



**Board of County
Commissioners**
Pete Gerken
President
Tina Skeldon Wozniak
Carol Contrada

Office of Support Services
Kelly Roberts
Director
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Manager

Addendum #1 - Issued January 19, 2012

Regarding Bids for Employee Assistance Program (**ITB 12-003P**) through Lucas County Human Resources, bid opening **scheduled for January 25, 2012** at 2:00 PM (local time).

This document becomes a fully incorporated part of the specifications, and this letter constitutes legal notice of this requirement.

The entire original Bid Packet including this addendum must be submitted prior to the Bid Opening Date and Time.

Following is additional information requested and questions submitted with the subsequent answers:

1. Who is the County's current EAP provider? How long have they been providing services to the County?

Harbor Symmetry Wellness
4334 Secor Rd.
Toledo, OH 43623

Harbor has been the provider since August 1st, 1998

2. What is the current Per Employee rate being charged for the EAP?

\$20.00 per employee per year

3. Please provide the rate history throughout the length of the contract.

The last contract was a three (3) year contract, with two (2) one-year renewal options:

- o 2007: \$18.50 per employee per year
- o 2008: \$18.50 per employee per year
- o 2009: \$18.50 per employee per year
- o 2010: \$19.50 per employee per year
- o 2011: \$20.00 per employee per year

4. Please provide the following information regarding the County's current and requested EAP scope of services:

a) # of DOT Substance Abuse Evaluations included in the contract

An unlimited number of DOT SAP evaluations are included as part of the contract cost.

b) # of Fitness-for-Duty Evaluations included in the contract

This is considered an added feature and is not included as part of the contract cost.

c) # of hours of on-site employee orientations, workshops/educational sessions, and supervisor trainings included in the contract/requested

Workshops/educational sessions, and supervisory training are not requested to be included as part of the contract cost. However, on-site employee orientations are to be provided separately for each participating elected official or county agency (where requested), and generally would not require more than an hour for each session, but depending on the size of the agency and the operating hours of the agency (some are 24-hr operations), multiple orientations may be requested.

d) # of hours of health fair participation included in the contract

This is not included with this contract. The Employer has its own Wellness program that does historically include a health fair; however, because some County agencies have separate EAP contracts, there is the potential for multiple EAP providers serving the "County". As a result, it is not expected that the EAP providers participate in the health fair to avoid confusion amongst employees.

- e) # of hours of Critical Incident Stress Debriefings (CISDs) included in the contract

The bid specifies five (5) hours annually at no additional cost for each participating elected official or county agency.

- f) Specify any additional services provided and the associated cost.

Workplace/educational training, and fitness for duty evaluations would be the two most common requests for additional services. You are being asked to provide your hourly rate to conduct these services as part of the bid process. The current cost of these additional training hours is \$130.00 per hour, with customized training at a cost of \$150.00 per hour.

- g) Does the County currently receive Work/Life Services (i.e. legal, financial, child/elder care) as part of its EAP benefit? Is the County interested in these types of services?

Only short-term counseling is available, where appropriate, on these issues; otherwise, these services are considered an added feature and are not included as part of the contract cost.

- h) Please provide 2010 and 2011 EAP utilization reports.

2011 end of 3rd quarter utilization reports are provided. End of year 2011 reports not yet available.

2010 end of year utilization reports are attached.

- i) How many face-to-face EAP sessions were utilized in each of the last three (3) years?

Please refer to utilization reports.

- j) How many DOT SAP Evaluations were utilized in each of the last three (3) years (if applicable)?

There were not any DOT SAP evaluations needed in the last three (3) years.

- k) What is the average number of counseling sessions utilized per case?

We do not receive a reporting of how many counseling sessions are utilized per case, only the total number of counseling sessions that are utilized in total per quarter/annually. For this information, please refer to utilization reports.

- l) How many hours of training and health fair participation were utilized in each of the last three (3) years?

Up to 8-10 hours of additional training after orientation are available at no additional cost by the contract. This would not have included health fair participation, which is not required.

- m) Please provide clarification regarding the On-site Counseling Services provided at County Agency locations. Does each agency have an on-site counseling center or is this more for on-site group counseling and response to critical incidents such as layoffs/organizational change, grief/loss/death of an employee, and workplace violence? How many hours of this type of service were utilized in 2010 and 2011?

