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ADDENDUM NO. 1

**WRITTEN RESPONSES TO QUESTIONS RECEIVED ON THE REQUEST FOR PROPOSAL
FOR AN EMPLOYEE ASSISTANCE (PROFESSIONAL COUNSELING) SERVICE PROVIDER
FOR THE STATE OF HAWAII RESOURCE FOR EMPLOYEE ASSISTANCE AND
COUNSELING HELP (REACH) PROGRAM
RFP NO. 18-1-REACH**

This is to inform you that the Department of Human Resources Development ("DHRD") received the following written questions pertaining to the above-referenced RFP. After careful consideration, DHRD hereby responds to these questions as follows:

QUESTIONS ON THE RFP

- Q1: Are vendors allowed to propose an annual administrative fee in addition to the per-use, hourly fee-for-service structure?
- A1: **The State is willing to consider an annual administrative fee in addition to the fee-for-service structure; however, as stated under "Compensation and Payment of Expenses, Section V.C., the State prefers a fee-for-service approach. In addition, any alternative proposal would still need to remain within the \$42,000 specified under Section V.B.**
- Q2: Are vendors allowed to propose fees for additional services beyond the 5 stated in the RFP such as work-life services, legal consultation, etc.?
- A2: **Under Section V.A. (p. 18), it states that *"The CONTRACTOR shall be compensated for the services rendered under this RFP and resulting Contract (i.e., professional counseling services to qualified employees, consulting services to qualified employee's supervisor, Group Counseling Sessions, Supervisor and Employee Orientation Sessions) solely by the STATE."* Under subsection 1, it states that *"Except as otherwise provided in this RFP, the CONTRACTOR shall provide all other services at no cost to the STATE, the Program, and the qualified employees."***

Therefore, while legal consultation and worklife services could be offered in addition to the services listed above, such legal and worklife services would be considered as "other services" to the State and would need to be provided at no cost to the State.

QUESTIONS ON THE CURRENT REACH PROGRAM

Q3: Who is the current EAP provider and how long have they been providing services to the State?

A3: EAP services are currently being provided by Child & Family Services. They have been providing EAP services to the State for 17+ years.

Q4: Please provide the current FFS rates and a rate history throughout the contract term for the EAP for all components.

A4: The fee schedule that the State pays under its current REACH Contract, which has been in effect from February 14, 2012, is as follows:

- a. Professional Counseling Services to Qualified Employees: \$150/hour
- b. Consulting Services to Qualified Employees Supervisor: \$150/hour
- c. Group Counseling Sessions: \$250/hour
- d. Supervisor Orientation Sessions: \$200/hour
- e. Employee Orientation Sessions: \$200/hour

Q5: What has been the annual spend in each of the last 3 years? Please provide an annual breakdown by service component.

A5: The annual spend in each of the last 3 years are as follows:

2016 \$28,627.50
2015 \$27,925
2014 \$24,075

See attached utilization reports for the breakdown by service component.

Q6: Please provide copies of the 2014, 2015 and 2016 EAP utilization reports.

A6: The utilization reports for 2014, 2015, and 2016 are attached (Attachment 1).

Q7: How many face-to-face EAP sessions were utilized in the last three (3) years? What has been the average number of EAP sessions per case in each of the last three (3) years?

A7: All EAP sessions are conducted in-person by a counselor. In the last three (3) years there were 498 sessions with an average of 2 sessions per case.

Q8: Does the current EAP include a 24/7 Helpline? If yes, is there a per call fee assessed for calls other than general information i.e. telephonic assessment, referral coordination, etc.? Is this something vendors may propose?

A8: Yes, the EAP service provider has a 24/7 Helpline. There is no charge for general information. If the current EAP provides after-hours consultation services to supervisors over the phone, the service provider will bill accordingly and prorates the amount if the call is less than one hour. The same would be true if the qualified employees are counseled over the telephone.

All other services (i.e., referral coordination, etc.) not specifically listed in the RFP may be offered; however, those services would be considered as “other services” to the State and would need to be provided at no cost to the State (see Q&A 2).

