

MEETING DATE: 02/01/10

AGENDA ITEM: Approval of an Amendment to an Existing Professional Services Agreement with Cedars-Sinai Medical Center, Work 'n Life Matters, to Continue Providing an Employee Assistance Program to Culver City Employees

ATTACHMENT

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CEDARS-SINAI HEALTH SYSTEM.

WORK 'N LIFE MATTERS™
SCOPE OF WORK AND FEE SCHEDULE
Amendment - December 1, 2009 through November 31, 2010

PREPARED FOR

CITY OF CULVER CITY

SUBMITTED BY

CEDARS-SINAI HEALTH SYSTEM
WORK 'N LIFE MATTERS

Cedars-Sinai Health System (CSHS) is one of the largest not-for-profit academic medical centers in the western United States with an international reputation for excellence in patient care, education, research and community service.

As part of its mission, CSHS has a longstanding commitment to community service. The same passion for quality patient care and dedication to patient satisfaction that are the cornerstones of CSMC are also the cornerstones of the Work 'n Life Matters services. The quality is reflected in high user satisfaction scores and excellent intervention outcomes.

Work 'n Life Matters/EAP (WnLM)

Work 'n Life Matters/EAP is a highly valued, robust program that serves an employee population of 15,000 employees and their immediate family members or significant others in the greater Los Angeles community. Established as an EAP in 1984, it evolved quickly into an integrated EAP and Work/Life program which includes a monthly newsletter, personalized child care resource and referral, parenting consultations, resources and newsletter, a maternity registry, career counseling, relocation resources, collaborations with an external senior care organization for elder care resources, work relationship consulting and interventions, safety and threat assessment resources, and critical incident stress management. Cedars-Sinai Medical Center Work 'n Life Matters specialists offer expert professional assistance for a broad range of work and personal problems, including but not limited to:

Performance Management

- { Burnout and work load
- { Consultation & monitoring of Last
Chance/Return to Work agreements
- { Diversity issues
- { Change management
- { Job loss
- { Morale issues
- { Impulse control, anger management
- { Career Management and Development
- { Healthy Integration of Work & Personal Life
- { Return to Work Consultations & Support
- { Work Group Interventions

Personal Challenges

- { Stress and health problems
- { Alcoholism and drug abuse
- { Eating disorders, gambling,
computer, sexual addictions
- { Anxiety, depression, phobias
- { Crisis intervention; critical
incident stress management
- { Bereavement
- { Maternity Registry/Child Care Needs
- { Elder Care Concerns & Resources
- { Relationship struggles
- { Domestic & Elder Abuse
- { Parenting Tools & Tips
- { Relocation Resources
- { Monthly Newsletter

Expert assessment, follow-up and monitoring as required, are core elements of the program. Referrals are made keeping in mind the individual's insurance coverage and/or ability to pay, along with the availability of community resources and the employee's specific needs.

OVERVIEW

Our focus is on ***prevention, early intervention and the development of personal resilience***. Work 'n Life Matters provides comprehensive assessment, referral, time efficient problem-solving, effective conflict management, crisis intervention, and follow-up by telephone or face to face. Clients with recurring or chronic problems are often offered follow-up sessions and support to meet the challenges of: managing stress, coping with change, coping with treatment or recovery, and integrating work and family issues. This model includes, at a minimum, incorporation into existing corrective action procedures, fitness for duty, prevention of violence in the workplace, and return to work policies.

Knox-Keene Status

Cedars-Sinai has a State of California Department of Corporations Knox Keene waiver. The Knox Keene Act distinguishes between HMOs engaged in therapeutic interventions and organizations such as ours that offer core EAP services including assessment and referral. When employees require on-going care, it is in their best interests to be linked with an appropriate resource as promptly as possible.

CORE SERVICES

PROGRAM PROMOTION

We will continue to consult with Human Resources to determine what information vehicles may be most suitable for disseminating information to employees.

