



Evelyn Minor-Lawrence

Director

DEPARTMENT OF HUMAN RESOURCES

PUBLIC SERVICES BUILDING
2051 Kaen Road | Oregon City, OR 97045

01/19/2023

BCC Agenda Date/Item: _____

Board of County Commissioners
Clackamas County

Approval of Amendment #1 to a Contract with Cascade Centers Inc., dba Canopy Wellbeing for the Employee Assistance Program Services. Amendment value is \$204,970 for 2 years, contract value is increased to \$419,970 for 4.5 years. Funding through contributions and fees paid by county departments, retirees, COBRA beneficiaries, and other agencies contracting with Clackamas County for employee benefits administration, including \$59,441 in budgeted County General Funds.

Table with 4 columns: Previous Board Action/Review, Performance Clackamas, Counsel Review, Contact Person, Procurement Review, Contact Phone. Contains details of previous approvals, success indicators, review status, and contact information.

EXECUTIVE SUMMARY: The purpose of this Amendment is to approve new terms of the Employee Assistance Program Contract. This amendment extends the contract through December 31, 2024 and adds an additional \$204,970.00 in consideration. This Amendment also updates Exhibit A of the contract and updates the language in Section 21. Departments pay a \$3.30 per employee per month (PEPM) EAP fee. County departments and employees will benefit from increased engagement, productivity and benefit/needs alignment as evidenced by:

- 80% of employees return to work within 90 days of initial non-occupational short-term disability
By 2025, annual alignments of wellness programs with workforce needs

The EAP is a key tool for helping employees navigate personal difficulties so they can be focused at work.

RECOMMENDATION: Staff respectfully recommends the Board of County Commissioners approve the contract with Cascade Centers Employee Assistance Program.

Respectfully submitted,

Evelyn Minor-Lawrence
Director, Human Resources

For Filing Use Only



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Director

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2051 Kaen Road | Oregon City, OR 97045

MEMORANDUM

TO: Clackamas County Board of County Commissioners (BCC)

FROM: Kristi Durham

RE: Approval of Amendment #1 for Contract #2557 with Cascade Centers Inc., dba Canopy Wellbeing for the Employee Assistance Program Services.

DATE: January 11, 2023

REQUEST: Staff respectfully recommends that the Board of County Commissioners approve the contract with Canopy Wellbeing Employee Assistance Program (EAP).

BACKGROUND: This amendment was delayed due to additional time required for renewal fee negotiation and services for the 24-month renewal period. EAP services for employees and the County have been maintained without interruption during this time.

An EAP provides tools and resources for emotional well-being, support for employees and families to address the inevitable issues in life. By proactively addressing issues, employees can be more engaged and productive at work.

The EAP includes six visits per unrelated issue per year for counseling, 24/7 unlimited phone counseling, research retrieval, financial coaching, discounts for physical well-being activities, webinars, and more.

Canopy Wellbeing provides a substantial selection of counselors. Their panel includes masters-level clinicians to help support all employees and their eligible family members and clinicians with specialized training related to the needs of public safety professionals and employees whose work may expose them to secondary trauma.

Respectfully Submitted,

Kristi Durham

Human Resources Benefits Manager

Attachments:

EAP contract

AMENDMENT #1
TO THE CONTRACT DOCUMENTS WITH CASCADE CENTERS INC., DBA CANOPY
WELLBEING FOR EMPLOYEE ASSISTANCE PROGRAM SERVICES
Contract #2557

This Amendment #1 is entered into between **Cascade Centers Inc., dba Canopy Wellbeing** (“Contractor”) and Clackamas County (“County”) and shall become part of the contract documents entered into between both parties on **March 26, 2020** (“Agreement”).

The Purpose of this Amendment #1 is to make the following changes to the Agreement:

1. Effective November 2, 2021, County hereby acknowledges that Contractor is doing business as Canopy Wellbeing. All references to “Cascade Center” in this Agreement shall also refer to Canopy Wellbeing.
2. **Section 1. Services** is hereby amended as follows:
Exhibit A is hereby removed and replaced with **Updated Exhibit A**, attached and incorporated by reference herein as Exhibit A of this Amendment #1.
3. **Section 2. Term of Subscription** is hereby amended as follows:
The Agreement is renewed for a new term extending from **January 1, 2023**, through **December 31, 2024**.
4. **Section 3. Fees** is hereby amended as follows:
In consideration for Contractor performing Services during the extended term of this Agreement, County shall pay Contractor an amount not to exceed **\$204,970.00**. The total Agreement amount shall not exceed \$419,970.00.
5. **Section 21. Governing Law; Venue** is hereby amended to read as follows:
Access to and use of the Services and this Agreement are governed by U.S. federal law and/or the laws of the State of Oregon, without resort to conflict of law provisions. Any legal action or proceeding relating to Customer’s access to, or use of, the Services or this Agreement shall be instituted only in a state or federal court located in Washington County, Oregon. Customer agrees to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.
6. **Section 27. Taxes** is hereby amended to read as follows:
Customer shall be solely responsible for collecting and remitting any and all applicable sales and use taxes pursuant to this Agreement. In no event shall Canopy be liable for any taxes owed by Customer, including for Customer’s use of the Services. Each Party shall bear sole responsibility for all taxes, assessments, and other ad valorem levies on its owned property.