GENERAL QUESTIONS

- Q9:** Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e., stress, morale, etc.) and HR? Have there been any major events in the last year (i.e., reduction in force, critical incidents, etc.)?
- A9:** **The State’s workforce faces the common HR issues (i.e., stress, morale, etc.). We are not aware of any significant issues that would cause a large number of employees to seek professional counseling help. In the last year, there were no major statewide work-related events.**
- Q10:** What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?
- A10:** **The clients listed as references will be required to respond to questions relating to their contract with the offeror. Refer to Section IV.G. on Page 16. References may be conducted via telephone and/or written questionnaire.**
- Q11:** Is your health plan self-funded?
- A11:** **The prescription drug plan that is bundled with medical plans through a Blue Cross Blue Shield provider is self-funded. All other plans medical, prescription drug with Kaiser Permanente, dental, vision and life insurance are fully insured.**



EAP UTILIZATION REPORT, CY2014

For: State of Hawaii (SOH)
Presented by: WorkLife Hawaii

**Clinical Service Hours:**

- a. EAP Counseling
b. Case Management
TOTAL

01/01/14- 03/31/14	04/01/14- 06/30/14	07/01/14- 09/30/14	10/01/14- 12/31/14		CY2014 Total
50	41	40	25		156
0	0	0	0		0
50	41	40	25		156

Non-Service Hours:

- a. Cancelled Appointments
b. Rescheduled Appointments
c. No Show Appointments
TOTAL

4	5	6	4		19
1	2	0	0		3
2	1	2	0		5
7	8	8	4		27

Presenting Issue(s):

- Anger Management
Work-related
Marital / Relationship
Depression
Anxiety
Drugs/Alcohol
Elderly Concerns
Critical incident / Trauma
Grief / Loss
Family
Parenting (child or parent)
Financial issues (debt, etc.)
Domestic violence issues
Legal
Individual Adjustment
Wellness

1	1	3	0		5
20	19	15	14		68
3	3	0	3		9
0	1	0	1		2
3	4	1	2		10
0	1	0	0		1
1	0	0	0		1
0	0	0	0		0
0	0	0	0		0
5	2	3	4		14
2	0	0	0		2
0	0	0	0		0
0	0	0	0		0
0	0	0	0		0
2	2	1	1		6
0	0	0	0		0

Corporate Service Hours:

- a. Consultations (phone and in-person)
b. Organizational Assessments
c. Group CISDs
d. Trainings
e. Orientations
f. Benefits Fairs
TOTAL

1	0.25	2	1.25		4.5
0	0	0	0		0
0	0	0	0		0
0	0	0	0		0
0	0	0	0		0
0	0	0	0		0
1	0.25	2	1.25		4.5



EAP UTILIZATION REPORT, CY2014

For: State of Hawaii (SOH)
Presented by: WorkLife Hawaii



Referral Source:

Self-Referral
Supervisor Suggested
Formal Supervisor Referral
Co-Worker Suggested
Family Member Suggested
TOTAL

	01/01/14-03/31/14	04/01/14-06/30/14	07/01/14-09/30/14	10/01/14-12/31/14	CY2014 Total
Self-Referral	21	18	14	11	64
Supervisor Suggested	4	2	4	3	13
Formal Supervisor Referral	5	3	3	2	13
Co-Worker Suggested	0	2	0	1	3
Family Member Suggested	0	0	0	0	0
TOTAL	30	25	21	17	93

Departments:

DAGS / AGS
DOA / AGR
AG / ATG
B&F / BUF
DBEDT / BED
DCCA / CCA
DOD / DEF
HSPLS
GOV
HHL
DOH / HTH
DHRD / HRD
DHS / HMS
DLIR / LBR
DLNR / LNR
LG / LTG
PSD
TAX
TOTAL

