

Summary of Williamson County EAP Proposals - FY 2010

	Professional Assistance of Central Texas (PACT) - Current Provider	Score from 1 low to 5 high	McLaughlin Young Employee Services	Score from 1 low to 5 high	Deer Oaks EAP Services	Score from 1 low to 5 high	MHN Services	Score from 1 low to 5 high	Alliance Work Partners (AWP)	Score from 1 low to 5 high
Compliance with Proposal Specifications (See Parameters Listed Below)	Parameters are met excluding a proposed option for tax counseling	5	Parameters are met excluding a 24 hour response to urgent issues; Smoking cessation is included for a fee; many provider distance > 5 / 25 miles; transition description is weak	3	Parameters are met excluding a robust provider listing within 5 miles of home and no option for tax counseling or referral; however, Deer Oaks has presented an aggressive, tailored and comprehensive EAP program to fit the needs of Williamson County participants.	3	Parameters are met excluding an extensive provider listing in Williamson County, no smoking cessation counseling, other than web based information, no indication of face to face forums of general interest, urgent matters are addressed within 48 hours and not 24 hours. Lastly, the frequency of utilization appear to be on an annual basis.	3	Parameters are met excluding an elaborate implementation plan, provider listing only includes locations within 10 / 25 miles from home and not 5 / 25, no specification of whether orientation / training could be provided at the 5 main locations.	3
Scope, responsiveness and Quality of Services	Continues to appear sufficient and accommodating while priority & program content seems thorough and timely for the care of our participants	4	Quality of services appear elaborate, abundant, accessible and of interest; however, the caliber of additional services are not as plentiful.	4	Quality of services appear elaborate, abundant, accessible and of interest. Numerous additional services within the scope of the EAP program seem unique and of interest.	4	Quality of programs appear sufficient and of interest but not as elaborate as other proposals. This provider will not provide current audit or legal contingency information, which is concerning.	4	Quality of services appear elaborate, abundant, accessible and of interest; however, the caliber of critical incident debriefing / counseling / management and services appear weak. Also, additional services are not as plentiful.	3
Geo-access percentage match of EAP providers to employee home addresses	There was no EAP provider report supplied; however, PACT did state that providers are local in Round Rock & Georgetown with no issues reported of participant care	3	There are several instances where the providers distance exceeds the 5 / 25 mile limit	4	A robust and abundant listing of providers was provided; however, many of the providers are not within the 5 mile distance from home but rather 25 miles from home addresses.	4	There are only 24 providers listed in Williamson County through MHN; however, MHN is willing to add new providers per our or our participants request, pending qualification.	3	There are numerous providers listed throughout Williamson County and surrounding counties; however, many of the providers are within 10 miles of home addresses and not within 5 miles.	4
Financial Arrangements (for 6 visit model)	Eligible participants are not charged for up to 6 visits per incident per rolling year	5	Eligible participants are not charged for up to 6 visits per incident per year	5	Eligible participants are not charged for up to 6 visits per incident per calendar year.	5	Eligible participants are not charged for up to 6 visits per incident per year	5	Eligible participants are not charged for up to 6 visits per incident per contract year.	5
General Organization and Experience of Proposing Company	PACT appears to be a small but financially sound and stable entity with no expected financial issues or legal contingencies	5	McLaughlin has been owned & operated by the same person. John Young, Ph.D., for 22 years with a large clientele & participant base	4	Deer Oaks has been owned & operated since it's 1992 inception by Dr. Paul Alan Boskind but recently incorporated in the State of Delaware as a foreign - limited Liability Co.	5	MHN is a product of several EAP companies who began business in the 1970's then merged in 2000 with Health Net. MHN operates independently as a subsidiary of Health Net. Prior financial audits show litigation losses and costly payouts.	3	Alliance Work Partners (AWP) is a product of Workers Assistance Program (WAP), a private, certified non for profit 501 c 3 corporation registered in the State of Texas. WAP was established 2/2/1977 and rebranded their EAP program to AWP in 2005. Ownership has not changed since 1977.	5

