Depending upon the presenting concerns, the EAP assessment counselors may link employees with community resources, support groups, our EAP Work-Life Services, or professional treatment.

SHORT-TERM PROBLEM RESOLUTION (Model 2)

Up to six goal-focused sessions are available 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.

BEHAVIORAL HEALTH MANAGEMENT (Model 3)

In this model, the EAP serves as the access point for billable mental health and substance abuse treatment and provides ongoing monitoring and follow-up to ensure the appropriate delivery of treatment. Management efforts are focused on the 20% of chronic and catastrophic conditions that account for 80% of insurance dollars spent.

TOTAL PACKAGE (Model 4)

A full continuum of care that integrates Assessment and Referral, Short-Term Problem Resolution and Behavioral Health Management to maximize the use of prevention and early intervention services and reduce the costs associated with intensive levels of care.

ADDITIONAL SERVICES TO BUSINESS

As the needs of your organization change, additional business services available through Aurora Health Care may be integrated into the Aurora EAP to provide a seamless continuum of total health care. Additional business services include:

Wellness Services

- Health Risk Assessments
- On-Site Screenings and Immunizations
- Nutritional Counseling
- On-Site Educational Programs
- On-Site Clinical Services
- Health-Link (a nurse consultation line)
- Smoking Cessation Programs
- Health Fair Support
- Weight Management

Occupational Health

- Pre-employment Testing
- Injury Tracking/Case Management
- Physical/Occupational Therapy
- Job Site Analysis
- Functional Capacity
- Ergonomic Assessments
- Drug and Alcohol Testing
- Work Related Injury Care

PROGRAM COMPONENTS and FEES

The Aurora Employee Assistance Program will provide the following services to City of West Allis as part of all EAP Comprehensive Service Models:

Program Implementation and Promotion

- 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 Program Promotional Resources
 - Supervisory and Employee Videos and PowerPoint Presentations
 - Brochures (employee count + 10%)
 - Wallet Cards (employee count + 10%)
 - EAP Website at www.Aurora.org/eap
 - EAP Newsletters and Posters (4 times per year)
 - Monthly E-mail Promotional Messages
 - Individual/Family Educational Programs
 - Work/Life Flyers

Management Consultation Services

- Supervisory Referrals
- Workplace Policy Consultation
- Management Toolkits
- Workplace Wellness Consultation
- Return-to-Work Conferences
- Drug and Alcohol Consultation Including DOT Services

Training

- On-site Employee Enrichment Training
- On-site Management Training
- Management Training Series

Total on-site hours provided as part of the EAP Comprehensive Service Models: 4.0

Crisis Response

- 24/7 Employee Crisis Line
- 24/7 Management Crisis Consultation
- Critical Incident Stress Management
 - Pre-Incident Education
 - On-Scene Support
 - Defusing
 - Critical Incident Stress Debriefing (additional fee)

Work/Life Services

- Childcare Referral Services
- Eldercare Referral Services
- Adoption Information Services
- Financial Services
- Legal Consultation
- Mediation

Clinical Services

- In-person & Telephone Sessions
- Interpreter Services
- Master's-Prepared Providers
- Access/Gatekeeping Services (optional)
- Substance Abuse/DOT Evaluations

Quality Assurance

- Quarterly Utilization Reports
- Annual Outcome Reports
- Customer Satisfaction Surveys

FEES

All of the components identified on pages 14 & 15 are included in the following EAP Comprehensive Service Models:

Model 1	Assessment and Referral (up to 3 consultations)	\$ <u>N/A</u> per employee per year
Model 2	Short-Term Problem Resolution (up to 6 goal-focused sessions)	\$ <u>23.50</u> per employee per year
Model 3	Behavioral Health Management	\$ <u>N/A</u> per employee per year
Model 4	Total Package (A&R, Short-Term & BHM)	\$ <u>N/A</u> per employee per year

LETTER OF AGREEMENT

This agreement is made between 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 City of West Allis wishes to purchase and Aurora Health Care intends to provide a system of employee assistance services to City of West Allis. Now, therefore, the parties agree as follows:

Services. The Aurora EAP will provide services to City of West Allis, consistent with the EAP Comprehensive Service Model 2 of the Renewal Agreement attached 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 01, 2008, and terminate on December 31, 2009. 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 City of West Allis.

Indemnification. The Aurora EAP agrees to indemnify and hold 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. 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 City of West Allis.

Payment. The consideration to be paid by City of West Allis, for the services provided, shall be \$ 23.50 per employee per year commencing on January 01, 2008, 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 516 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*
Cheryl Lipscomb
Director, Employee Assistance Program
Aurora Health Care

City of West Allis

By *Paul M. Ziehl*
Authorized Representative

PAUL M. ZIEHLER
Please Print

CITY ADM. OFF / 04 TR
Title

1/16/08
Date

1/2/08
Date