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AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Anne E. Kirkpatrick
Chief of Police

SUBJECT: OPD MHN Employee Assistance
Program Contract

DATE: December 17, 2019

City Administrator Approval

Date:

1/2/2020

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Authorizing The City Administrator Or Designee To Enter Into A Contract With Managed Health Network (MHN) To Continue Providing Psychological Substance Abuse Counseling Services For Sworn Members Of The Police Department And Their Dependents, In The Amount Of One Hundred Eighty Five Thousand (\$185,000) Per Year, For The Period Of July 1, 2019 To June 30, 2022, For A Contract Of Five Hundred Fifty Five Thousand Dollars (\$555,000), With A Contract Renewal Option Of One Hundred Eighty Five Thousand Dollars (\$185,000) Per Year For An Additional Two Years, For A Total Contact Amount Not To Exceed Nine Hundred Twenty Five Thousand Dollars (\$925,000).

EXECUTIVE SUMMARY

Staff has prepared a report and proposed resolution authorizing the City Administrator to enter into a contract with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, for the amount of \$185,000 per year, for the period of July 1, 2019 to June 30, 2022. This contract would also provide for an option of an additional two-year contract extension through June 30, 2024, for a total overall contract of \$925,000. MHN was the only responder to a City Request for Proposal (RFP) for an Employee Assistance Program. 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 OPD sworn members and their dependents.

BACKGROUND/LEGISLATIVE HISTORY

Law enforcement personnel face challenging work conditions that can become incredibly stressful when intense and traumatic encounters occur; and these conditions can intensify an already arduous and hazardous work environment for personnel, as well as for their family. Stress and trauma experienced in the line of duty can have negative impacts on officers' health and well-being. Counseling support is imperative to help officers maintain psychological well-being so as to be prepared to perform their duties efficiently, and for their family who play a vital

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Public Safety Committee
January 14, 2020

role in an officer's wellbeing. The OPOA MOU requires that the City maintain an Employee Assistance Program (EAP) to provide these services.

MHN has provided counseling services to OPOA members since 2008, and continues to be a leader in providing such services to law enforcement agencies in the Bay Area. The City Council has adopted the following resolutions to authorize previous contracts:

- Resolution No.78180 C.M.S. on November 4, 2003 – which authorized a professional services agreement with MHN in an amount not to exceed \$94,552 for the period of July 1, 2003 to June 30, 2005;
- Resolution No. 79189 C.M.S. on May 3, 2005 - which authorized a professional services agreement with MHN, in an amount not to exceed \$52,940 for the period of July 1, 2004 to June 30, 2005;
- Resolution No. 79593 C.M.S. on November 15, 2005, which authorized a professional services agreement with MHN, in an amount not to exceed \$66,173.28 for the period of July 1, 2005 to June 30, 2006;
- Resolution No. 80868 C.M.S. on October 2, 2007, which authorized a professional services agreement with MHN, in an amount not to exceed \$105,000 for the period of July 1, 2006 and June 30, 2007;
- Resolution 82077 C.M.S., which authorized the City Administrator to exercise the option to extend the contract with MHN for the period of July 1,2009 to December 31, 2010, in an amount of \$105,000;
- Resolution No. 83362 C.M.S. on May 17, 2011, which authorized a professional services agreement with MHN, in an amount not to exceed \$105,000 for the period of May 1, 2011 to November 30, 2012;
- Resolution No. 84152 C.M.S. on December 18, 2012, which authorized a professional services agreement with MHN, in an amount not to exceed \$100,000 for the period of December 1, 2012 to June 30, 2014;
- Resolution No. 85141 C.M.S. on July 29, 2014, which authorized a contract with MHN for counseling services, from July 1, 2014 through June 30, 2017, for psychological counseling services for \$315,000, with an option to extend for an additional two years, for a total contract amount of \$525,000; and substance abuse counseling for January 1, 2015 to June 30,2017, for an amount not to exceed \$210,00, with an option to extend for an additional two years, in amount of \$84,000 per year, for a total contract amount of \$378,000; and an overall total contract amount of \$903,000.

ANALYSIS AND POLICY ALTERNATIVES

Program Description

Managed Health Network (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 e-Learning and Web-Video Consultation in 2010 and 2011 at no additional cost. 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 offers an extensive provider network including 78 providers within five miles of the Police Administration Building (PAB) and over 100 providers within a 10-mile radius.

MHN's EAP benefits include:

- 10 EAP Counseling sessions per member or dependent, per incident, per benefit year.
- Critical incident response (up to 20 hours per incident).
- Substance use disorder care for in-network, inpatient treatment centers up to 30 days for all sworn and professional staff and dependents.

EAP Request for Proposal (RFP)

OPD issued a new request for proposal (RFP) for "Employee Assistance Program and Substance Abuse Benefit for Oakland Police Department" in June 2019, due August 9, 2019; MHN was the only responder; MHN therefore was selected for a new provider contract with OPD.

