

CC6-CC34
REPORTS OF THE
CITY MANAGER

REGULAR CALENDAR

1
APPROVAL OF
RENEWAL OF
AGREEMENT FOR
EMPLOYEE
ASSISTANCE PROGRAM

City Manager Peterson advised the Council that for the past two years the City has provided an Employee Assistance Program to its employees and their dependents. This service has been provided under a contract with the Family Service Agency. City Manager Peterson indicated his strong feelings that this program should be continued in its present format.

Mr. Richard Steinmetz, Executive Director of the Family Service Agency, addressed the Council regarding the program and answered questions as were posed by the Council.

On motion of Mayor Pro Tempore Reid, Snider second, Council renewed the subject Agreement covering the period of October 1, 1985 through September 30, 1986 at a cost of \$15,900, which amount is to be funded from the Workers' Compensation Fund.

OCT 7 1985

1130 North San Joaquin Street, Stockton, California 95202 (209) 948-2354

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October 2, 1985

Mr. William Hinkle
Personnel Officer
CITY OF LODI
P. O. Box 320
Lodi, CA 95241

Dear Bill:

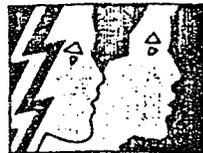
I am pleased to enclose a twelve-month statistical survey of our Employee Assistance Program contract with City of Lodi.

We at Family Service Agency feel the contract program with City of Lodi has been highly successful during its two years of implementation. All City of Lodi departments have employees who have used the service. The program has been accepted by all levels of personnel. People have come on their own or have been referred for varied reasons, such as marriage and family problems, problems with children and/or teenagers, job and career difficulties, divorce, anxiety feelings and/or mood shifts, depression, loneliness and general insecurity, sexual concerns, alcohol and drug abuse, adjustment to physical handicaps, aging of self or parent, and life cycle crises such as adolescence, middle age or retirement. (Please note attached statistics.)

The contract between the Agency and the City of Lodi calls for a maximum of thirty (30) hours per month for total services, including counseling services for employees and dependents, awareness training or interpretation of services for employees, and consultation with management and supervisory personnel. For the '83-'84 contract year, at which time the contract was initially being interpreted to staff, there were an average of 34.02 hours per month provided to the program by agency staff. During the '84-'85 contract year, there have been an average of 31.85 hours per month provided to the program.

Although many City of Lodi employees coming to the agency have been self-referred, many also have been referred by employees' supervisors. Many employees who seek service have been referred by colleagues who have used the service previously. In addition, many dependents use counseling. Sixteen dependents

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Mr. William Hinkle, Personnel Officer
City of Lodi
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of City of Lodi employees were seen last year, and twenty-two dependents were seen this contract year. We find a dependent's emotional well-being is almost always directly related to the employee's well-being. If one person in the family is having personal problems, the whole family is affected.

Although most cases have not been of crisis situations, a few have. At times we have been asked to refer an individual to a resident-treatment program in this county because the person needed hospitalization. Sometimes people have called us anonymously, or otherwise, seeking information on various programs in the community, such as family planning, alcoholism programs, and/or educational resources.

The service has been readily available in the Family Service Agency offices. Participants are given a choice of using the Lodi or Stockton office or may, if convenient, use our office in Manteca or Tracy. Clientele are seen during work hours, lunch hours and, also, evening hours. Both counselors are bilingual in English and Spanish. One counselor speaks Dutch.

Throughout the two years the Family Service Agency counseling staff has enjoyed working closely with you. With your assistance, City of Lodi employees are clearly made aware of the benefit of the program. Our program-counselors, Susan Casillas and Wilton Wielenga, have conducted orientation meetings for employees approximately four times each contract year. Because of this working relationship and mutual trust between Family Service Agency and City of Lodi, supervisory and managerial personnel have consulted with the agency counselors and, on occasion, with the director of the agency over difficult situations in the work-place.

