

# VILLAGE OF ORLAND PARK

## Employee Assistance Program (EAP) Proposal Overview

**\* EAP Service Counseling Services:**

**Description**

Management Consultations

Short-Term Counseling

Face-to-face Counseling

24/7 Telephonic Counseling

Educational Materials

On-site Counseling & Support - *for issues such as distressing events, downsizing, etc.* \*\*

| Metropolitan Family Services | Creative Care Management | CompPsych    | Workplace Solutions       | Perspectives EAP | Employee Resource Systems, Inc. (ERS) | Ceridian  |
|------------------------------|--------------------------|--------------|---------------------------|------------------|---------------------------------------|-----------|
| X                            | X                        | X            | X                         | X                | X                                     | X         |
| X                            | X                        | X            | X                         | X                | X                                     | X         |
| X unlimited                  | X - No Limit             | X - 8 F2F    | X - No Limit              | X - 8 F2F        | X - 8 F2F                             | X - 3 F2F |
| X                            | X                        | X            | X                         | X                | X                                     | X         |
| X                            | X                        | X            | X                         | X                | X                                     | X         |
| X                            | X                        | X - \$250/HR | X - \$325/HR <sup>1</sup> | X                | 1 onsite free, \$225/hr               | X         |

**\* Staff Qualifications & Experience**

Licensed or Credentialed in Social Work, Psychology, or related Mental Health Profession.

Masters Degree Level

Post-graduate Clinical Experience (4-5 yr Min)

3 Years EAP Experience & Knowledge, including experience in substance abuse

|   |   |           |   |   |   |   |
|---|---|-----------|---|---|---|---|
| X | X | X         | X | X | X | X |
| X | X | X         | X | X | X | X |
| X | X | X - 3 YRS | X | X | X | X |
| X | X |           | X | X | X | X |

**\* Telephone Coverage/Crisis Intervention**

Toll-Free Phone Access

Call During Normal Business hours or Access to After Hour Answering Service

**Real 24-hour 7 days Counselor Accessibility -**  
*No normal business hours.*

Emergency Services

Non-Emergency Services

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| X | X | X | X | X | X | X |
| X | X |   | X | X |   |   |
| X |   | X |   |   | X | X |
| X | X | X | X | X | X | X |
| X | X | X | X | X | X | X |

**VILLAGE OF ORLAND PARK**  
Employee Assistance Program (EAP) Proposal Overview

| <u>EAP Service</u>                          | <u>Description</u>                                                                            | Metropolitan Family Services | Creative Care Management | CompPsych             | Workplace Solutions   | Perspectives EAP      | Employee Resource Systems, Inc. (ERS) | Ceridian              |
|---------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------|--------------------------|-----------------------|-----------------------|-----------------------|---------------------------------------|-----------------------|
| <b>* Managerial &amp; Executive Support</b> | On-site Support Services                                                                      | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Internet Services                                                                             | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Educational Resources <i>(in print and online)</i>                                            | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Training & Educational Seminars <i>(hrs included in fee) (units are 60-90 minute meetins)</i> | X 3-Unlimited                | X - 4 HRS                | X - 2 HRS             | X - 2 HRS             | X - 8 HRS             | X - 6 HRS                             | X - 3 UNITS           |
|                                             | Healthfairs and Promotions                                                                    | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Coaching & Skill Building                                                                     | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Semi-Annual Meetings to review EAP                                                            | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Publication - Newsletter or other EE coorespondence                                           | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Utilization Reports - Annually, Semi-Annually or Quarterly                                    | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Voluntary or Mandatory Referrals                                                              | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | 24-hour Manager Services Counselors                                                           | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Management for Employee Absenteeism and Leaves                                                | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
| <b>* Work/Life Services</b>                 | Employee Support (in person, online or through management)                                    | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
| <b>* Community Resources</b>                | Financial Assistance                                                                          | X                            | X - 1X 30 MIN            | X - 1X 30 MIN         | X - 1X 30 MIN         | X - 1X 30 MIN         | X - 1X 30 MIN                         | X - 1X 30 MIN         |
|                                             | Legal Help                                                                                    | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Child Care, Elder Care OR Pet Care                                                            | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Educational Resources                                                                         | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
|                                             | Translation Services                                                                          | X                            | X                        | X                     | X                     | X                     | X                                     | X                     |
| <b>* Professional Fees</b>                  | EAP Administration Cost                                                                       | \$19,500 Flat Annual Fee     | \$2.25 pepm              | \$2.05                | \$16.90 Per EE/YR     | \$1.65 pepm           | \$2.81 pepm                           | \$1.67 pepm           |
|                                             | Community Crisis Response Program                                                             | \$30,000 Annual Fee          | Service Not Available    | Service Not Available | Service Not Available | Service Not Available | Service Not Available                 | Service Not Available |
|                                             | Rate Guarantee                                                                                | 1 Year                       | 1 Year                   | 5 Years               | 2 Years               | 4 Years               | 3 Years                               | 1 Year                |
|                                             | Alt Plan (3+ F2F Sessions*)                                                                   |                              |                          |                       |                       | \$1.40 pepm           | \$3.01 pepm                           |                       |
|                                             | EAP Training & Workshops (per hour rate)                                                      | Included                     | \$250.00                 | \$150.00              | \$325.00              | Varies                | \$165 per Hr                          | Included              |
| <b>* References/ Testimonials</b>           | Village/Town/Municipality References                                                          | x                            | x                        | x                     | x                     | x                     | x                                     |                       |

\* Perspectives offers 8 F2F, ERS offers 10 F2F