This bid specification was intended to apply to group counseling that the EAP Provider would respond to on-site (on the Employer's premises), and would be in response to specific instances of workplace disputes, grief counseling, layoff counseling, etc. This is not part of the current contract cost, but is currently considered an added feature with the appropriate fees involved. This bid moves to include it as part of the contract cost.

- n) Please confirm that on the pricing sheet, "annual unit price" is referring to a Per Employee per Year cost.

Yes.

- o) How many hours of initial orientation are anticipated?

Potentially up to 25 hours, and is dependent upon each participating elected official and county agency to specifically request the initial orientation training.

- p) Are the additional training options after the initial orientation (8-10 hours) per agency or to be shared among the agencies?

Shared among the agencies.

- q) Please provide an Employee Zip Code Census and/or a list of work locations so that we can ensure proper provider coverage.

WORK LOCATIONS:

Toledo, Ohio (43604, 43606, 43612, 43620)

Holland, Ohio (43528)

Waterville, Ohio (43566)

Maumee, Ohio (43537)

However, our employees may live outside of these areas.

- 5.. Who is your current vendor and long have you been with them?

See #1.

- 6..Are there any service issues with the current vendor?

No.

7..What are you currently paying for your EAP program?

See #3.

8..What was your utilization of face-to-face visits from last year?

See #4(h)

9. Does your current contract include any on-site hours, and if so, how many total per year are included for: Per location?

On- Site Trainings?

On-Site Orientations?

On Site CISD (Critical Incident Stress Debriefings)?

Please refer to #4 (c), (e), and (o) above.

10. Would you like your current program inclusions replicated, or would you like on-site services to be priced at a pass through cost?

Please provide an annual cost per employee to provide all of the services identified in the “Scope of Work” as well as an hourly rate to provide additional training options not covered under the cost of this contract.

11. If the incumbent matches the lowest rate proposed, will you be inclined to stay with them?

As required by Ohio law, the Commissioners will select the lowest and best bid.

12.How many locations do you have, how many EE’s at each location?

Please refer to Spreadsheet #1 in the Invitation to Bid package which lists the participating organizations and approximate number of employees.

EAP
Utilization
Reports
Calendar Year
2010

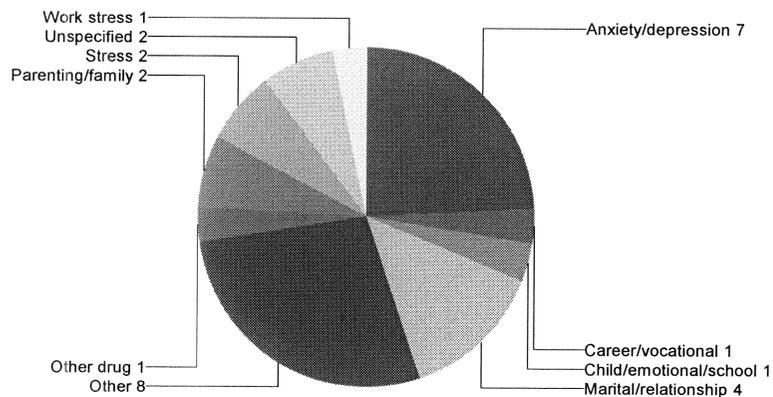
Harbor Symmetry Wellness

Lucas County Sheriff's Office

Agreement Year To Date January 2010 - December 2010

Total New Visits		24
Employee	21	
Dependent	2	
Mandatory Referral	1	
Total Subsequent Visits		70
Employee	65	
Dependent	5	
Total Visits		94
Employee	86	
Dependent	7	
Mandatory Referral	1	
Disposition Cases		50
Referred	28	
Treatment Complete	22	
Current Employee Count		498
Utilization Rates		
New Visits Only		4.82%
New and Subsequent Visits		18.88%
All Services		18.88%

Challenges



Harbor Symmetry Wellness

Lucas County Recorder

Agreement Year To Date January 2010 - December 2010

Total New Visits		0
Employee	0	
Dependent	0	

Total Subsequent Visits		0
Employee	0	
Dependent	0	

Total Visits		0
Employee	0	
Dependent	0	

Current Employee Count		14
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Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		0.00%
All Services		0.00%

