

Employee Assistance Program

Agency Budget by Fund

| Fund | 2022 Actual | 2023 Adopted | 2023 Actual | 2024 Adopted | 2025 C2C | 2025 Request |
|--------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| General | 463,180 | 479,113 | 503,989 | 502,281 | 483,165 | 483,165 |
| Total | \$ 463,180 | \$ 479,113 | \$ 503,989 | \$ 502,281 | \$ 483,165 | \$ 483,165 |

Agency Budget by Service

| Service | 2022 Actual | 2023 Adopted | 2023 Actual | 2024 Adopted | 2025 C2C | 2025 Request |
|--------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| EAP Services | 463,180 | 479,113 | 503,989 | 502,281 | 483,165 | 483,165 |
| Total | \$ 463,180 | \$ 479,113 | \$ 503,989 | \$ 502,281 | \$ 483,165 | \$ 483,165 |

Agency Budget by Major-Revenue

| Major Revenue | 2022 Actual | 2023 Adopted | 2023 Actual | 2024 Adopted | 2025 C2C | 2025 Request |
|---------------|-------------|--------------|-------------|--------------|-------------|--------------|
| Total | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |

Agency Budget by Major-Expense

| Major Expense | 2022 Actual | 2023 Adopted | 2023 Actual | 2024 Adopted | 2025 C2C | 2025 Request |
|----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Salaries | 326,934 | 352,767 | 313,361 | 378,401 | 349,568 | 349,568 |
| Benefits | 111,683 | 118,997 | 198,805 | 119,298 | 123,107 | 123,107 |
| Supplies | 3,746 | 3,250 | 3,543 | 3,250 | 3,250 | 3,250 |
| Purchased Services | 57,169 | 66,445 | 43,867 | 71,045 | 71,446 | 71,446 |
| Debt Othr Financing | 6,560 | - | 6,757 | - | - | - |
| Inter Depart Charges | 924 | 932 | 932 | 1,008 | 1,119 | 1,119 |
| Inter Depart Billing | (43,836) | (63,277) | (63,276) | (70,720) | (65,325) | (65,325) |
| Total | \$ 463,180 | \$ 479,113 | \$ 503,989 | \$ 502,281 | \$ 483,165 | \$ 483,165 |



Employee Assistance Program

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TO: Mayor Satya Rhodes-Conway
FROM: Arlyn Gonzalez, Employee Assistance Program Manager
DATE: July 19th, 2024
SUBJECT: EAP's 2025 Operating Budget Transmittal Memo
CC: Deputy Mayors; Finance Director, Budget & Program Evaluation Staff

Goals of Agency's Operating Budget

The mission of the Employee Assistance Program (EAP) is to provide complimentary and confidential services aimed at preventing or resolving personal, familial, and workplace issues that impact employee wellbeing and job performance. EAP has outlined four key goals for 2025:

1. To continue supporting individual employees and the City of Madison as an organization through consultations (for employees and supervisors), training and educational programs, workplace consultations, and trauma response for critical workplace incidents.
2. To expand the range of internally offered services to better meet the needs of employees.
3. To onboard and develop EAP staff following a complete turnover between 2023 and 2024.
4. To sustain the changes implemented in 2024 regarding data collection and feedback mechanisms.

EAP is currently engaged in the Results Madison initiative, which has facilitated innovative thinking and highlighted our work to stakeholders outside the department. We regularly solicit feedback from employees following consultations and training sessions. This data informs our training programs and guides the development of our quarterly newsletter. Given that a substantial portion of EAP services are clinical, we are dedicated to employing evidence-based approaches and adhering to the clinical guidelines established by our licenses and best practices in our field.

99% Budget for General, Library, and Fleet Funds

In 2023, EAP established a Consulting Network comprising local Mental Health Providers and Certified Critical Incident Stress Management Providers. This strategic move has reduced costs associated with FEI's debriefing services, as their rates previously included travel expenses from Milwaukee. Consequently, we observed a cost reduction from \$40,687 in 2022 to \$32,188 in 2023. This decrease is partly attributed to a shift in outsourcing: in 2022, 27.45% of debriefings were outsourced to FEI, while in 2023, only 8% were outsourced to FEI and 20% were managed by the Consulting Network.

To achieve our 99% budget target in 2025, we will continue to utilize the EAP Consulting Network extensively. By outsourcing debriefings that internal EAP staff cannot cover to this network, we can further control costs. Additionally, we will limit workplace interventions, such as mediation and training sessions, provided through FEI.

Our long-term strategy includes enhancing our staff's professional expertise to offer internal services currently referred to FEI. This encompasses specialized services like limited sessions of EMDR/Brainspotting and Couple's Counseling.

Lower Priority Service Activity Identification for General, Library, Transit, Public Health, and Fleet Funds

The EAP has limited options for reducing costs. The only area where we could potentially make a \$24,158 reduction is within our EAP Services line, which includes EAP's Consulting Services, the external EAP (FEI), and the Consulting Network. Both services provide trauma response, while FEI also offers other EAP-related services. City employees can independently access FEI without EAP approval, meaning we do not control the number of services accessed by employees. The areas EAP can influence include training, critical incident response, and workgroup interventions. Reducing our Consulting Services by 5% will leave us with \$26,442. Given our lack of control over service usage and our inability to stop offering services once a limit is reached, we will need to eliminate employees' access to four sessions of individual counseling, four sessions of couple's counseling, supervisory consultations, and training. We will allocate the \$26,442 to cover Critical Incident Response.

