

TAB 15

**Point Paper**  
**EMPLOYEE ASSISTANCE PROGRAM**

**Problem:**

Our contract with Baycare Life Management expires December 31, 2008.

**Background:**

The treatment of behavioral health is designed to provide immediate assistance to employees and dependents for treatment and counseling for any issue or situation that is affecting the employee's performance at work or affecting their personal life. Services may include, but not be limited to, drug and or alcohol dependence, personal and family concerns, problems with co-workers, legal, financial, emotional, etc.

1. Last year, Baycare Life Management provided an employee and / or covered dependent up to six (6) visits a Plan Year. This will stay the same.
2. In addition, they have provided training for our supervisors. In 2008 they provided Conflict Communications Skills, Sexual Harassment and Signs and symptoms of Substance Abuse. If needed, up to four (4) hours of Critical Incident Stress Debriefing (CISD) services are provided each year in the annual cost. These services will not change. The rates will stay the same as they have been.
3. From January 2008 to September 2008 a total of 4 employees utilized the EAP service.

**Alternatives:**

1. Provide no plan
2. Renew the existing Employee Assistance Program Services effective January 1, 2009 for a period of 1-year ending December 31, 2009. The EAP plan is based on the number of covered employees at \$1.67 per month. This amount may fluctuate as the number of employees change throughout the year. The estimated annual cost based on 2009 covered employee data would be \$2,665.32 per year or @222.11 per month.

**Recommendation:**

Staff recommends selecting alternative number 2 with a total fixed cost not to exceed \$2,700.00. Authorize the Mayor to execute the agreements between the City of Palmetto and Behavioral Health Management Services, Inc. d/b/a Baycare Life Management for Employee Assistance Program Services. (See Attached Agreement)

**Budget Impact:**

Total fixed costs for the contract not to exceed 2,700.00. Cost for fiscal year 2009 will be paid as part of the benefits in insurance cost for each employee.

Sharon Jones, Human Resources Director  
c:/msw/admin/policy/EAP point paper 12-08

## AGREEMENT

THIS AGREEMENT is between **BEHAVIORAL HEALTH**

**MANAGEMENT SERVICES, INC. d/b/a BAYCARE LIFE MANAGEMENT** hereinafter called "BCLM", and **CITY OF PALMETTO** hereinafter called "Employer".

### R E C I T A L S:

Employer, City of Palmetto, desires to receive Employee Assistance Program services. **NOW, THEREFORE**, in consideration of the mutual benefits to be derived by the parties pursuant to the terms of this Agreement, the parties agree as follows:

1. Services to be provided. BCLM agrees to provide to Employer those health care services that are set forth in Exhibit "A" attached hereto. Employer request for the addition of new services will be consistent with BCLM goals and objectives for EAP services.

2. Limitations. BCLM will not provide medical review officer (MRO) services for drug testing or care for medical emergencies. Medical emergencies will be referred to the primary care physician (PCP) or 911.

3. Fees. Employer agrees to pay BCLM for the service set forth in Exhibit "A" those fees which are set forth in Exhibit "A" attached hereto.

4. Billing. BCLM will submit monthly invoices to Employer for the services provided hereunder. Said invoices will be for services rendered during the month proceeding the date of the invoice. Such invoices shall be due and payable by Employer within forty-five (45) days of receipt of the invoice. Failure of Employer to pay invoices within the 45-day period shall be the basis for BHMS to terminate this Agreement effective on the date of a letter of termination.

5. Responsibilities of Employer. As a condition of BCLM's obligations to provide the services hereunder, Employer shall perform those responsibilities set forth in Exhibit "B" attached hereto.

6. Relationship of Parties. In the performance of the duties and responsibilities of each of the parties to this Agreement, it is mutually understood and agreed that the parties are at all times acting and performing as independent contractors and that neither party shall be considered the agent, employee or joint venturer with the other party. This Agreement shall not be deemed to create any rights or remedies in persons who are not parties to this Agreement. Neither party shall have the right or authority to create any obligation, express or implied, on behalf of the other party or bind the other party in any way.

7. Insurance. Upon written request of the Employer, BCLM will provide proof of professional and general liability insurance coverage in the form of a Certificate of Insurance with limits of \$1,000,000 and \$3,000,000 aggregate.

8. Indemnification. The parties hereby mutually agree to hold each harmless from and against any and all liability, losses, damages, claims, causes of action and expenses connected herewith (including reasonable attorney's fees) caused directly or indirectly by or as a result of the performance of duties, as outlined in this Engagement, that either party may have against the other. This indemnification provision shall survive the completion or termination of this Engagement.

9. Access to Books and Records. Each party, upon reasonable notice and at reasonable time, shall have the right to inspect and review such records of the other party which are directly related to each party's performance of the terms of this Agreement.

