

Employee Assistance Program

Function: Administration

Budget Overview

Agency Budget by Fund

	2018 Actual	2019 Adopted	2019 Actual	2020 Adopted	2021 C2C	2021 Request
General	354,516	413,502	349,579	416,687	453,009	453,009
TOTAL	\$ 354,516	\$ 413,502	\$ 349,579	\$ 416,687	\$ 453,009	\$ 453,009

Agency Budget by Service

	2018 Actual	2019 Adopted	2019 Actual	2020 Adopted	2021 C2C	2021 Request
EAP Services	354,516	413,502	349,579	416,687	453,009	453,009
TOTAL	\$ 354,516	\$ 413,502	\$ 349,579	\$ 416,687	\$ 453,009	\$ 453,009

Agency Budget by Major-Revenue

	2018 Actual	2019 Adopted	2019 Actuals	2020 Adopted	2021 C2C	2021 Request
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Agency Budget by Major-Expenses

	2018 Actual	2019 Adopted	2019 Actuals	2020 Adopted	2021 C2C	2021 Request
Salaries	217,183	293,277	248,153	317,873	326,489	326,489
Benefits	67,610	85,254	64,531	83,392	94,962	94,962
Supplies	8,156	2,950	6,274	4,450	4,450	4,450
Purchased Services	60,917	61,658	60,258	60,158	76,424	76,424
Debt & Other Financing	-	-	-	-	-	-
Inter Depart Charges	650	689	689	955	825	825
Inter Depart Billing	-	(30,326)	(30,326)	(50,141)	(50,141)	(50,141)
Transfer Out	-	-	-	-	-	-
TOTAL	\$ 354,516	\$ 413,502	\$ 349,579	\$ 416,687	\$ 453,009	\$ 453,009

memo

To: Mayor Satya

From: Tresa Martinez, EAP Manager

Date: July 10, 2020

Subject: 2021 *Operating Budget: Transmittal Memo*

The 2021 operating budget request for the Employee Assistance Program seeks to put forth a spending plan consistent with your directive. In this proposal, we are putting forth a series of requests demonstrating an ability to seek innovative solutions to improve our performance and control costs.

Our department's budget consists of one service: EAP/Critical Incident Stress Management (CISM)

Major EAP/CISM service goals for 2021 consist of the following:

- Ongoing collaboration with OD staff on the development and delivery of training and support for all city staff related to the challenges of COVID recovery/reintegration.
- Increasing EAP outreach and prevention efforts to address AODA/mental health issues with our employee population.
- Identifying effective EAP service delivery strategies for supporting employees/family members of color and other underrepresented groups

Our department's service proposal aids the COVID recovery by:

- Providing resources that will support and guide managers, supervisors and union/association representatives through reintegration and recovery efforts.
- Assisting all staff with the return to work process - specifically addressing emotional and psychological considerations of the change and transition process that include stress, anxiety, grief, loss, growth and opportunity, etc.

- Provide ongoing consultation to inform efforts of the Mayor’s Office and other City leaders on the employee experience.

EAP services will advance the City’s equity goals by:

- Developing service delivery strategies that will support employees of color. We will do this by creating an EAP Office that provides a safe and welcoming environment by incorporating equity informed principles in EAP service delivery – policies, counseling, resource referrals, training content and supervisor/union consultation.

Efforts to effectively deliver EAP/CISM services in telephonic and virtual ways have reduced the need for travel, advancing the City’s sustainability goals.

There are no major changes in our department’s CTC budget for 2021.

Our proposal includes 3 primary service reductions aimed at achieving an overall 5% savings target. Fully aware of the City’s financial situation, we believe these proposals are capable of reducing our fixed cost and will ultimately result in savings for the General Fund:

1. Reduce budget for in-person attendance at training/conferences by pursuing more online or remote training opportunities.

Reducing our professional development budget will directly impact EAP staff. We have two new EAP Specialists who require EAP specific training on the front end of their employment and all staff need to maintain certifications. Hopefully, the virtual training opportunities that are becoming available due to COVID will be less expensive in fees and travel.

2. Adjust contract with external EAP provider to limit number of EAP sessions available to employees in an attempt to control costs and also reduce the amount of mediation and workgroup intervention services that are currently performed by our external EAP.