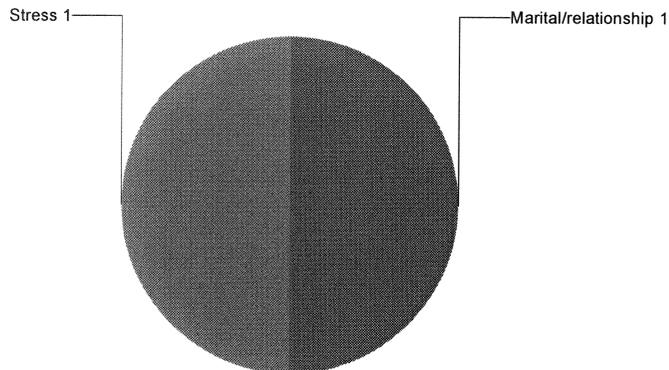
Harbor Symmetry Wellness

Lucas County Engineer

Agreement Year To Date January 2010 - December 2010

Total New Visits		2
Employee	2	
Dependent	0	
Total Subsequent Visits		4
Employee	4	
Dependent	0	
Total Visits		6
Employee	6	
Dependent	0	
Disposition Cases		2
Referred	2	
Current Employee Count		73
Utilization Rates		
New Visits Only		2.74%
New and Subsequent Visits		8.22%
All Services		8.22%

Challenges



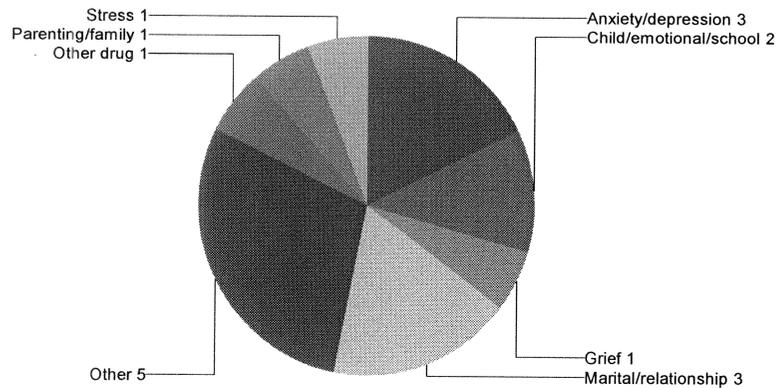
Harbor Symmetry Wellness

Lucas County Court of Common Pleas - Juv Div

Agreement Year To Date January 2010 - December 2010

Total New Visits		23
Employee	14	
Dependent	2	
Mandatory Referral	7	
Total Subsequent Visits		70
Employee	64	
Dependent	6	
Total Visits		93
Employee	78	
Dependent	8	
Mandatory Referral	7	
Disposition Cases		21
Referred	7	
Treatment Complete	14	
Current Employee Count		250
Utilization Rates		
New Visits Only		9.20%
New and Subsequent Visits		37.20%
All Services		37.20%

Challenges



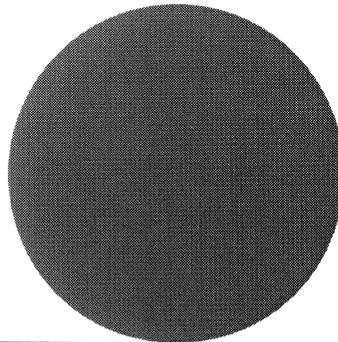
Harbor Symmetry Wellness

Lucas County Correctional Treatment Facility

Agreement Year To Date April 2010 - December 2010

Total New Visits		2
Employee	1	
Dependent	1	
Total Subsequent Visits		6
Employee	5	
Dependent	1	
Total Visits		8
Employee	6	
Dependent	2	
Current Employee Count		59
Utilization Rates		
New Visits Only		3.39%
New and Subsequent Visits		13.56%
All Services		13.56%

Challenges



Marital/relationship 2

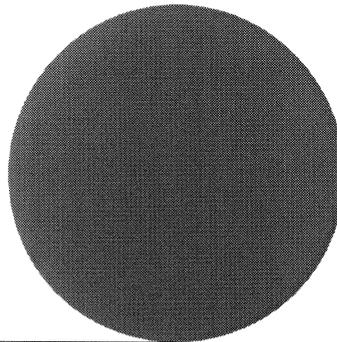
Harbor Symmetry Wellness

Lucas County Clerk of Courts

Agreement Year To Date January 2010 - December 2010

Total New Visits		1
Employee	1	
Dependent	0	
Total Subsequent Visits		2
Employee	2	
Dependent	0	
Total Visits		3
Employee	3	
Dependent	0	
Current Employee Count		53
Utilization Rates		
New Visits Only		1.89%
New and Subsequent Visits		5.66%
All Services		5.66%