A. For the purpose of implementing Section 1861 (V) (I) (I) of the Social Security Act, as amended, and any written regulations thereto, the Parties agree to comply with the following statutory requirements governing the maintenance of documentation to verify the cost of services rendered under this Agreement.

B. Until the expiration of five (5) years after the furnishing of such services pursuant to such contract, the Parties shall make available, upon written request to the secretary of HHS, or upon request to the Comptroller General of the United States or any of their duly authorized

representatives, the contract and books, documents and records of the Parties that are necessary to certify the nature and extent of such costs.

C. If services are to be provided by subcontract with a related organization, BCLM and Provider will require by contract that the subcontractor make available to HHS, CMS and GAO, or their authorized representative, or the authorized representative of Center, all contracts, books, documents, and records relating to the nature and extent of the costs thereunder for a period of five (5) years after the furnishing of services thereunder.

D. The Parties agree that: (i) this provision shall survive the termination of this Agreement regardless of the cause giving rise to termination; and (ii) this provision supersedes any oral or written contract agreement now existing or hereafter entered into between the Parties or persons acting on their behalf.

E. The Parties agree they will notify each other in writing within ten (10) days upon receipt of a request for access to their records.

10. Confidentiality. The parties agree to maintain the privacy of all persons served, and furthermore agrees to abide with HIPAA, CARF, ACHA, CMS and all other state and federal guidelines. The parties agree to maintain in strict confidentiality the contents of Exhibit "A" and agree not to disclose said contents to any third party except pursuant to a valid court order or when disclosure of the contents of Exhibit "A" is required by a governmental agency.

Program records are the property of BCLM and will not be released without employee consent or upon the issuance of a court order. Records will be maintained for six (6) years.

11. Term of Agreement. This Agreement is for a period of one (1) year beginning the 1st day of January 2009 and ending the 31st day of December 2009.

12. Termination of Agreement.

A. This Agreement may be terminated at any time upon thirty (30) days prior written notice by either party.

B. This Agreement may be terminated immediately if: (i) BCLM does not receive payment of its invoices forty-five (45) days after Employer's receipt of said invoices; (ii) in the event governmental regulations require a modification of any material terms of the Agreement.

13. Effect of Termination. This Agreement will be of no further force or effect as of the date of termination except that:

A. Employer will remain financially responsible for the services provided by BCLM up to the date of termination.

B. Each party will remain responsible for any obligations or liabilities arising from activities carried on by such party or its agents or employees during the period the Agreement is in effect. Each party will retain the right to seek any redress available under law for any loss or injury caused by the other party as a result of the other party's breach of its obligations under this Agreement.

C. The parties shall cooperate to promptly resolve any outstanding financial or administrative issues upon the termination of this Agreement.

14. Similar Arrangements. Employer agrees that if arrangements are made for the services referred to in Exhibit "B" with another health care entity, BCLM will be notified in writing of the existence of such an arrangement within ten (10) days of the date Employer enters into such an arrangement.

15. Disputes. If a party has a dispute with respect to the performance of the terms of this Agreement, said party shall set forward in writing the concern and submit it to the other party for resolution. The parties shall make a good-faith attempt to resolve such dispute before instituting litigation to enforce the terms of this Agreement.

16. Assignment. Neither party may assign this Agreement or the rights created or granted herein without the prior consent of the other party.

17. Waiver of Breach. Waiver of a breach of any provision of this Agreement will not be deemed a waiver of any other breach of the same or different provision.

18. Severability. In the event that a provision of the Agreement is rendered invalid or unenforceable, or declared null and void by any court of competent jurisdiction, the remaining provisions of this Agreement will remain in full force and effect.

19. Entire Agreement. This Agreement, its Exhibits, and any documents incorporated by reference constitute the entire Agreement between the parties. It supersedes any prior agreements, promises, negotiations or representations, either oral or written, relating to the subject matter of this Agreement.

20. Counterparts. This Agreement may be executed in any number of counterparts each of which shall be an original, but all of which together shall comprise one and the same instrument.

21. Attorney's Fees. If either party institutes any legal action to enforce the provisions of the Agreement, the prevailing party shall recover all of its costs, including attorney's fees on the trial and appellate level from the non-prevailing party.

22. Impossibility of Performance. Neither party shall be deemed to be in violation of this Agreement if it is prevented from performing its obligations for reasons beyond its control, including without limitations, acts of God or of the public enemy, flood or storm, strikes, or statute, rule or action of any Federal, State or local government or agency.

23. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Florida and all applicable federal laws.

24. Special Clauses. In the event utilization exceeds Ten Percent (10%) BCLM reserves the right to increase the contract amount accordingly.