Reducing the number of covered EAP sessions from 4 to 3 in our external EAP contract may result in a personal cost to the employee if either they must pay a deductible before their health insurance kicks in or their issue is not covered by insurance at all. EAP counseling is helpful when the employee or family member does not have a condition covered by insurance, e.g., family and couple counseling, grief/loss, critical incident stress, and other life adjustment issues. Mitigation may include additional professional development of internal staff to address these issues.

Reducing our mediation and workplace intervention services may prolong costly workgroup problems that could be addressed more proactively. Some managers may want to bring someone in from outside who has had no involvement with any of the parties involved and can provide a completely neutral perspective. In the EAP industry those kinds of workplace services are best delivered by an outside professional for neutrality and perception of neutrality reasons. One mitigation effort, although not ideal, may be to develop internal staff to perform work group intervention and mediation services which are currently delivered by our external EAP.

3. Move hosting of EAP software from manufacturer’s remote server to City IT.

There is no known significant impact on the end user of moving to City IT for hosting our Daybreak EAP software. The primary unknown and critical consideration is how the IT Developers will ensure privacy for EAP data.

Any decrease is going to be very difficult for our small office to absorb. While the proposed reductions will certainly impact the employees who use EAP services, every effort has been made to identify ways to meet the required reductions causing minimal impact.

I look forward to meeting with you to discuss our proposal.

Best,

Tresa Martinez, EAP Manager

c.c. Deputy Mayors
Budget & Program Evaluation Staff

2021 Operating Budget

Service Budget Proposal

IDENTIFYING INFORMATION

SELECT YOUR AGENCY:

Employee Assistance Program

SELECT YOUR AGENCY'S SERVICE:

EAP Services

SERVICE NUMBER:

221

SERVICE DESCRIPTION:

This service provides 24-hour professional and confidential assistance, information, resource referral, and support. EAP provides a variety of services, including but not limited to critical incident stress management services, consultation services for supervisors and association representatives, ongoing education and training, and supervision of two First Responder Peer Support Teams and the EAP Facilitator Network.

Part 1: Base Budget Proposal

BUDGET INFORMATION

	2018 Actual	2019 Adopted	2019 Actual	2020 Adopted	2021 C2C	2021 Request
<i>Budget by Fund</i>						
General-Net	\$354,516	\$413,502	\$349,579	\$416,687	\$453,009	\$453,009
Other-Expenditures	\$0	\$0	\$0	\$0	\$0	\$0
<i>Total</i>	<i>\$354,516</i>	<i>\$413,502</i>	<i>\$349,579</i>	<i>\$416,687</i>	<i>\$453,009</i>	<i>\$453,009</i>
<i>Budget by Major</i>						
Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	\$284,793	\$378,531	\$312,684	\$401,265	\$421,451	\$421,451
Non-Personnel	\$69,073	\$64,608	\$66,532	\$64,608	\$80,874	\$80,874
Agency Billings	\$650	(\$29,637)	(\$29,637)	(\$49,186)	(\$49,316)	(\$49,316)
<i>Total</i>	<i>\$354,516</i>	<i>\$413,502</i>	<i>\$349,579</i>	<i>\$416,687</i>	<i>\$453,009</i>	<i>\$453,009</i>
FTEs		4.00		4.00	4.00	4.00

PRIORITY


Citywide Element Healthy and Safe

Describe how this service advances the Citywide Element:

All current and retired City of Madison employees, families of employees, and significant others of employees may use the Employee Assistance Program (EAP) for any work, personal, or family concerns. By prioritizing the overall wellness of City staff, we are providing our citizens with the best possible service contacts.

ACTIVITIES PERFORMED BY THIS SERVICE

Activity	% of Effort	Description
EAP	75	To provide 24 hour professional and confidential assistance, information, resource referral and support to employees and their families. The purpose is to ensure a productive workforce that can do their best work for the stakeholders and community members.
CISM	25	To help employees prepare for and recover from traumatic events at work. That includes pre-incident education and training, defusing, debriefing, follow-up, management consultation, and policy and procedure development.

