



Summary of Proposed Award

Employee Assistance Program

Presented to: Organizational, Services & Performance
Monitoring Committee

February 1, 2022

PROJECT OVERVIEW

Employee Assistance Program

Summary of Current Program:

Moore Counseling & Mediation Services, Inc. (MCMS)

- Available to all employees and family members
- Oversee Substance Abuse Professional Assessments and Return to Duty Evaluations
- Conduct onsite workshops and mediate employee cases
- Participate in annual GCRTA Health Care Benefit Fairs

PROJECT OVERVIEW

EMPLOYEE ASSISTANCE PROGRAM

- The Authority provides services of an Employee Assistance Program (EAP) to all of its employees and dependents
- EAP Services are provided in accordance with the Authority's substance abuse policies and as a function of providing wellness initiatives and good employee relation practices.

PROJECT OVERVIEW

EMPLOYEE ASSISTANCE PROGRAM

Other Services

- ▶ Substance Abuse Treatment
- ▶ Trainings
- ▶ Mediations/Coaching
- ▶ Workshops
- ▶ Critical Incident
- ▶ Education & Group Counseling
- ▶ Yoga/Mindfulness
- ▶ Support Sessions



PROJECT OVERVIEW

EMPLOYEE ASSISTANCE PROGRAM

Scope of Services

- Confidential services to employees and their families for the purpose of resolving personal and family problems that adversely affect life and work
- The ability for self or management referrals for ongoing problems or crisis intervention
- Assistance for issues with mental health, chemical dependency, stress related problems, family issues and other referrals for issues such as legal aid and financial counseling

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

- RFP issue date: September 20, 2021
- Accessed on the GCRTA website by ten (10) interested parties
- Proposals were solicited for a three-year contract with two one-year options
- Two proposals were received

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

Evaluation Panel Members:

- Labor & Employee Relations
- Benefits
- Operations
- OEO
- Office of Business Development
- Legal
- Procurement

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

Evaluation Criteria:

- Vendor approach to dealing with multicultural organizations with 1000+ employees
- Accessibility and convenience of office locations
- Qualifications of counselors and other staff
- Cost effectiveness for intake and assessment based on a per employee basis
- Vendor's ability to track and report utilization

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

Recommended Vendor:

Moore Counseling & Mediation Services, Inc. (MCMS)
(offices in Cleveland, Euclid and Sheffield Village)

- DBE Goal: 15%
- MCMS is a certified DBE (female-owned) firm and will achieve this goal by utilizing its own workforce.

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

Strengths & Experience:

- Performed EAP services for the Authority for 15 years
- Respond quickly to onsite crisis intervention events
- Accessible and convenient locations
- Calls always answered live
- Provide same-day emergency appointments
- Tailor workshops and services to our needs, including monthly onsite counseling

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

Other Clients include:

- Cuyahoga County
- Lorain County Community College
- Cuyahoga Metropolitan Housing Authority (CMHA)
- City of Independence, Ohio
- Museum of Contemporary Arts
- Village of North Randall, Ohio

PROCUREMENT OVERVIEW EMPLOYEE ASSISTANCE PROGRAM

Recommendation:

- Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Moore Counseling & Mediation Services, Inc. (MCMS), to provide EAP Services, as specified, in an amount not-to-exceed \$237,600.00 for the base three-years, and in an amount not-to-exceed \$79,200.00 for each option year, for a total contract amount not-to-exceed \$396,000.00 for the five-year period

Questions/Comments

