



## Employee Assistance Program

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To: David Schmiedicke, Finance Director

From: Tresa Martinez, EAP Administrator

Date: July 9, 2018

Subject: 2019 Operating Budget Request

On behalf of the City of Madison EAP Office, I am submitting our 2019 operating budget request as directed by Mayor Soglin. Our department's budget consists of just one service for which we have submitted a Line Item Budget, Service Proposal, and one Supplemental Request.

Strategies for 2019 include creating educational content for the EAP web site, further support and development for our Police and Fire (new) Peer Support teams, and greater outreach to employees and supervisors related to mental health and substance abuse issues in the workplace. With these initiatives in mind, we are submitting one supplemental budget request:

1. Create one EAP Specialist 2 position

The additional EAP Specialist position will allow the program to meet the increasing demands from our employee population and organization overall. In 2016, the Employee Assistance Program became a stand-alone office resulting in additional management duties for the EAP Administrator. In addition, the program has assumed responsibility for the development and oversight of two first responder Peer Support Teams for the Police and Fire Departments.

Realizing the current financial constraints upon the city, the request for this additional position will reduce costs in the long run by providing additional staff time for prevention focused training, education and supportive outreach thereby preventing problems from becoming prolonged and impacting work performance.

City of Madison personnel are the key to providing quality, equitable and effective services for our valued customers, our citizens. We have developed our 2019 budget request and service proposal with that value in mind. I look forward to meeting with you to discuss our proposal.

Respectfully submitted,

Tresa Martinez, MSSW, CEAP  
EAP Administrator

**Agency: EAP**

**Proposed Budget**

	Cost to Continue	Proposed	Change
Revenue	\$0	\$0	\$0
<u>Expenditures</u>	<u>\$351,535</u>	<u>\$351,535</u>	<u>\$0</u>
Net	\$351,535	\$351,535	\$0
	2018	Proposed	Change
FTEs	3	3	0

**Request Analysis**

*2017 Budget*

Overbudget	No
2017 Analysis	

*2018 Projection*

Deficit	No
Projection Analysis	

*2019 Request*

Budget Request Changes	Approximately \$5,000 was moved from supplies to purchased services, most of which went to consulting services in order to budget closer to the three year average for consulting services.
Change in Service	No
Service Impact	
Staffing Levels & Payroll Allocations	N/A

# Employee Assistance Program

Function: Administration

*Position Summary*

	2018			Request		2019		Adopted	
	CG	FTEs	Amount	FTEs	Amount	FTEs	Amount	FTEs	Amount
EAP PROG ADMIN	18	1.00	95,991	1.00	95,991	-	-	-	-
EMP ASST SPEC	18	1.00	61,673	1.00	63,884	-	-	-	-
PROG ASST	17	1.00	55,769	1.00	55,988	-	-	-	-
<b>TOTAL</b>		<b>3.00</b>	<b>\$ 213,432</b>	<b>3.00</b>	<b>\$ 215,862</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>

Salary amounts recorded on this page are for total budgeted salaries; this amount may differ from budgeted permanent wages as presented in the Line Item Detail due to payroll allocations to other funding sources (capital projects, grants, etc.) or inter-agency services are not reflected in this summary page.

## 2019 Operating Budget: Service Proposals

### SERVICE IDENTIFYING INFORMATION

SELECT YOUR AGENCY:

Employee Assistance Program

SELECT YOUR AGENCY'S SERVICE:

EAP Services

SERVICE DESCRIPTION:

This service provides 24-hour professional and confidential assistance, information, resource referral, and support. EAP provides a variety of services, including but not limited to critical incident stress management services, consultation services for supervisors and union stewards, ongoing education and training, and supervision of Madison Police Peer Support Officer Team and EAP Facilitators.

### SERVICE BUDGET - ALL FUNDS

	2017 Budget	2018 Budget	2019 Cost to Continue	2019 Request	Change
Revenue	0	0	0	0	0
Expense	344,591	357,341	351,535	351,535	0
Net Budget	344,591.42	357,341	351,535	351,535	0

### 2019 PROPOSAL

1. Explain the budgetary changes proposed from 2019 Cost to Continue to the 2019 Request.

There are no significant changes proposed.

2. Explain the operational impact of the proposed changes from 2019 Cost to Continue to 2019 Request.

N/A

### SERVICE GOALS

1. Who is the recipient of this service?

City of Madison employees, their family members, and retirees.