25. Notices. Any notice required to be given pursuant to the terms of this Agreement shall be in writing, sent by certified mail, return receipt requested, postage prepaid to Employer at City of Palmetto, 516 8<sup>th</sup> Avenue West, Palmetto, Florida 34220 Attention: Sharon Jones or to BCLM at 300 Pinellas Street, MS 137, Clearwater, Florida 33756, Attention: Seamus Allman.

**IN WITNESS WHEREOF**, the parties here to have executed this agreement below on the dates next to their signatures.

In the Presence of:

BEHAVIORAL HEALTH MANAGEMENT  
SERVICES, INC. d/b/a BAYCARE LIFE  
MANAGEMENT

Cheryl H. Burrell

By: Christopher Yarnold

Christopher Yarnold, Director, EAP / Managed Care  
"BCLM"

Cheryl H. Burrell

Date: 12-09-08

Print Name

\_\_\_\_\_

By: \_\_\_\_\_

"Employer"

\_\_\_\_\_

Date: \_\_\_\_\_

Print Name



## EXHIBIT A

BayCare Life Management will provide a comprehensive EAP for City of Palmetto employees and their benefit eligible dependents.

### SERVICES & FEES

- Twenty-four hour EAP telephone access, which includes telephone triage for emergent situations.
- Assessment, referral and short term counseling, services - up to six (6) sessions total per employee/benefit eligible dependent unit per year
- Supervisory training - includes the referral process regarding job performance and/or alcohol/drug issues
- Consultation with employer leadership- regarding the management and referral of employees with job performance or behavioral/medical problems and practices and events that may impact the employee's wellbeing.
- Receive referrals and provide education regarding drug and alcohol concerns. Cooperate with Drug Free Workplace program
- Employee orientation and education regarding the EAP
- Comprehensive referral network of providers
- Referral to client's insurance/benefits provider for treatment or community resources, if appropriate
- Promotional materials - posters, business cards, pamphlets
- Policies/Procedures - Assistance in the development of formal policies and procedures regarding workplace violence, drug-free workplace, critical incidents, and diverse crisis situations.
- A one (1) hour workshop on a topic of the employer's choice within the scope of BCLM staff experience.
- Quarterly statistical summary of EAP utilization
- Appointment of a Contract Manager, liaison to Employer.

The monthly cost for EAP services will be based on the number of covered employees multiplied by \$1.67 per employee. The monthly cost per month could fluctuate based on the number of covered employees in a particular month. The estimated annual cost based on 2009 covered employee data would be \$2,665.32 or \$222.11 per month.

Up to two (2) hours of Critical Incident Stress Debriefing (CISD) services are provided each year in the annual cost. Should additional CISD services be needed and requested by the City of Palmetto, the cost is \$150.00 per hour per counselor.

Name of Contract Manager: Seamus Allman, LMHC

## EXHIBIT B

### RESPONSIBILITIES OF EMPLOYER

- A. It shall be the City of Palmetto's responsibility to ensure that all of the following are completed in relation to the services provided by BayCare Life Management pursuant to this agreement.
1. The City of Palmetto shall ensure that they provide adequate on-site facilities that are deemed necessary by both parties in order to provide services on Exhibit A.
  2. The City of Palmetto shall provide access to employees in order to promote participation in the programs and services offered.
  3. The City of Palmetto shall make available any vehicles of communication to be reasonably used by BCLM to promote the services.
  4. The City of Palmetto shall designate an employee to be BCLM's liaison.

# BayCare Life Management

## Year-To-Date EAP Demographic Reports

January 01, 2008 - September 30, 2008

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EMPLOYER NAME: City Of Palmetto

EMPLOYEE NUMBER: 133

NEW CASES: 4

ANNUALIZED UTILIZATION: 6.03%

# OF THOSE WHICH WERE MANDATORY: 0

TOTAL NUMBER OF PEOPLE SERVICED: 6

**CASES OPENED:**

	Employee		Spouse		Dependent		Other	
	4	100%	0	0%	0	0%	0	0%
<b><u>AGE:</u></b>								
12 or Under	0	0%	0	0%	0	0%	0	0%
13-17	0	0%	0	0%	0	0%	0	0%
18-29	1	25%	0	0%	0	0%	0	0%
30-39	1	25%	0	0%	0	0%	0	0%
40-49	2	50%	0	0%	0	0%	0	0%
50-59	0	0%	0	0%	0	0%	0	0%
60 or Older	0	0%	0	0%	0	0%	0	0%
Not Available	0	0%	0	0%	0	0%	0	0%
<b><u>SEX:</u></b>								
Male	3	75%	0	0%	0	0%	0	0%
Female	1	25%	0	0%	0	0%	0	0%
<b><u>MARITAL:</u></b>								
Single	0	0%	0	0%	0	0%	0	0%
Married	4	100%	0	0%	0	0%	0	0%
Separated	0	0%	0	0%	0	0%	0	0%
Divorced	0	0%	0	0%	0	0%	0	0%
Widowed	0	0%	0	0%	0	0%	0	0%
Not Available	0	0%	0	0%	0	0%	0	0%