DAGS / AGS	1	2	1	2	6
DOA / AGR	0	1	0	0	1
AG / ATG	1	0	1	0	2
B&F / BUF	5	2	2	0	9
DBEDT / BED	1	1	2	1	5
DCCA / CCA	2	1	0	1	4
DOD / DEF	0	0	0	0	0
HSPLS	0	0	0	1	1
GOV	1	1	1	0	3
HHL	0	0	0	0	0
DOH / HTH	9	8	4	3	24
DHRD / HRD	0	1	1	0	2
DHS / HMS	8	5	5	5	23
DLIR / LBR	1	0	2	0	3
DLNR / LNR	0	1	1	1	3
LG / LTG	0	0	0	0	0
PSD	1	2	1	2	6
TAX	0	0	0	1	1
TOTAL	30	25	21	17	93

EAP UR%:

Employees Seen (unduplicated)

	0.25%	0.21%	0.18%	0.14%	0.78%
# Employees Seen (unduplicated)	30	25	21	17	93



EAP UTILIZATION REPORT, CY2015

For: State of Hawaii (SOH)
Presented by: WorkLife Hawaii



Clinical Service Hours:

- a. EAP Counseling
- b. Case Management
- TOTAL**

01/01/15-03/31/15	04/01/15-06/30/15	07/01/15-09/30/15	10/01/15-12/31/15		CY2015 Total
41	32	61	37.75		171.75
0	0	0	0		0
41	32	61	37.75		171.75

Non-Service Hours:

- a. Cancelled Appointments
- b. Rescheduled Appointments
- c. No Show Appointments
- TOTAL**

6	2	4	2		14
0	2	0	1		3
1	2	1	2		6
7	6	5	5		23

Presenting Issue(s):

- Anger Management
- Work-related
- Marital / Relationship
- Depression
- Anxiety
- Drugs/Alcohol
- Elderly Concerns
- Critical incident / Trauma
- Grief / Loss
- Family
- Parenting (child or parent)
- Financial issues (debt, etc.)
- Domestic violence issues
- Legal
- Individual Adjustment
- Wellness

0	0	0	0		0
10	15	17	14		56
4	1	3	1		9
0	0	3	1		4
0	0	0	0		0
0	0	1	0		1
0	1	0	0		1
1	1	6	2		10
0	0	3	1		4
7	1	3	5		16
1	0	0	0		1
0	0	0	0		0
1	0	1	0		2
0	0	0	0		0
3	1	2	1		7
1	0	0	0		1

Corporate Service Hours:

- a. Consultations (phone and in-person)
- b. Organizational Assessments
- c. Group CISDs
- d. Trainings
- e. Orientations
- f. Benefits Fairs
- TOTAL**

2	0	1.25	1.5		4.75
0	0	0	0		0
0	3	2	0		5
0	0	0	0		0
0	0	1	0		1
0	0	0	0		0
2	3	4.25	1.5		10.75



EAP UTILIZATION REPORT, CY2015

For: State of Hawaii (SOH)
Presented by: WorkLife Hawaii



Referral Source:

Self-Referral
Supervisor Suggested
Formal Supervisor Referral
Co-Worker Suggested
Family Member Suggested
TOTAL

	01/01/15-03/31/15	04/01/15-06/30/15	07/01/15-09/30/15	10/01/15-12/31/15	CY2015 Total
Self-Referral	19	14	22	14	69
Supervisor Suggested	3	3	9	4	19
Formal Supervisor Referral	1	2	3	3	9
Co-Worker Suggested	0	0	1	1	2
Family Member Suggested	0	0	1	2	3
TOTAL	23	19	36	24	102
<u>Departments:</u>					
DAGS / AGS	1	2	0	3	6
DOA / AGR	1	0	0	2	3
AG / ATG	0	0	1	0	1
B&F / BUF	1	1	3	2	7
DBEDT / BED	0	0	0	0	0
DCCA / CCA	1	0	0	0	1
DOD / DEF	1	0	1	0	2
HSPLS	1	0	3	1	5
GOV	0	0	0	0	0
HHL	0	0	1	0	1
DOH / HTH	6	9	18	11	44
DHRD / HRD	0	0	0	0	0
DHS / HMS	6	2	5	3	16
DLIR / LBR	1	2	1	0	4
DLNR / LNR	0	0	1	1	2
LG / LTG	0	0	0	0	0
PSD	2	2	2	1	7
TAX	2	1	0	0	3
TOTAL	23	19	36	24	102
<u>EAP UR%:</u>	0.19%	0.16%	0.30%	0.20%	0.85%
# Employees Seen (unduplicated)	23	19	36	24	102