2. What activities are you responsible for providing under this service?

EAP provides a variety of services including, but not limited to:

- Assistance and support during difficult life situations
- Critical Incident Stress Management Services
- Consultation services for Supervisors and Union Stewards
- Ongoing education and training
- Developing and supervising two First Responder Peer Support Teams (Police and Fire) and the EAP Facilitator Network

3. How do you define success within this service?

EAP provides assistance and support to City of Madison employees in order to maintain a healthy and productive workforce able to effectively serve city residents.

4. What strategies are planned for 2019?

The EAP Office has the following strategies planned for 2019, some of which will be ongoing:

- Increase efforts to use electronic means for prevention focused education
  - Add content to EAP web site
  - Continue to improve EAP Newsletter with a focus on inclusivity
- Explore options for program assessment and the sharing of utilization data with industry specific EAP software
- Continued support and development of First Responder Peer Support Teams
- Expand Supervisor Training
  - Increase outreach to managers and supervisors around skill building related to addressing mental health and substance abuse issues in the workplace
  - Expand training offerings in the areas of trauma in the workplace, suicide prevention and caregiver stress

# Supplemental Request

Agency:

Employee Assistance Program

Enter Your Agency's Service:

EAP Services

Supplement Title:

Office Security Initiatives

Amount:

FTE:

- Expansion to Existing Service  
 New Initiative

Provide an overview of the supplemental request.

The EAP Office is currently located on the lower level of the Village on Park and provides a great deal of privacy for our visitors. While this is appreciated, it is sometimes the case that staff feel very far removed from potential help if an unexpected visitor acts in a threatening manner, particularly if one staff person is alone in the office.

We are requesting that funds be allocated for the purchase of a split office door so that the bottom can be kept locked when greeting unexpected visitors and also for the installation of panic buttons at each staff person's desk that would automatically dial Madison PD as well as JBM Security.

What is the desired outcome of the request?

To provide safety in our office space while remaining available to City employees when they need assistance.

How will the desired outcome be measured?

The addition of the outlined security measures will enable staff to work alone in the office, when necessary, by allowing a visitor to identify him/herself before entering the private suite of offices. The installation of panic buttons will allow staff to discreetly alert law enforcement in the event of a threatening situation.

# Supplemental Request

Agency:

Employee Assistance Program

Enter Your Agency's Service:

EAP Services

Supplement Title:

EAP Software Hosting Services

Amount:

FTE:

- Expansion to Existing Service
- New Initiative

Provide an overview of the supplemental request.

Notification was provided to the EAP Office on 7/18/18 by Harting Associates that the cost for hosting services for Daybreak EAP Software would increase by 30% instead of by 5% on 9/30/18 and by 24% on 9/30/19. This increase is due to recent upgrades in security of the network and improvements to hosting infrastructure, policies, and equipment.

What is the desired outcome of the request?

Continuation of the use of EAP software and hosting services established in 2016, despite this unanticipated increase in cost.

How will the desired outcome be measured?

The security upgrades outlined by our vendor include back-up and disaster recovery of data, SOC II Type 2 audits and multi-factor authentication. We value the vendor's continued efforts and expense in safeguarding employee data and our continued use of this hosting service will result in consistent collection and reporting of non-identifying demographic data.

# Supplemental Request

Agency:

Employee Assistance Program

Enter Your Agency's Service:

EAP Services

Supplement Title:

Create EAP Specialist 2 Position

Amount: \$105,835.00

FTE: 1.00

- Expansion to Existing Service
- New Initiative

Provide an overview of the supplemental request.

Create one new EAP Specialist position to meet the increasing demands from our employee population and organization overall. In 2016, the Employee Assistance Program became a stand-alone office resulting in additional management duties for the EAP Administrator and reducing the number of hours she is available to consult with employees and supervisors.

What is the desired outcome of the request?

This position is essential in order to meet First Responder demands without short-changing other city agencies. The new position will allow the EAP Administrator to manage the administrative tasks required of the position with two EAP Specialists to handle more of the critical incident debriefings, employee trainings, and supervisor consultations.

How will the desired outcome be measured?

We will track the number of employee contacts, critical incident debriefings, supervisor consultations, and trainings conducted by internal EAP staff and compare to previous years as well as to the number conducted by the external EAP.