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AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Howard A. Jordan
Chief of Police

SUBJECT: Managed Health Network (MHN) Contract DATE: November 5, 2012

City Administrator
Approval

Date

11/25/12

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council accept this report and approve the proposed resolution authorizing the City Administrator to exercise the option to extend for an additional term, the contract with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, for the period of December 1, 2012 through June 30, 2014, in the amount of \$100,000 (one hundred thousand dollars) and increase the total contract amount from \$315,000 (three hundred fifteen thousand dollars) to \$415,000 (four hundred fifteen thousand dollars).

EXECUTIVE SUMMARY

In 2007, Resolution No. 80868 C.M.S. provided authority to award Managed Health Network (MHN) a contract with the City to provide a program of psychological counseling services to sworn members of the Police Department and their dependents. The current contract with MHN is authorized by Resolution Number 83362 C.M.S. The contract period is from May 1, 2011 - November 30, 2012.

Article IX, Section E (Employee Health Assistance Programs) of the current Memorandum of Understanding (MOU) between the City and the Oakland Police Officers Association (OPOA) obligates the City to pay the annual cost of providing psychological counseling services to its members and/or dependents.

MHN Employee Assistance Program (EAP) provides a variety of services to the sworn staff and their family members such as Critical Incident Stress Management, Anger Management training, online management resources and EAP Supervisory and Employee Orientations to name a few.

Item: _____
Public Safety Committee
December 11, 2012

OUTCOME

The City will be in agreement with contractual provisions outlined in the Memorandum Of Understanding (MOU) with the Oakland Police Officers Association (OPOA).

BACKGROUND/LEGISLATIVE HISTORY

MHN provides a program of counseling services to the members of OPOA and their dependents, in accordance with the contractual provisions of the MOU between the City and OPOA, and continues to be a leader in providing such services to law enforcement agencies in the greater Bay Area.

In response to the City Council's request, the Department conducted a Request for Proposals (RFP) process in November 2007, inviting qualified service providers to submit proposals to render professional counseling services for sworn members of the Oakland Police Department and their dependents. The RFP process resulted in awarding the contract to MHN with the option to extend the contract.

ANALYSIS

MHN provides psychological counseling services for sworn members of the Police Department and their dependents. Clinical services are directed toward workplace and personal problems that can be delivered through telephonic and/or face-to-face counseling. In addition to general areas such as marital and family counseling, MHN specializes in counseling for specific job-related stresses that can affect law enforcement personnel such as officer fatalities, critical incident stress debriefings, and other distressing and traumatic occurrences. Additionally, MHN expanded their services to include eLearning and Web-Video Consultation in 2010 and 2011 at no additional cost and will continue this service.

MHN maintains a broad geographically based network of individual clinicians, which allows individual sworn members and their dependents to choose someone who is compatible and accessible in terms of hours, locale, specialty, etc. This network ensures confidentiality for the sworn members and their families.

MHN has effectively provided psychological counseling services to members of the Oakland Police Department and their dependants. The need for services from MHN is evident in the OPD's utilization rate for the past three years. The utilization is consistently higher than MHN's overall usage rate; this can be interpreted that more OPD members are feeling comfortable in MHN, and are reaching out to the services provided by MHN to help address their needs. There was a definite spike in usage by OPD members during March 2009 through February 2010 and this can be attributed to the after effects of the 3-21-09 incident as well as general uncertainties brought on by the financial situation of the economy. As MHN's contract expired November 30,

Item: _____
Public Safety Committee
December 11, 2012

2012 the 2012 utilization numbers show many members are still seeing their Employee Assistance Program providers. Therefore, it is recommended that MHN's contract be extended for an additional term of 19 months for the period of December 1, 2012 through June 30, 2014.

PUBLIC OUTREACH/INTEREST

This item did not require any additional public outreach other than the required posting on the City's website.

COORDINATION

The Budget Office and Contract Compliance were consulted during the preparation of this report. The City Attorney's Office reviewed this Report and the Resolution for content.

