



WALNUT VALLEY WATER DISTRICT
271 South Brea Canyon Road
Walnut, California 91789

PERSONNEL COMMITTEE MEETING
Thursday, October 17, 2013,
to commence 5 minutes after adjournment of
Public Information/Community Relations/Legislative Action Committee

❖ **Chair** Director Hilden ❖ **Member** Director Carrera ❖ **Alternate** Director Ebenkamp

1. Public Comment

2. 2014 Employee Assistance Program (EAP)
 - A. Discussion
 - B. Committee Recommendation

3. Other

4. Adjournment

NOTE: To comply with the Americans with Disabilities Act, if you need special assistance to participate in any committee meeting, please contact the General Manager's office at least 48 hours prior to the meeting to inform the District of your needs and to determine if accommodation is feasible.

WVWD – Staff Report



TO: Personnel Committee
FROM: Director of Administrative Services
DATE: October 17, 2013
SUBJECT: 2014 Employee Assistance Program (EAP)

Action/Discussion
 Fiscal Impact
 Resolution
 Information Only

Recommendation

For information only.

Background Information

ACWA began offering an EAP in January 2000. This program is cost-effective, confidential, and provides a benefit for both the employer and employee as it enables employees and members of their immediate families an avenue to receive private, professional counseling services to assist them with personal problems that may affect an employee's life and work. The EAP program also includes an Employer Referral program that provides an avenue to refer an employee who may be experiencing personal problems and which may be affecting his/her work performance.

Notification was received from ACWA/JPIA that the Employee Assistance Program (EAP) will be administered by MHN beginning in January 2014. MHN is a subsidiary of Health Net, Inc. and is one of the most experienced and capable providers of managed behavioral health care and Employee Assistance Programs in the United States. Attached is a copy of the Summary of EAP Benefits offered by MHN. It should be noted that the broad range of services provided by MHN exceed far beyond just psychological counseling. Services such as free legal and financial consultations, dependent care and daily living assistance are also offered through the program. Furthermore, the EAP services offered by MHN will also result in a savings of \$1.01 per month, or a 28% premium reduction.

Listed below is a history of the District's EAP premiums since 2003. Funds for participation in the EAP were approved in the 2013-2014 budget.

Date Paid	Cost Per Employee Per Month	Adjustment Percentage
January 2003	\$3.12	2.63
January 2004	\$3.39	8.65
January 2005	\$3.39	0.00
January 2006	\$3.39	0.00
January 2007	\$3.39	0.00
January 2008	\$3.39	0.00
January 2009	\$3.54	4.43
January 2010	\$3.54	0.00
January 2011	\$3.54	0.00
January 2012	\$3.54	0.00
January 2013	\$3.54	0.00
January 2014	\$2.53	<28.0>



Employee Assistance Program Summary of Benefits

Available January 1, 2014

Service Description	Benefit
Toll-free 24/7/365 telephone consultation and referral services	unlimited
Face to face counseling visits per issue per year offered to employees and household members. Member choice of face-to-face, telephonic, or web-video clinical consultations	6 sessions per issue
Legal Consultation – 30-minute office or telephonic consultation per separate legal matter at no cost. 25% preferred rate discount for additional legal or mediation services. Online wills and trusts preparation services and discounts.	unlimited
Financial Consultation – Assistance for members in the economic downturn including personal financial and credit counseling, debt and budgeting assistance, and pre-retirement services. Members are eligible for 30-60 minutes of consultation per issue.	unlimited
Identity Theft Assistance – Basic identity theft recovery services included – 30-minute free consultation with a trained fraud specialist per issue.	unlimited
Dependent Care Assistance – Telephonic consultation and referral for dependent care needs including childcare, family day care, nursing homes, retirement communities and agencies for the elderly. Unlimited for basic referrals. 30-60 minute consultation per issue.	unlimited
Daily Living – Assistance with pet care, consumer and safety tips, home contractors, travel arrangements and more.	unlimited
Member Website – Online provider directory, referral authorization, and a wealth of information. Assessment tools for depression, stress, anxiety, insomnia and alcohol abuse. Interactive, clinically-based, multi-media self-help programs. www.members.mhn.com	unlimited
Management Consultation – Telephonic access to a Management Consultant for help managing difficult workplace situations and troubled employees. Also includes substance abuse policy consultation and recommendations.	unlimited
Workplace trauma response: consultation and recommendations	unlimited
Critical Incident Stress Management – Immediate support in response to traumatic workplace events, including natural disasters/events, workplace violence, robbery, unexpected death, etc. Up to 20 hours per incident with travel included.	three (3) debriefings per contract year
Job Performance Referrals – Management referrals into specialized services to address and resolve an employee's job performance challenges.	unlimited
Training/Workshops – Wide selection of relevant trainings and workshops, adjusted for the employee population. 8 hours per agency included.	included
Introductory employee EAP orientation	EAP Website & training hours
Communications Materials – Promotional materials to drive program utilization, such as electronic fliers, brochures, posters, and electronic newsletters.	included
Cost Per Employee Per Month	\$2.53