Challenges



Unspecified 1

Harbor Symmetry Wellness

Lucas County Board of Elections

Agreement Year To Date January 2010 - December 2010

Total New Visits		0
Employee	0	
Dependent	0	

Total Subsequent Visits		0
Employee	0	
Dependent	0	

Total Visits		0
Employee	0	
Dependent	0	

Current Employee Count		28
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Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		0.00%
All Services		0.00%

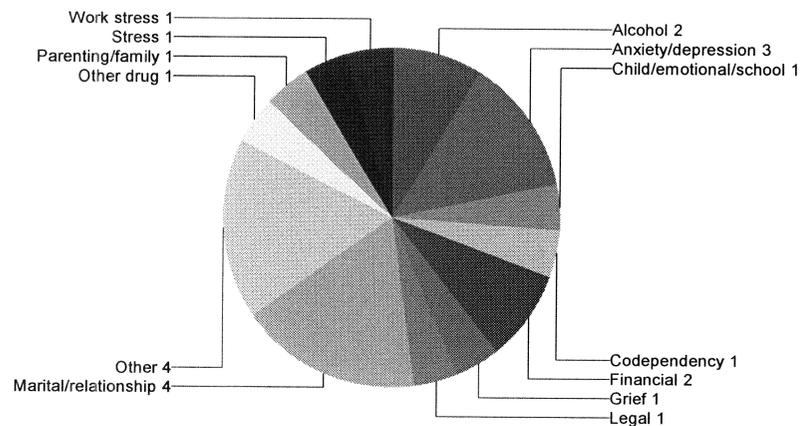
Harbor Symmetry Wellness

Job and Family Services, Lucas Cty. Commissioners

Agreement Year To Date January 2010 - December 2010

Total New Visits		20
Employee	16	
Dependent	2	
Mandatory Referral	2	
Total Subsequent Visits		61
Employee	54	
Dependent	7	
Total Visits		81
Employee	70	
Dependent	9	
Mandatory Referral	2	
Disposition Cases		27
Referred	16	
Treatment Complete	11	
Current Employee Count		386
Utilization Rates		
New Visits Only		5.18%
New and Subsequent Visits		20.98%
All Services		21.24%

Challenges



Harbor Symmetry Wellness

Child Support Enforcement Agency

Agreement Year To Date January 2010 - December 2010

Total New Visits		0
Employee	0	
Dependent	0	
Total Subsequent Visits		0
Employee	0	
Dependent	0	
Total Visits		0
Employee	0	
Dependent	0	
Current Employee Count		Unspecified
Utilization Rates		
New Visits Only		NA
New and Subsequent Visits		NA
All Services		NA

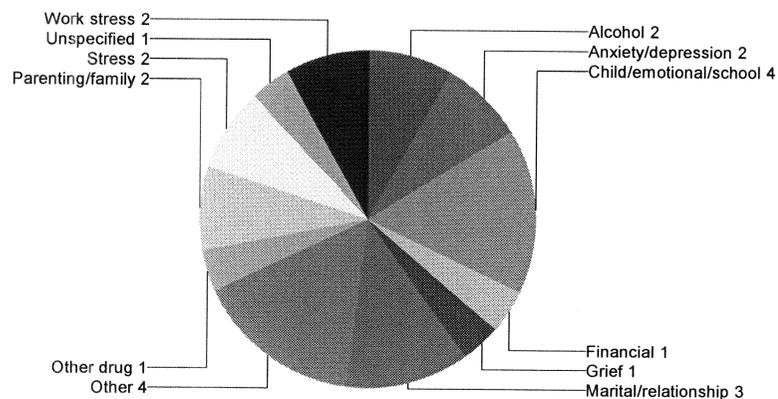
Harbor Symmetry Wellness

Board of Lucas County Commissioners

Agreement Year To Date January 2010 - December 2010

Total New Visits		26
Employee	17	
Dependent	5	
Mandatory Referral	4	
Total Subsequent Visits		50
Employee	46	
Dependent	4	
Total Visits		76
Employee	63	
Dependent	9	
Mandatory Referral	4	
Disposition Cases		43
Referred	30	
Treatment Complete	13	
Current Employee Count		239
Utilization Rates		
New Visits Only		10.88%
New and Subsequent Visits		31.80%
All Services		31.80%