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Availability and frequency of reports	PACT is willing to provide statistical & utilization reports quarterly, in addition to requested satisfaction survey data	5	Quarterly utilization reports, quarterly organizational health surveys, annual workplace stress survey & customer satisfaction surveys provided	5	Quarterly (or more frequent) statistical reports detailing number, types of requests made & numerous other criterion, in addition to quarterly customer satisfaction survey data.	5	Utilization reports are not specified as being quarterly within the questionnaire or proposal. Per the sample contract and examples of utilization reporting, it appears that these reports are available annually. Ad hoc reports are for a fee.	3	Customer service reports, including utilization, participant satisfaction, # of calls, outcome, services provided, referrals and follow ups, etc...are made available on a quarterly and annual basis. Ad hoc reports are provided on a fee basis.	5
References from current, similarly situated clients	PACT is not contracted with any other similar public entities but is willing to provide general references from clients and other Clinicians' who are familiar with PACT	4	McLaughlin provided 3 references of public entity employers: Town of Prosper, Tx; Mecklenburg County, NC, and Gaston County, NC	3	Deer Oaks provided 5 references of public entity employers: Bexar Co, Tx; Montgomery Co, Tx; City of El Paso, Tx; City of Laredo, Tx & Tx Health & Human Svcs. 3 of which wrote recommendation letters	4	MHN provided 3 references of public entity employers; City of Sugarland, Tx; Marin County, CA and Sonoma Co, CA. Additionally, references from Carrollton - Farmer's Branch ISD and Greyhound Lines were provided.	4	AWP provided 7 references of public entity employers: Travis County, Tx; City of Austin, Tx; Texas Department of Insurance; City of San Marcos, Tx; City of Cedar Park, Tx; City of Round Rock, Tx, and City of Pflugerville, Tx.	4
Flexibility and willingness to accommodate specific requests	PACT appears to show pride and dedication to Williamson County regarding organizational and operational requests. (I.e. Collaboration with WCCHD "Beat the Pack" and Website dedicated to Williamson County)	5	McLaughlin appears to be dedicated and willing to accommodate Williamson County in its EAP program and appears to be eager in facilitating Williamson County's EAP goals.	4	Deer Oaks appears to be dedicated and committed with an aggressive approach to accommodate and tailor our participants and EAP program to best suit the needs of Williamson County and its members.	4	MHN appears to be more participant focused rather than client focused. They also appear less accommodating in tailoring an optimal program, as others, to Williamson County. For ex: the frequency of reports is wide and only 8 hours of on site training are provided.	3	AWP appears to be "client centered" while being committed to tailoring a program for not only Williamson County participants but also for its culture, needs and HR / benefit policies. Their proposal is presented in an accommodating way to help Williamson County achieve its EAP goals.	4
Total Score		36		32		34		28		33
Cost pepm	\$ 2.90		\$1.22 for standard program / \$2.62 for enhanced work life services		\$ 2.66		\$ 2.94		\$1.49 standard program / \$2.23 for enhanced work life / wellness coach enhancement	

The Employee Assistance Program (EAP) provider will be asked to:

Provide counseling to employees, retirees and their dependents on a wide variety of interpersonal, lifestyle, and work-related issues
 Provide up to six sessions per family member per incident without additional cost
 Maintain a network of EAP providers who are geographically accessible to all eligible participants' home addresses.
 Provide assistance to managers and supervisors in dealing with workplace and employee performance issues
 Provide educational and promotional material to publicize the services and availability of the programs

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Conduct orientation sessions to introduce the benefits of the programs to managers, supervisors, and employees as requested. The site could be in any of the 5 main locations throughout Williamson County or at an offsite health fair location.

Provide forums for participants on topics of general interest

Provide services to employees and guidance and feedback to supervisors when employees are mandated to participate in the Employee Assistance Program

Assist in return to work and monitoring of compliance for employees participating in return-to-work agreements

Provide referrals to appropriately credentialed staff conveniently located (within 5 miles of home or work in urban and suburban areas and within 25 miles in rural areas) throughout Williamson County, Texas

Meet urgent requests for service within 24 hours and non-urgent requests within seven days.

On at least a quarterly basis, provide statistical reports showing number of requests for service and types of service provided

On at least a quarterly basis provide customer satisfaction data. Provide a transition plan for services that are in progress at the time of change-over from the existing employee assistance provider to the new service provider

Provide plan for transitioning services that are in process at the expiration or termination of the agreement awarded as a result of this RFP, as necessary

Provide a proposed option for limited tax, legal, and financial counseling as well as referral for complex issues, if available

Provide counseling to employees and their dependents regarding smoking cessation and drug and/or alcohol addiction.

The first contract period will be for 12 months beginning October 1, 2009 and ending September 30, 2010. A minimum confirmed rate guarantee of twelve (12) months is required.