ORIGINAL CONTRACT	\$ 215,000.00
<u>AMENDMENT #1</u>	<u>\$ 204,970.00</u>
TOTAL AMENDED CONTRACT	\$ 419,970.00

Signature Page to Follow

Except as expressly amended above, all other terms and conditions of the Agreement shall remain in full force and effect. By signature below, the parties agree to this Amendment #1, effective upon the date of the last signature below.

Cascade Centers Inc., dba Canopy Wellbeing

Clackamas County

 1/4/23
Authorized Signature Date

Tootie Smith, Chair

Anthony Brown
Printed Name

Date

Approved as to Form


County Counsel

01/04/2023

Exhibit A
Updated

Exhibit A

Canopy EAP Services Included	Cost
<ul style="list-style-type: none"> • Diagnosis and Treatment Planning: Up to six paid counseling sessions per unrelated incident for each employee/family unit. Sessions available face-to-face, telephonic or live online virtual sessions through secure video or chat. • 24/7/365 crisis telephone coverage: Staffed by mental health professionals. • Promotional Materials: Electronic materials and printed materials including brochures, wallet cards, and posters. • EAP services: <ul style="list-style-type: none"> • Career Development Services • Wellbeing Text Support • Life Coaching • Gym Membership Discounts • Will Kit Questionnaire • Pet Parent Resources • Concierge and resource retrieval services (caregiver, childcare, eldercare and other activities of daily living) provided within 3-5 business days • Housing Support, relocation and home ownership program • Work/Family/Life Balance Services <ul style="list-style-type: none"> • <i>Legal/Mediation:</i> Each covered member is eligible for one (1) initial 30-minute office or telephone consultation per separate legal/mediation matter (limit three per year). Discount of 25% from the attorney's/mediator's normal hourly rate thereafter. • <i>Financial:</i> Each covered member is eligible to receive telephonic financial coaching from certified financial consultants. • <i>Identity Theft Services:</i> 60-minute free consultation with a highly trained <i>Fraud Resolution Specialist™ (FRS)</i>. • Interactive EAP Website <ul style="list-style-type: none"> • Self-Assessments • Videos • Webinars • LifeBalance Wellness Program: Access to services in areas such as fitness, weight management, and stress reduction to help employees improve their overall health. • Reporting: Online utilization reporting and annual summary. • Unlimited telephone management consultation with an EAP representative. • Unlimited performance based referrals with follow-up to employer as needed. ** 	<p>\$3.30 Per employee per month</p>

<ul style="list-style-type: none"> • On-site EAP Services*: Included (ten) hours can be used for <ul style="list-style-type: none"> • One-Hour EAP Seminars • Benefit Fairs and Open Enrollment Meetings • Employee EAP Orientations • Supervisor EAP Orientations <p>Additional EAP Services*: as needed</p> <ul style="list-style-type: none"> • Group Critical Incident Stress Debriefing: Provided 48-72 hours following a traumatic event. Includes 24/7 consultation services to management pre, post and during. 	
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**** Performance Based referrals do not include referral to Substance Abuse Professional regulated by Federal Department of Transportation.**

Additional Services Available	Cost
Any additional on-site EAP services beyond the allotted annual hours	\$315.00 per hour, \$95.00 per hour travel
On-Site Legal Seminars: Specialized training facilitated by subject matter expert.	\$500.00 per seminar
On-Site Financial Seminars: Specialized training facilitated by subject matter expert.	\$500.00 per seminar
On-site Organizational Development: Teambuilding, conflict resolution, and other specialized training.	\$425.00 per hour \$95.00 per hour travel
Immediate Response: Canopy will provide on-site crisis counselors within 2 – 24 hours of notification of a traumatic event. Services include informal outreach, check-in, supportive listening, problem-solving for immediate needs, assessment of mental / emotional health, and make recommendations as needed.	450.00 per hour \$200.00 per hour travel
On-Site Individual Counseling/Grief Support: Formal on-site counseling is available.	Mon – Fri 8:00 am to 5:00 pm \$425.00 per hour \$95.00 per hour travel All other hours \$450.00 per hour \$95.00 per hour travel
Leadership Professional Development	Pricing dependent on scope of work
1:1 leadership coaching	

Notes:

- A minimum attendance of ten employees for Orientations and EAP Seminars are required.
- A minimum attendance of five employees for Group critical incident stress response are required.
- On-site hours not utilized one year may not be carried over into the following year.
- A cancelation fee will apply for on-site services canceled within 24 hours of the scheduled event.