Challenges



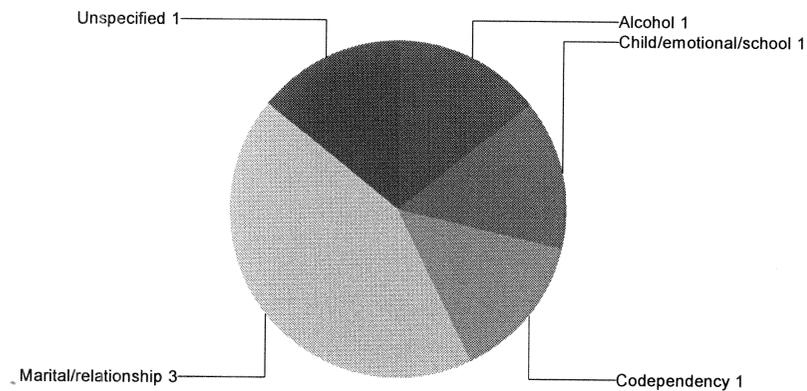
Harbor Symmetry Wellness

Auditor, Lucas County Commissioners

Agreement Year To Date January 2010 - December 2010

Total New Visits		7
Employee	6	
Dependent	1	
Total Subsequent Visits		14
Employee	14	
Dependent	0	
Total Visits		21
Employee	20	
Dependent	1	
Disposition Cases		1
Referred	1	
Current Employee Count		125
Utilization Rates		
New Visits Only		5.60%
New and Subsequent Visits		16.80%
All Services		17.60%

Challenges



Harbor Symmetry Wellness

Lucas County Veteran's Service Commission

Agreement Year To Date January 2010 - December 2010

Total New Visits		0
Employee	0	
Dependent	0	
Total Subsequent Visits		0
Employee	0	
Dependent	0	
Total Visits		0
Employee	0	
Dependent	0	
Disposition Cases		3
Referred	1	
Treatment Complete	2	
Current Employee Count		17
Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		0.00%
All Services		0.00%

EAP
Utilization
Reports
Calendar Year
2011
(Through 3rd Quarter)

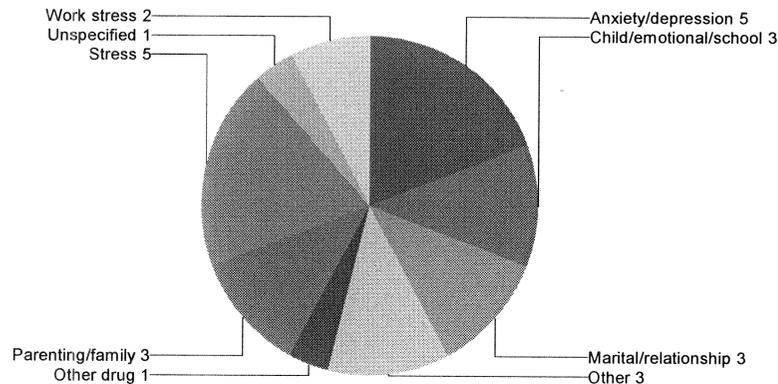
Harbor Symmetry Wellness

Board of Lucas County Commissioners

Agreement Year To Date January 2011 - September 2011

Total New Visits		21
Employee	17	
Dependent	2	
Mandatory Referral	2	
Total Subsequent Visits		57
Employee	56	
Dependent	1	
Total Visits		78
Employee	73	
Dependent	3	
Mandatory Referral	2	
Disposition Cases		27
Referred	20	
Treatment Complete	7	
Current Employee Count		226
Utilization Rates		
New Visits Only		9.29%
New and Subsequent Visits		34.51%
All Services		34.51%

