

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

## Request for Proposals for Employee Assistance Program Support and Services

The San Francisco Health Service System is seeking to contract with a experienced high-quality provider of third-party Employee Assistance Program services to support our existing in-house Employee Assistance Program (EAP).

- EAP Services are to include assessment and counseling services by licensed professional clinical therapists with experience and qualifications in trauma support, crisis management and/or emergency response.
- EAP Services will be available 24/7/365.
- EAP Services are to prioritize healthcare workers and first responders.
- EAP Services will leverage current SFHSS, City, and health plan resources including those from the following:
  - The SFHSS EAP Program (<https://sfhss.org/eap>).
  - The San Francisco Police Department (SFPD) Behavioral Science Unit (<https://www.sanfranciscopolice.org/behavioral-science-unit>, <https://sfgov.org/police/commission/sites/default/files/Documents/PoliceCommission/PoliceCommission050819-BSUPresentation.pdf>), and EAP program, and Mental Health Network (<https://www.mhn.com/members.html>).
  - Blue Shield of California: Access+ and Trio HMO plans (Magellan Behavioral Health)
  - Kaiser Permanente HMO plan (Northern and Southern California)
  - UnitedHealthcare ASO-PPO plan (a self-funded health plan)

See SFHSS plan information at <https://sfhss.org/your-benefit-plans>.

- EAP Services are to be provided remotely, through phone and/or video conferencing. An online application or messaging service may be included to supplement phone and video conferencing services.
- EAP Services are to be provided in Spanish, Chinese (Mandarin and Cantonese) and Tagalog, and/or provided by a service with access to a language translation line. If not immediately available, a timeline and process for initiation of such services may be required within the next one to three months.

The relevant population includes 44,000 active employees of which 16,000 can be considered healthcare workers and first responders. These active employees have 16,000 adult dependents (including spouses and domestic partners).