	Employee		Spouse		Dependent		Other	
<b><u>CLIENT AWARE OF EAP FROM</u></b>								
Prior Participation	1	25%	0	0%	0	0%	0	0%
Newsletter	0	0%	0	0%	0	0%	0	0%
Posters	0	0%	0	0%	0	0%	0	0%
Orientation	1	25%	0	0%	0	0%	0	0%
Brochure	0	0%	0	0%	0	0%	0	0%
Supervisor	1	25%	0	0%	0	0%	0	0%
Co-Worker	1	25%	0	0%	0	0%	0	0%
Family Member	0	0%	0	0%	0	0%	0	0%
Insurance	0	0%	0	0%	0	0%	0	0%
Not Available	0	0%	0	0%	0	0%	0	0%
<b><u>PRIMARY PROBLEM PRESENTED:</u></b>								
Drug/Alcohol Abuse	1	25%	0	0%	0	0%	0	0%
Drug/Alcohol Abuse Family Member	0	0%	0	0%	0	0%	0	0%
Emotional	0	0%	0	0%	0	0%	0	0%
Stress	0	0%	0	0%	0	0%	0	0%
Family	1	25%	0	0%	0	0%	0	0%
Financial	0	0%	0	0%	0	0%	0	0%
Legal	0	0%	0	0%	0	0%	0	0%
Marital/Relationship	2	50%	0	0%	0	0%	0	0%
Work Related	0	0%	0	0%	0	0%	0	0%
Not Available	0	0%	0	0%	0	0%	0	0%
<b><u>OCCUPATIONAL STATUS:</u></b>								
Business/Clerical	1	25%						
Nursing Support	0	0%						
Professional/Technical	2	50%						
Licensed/Certified Professionals	0	0%						
Supervisory/Management	1	25%						
Support/Entry	0	0%						
Not Available	0	0%						
<b><u>LENGTH OF SERVICE:</u></b>								
Under a year	1	25%						
1 - 5 years	3	75%						
6 - 10 years	0	0%						
11 - 15 years	0	0%						
16 + years	0	0%						
Not available	0	0%						

BayCare Life Management  
EAP / Behavioral Health Benefits

Administrative Services Provided

City of Palmetto

07/01/08 - 09/30/08

DOS	PROVIDER NAME	SERVICE TYPE	MINUTES	TRAVEL TIME
09/05/08	Erik Libby, Case Manager	Referral to BCLM St. Pete	10	0
			<u>TOTAL MINUTES</u>	<u>0.00</u>
			<b>*TOTAL HOURS:</b>	<b>0.17</b>

\* TOTAL HOURS = Total Minutes divided by 60

**Sharon Jones**

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**From:** Sharon Jones  
**Sent:** Wednesday, April 09, 2008 2:50 PM  
**To:** City Wide  
**Subject:** FW: Scheduled Mandatory Supervisor Training

This is for all Department Heads, Directors, Deputy Directors and Supervisors. The time is 12:00 noon until 1:00 p.m.

Sharon

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**From:** Sharon Jones  
**Sent:** Wednesday, April 09, 2008 10:48 AM  
**To:** Jim Freeman; Audrea Dixon; 'Geoffrey Campbell'; Nixa Haisley; Karen Simpson; Cheryl Miller; William Strollo; Chris Lukowiak; Duane Kinn; Frank Woodard; Scott Martin; Gracie Johnson; Matt Bloome; George David; Rick Pittman; Bob Schmitt; Roger Titus; Ron Koper; Jeff Scott; Whitney Ewing; Bryce Cummings; Geoff Seger; Tanya Lukowiak; Garry Lowe; Mike Mayer; Rex Hannaford; Robert Taylor; Steve Greer; Scott Tyler; Michael Stinson; Duane Kauffman; George Lagasse  
**Subject:** Scheduled Mandatory Supervisor Training

**Good Morning Everyone,**

**Please mark your calendars for the following mandatory Supervisor Training Lunch and Learn 1 hour seminars.**

**THURSDAY      APRIL 17, 2008      CONFLICT COMMUNICATION SKILLS**

**THURSDAY      MAY    8, 2008      SEXUAL HARASSMENT**

**THURSDAY      MAY 29, 2008      SIGNS AND SYMPTOMS OF SUBSTANCE ABUSE**

**Department Heads, Please make sure your employees know that they must attend. Thanks for your cooperation.**

**Human Resoures**