



## CLARK COUNTY

### RFP #867

### EMPLOYEE ASSISTANCE PROGRAM

#### QUESTIONS and ANSWERS

UPDATED: AUGUST 22, 2023

	QUESTION	ANSWER
1.	Any information on utilization?	The utilization so far in 2023 is at the back of the questions and answers.
2.	Is the county currently satisfied with current provider? Any pain points or specific areas of focus?	We are not disclosing pain points but rather expect each vendor to offer their best proposal and capabilities to serve Clark County members.
3.	Any pricing history?	Pricing is not being disclosed.
4.	Any additional information on the coaching program offered?	Currently includes 3 sessions. Coaching supports members with less clinical acuity on topics such as life adjustments, parenting, navigating caregiver demands, professional development goals, healthy behavior change. This right-level care supports proactive behavioral health engagement and is separate from the counseling benefit.
5.	Will the County accept electronic signatures on all proposal forms?	Please submit a wet signature.
6.	How long has Canopy Wellbeing served as the County's EAP provider?	Canopy has been the county's provider for 7 years.
7.	The census includes 1,645 active employees, 76 retirees, and 12 COBRA employees. a. Please confirm the number of employees on which pricing should be based.  b. Will the County include the retiree and COBRA employee numbers within the monthly employee counts for invoicing purposes?	a. We have about 1740 employees and COBRA members on the EAP. Retirees are not eligible for EAP.  b. Yes, we will include COBRA members on the monthly count for invoicing purposes.
8.	Please share the performance guarantees currently in place through the EAP contract.	Currently there are no performance guarantees included in the contract.
9.	Please provide the current rate and a rate history throughout the contract term for the EAP.	Pricing is not being disclosed.

10.	<p><b>How many hours of the following services are included within the current EAP contract per year?</b></p> <ul style="list-style-type: none"> <li>• Onsite training/orientation/educational seminars</li> <li>• Onsite health fair/event participation</li> <li>• Onsite critical incident support events (# events/# hours)</li> <li>• Webinar training</li> </ul>	<p>The current contract includes <b>12 hours/year</b> for one-hour EAP seminars, benefit fairs, or OE meetings. There are no hour limits for employee or supervisor orientations and group critical incident stress debriefings (CISD); these are provided on an as-needed basis. A minimum of 10 employees are required for orientations and seminars and a minimum of 5 employees are required for CISD. Unused hours can be carried forward into the following year.</p>
11.	<p><b>How many total hours of the following services were utilized in each of the last two (2) years?</b></p> <ul style="list-style-type: none"> <li>• Onsite training/orientation/educational seminars</li> <li>• Onsite health fair/event participation</li> <li>• Onsite critical incident support events (# events/# hours)</li> <li>• Webinar training</li> </ul>	<p><b>Onsite training/orientation/educational seminars</b>  2021: organizational development (1), orientation (1)  2022: organizational development (1)  2023 YTD: organizational development (9)</p> <p><b>Onsite health fair/event participation</b>  2021: no events  2022: no events  2023 YTD: no events</p> <p><b>Onsite critical incident support events (# events/# hours)</b>  2021: none  2022: none  2023 YTD: none</p> <p><b>Webinar training</b>  2021: 8 webinars  2022: 6 webinars  2023 YTD: 4 webinars</p>
12.	<p><b>Please provide copies of 2021, 2022, and YTD 2023 EAP utilization reports.</b></p>	<p>Please see utilization chart in question #1 and info in #13.</p>
13.	<p><b>If reports are not available, please provide the following for each of the last 2 years and YTD:</b></p> <ul style="list-style-type: none"> <li>• Number of employees on which the report is based</li> <li>• Total number of clinical cases</li> <li>• Total number of work-life cases</li> <li>• Total number of clinical sessions</li> </ul>	<p><b>Total number of clinical cases</b>  2021: 221 total utilizers for all services  2022: 188 total utilizers for all services  2023 YTD: 125 total utilizers for all services</p> <p><b>Total number of work-life cases</b>  2021: 56  2022: 48  2023 YTD: 51</p> <p><b>Total number of clinical sessions</b>  2021: 44 in-person, 71 video, 9 text  2022: 35 in-person, 75 video, 7 text  2023 YTD: 27 in-person, 31 video, 0 text</p>
14.	<p><b>On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?</b></p>	<p>We are not disclosing this information.</p>

15.	<b>What are the three components that are most important to you in an EAP?</b>	<b>Provider network, wait times between appointment scheduling and appointment, and first responder support.</b>
16.	<b>Is your workforce currently in-office, remote, or hybrid?</b>	<b>We have in-office, fully remote, and hybrid employees.</b>
17.	<b>How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?</b>	<b>About 110 employees.</b>
18.	<b>Are DOT Substance Abuse Professional (SAP) evaluations included within the EAP contract? If yes, is there a cap on the number of evaluations included each year within the EAP rate or are evaluations provided on a fee-for-service basis?</b>	<b>No, these are not included in the current contract.</b>
19.	<b>How many Department of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been requested in each of the last three years?</b>	<b>N/A</b>
20.	<b>Why is the Clark County out to bid today?</b>	<b>As a government agency, we must make sure we are managing public funds well. Part of that is making sure we are using the vendors that give us a quality product at a competitive price.</b>
21.	<b>From 1-5, how satisfied is Clark County with its current provider?</b>	<b>We are not disclosing this information.</b>
22.	<b>How long has Clark County been with its current provider?</b>	<b>Canopy has been the county's provider for 7 years</b>
23.	<b>Does Clark County's contract in the RFP have to be the executed agreement? Or can a selected vendor's EAP agreement be signed by both parties?</b>	<b>We need to use the sample contract provided but it can be adjusted as needed.</b>
24.	<b>What is the current PEPM rate that Clark County pays?</b>	<b>We are not disclosing this information.</b>
25.	<b>Is it deemed favorable that the selected EAP vendor is located in WA?</b>	<b>We are open to vendors in the U.S.</b>

## Utilization Overview

	Jan'23 Mar'23	Apr'23 Jun'23	Jul'23 Jul'23		Jan'23 Jul'23
Individual EAP Services	Q1	Q2	Q3	Q4	Total
Work/Family/Life	15	34	2	0	51
Video Session	17	13	1	0	31
In Person Session	17	8	2	0	27
Web Request	7	1	1	0	9
Life Coaching	2	2	0	0	4
Telephone Counseling (non-scheduled)	1	1	0	0	2
Phone Counseling Session	1	0	0	0	1
<b>Total</b>	<b>60</b>	<b>59</b>	<b>6</b>	<b>0</b>	<b>125</b>

### Total Utilization Percentage (based on an average employee count of 1,716)

Reporting Period	7.3%
Annualized	12.6%

Utilization Summary	Q1	Q2	Q3	Q4	Total
Total Individual	60	59	6	0	125
Total Onsite Attendees	421	610	20	0	1,051
Total New Users	43	52	0	0	95
Total Consultation	5	0	3	0	8
<b>Total</b>	<b>529</b>	<b>721</b>	<b>29</b>	<b>0</b>	<b>1279</b>