 Insert item

SERVICE BUDGET CHANGES

Service Impact

What is the proposed change to the service's budget from cost to continue to agency request?

What are the service level impacts of the proposed funding changes?

Personnel-Permanent Positions

Are you proposing an allocation change to the FTEs for this service?

Type	Fund	Amount	Description
Perm Wages	<input type="text"/>	<input type="text"/>	<input type="text"/>
Benefits	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total		<input type="text" value="\$0"/>	

Explain the assumptions behind the allocation change.

What is the justification behind the allocation change?

Personnel-Other Personnel Spending

Are you requesting additional personnel spending for non-annualized pay?

Type	Fund	Amount	Description
Overtime	<input type="text"/>	<input type="text"/>	<input type="text"/>
Premium Pay	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hourly	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total		<input type="text" value="\$0"/>	

Explain the assumptions behind the requested funding.

What is the justification behind the increased funding?

Revenue

Are you proposing a change to the service's budgeted revenue?

Are you proposing an increase or a decrease to the budgeted revenue?

Fund	Major	Amount	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Insert item

Explain the assumptions behind the change to budgeted revenue.

What is the justification behind the proposed change?

Non-Personnel

Are you requesting additional non-personnel funding for this service?

Fund	Major	Amount	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Insert item

Explain the assumptions behind the requested funding.

What is the justification behind the increased funding?

Part 2: Proposed Budget Reduction

What is 5% of the agency's net budget?

\$22,650

What is the proposed reduction to this service's budget?

\$22,650

Explain how you would change the activities and the level of service as a result of implementing the funding decrease to this service. List changes by service activity identified above. Add a separate line for each reduction.

Activity	\$Amount	Description
Supplies/Copy Print (53)	1,200	Reduced budget for supplies/books/printed material and will use and distribute information primarily electronically.
EAP Software Remote Hosting (54335)	6,000	Currently, the EAP contracts with Harting, Inc. to host our EAP software for reasons of privacy and security. We are now working with City IT in order to have our software hosted internally for a savings of \$6,000/year.
Training and Conferences (54520)	2,000	Removed \$2,000 from training budget.
External EAP Services (54645)	13,450	Contract with external EAP will be adjusted to allow for only 3 EAP counseling visits instead of 4 (potential \$7,000 savings). Internal EAP staff will seek training on workplace mediation in order to handle some of this work currently contracted with external EAP (potential savings \$6,500 - \$9,750)

Insert item

Total	\$22,650	
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Explain the changes by major expenditure category that your agency would implement as a result of the funding decrease to this service.

Name	\$ Amount	Description
Personnel	\$0	
Non-Personnel	\$22,650	53: Cut expenditures for printing services, books, and supplies. 54: - Remove hosting fees for EAP software. - Decrease budget for staff training/conferences. - Adjust external EAP contract in order to better control costs on employee counseling visits and workplace mediation.
Agency Billings	\$0	
Total	\$22,650	

Is the City mandated to perform the activities of this service? If so, explain the mandate and mandated service level. If not, are there other local organizations also involved in performing these activities.

No, not at a level lower than what is currently purchased.

Has this reduction been proposed in prior years?

Yes

Does the proposed reduction result in eliminating permanent positions?
2021 Operating Budget: Agency Reuquests

No

If yes, what is the decrease in FTEs:

Does the proposed reduction impact other agencies (i.e. Fleet Services)?

Yes

If yes, which agencies:

City IT will be impacted by taking on the hosting of our EAP software and ensuring that we

Describe why the proposed reduction was chosen.

Any decrease would be very difficult for our small office to absorb and we don't have many reduction options to choose from. While the proposed reductions will certainly impact the employees who use EAP services, we have tried to identify ways to meet the required reductions that will have minimal impact on those who use the EAP and will place slightly more control over the external EAP expense with the EAP manager.

Explain the impacts of the proposed reduction on the end user of the service. How can impacts of this reduction be mitigated?

Our proposal includes 3 primary service reductions aimed at achieving an overall 5% savings target. Fully aware of the City's financial situation, we believe these proposals are capable of reducing our fixed cost and will ultimately result in savings for the General Fund:

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Submit

v. 06-01-20