

RFP 3123 EAP

Questions & Responses

INOVA

- Who is your current EAP provider and how long have they been serving you?

Human Development Company, formerly Stuecker & Associates. Serving JCPS since at least 2001.

- Why is the District currently going out to RFP?

The District always reserves the right to go to RFP for all Employee Benefit Programs.

- What is the current PEPM pricing for the District as well as total yearly outlay, and what does that EAP package entail? (onsite time, seminars, etc.). Please provide detailed info around this.

Current Pricing is \$3,590.40 monthly. Our current model is a 3-session model including in-person and telephonic counseling to employees and immediate family members as well as other services including crisis response, supervisory/management coaching, and management referrals.

- Does the District have a specific session model in mind? If not, we can provide options for a 4 and 6 session model for your employees. Please let us know if this will work.

The specifications we are looking for are located on page 23 of the RFP. The visit-model is located on page 35 of the RFP.

- Would the district like a bank of time included in your rates or should those be kept separate as hourly fees?

The rates and cost breakdown are located on page 35 of the RFP.

- Are there any onsite time requests which we should include? (seminars/Critical incident response, onsite orientations, etc.)

The specifications we are looking for are located on page 23 of the RFP.

- Is the district looking for an insurance EAP provider or a standalone/full service EAP provider?

The specifications we are looking for are located on page 23 of the RFP.

- We operate under a provider network model and can provide a network report around your zip. We can provide a 50 mile geo report around Metro Louisville area. Would this suffice?

The specifications we are looking for are located on page 23 of the RFP.

-Please confirm this pricing should be based on 1,800 EEs

The rates and cost breakdown as well as employee count basis is located on page 35 of the RFP.

-Please outline any MBE/WBE regulations and goals as it pertains to this RFP. Inova is a not for profit full service EAP provider and as such would not qualify as a small business.

Your business status can be verified on page 32 of the RFP.

-How and when will the above questions be answered?

Per Article 2 of the RFP, questions and responses will be posted by 3:00 pm ET Friday, April 7, 2023.

DEER OAKS EAP SERVICES

1. Will you accept electronic signatures on all proposal forms?
Yes
2. Who is the current EAP provider and how long have they been providing services to the District?
Human Development Company, formerly Stuecker & Associates. Serving JCPS since at least 2001.
3. Does the District currently have a 3-session counseling model in place?
Yes
4. Please provide the current rate and a rate history throughout the contract term for the EAP.
Current Pricing is \$3,590.40 monthly.
5. How many hours of the following services are included within the current EAP contract per year?
Our current model is a 3-session model including in-person and telephonic counseling to employees and immediate family members as well as other services including crisis response, supervisory/management coaching, and management referrals on an as needed basis. Specific hours of each type of service provided below is not available.
 - Onsite training/orientation/educational seminars
 - Onsite health fair/event participation
 - Onsite critical incident support events (# events/# hours)
 - Webinar training
6. How many total hours of the following services were utilized in each of the last two (2) years?
Our current model is a 3-session model including in-person and telephonic counseling to employees and immediate family members as well as other services including crisis response, supervisory/management coaching, and management referrals on an as needed basis. Specific hours of each type of service provided below is not available.
 - Onsite training/orientation/educational seminars
 - Onsite health fair/event participation
 - Onsite critical incident support events (# events/# hours)
 - Webinar training
7. Please provide copies of 2021 and 2022 EAP utilization reports.
Aggregate numbers are attached.
8. If reports are not available, please provide the following for each of the last 2 years:
Aggregate numbers are attached.
 - Number of employees on which the report is based
 - Total number of clinical cases
 - Total number of work-life cases
 - Total number of clinical sessions
9. How does the District utilize the EAP in managing employee health and well-being?
The district promotes the EAP as part of the employee benefits package.

10. How does the District currently track the effectiveness of the EAP program?
The District relies on utilization reports
11. How does the District currently track and manage contract compliance?
This question is not clear.
12. How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?
Only Bus Drivers fall under DOT regulations but the EAP is not utilized for this compliance.
13. 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?
This is not included in our EAP contract.
14. How many Department of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been requested in each of the last three years?
This is not included in our EAP contract.
15. Please provide insight into the condition of the workforce. Are your employees facing:
 - Stress?
 - Morale?
 - Inflation?
 - Financial challenges?
 - Burnout?**Most employers nationwide have employees experiencing these issues and JCPS is not unique to these challenges.**
16. Have there been any major events in the last year (i.e., reductions in force, critical incidents, etc.)?
RIF no, but critical incidents, yes.
17. Are legal, financial and daily living work-life services currently a part of your EAP program?
Yes, to an extent.
18. Please provide an employee zip code census so we may run a GeoAccess provider coverage report.
This can be provided if selected as a finalist. All employees live in Jefferson or surrounding counties in Kentucky or southern Indiana.
19. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?
Likely both.
20. Who is your health plan provider and is the plan self-funded?
Kentucky Employee's Health Plan. Yes, the plan is self-insured.
21. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?
We are pleased with the services and are exploring all available options for enhancing our EAP Program.