Typically, Work 'n Life Matters provides the following:

- Guidance to management on how introduce the services to employees
- A reminder letter sent every few years from the City Manager legitimating Work 'n Life Matters and describing the benefits to employees and their family members
- Informational brochures
- Monthly newsletter on a variety of topics including relationship challenges, stress and burnout, anxiety and depression, alcohol and drugs, parenting tips, and others
- Eye catching and informative posters on a variety of topics
- Participation at Health & Benefit Fairs.

MANAGEMENT DEVELOPMENT AND ORIENTATION

Manager skill building in identifying and referring troubled employees is encouraged and is offered in modules designed to suit the City's needs. These sessions are designed to:

- Remind and/or acquaint managers with the basics of the services provided - how the program works, and why it supports them in doing their jobs more effectively

- Provide managers with the tools to effectively use Work 'n Life Matters services

MANAGEMENT AND HUMAN RESOURCES CONSULTATION

Anyone in a management position and the City's Human Resource professionals can receive expert consultation by calling the office directly. Consultations are encouraged and are available during normal business hours for such issues as:

- Conflict, stress or crisis in the workplace
- Fitness for duty; last chance agreements; return to work consults
- Troubled or disruptive employee behaviors
- ADA, sexual harassment, complex diversity issues; leaves of absence, FMLA
- Strategies for referring troubled employees
- Managing troubled work groups; concerns with morale
- Addressing performance problems when personal problems are suspected

Utilization reports describing client characteristics, assessed problems, client case activity, management consultations and organizational activities are provided quarterly. Information is aggregated so that an individual's identity is never revealed.

EAP SERVICES and LOCATIONS

For employees who are contending with personal problems, it is a relief for them to know that they will be assured of confidential, professional consultation, time efficient, focused problem solving, well-matched referrals and follow-up support including a 24 hour toll-free crisis line. The office of Work 'n Life Matters is located in a professional suite adjacent to Cedars-Sinai Medical Center at 8631 W. 3rd Street, Suite 535E. Parking is validated.

Hours are flexible and designed to meet the needs of the busy employee and family member. The Work 'n Life Matters suite is accessible for physically challenged clients.

CONFIDENTIALITY

The Cedars-Sinai Work 'n Life Matters Specialists recognize that confidentiality is the cornerstone of a successful program and must be carefully protected. No confidential information relating to a client will be disclosed outside of the service, except as requested by a client or required by law.

AMENDED FEE SCHEDULE 12/1/09 through 11/31/10

Work 'n Life Matters' commitment to the City of Culver City remains strong. As a result, during a time of budget constraints, we have adjusted the costs of the services downward. The rate per employee per month has been reduced in acknowledgement of the very real need of the City to be the responsible steward of limited resources. This amendment applies for twelve months. The budget will be re-evaluated at the end of that timeframe and appropriate adjustments made in consultation with Human Resources.

Below is a summary of the services, fees and billing agreements:

CORE SERVICES CAPITATED

- 1-3 face to face or telephone assessment sessions
- focused, time efficient problem solving
- follow up as appropriate
- crisis intervention for personal issues
- dependent (child/elder) care resource/referral
- career consultation
- relocation expertise
- unlimited consultations to management and HR
- promotional items and publicity
- attendance at Benefits Fair
- One management orientation

FEE SCHEDULE

	Amended annual rate 12/1/09 through 11/31/09	Previous Contracted Annual Rate 2008/2009
Monthly rate per employee	\$ 1.49	\$ 2.91
Headcount	781	781
Monthly Amended Rate (1.49 x 781)	\$ 1,163.69	2,272.71
Annual Rate	\$13,964.28	\$29,545.22
Two workshops / year	\$250 per workshop	Included in fee
Critical Incident Stress Management Response	At hourly provider rate	At hourly provider rate
Safety/threat assessment	At hourly provider rate	

BILLING SCHEDULE

Capitated billing occurs at the beginning of each quarter and is based on the number of employees on the payroll two weeks prior to the start of the quarter. Fee for service billings occur at the end of the month in which the service was provided.