The City Administrator has signed a waiver which grants spending authority through for July 1, 2019 through September 30, 2019 in order to not have a lapse in EAP services. However, OPD now has no contract to continue providing EAP counseling services in compliance with the OPOA MOU. Staff now recommends that the City Council adopt the resolution to allow for a new contract that complies with the recent EAP RFP.

FISCAL IMPACT

Approval of this resolution will authorize the City Administrator to enter into a contract with Managed Health Network for the period of July 1, 2019 To June 30, 2022, in The Amount Of \$185,000 per year for a contract of \$555,000. The recommended contract allows for an optional two year extension at \$185,000 per year, for a total overall contract amount of \$925,000.

Funding will be drawn from General Fund (1010), Personnel Section Organization (106210), Miscellaneous Contract Services Account (54919), Project (1000008), Program (PSOI).

PUBLIC OUTREACH / INTEREST

No public outreach was necessary for the production of this report.

COORDINATION

This report was reviewed by the Budget Bureau and the Office of the City Attorney.

SUSTAINABLE OPPORTUNITIES

Economic: There are no economic opportunities associated with this report.

Environmental: There are no environmental opportunities associated with this report.

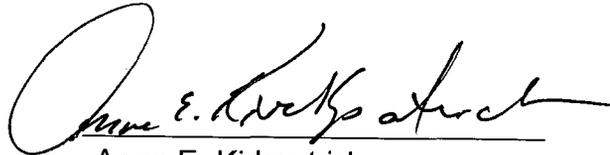
Race and Social Equity: Psychological counseling services to sworn members of the Police Department and their dependents support frontline law enforcement efforts; which in turn benefits the entire community served by these sworn members.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution: 1) Authorizing The City Administrator Or Designee To Enter Into A Contract With Managed Health Network (MHN) To Continue Providing Psychological Substance Abuse Counseling Services For Sworn Members Of The Police Department And Their Dependents, In The Amount Of One Hundred Eighty Five Thousand (\$185,000) Per Year, For The Period Of July 1, 2019 To June 30, 2022, For A Contract Of Five Hundred Fifty Five Thousand Dollars (\$555,000), With A Contract Renewal Option Of One Hundred Eighty Five Thousand Dollars (\$185,000) Per Year For An Additional Two Years, For A Total Contact Amount Not To Exceed Nine Hundred Twenty Five Thousand Dollars (\$925,000).

For questions regarding this report, please contact Kiona Suttle, Personnel Manager, OPD Personnel Section, at (510) 238-6971.

Respectfully submitted,



Anne E. Kirkpatrick
Chief of Police
Oakland Police Department

Reviewed by:
Frederick Shavies II, Lieutenant of Police
OPD, Training Section

Shamika Shavies, Acting Police Services Manager
OPD, Fiscal Section

Prepared by:
Bruce Stoffmacher, Management Assistant
OPD, Research and Planning, Training Section

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City Attorney's Office

OAKLAND CITY COUNCIL

RESOLUTION NO. _____ C.M.S.

RESOLUTION: 1) AUTHORIZING THE CITY ADMINISTRATOR OR DESIGNEE TO ENTER INTO A CONTRACT WITH MANAGED HEALTH NETWORK (MHN) TO CONTINUE PROVIDING PSYCHOLOGICAL SUBSTANCE ABUSE COUNSELING SERVICES FOR SWORN MEMBERS OF THE POLICE DEPARTMENT AND THEIR DEPENDENTS, IN THE AMOUNT OF ONE HUNDRED EIGHTY FIVE THOUSAND (\$185,000) PER YEAR, FOR THE PERIOD OF JULY 1, 2019 TO JUNE 30, 2022, FOR A CONTRACT OF FIVE HUNDRED FIFTY FIVE THOUSAND DOLLARS (\$555,000), WITH A CONTRACT RENEWAL OPTION OF ONE HUNDRED EIGHTY FIVE THOUSAND DOLLARS (\$185,000) PER YEAR FOR AN ADDITIONAL TWO YEARS, FOR A TOTAL CONTACT AMOUNT NOT TO EXCEED NINE HUNDRED TWENTY FIVE THOUSAND DOLLARS (\$925,000); AND 2) WAIVING THE CITY'S COMPETITIVE ADVERTISING AND BIDDING REQUIREMENTS

WHEREAS, law enforcement personnel face challenging work conditions that can become incredibly stressful when intense and traumatic encounters occur; and these conditions can intensify an already arduous and hazardous work environment for personnel as well as for their family; and

WHEREAS, stress and trauma experienced in the line of duty can have negative impacts on officers' health and well-being; therefore, counseling support is imperative to help officers maintain psychological well-being so as to be prepared to perform their duties efficiently, and for their family who play a vital role in an officer's wellbeing; and