EAP UTILIZATION REPORT, CY2016

For: State of Hawaii (SOH)
Presented by: WorkLife Hawaii



Clinical Service Hours:

- a. EAP Counseling
- b. Case Management
- TOTAL**

01/01/16-03/31/16	04/01/16-06/30/16	07/01/16-09/30/16	10/01/16-12/31/16	CY2016 Total
47	38.5	49	45.5	180
0	0	0	0	0
47	38.5	49	45.5	180

Non-Service Hours:

- a. Cancelled Appointments
- b. Rescheduled Appointments
- c. No Show Appointments
- TOTAL**

5	6	4	10	25
0	2	3	3	8
0	1	3	2	6
5	9	10	15	39

Presenting Issue(s):

- Anger Management
- Work-related
- Marital / Relationship
- Depression
- Anxiety
- Drugs/Alcohol
- Elderly Concerns
- Critical incident / Trauma
- Grief / Loss
- Family
- Parenting (child or parent)
- Financial issues (debt, etc.)
- Domestic violence issues
- Legal
- Individual Adjustment
- Wellness

0	1	1	0	2
16	9	29	20	74
3	4	2	6	15
1	2	0	0	3
3	3	0	0	6
0	0	1	1	2
0	0	0	0	0
0	3	0	1	4
0	2	0	2	4
6	3	6	4	19
1	0	0	0	1
1	0	0	0	1
0	0	1	0	1
0	0	0	0	0
2	2	2	2	8
0	0	0	0	0

Corporate Service Hours:

- a. Consultations (phone and in-person)
- b. Organizational Assessments
- c. Group CISDs
- d. Trainings
- e. Orientations
- f. Benefits Fairs
- TOTAL**

0.25	1.25	0.25	0.5	2.25
0	0	0	0	0
0	1	1.5	0.5	3
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0.25	2.25	1.75	1	5.25



EAP UTILIZATION REPORT, CY2016

For: State of Hawaii (SOH)
Presented by: WorkLife Hawaii



Referral Source:

Self-Referral
Supervisor Suggested
Formal Supervisor Referral
Co-Worker Suggested
Family Member Suggested
TOTAL

	01/01/16-03/31/16	04/01/16-06/30/16	07/01/16-09/30/16	10/01/16-12/31/16	CY2016 Total
Self-Referral	22	21	12	19	74
Supervisor Suggested	2	3	15	8	28
Formal Supervisor Referral	2	0	3	1	6
Co-Worker Suggested	2	0	2	3	7
Family Member Suggested	1	0	0	0	1
TOTAL	29	24	32	31	116
<u>Departments:</u>					
DAGS / AGS	2	0	1	2	5
DOA / AGR	1	0	0	1	2
AG / ATG	0	2	0	1	3
B&F / BUF	1	1	2	1	5
DBEDT / BED	1	1	0	0	2
DCCA / CCA	1	0	0	1	2
DOD / DEF	1	2	0	1	4
HSPLS	3	2	0	0	5
GOV	0	0	1	1	2
HHL	0	1	0	1	2
DOH / HTH	11	4	16	12	43
DHRD / HRD	0	0	0	0	0
DHS / HMS	1	6	7	6	20
DLIR / LBR	0	0	2	1	3
DLNR / LNR	2	1	0	2	5
LG / LTG	0	0	0	0	0
PSD	4	4	3	1	12
TAX	1	0	0	0	1
TOTAL	29	24	32	31	116
<u>EAP UR%:</u>	0.24%	0.20%	0.27%	0.26%	0.97%
# Employees Seen (unduplicated)	29	24	32	31	116