Challenges



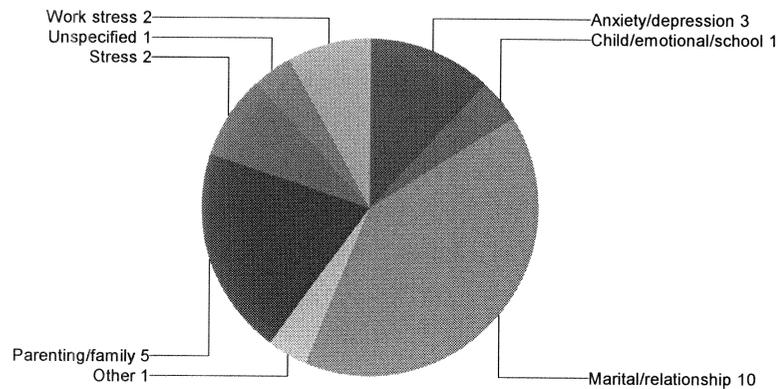
Harbor Symmetry Wellness

Lucas County Sheriff's Office

Agreement Year To Date January 2011 - September 2011

Total New Visits		27
Employee	23	
Dependent	0	
Mandatory Referral	4	
Total Subsequent Visits		101
Employee	101	
Dependent	0	
Total Visits		128
Employee	124	
Dependent	0	
Mandatory Referral	4	
Disposition Cases		25
Referred	12	
Treatment Complete	13	
Current Employee Count		456
Utilization Rates		
New Visits Only		5.92%
New and Subsequent Visits		28.07%
All Services		28.07%

Challenges



Harbor Symmetry Wellness

Child Support Enforcement Agency

Agreement Year To Date January 2011 - September 2011

Total New Visits		0
Employee	0	
Dependent	0	

Total Subsequent Visits		0
Employee	0	
Dependent	0	

Total Visits		0
Employee	0	
Dependent	0	

Current Employee Count		Unspecified
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Utilization Rates		
New Visits Only		NA
New and Subsequent Visits		NA
All Services		NA

Harbor Symmetry Wellness

Lucas County Engineer

Agreement Year To Date January 2011 - September 2011

Total New Visits		2
Employee	0	
Dependent	0	
Mandatory Referral	2	

Total Subsequent Visits		3
Employee	3	
Dependent	0	

Total Visits		5
Employee	3	
Dependent	0	
Mandatory Referral	2	

Disposition Cases		3
Referred	1	
Treatment Complete	2	

Current Employee Count		66
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Utilization Rates		
New Visits Only		3.03%
New and Subsequent Visits		7.58%
All Services		7.58%

Harbor Symmetry Wellness

Lucas County Recorder

Agreement Year To Date January 2011 - September 2011

Total New Visits		0
Employee	0	
Dependent	0	
Total Subsequent Visits		0
Employee	0	
Dependent	0	
Total Visits		0
Employee	0	
Dependent	0	
Current Employee Count		10
Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		0.00%
All Services		0.00%

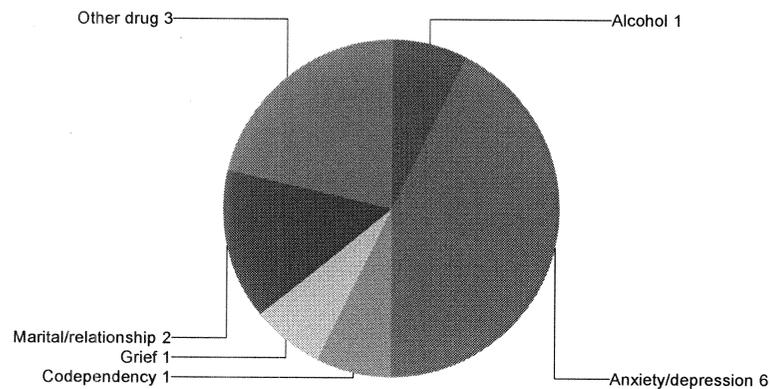
Harbor Symmetry Wellness

Job and Family Services, Lucas Cty. Commissioners

Agreement Year To Date January 2011 - September 2011

Total New Visits		11
Employee	10	
Dependent	1	
Total Subsequent Visits		26
Employee	21	
Dependent	5	
Total Visits		37
Employee	31	
Dependent	6	
Disposition Cases		16
Referred	9	
Treatment Complete	7	
Current Employee Count		375
Utilization Rates		
New Visits Only		2.93%
New and Subsequent Visits		9.87%
All Services		9.87%
Critical Incident Response Hours		1.50