WHEREAS, MHN has provided a program of counseling services to the members of the Oakland Police Officers' Association (OPOA) and their dependents since July 1982, in accordance with the contractual provisions of the Memorandum of Understanding (MOU) between the City and OPOA, and continues to be a leader in providing such services to law enforcement agencies in the Bay Area; and

WHEREAS, the MOU between the City and 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 adopted Resolution No.78180 C.M.S. on November 4, 2003 authorizing a professional services agreement with MHN in an amount not to exceed \$94,552 for the period of July 1, 2003 to June 30, 2005; and

WHEREAS, the City Council adopted Resolution No. 79189 C.M.S. on May 3, 2005, which authorized a professional services agreement with MHN, in an amount not to exceed \$52,940 for the period of July 1, 2004 to June 30, 2005; and

WHEREAS, the City Council adopted Resolution No. 79593 C.M.S. on November 15, 2005, which authorized a professional services agreement with MHN, in an amount not to exceed \$66,173.28 for the period of July 1, 2005 to June 30, 2006; and

WHEREAS, the City Council adopted Resolution No. 80868 C.M.S. on October 2, 2007, which authorized a professional services agreement with MHN, in an amount not to exceed \$105,000 for the period of July 1, 2006 to June 30, 2007; and

WHEREAS, the City Council adopted Resolution 82077 C.M.S. authorizing the City Administrator to exercise the option to extend the contract with MHN for the period of July 1,2009 to December 31, 2010, in an amount of \$105,000; and

WHEREAS, the City Council adopted Resolution No. 83362 C.M.S. on May 17, 2011, which authorized a professional services agreement with MHN, in an amount not to exceed \$105,000 for the period of May 1, 2011 to November 30, 2012; and

WHEREAS, the City Council adopted Resolution No. 84152 C.M.S. on December 18, 2012, which authorized a professional services agreement with MHN, in an amount not to exceed \$100,000 for the period of December 1, 2012 to June 30, 2014; and

WHEREAS, the City Council adopted Resolution No. 85141 C.M.S. on July 29, 2014, authorizing a contract with MHN for counseling services, from July 1, 2014 to June 30, 2017, for: 1) a psychological counseling services contract in an amount not to exceed \$315,000, with an option to extend for an additional two years, for a total contract amount of \$525,000; and 2) a substance abuse counseling contract for January 1, 2015 to June 30,2017, for an amount not to exceed \$210,00, with an option to extend for an additional two years, in amount of \$84,000 per year, for a total contract amount of \$378,000; and an overall total contract amount of \$903,000; and

WHEREAS, the City issued a new request for proposal (RFP) for "Employee Assistance Program and Substance Abuse Benefit for Oakland Police Department" in June 2019, due August 9, 2019, and upon conclusion, MHN was the only responder; MHN therefore was selected for a new provider contract with OPD; and

WHEREAS, OPD has a signed CAO waiver, which grants spending authority through September 30, 2019, which was brought forward in order to not have a lapse in EAP services; and

WHEREAS, the Police Department has funding in the amount of \$185,000 per year for said services in its Fiscal Year 2019-21 budget appropriation in General Fund (1010), Personnel Section Organization (106210), Miscellaneous Contracts Account (54919), Project (0000000), and Program (PSO); and

WHEREAS, the City Council finds that authorizing the City Administrator to enter into this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive services; and

RESOLVED: That the City Council hereby authorizes the City Administrator, or designee, to enter into a professional services agreement with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, in an amount of one hundred eighty five thousand dollars (\$185,000) per year, for the period of July 1, 2019 to June 30, 2022, for a total contract of five hundred fifty five thousand dollars (\$555,000), with a contract renewal option of one hundred eighty five thousand dollars (\$185,000) per year for an additional two years, for a total contact amount not to exceed nine hundred twenty five thousand dollars (\$925,000); and be it

FURTHER RESOLVED: That the City Administrator or designee is authorized to complete all required negotiations, certifications, assurances, and documentation required to execute, modify, extend and/or amend the agreements necessary for ACSO personnel to use the OPD EBRCSA channels to communicate with OPD; and be it

FURTHER RESOLVED: That in accordance with Article IV, Section 401(6) of the City Charter, the agreements authorized by this resolution shall be approved by the City Attorney's Office as to form and legality before execution, and a copy of the fully executed agreements shall be placed on file with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA;

PASSED BY THE FOLLOWING VOTE:

AYES – BAS, GALLO, GIBSON MCELHANEY, KALB, REID, TAYLOR, THAO, AND PRESIDENT
KAPLAN

NOES –

ABSENT –

ABSTENTION –

ATTEST: _____

LATONDA SIMMONS
City Clerk and Clerk of the Council of the
City of Oakland, California