COST SUMMARY/IMPLICATIONS

Approval of this resolution will authorize the City Administrator to extend the current contract with Managed Health Network for the period of December 1, 2012 through June 30, 2014. Funding in the amount of \$100,000 is included as part of the Police Department's 2012-14 budget appropriation and will be drawn from General Fund (1010), Personnel Section Organization (106210), Miscellaneous Contract Services Account (54919), Project (0000000), Program (PS01).

SUSTAINABLE OPPORTUNITIES

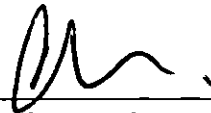
Economic: No economic opportunities are identified in this report. However, counseling services, including stress debriefing, may enhance the City's risk management strategies.


Environmental: No environmental opportunities are identified in this report.

Social Equity: Psychological counseling services to sworn members of the Police Department and their dependents support frontline law enforcement efforts; which in turn benefits the entire community served by these sworn members.

For questions regarding this report, please contact Mrs. Cecilia Belue, OPD Personnel Manager, at (510) 238-6971.

Respectfully submitted,



 Howard A. Jordan
Chief of Police
Oakland Police Department

Prepared by:
Cecilia Belue, Personnel Manager
Oakland Police Department

Item: _____
Public Safety Committee
December 11, 2012

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OAKLAND

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OAKLAND CITY COUNCIL

Approved as to Form and Legality


City Attorney

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO EXERCISE THE OPTION TO EXTEND THE CONTRACT WITH MANAGED HEALTH NETWORK (MHN) TO CONTINUE PROVIDING PSYCHOLOGICAL COUNSELING SERVICES FOR SWORN MEMBERS OF THE POLICE DEPARTMENT AND THEIR DEPENDENTS FOR AN ADDITIONAL TERM, FOR THE PERIOD OF DECEMBER 1, 2012 THROUGH JUNE 30, 2014, IN THE AMOUNT OF \$100,000 (ONE HUNDRED THOUSAND DOLLARS)

WHEREAS, In 2007, Resolution No. 80868 C.M.S. provided authority to award Managed Health Network (MHN) a contract with the City to provide a program of psychological counseling services to sworn members of the Police Department and their dependents with options to extend. The current contract with MHN is authorized by Resolution No. 83362 C.M.S. The contract period is from May 1, 2011 - November 30, 2012;

WHEREAS, the Memorandum of Understanding (MOU) between the City and the Oakland Police Officers Association (OPOA) requires the City to continue to pay for the annual cost of providing psychological counseling services to its members and/or dependents; and

WHEREAS, the City Council finds in authorizing the City Administrator to exercise the option to extend this contract for an additional term shall not result in the loss of employment or salary by any person having permanent status in the competitive services; and

WHEREAS, the Police Department has funding in the amount of \$100,000 (one hundred thousand dollars) for said services in its FY 2012-2014 budget appropriation in General Fund (1010), Personnel Section Organization (106210), Miscellaneous Contracts Account (54919), Project (0000000), and Program (PS01); now, therefore be it

RESOLVED: That the City Council hereby authorizes the City Administrator, or her designee, to extend the professional services agreement with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, for the period of December 1, 2012 through June 30, 2014, in an amount not to exceed one hundred thousand dollars (\$100,000); and be it

FURTHER RESOLVED: That funds are available in the Department's 2012-2014 budget appropriation and will be drawn from General Fund (1010), Personnel Section Organization (106210), Miscellaneous Contracts Account (54919), Project 0000000, and Program (PS01); and be it

FURTHER RESOLVED: That the City Administrator or her designee is authorized to complete all required negotiations, certifications, assurances, and documentation required to accept, modify, extend and/or amend this agreement for services, except for any increase in the contract amount without returning to the City Council; and be it

FURTHER RESOLVED: That the City Attorney shall review and approve said agreement with Managed Health Network (MHN), as to form and legality and a copy of the fully executed agreement shall be placed on file with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 20_____

PASSED BY THE FOLLOWING VOTE:

AYES-

NOES-

ABSENT-

ABSTENTION-

ATTEST: _____

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California