If employees lose access to external EAP services, they can still receive services through the internal EAP. However, this change will increase wait times for internal EAP access, and with lower capacity, we may need to adjust the types of services offered based on demand. This will also limit employees' access to a variety of therapists and their specializations. Employees will be limited to the three counselors in the office (including the Manager, who has limited availability) and their areas of expertise. Currently, the internal EAP does not offer couple's counseling or EMDR/Brainspotting (a specialized form of trauma treatment effective in addressing trauma from critical incidents in the workplace). To reduce costs and provide these specialized services to our employees, we aim to eventually offer these services internally.

Enterprise Agencies

Not applicable for the Employee Assistance Program.

Reallocations and Other Changes (if applicable)

The Employee Assistance Program is not requesting any reallocation for 2024.

2025 Operating Budget Service Budget Proposal Form

Part 1. Identifying Information

| | |
|---------------------|-----------------------------|
| Select your Agency: | Employee Assistance Program |
| Enter your Service: | EAP Services |

Please provide an updated Service Description below.

If this is an existing service, please see the "Service Description" in the [2024 Adopted Budget](#). Write "No change needed," if applicable. Otherwise, please provide a complete updated description.

If this is a new service due to the agency's Results Madison restructure, please provide a 2-4 sentence description of the service and its goals.

Updated Service Description:

No change needed

Please provide updated Activities Performed by Service.

If this is an existing service, please see the "Activities Performed by Service" in the [2024 Adopted Budget](#). Write "No change needed," if applicable. Otherwise, please provide a complete updated list of activities.

If this is a new service due to the agency's Results Madison restructure, please provide a list of major activities using the format *Activity Name: Description*.

Updated Activities Performed by Service:

No change needed

Part 2. Base Budget Proposal: Significant Changes (\$10,000 or more)

Agencies can propose net neutral reallocations within their budget but must explain changes of \$10,000 or more at the **Major level**.

Examples of changes that **do** need to be detailed:

- Moving \$10,000+ from one Major to another Major

Examples of changes that **do not** need to be detailed:

- Total changes of less than \$10,000 at the Major level.
- Object level changes do not need additional justification if the net change to the Major is less than \$10,000. For example, if you propose moving \$15,000 from Consulting to Software within the Purchased Services Major, you do not need to detail the change.

If the proposed changes are a technical correction to the agency’s base budget, simply state that the change is a correction/adjustment in the narrative questions below.

Summary Table of Major Changes of \$10,000 or More

Complete the table below to detail changes at the Major level and answer the narrative questions to describe your changes. **If there are no significant changes, skip this section**

| Fund | Major | \$ Change | Description |
|--------|--------|-----------|----------------------------------|
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |
| Select | Select | Enter \$. | Click or tap here to enter text. |

Explain the impact of the proposed change(s). Will there be a change to current activities or service levels? Why is this change needed in the 2025 budget?

Not Applicable

Explain how your proposed change(s) will align with your draft 2024-2025 Department Equity Action Plan. Will the change(s) address specific inequities or advance other equity goals? Is the change related to a Neighborhood Resource Team (NRT) recommendation? Be as specific as possible.

Not Applicable

Part 3. Personnel Changes

All proposed personnel changes must be submitted for review, even if the change is net neutral. Agencies should contact their HR Analyst to discuss proposed changes prior to submitting their request. **If you are not submitting personnel changes, skip this section.**

Allocation Changes: Does your proposal change the position allocations of existing positions?

- No – No allocation changes
 Yes – Includes proposed allocation changes

If yes, complete the "Position Allocation Change Form" and submit as part of your proposal.

Reclassifications: Does your proposal reclassify existing positions?

- No – No reclassifications
 Yes – Includes proposed reclassifications

If yes, provide the position number and briefly describe the change:

Click or tap here to enter text.

of FTEs: Does your proposal change the total number of FTE positions?

- No – No change to # of FTEs
 Yes – Includes proposed change to # of FTEs

Note: If "Yes," the proposed change must be net neutral to the target budget, and salary **and benefits must be considered when computing the cost of the change.*

If yes, provide the position classification and briefly describe the change:

Click or tap here to enter text.

Explain the impact of your proposed personnel change(s). Will there be a change to current activities or service levels? Why is this change needed in the 2025 budget?

Not Applicable

Explain how your proposed personnel change(s) will align with your draft Department Equity Action Plan. Will the change(s) address specific inequities or advance other equity goals?

Not Applicable

Service Identification Form

Each agency funded by the General, Library, and Fleet funds was required to submit a list of lower priority service activities equal to at least 5% of the agency's 2025 cost to continue budget while preserving core service activities. Metro Transit and Public Health were required to submit a list of activities equal to 5% of the General Fund subsidy to those agencies.

Agencies were allowed to propose fee or charge increases on service activities as a way to meet the 5% target. Budget guidance dictated that these proposals be on service activities primarily provided to those with the ability to pay.

Agency Employee Assistance Program

5% Minimum Target 24,158

Total Amount Identified 27,189

| Service (Choose from drop-down list) | Activity (Narrative Description) | Recipients of the Service Activity (List) | Implication if Activity is Reduced/Fee is Increased (Narrative Description) | FTE Impact (#) | Total Amount (\$) |
|--------------------------------------|----------------------------------|---|--|----------------|-------------------|
| 221 - EAP SERVICES | Contracted EAP Services | City Employees | Retaining Critical Incident Response while eliminating an employee's access to individual/supervisory counseling , workplace consultation and training | 0 | 27,188.93 |
| | | | | | |
| | | | | | |