22. What are the three components that are most important to you in an EAP?
Employee Counseling, Critical Incident response, Management Referrals, and consultations
23. May key personnel staff bios be submitted in lieu of resumes?
Please provide what is requested in the RFP.
24. How many option years are available under this contract?
A minimum of four.
25. May we provide the District with our current insurance coverage certificates with our proposal and then, upon notification of award, add the District as an additional insured?
Yes.
26. Please define, "Occupational Evaluation."
A mental fitness for duty evaluation when needed.
27. Please define, "Workplace Counseling." Is this as part of a critical incident response or onsite counseling when requested not related to a critical incident?
Critical incident on-site workplace counseling. Also counseling to employees and/or management about workplace challenges.
28. On the Cost Schedule, it states, "supervisory referral evaluation/counseling unlimited visits." Will you please better define this service? We accept unlimited supervisory referrals, but each supervisor referral is comprised of the EAP session model (3-sessions) or a referral to a third party with case management. Does this meet the District's expectations for this service?
Yes.
29. How many supervisor/mandatory referrals has the District had in each of the last three years?
This information is not readily available.
30. How many Fitness-for-Duty Evaluations has the District had in each of the last three years?
This information is not readily available.

COMPSYCH CORPORATION

- Who is JCPS' current, incumbent EAP vendor?
Human Development Company, formerly Stuecker & Associates
- How long has JCPS worked with your incumbent EAP vendor?
Serving JCPS since at least 2001.
- Can JCPS kindly send over a program flyer and/or specifics for its current EAP program? It would be beneficial to understand all program specific and services included within this offering (e.g. does the current EAP benefit include legal, financial and work-life assistance, like child care, elder care and personal convenience referrals?).
Our current model is a 3-session model including in-person and telephonic counseling to employees and immediate family members as well as other services including crisis response, supervisory/management coaching, and management referrals.

- Regarding the existing EAP program/benefit, can you kindly confirm the # of counseling sessions included within the incumbent EAP benefit (i.e. 3 sessions, 5 sessions)?
Our current model is a 3-session model.
- Please furnish copies of your most recent EAP utilization reporting for the previous 2 years, as well as year to date for 2023.
Aggregate numbers for 2021 and 2022 attached.
- Does JCPS utilize the incumbent EAP program to support and facilitate Fitness for Duty (FFD) evaluations **Yes** and/or Dept of Transportation (DOT) substance abuse cases **No**? If so, how is this billed?
Included with our monthly cost.
Is support included within the per employee per month rate or billed on a case rate?
Included with our monthly cost.
Are a certain number of cases included per contract year?
No.
Please confirm current pricing and rates, if applicable.
Current Pricing is \$3,590.40 monthly.
- If applicable, please provide the number of DOT and Fitness for Duty cases JCPS has had over the last 2 full reporting years, as well as year to date for 2023.
No DOT. Fitness for duty information is not readily available.
- Regarding Critical Incident Services, how many onsite critical incident hours are currently included through your current contract?
No limit. This is only on an as needed basis.
Does JCPS have a bank of hours included per contract year to utilize towards onsite CISM support?
No, this is included as needed in our normal monthly cost.
Is onsite CISM support provided on an unlimited basis?
Yes.
Please provide the number of onsite CISM hours utilized over the last 2 full reporting years, as well as year to date for 2023.
This information is not readily available.
- Regarding trainings, how many training hours are currently included per contract year with your incumbent EAP?
As needed and requested. No specific number of hours.
Does JCPS have a bank of hours included per contract year to utilize towards training events?
No.
Please provide the number of training hours utilized over the last 2 full reporting years, as well as year to date for 2023.
This information is not readily available beyond what is included in the aggregate utilization reports.
- What is JCPS' current per employee per month rate (PEPM) for the incumbent program? What is the total annual cost for the program?
Current pricing is \$3,590.40 monthly.