Challenges



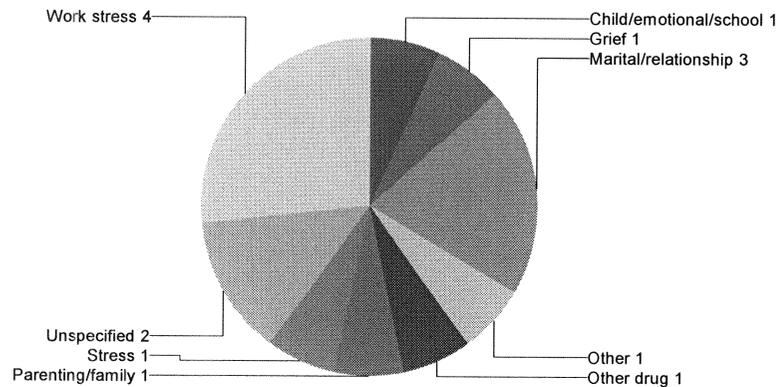
Harbor Symmetry Wellness

Lucas County Court of Common Pleas - Juv Div

Agreement Year To Date January 2011 - September 2011

Total New Visits		16
Employee	12	
Dependent	0	
Mandatory Referral	4	
Total Subsequent Visits		50
Employee	50	
Dependent	0	
Total Visits		66
Employee	62	
Dependent	0	
Mandatory Referral	4	
Disposition Cases		19
Referred	12	
Treatment Complete	7	
Current Employee Count		220
Utilization Rates		
New Visits Only		7.27%
New and Subsequent Visits		30.00%
All Services		30.00%

Challenges



Harbor Symmetry Wellness

Lucas County Correctional Treatment Facility

Agreement Year To Date April 2011 - September 2011

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Total New Visits		0
Employee	0	
Dependent	0	
<hr/>		
Total Subsequent Visits		0
Employee	0	
Dependent	0	
<hr/>		
Total Visits		0
Employee	0	
Dependent	0	
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Disposition Cases		1
Referred	1	
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Current Employee Count		58
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Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		0.00%
All Services		0.00%
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Harbor Symmetry Wellness

Auditor, Lucas County Commissioners

Agreement Year To Date January 2011 - September 2011

Total New Visits		0
Employee	0	
Dependent	0	
Total Subsequent Visits		3
Employee	3	
Dependent	0	
Total Visits		3
Employee	3	
Dependent	0	
Disposition Cases		5
Referred	4	
Treatment Complete	1	
Current Employee Count		125
Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		2.40%
All Services		2.40%

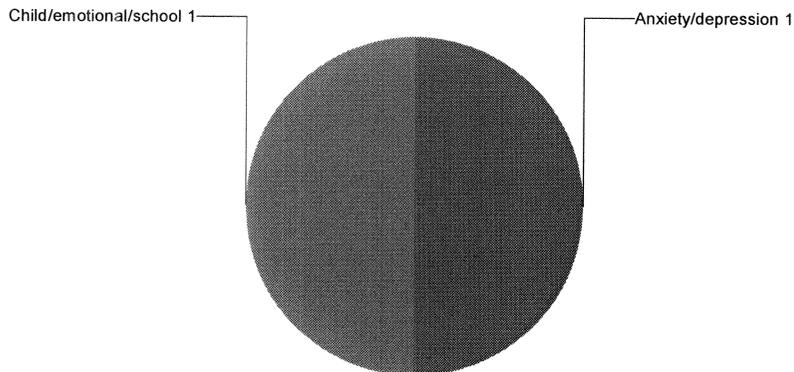
Harbor Symmetry Wellness

Lucas County Com. Mental Health and Recovery

Agreement Year To Date February 2011 - October 2011

Total New Visits		1
Employee	0	
Dependent	1	
Total Subsequent Visits		2
Employee	0	
Dependent	2	
Total Visits		3
Employee	0	
Dependent	3	
Disposition Cases		1
Referred	1	
Current Employee Count		13
Utilization Rates		
New Visits Only		7.69%
New and Subsequent Visits		23.08%
All Services		23.08%

Challenges



Harbor Symmetry Wellness

Lucas County Commissioners - Probate Court

Agreement For Dates 01/01/2011 - 11/30/2011

Total New Visits		0
Employee	0	
Dependent	0	
Total Subsequent Visits		0
Employee	0	
Dependent	0	
Total Visits		0
Employee	0	
Dependent	0	
Current Employee Count		32
Utilization Rates		
New Visits Only		0.00%
New and Subsequent Visits		0.00%
All Services		0.00%