- Where is JCPS' satisfaction level with your incumbent provider on a scale of 1 to 10 (10 being excellent)?
We are happy with our services but are exploring options to expand our Employee Assistance Program.
- Lastly, what is JCPS' targeted contract start date / effective date for the new EAP program?
7/1/2023.

Jefferson County Public Schools
Employee Assistance Program (EAP) Utilization Report
2021

Number of Employees = 18,632

	1st Qrt 2021	2nd Qrt 2021	3rd Qrt 2021	4th Qrt 2021	Total
Total Service Contacts	303	413	467	452	1635

Counseling Sessions

Employee	212	246	295	258	1011
Household Member	38	52	57	47	194
No Show	1	8	16	4	29
Cancelled	0	4	6	13	23
Total Counseling Sessions	251	310	374	322	1257

Contacts

Management/HR Consultations	4	11	6	8	29
Web Utilization	8	9	14	11	42
Community Resource	1	2	5	3	11
Provider	15	46	54	95	210
Request for Information	4	2	1	2	9
Other Contacts (Webinars)	0	0	2	0	2
Total Contacts	32	70	82	119	303

Work Site Services

Management/HR Consultations	0	0	0	0	0
On-site Counseling	0	0	0	0	0
CISM	0	0	0	0	0
Benefit Fair	0	0	0	0	0
Training/Orientations	0	0	1	0	1
Total Work Site Services	0	0	1	0	1

	1st Qrt 2021	2nd Qrt 2021	3rd Qrt 2021	4th Qrt 2021	Total
Other Services Provided					
Legal Consultations	0	9	1	4	14
Financial Consultations	1	12	0	1	14
Work-Life Resources	19	12	9	6	46
Total Other Services	20	33	10	11	74

Promotional Material

Posters	0	0	0	0	0
Brochures	100	200	0	0	300
Newsletter	3	3	3	3	12
Misc. (Articles)	9	17	4	3	33

Referrals

Medical	0	4	3	4	11
Support Group	0	1	6	1	8
Outpatient Counseling	0	2	0	2	4
Hospitalization Inpatient	0	0	1	0	1
Intensive Outpatient	0	0	0	0	0

New Cases

Employees	86	75	93	91	345
Household Members	15	13	18	19	65

Employee Referrals

Self	84	72	91	83	330
Formal Supervisor	2	3	2	8	15

Jefferson County Public Schools
Employee Assistance Program (EAP) Utilization Report
2022

Number of Employees = 18632

	1st Qrt 2022	2nd Qrt 2022	3rd Qrt 2022	4th Qrt 2022	Total
Total Service Contacts	462	311	436	445	1654
Utilization Rate	2%	2%	2%	2%	9%

Counseling Sessions

Employee	297	193	268	301	1059
Household Member	32	40	103	33	208
No Show	22	12	15	12	61
Cancelled	23	14	10	14	61
Total Counseling Sessions	374	259	396	360	1389

Contacts

Management/HR Consultations	6	7	5	3	21
Web Utilization	18	8	20	20	66
Community Resource	0	0	1	1	2
Provider	2	1	0	0	3
Request for Information	3	1	3	1	8
Other Contacts (Webinars, Trainings)	14	12	4	5	35
Total Contacts	43	29	33	30	135

Work Site Services

Management/HR Consultations	0	0	0	0	0
On-site Counseling	0	0	0	0	0
CISM	0	0	0	0	0
Benefit Fair	0	0	0	0	0
Training/Orientations	0	0	0	0	0
Total Work Site Services	0	0	0	0	0

	1st Qrt 2022	2nd Qrt 2022	3rd Qrt 2022	4th Qrt 2022	Total
Other Services Provided					
Legal Consultations	23	12	0	5	40
Financial Consultations	7	5	1	5	18
Work-Life Resources	15	6	6	45	72
Total Other Services	45	23	7	55	130

Promotional Material

Posters	60	100	8	0	168
Brochures	300	0	80	0	380
Newsletter	3	3	3	3	12
Misc (Articles, Forms)	22	11	14	23	70

Referrals

Medical	3	4	2	1	10
Support Group	0	0	0	0	0
Outpatient Counseling	2	2	1	2	7
Hospitalization Inpatient Intensive Outpatient)	1	0	0	0	1
Hospitalization	1	0	0	0	1

New Cases

Employees	113	61	97	88	359
Household Members	23	16	29	7	75

Employee Referrals

Self	113	57	97	88	355
Formal Supervisor	0	4	0	0	4