The two years of the program have shown that a need is being met as the program has been accepted. We foresee continued use by employees and dependents in the year to come.

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We look forward to City of Lodi continuing this contract with us. Our only request is a cost of living increase in our financial reimbursement in our contract year beginning October 1. Our own cost for the program this past year was about 7% higher than the previous year. An increase of 7% for the year beginning October 1 would be satisfactory. This would make the total of the contract \$16,371.00.

We will be pleased to meet with you or other members of the administrative staff to further discuss the program.

Mr. William Hinkle, Personnel Officer
City of Lodi
October 2, 1985
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I look forward to hearing from you.

Warmly,



Richard A. Steinmetz, LCSW
Executive Director

RAS:aet
Enclosure

cc : Thomas A. Peterson, City Manager
Jerry L. Glenn, Assistant City Manager ✓

CITY OF LODI
EMPLOYEE ASSISTANCE PROGRAM
Service Statistics October 1, 1984 through September 30, 1985

The following is a breakdown of service provided to the City of Lodi Employee Assistance Program for the initial program year of the contract:

Total Number of Clients utilizing service 36 individuals

City of Lodi Employee 14 individuals
City of Lodi Employee Family-member 22 individuals

City of Lodi Employee Department Breakdown for utilization of service:

Administration	1
Community Development	0
Finance	3
Fire	1
Library	1
Police	3
Recreation & Parks	1
Public Works	2
Utility	2
TOTAL	14 employees

Request for counseling services according to initial problems stated. (Client may have requested assistance with more than one concern.)

1. Marriage and Family	18
2. Problems with children and/or Teenagers	14
3. Job, Career or School	7
4. Divorce	0
5. Anxiety Feeling and/or Mood Shifts	6
6. Depression, Loneliness and General Insecurity	9
7. Sexual Concerns	5
8. Alcohol and Drug Abuse	3
9. Aging--Parent/Self	0
10. Adjustment to Physical Handicaps	1
11. Life Cycle Crisis--Adolescence, Middle Age, Retirement	11
TOTAL	74



CITY OF LODI
EMPLOYEE ASSISTANCE PROGRAM
10/1/84 through 9/30/85
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Total number of hours of direct counseling sessions provided during the contract year	224.75
Average number of hours of direct counseling services per month	18.73
Total number of hours of indirect services provided during contract year (including program orientation with City department heads and employees; consultation; and administrative services)	157.50
Average number of hours of indirect services provided per month	13.12
Total Staff Hours	382.25
Average number of counseling sessions per client	6.24
Total Staff average hours per month	31.85
Number of Clients gone on to long term therapy	2.00

F A M I L Y S E R V I C E A G E N C Y

1130 North San Joaquin Street, Stockton, California 95202 (209) 948-2354

OCT 24 1985

October 23, 1985

Mr. Jerry Glenn
Assistant City Manager
City of Lodi
221 West Pine St.
P. O. Box 320
Lodi, CA 95241

Dear Jerry:

It was very nice meeting with you and Bill Hinkle this morning. I appreciated your thoughts about City of Lodi's contractual program with Family Service Agency.

I was pleased with your suggestion of a 4% cost-of-living increase for our contract for the current year in lieu of the 7% which I had suggested in my letter of October 2, 1985. You indicated you would feel comfortable in approaching the City Council with this size increase. Thank you very much.

As I mentioned, we will be moving into our new quarters in Lodi hopefully around January 1, 1986. This is a very pleasant thought for us in that our current office is not one in which we are comfortable in having guests. The office-building has gotten tacky. Once we are into our new quarters, we will be able to have conferences and interpretive sessions with some of the department heads and others from your office and do this in a pleasant setting. I think this is, in itself, helpful. It gives the persons who are making referrals a sense of familiarity to know what the place to which they are making referrals looks like.

Our new office, incidentally, will be located at 303 S. Pleasant, which is on the southwest corner of Lodi Avenue and Pleasant. It is a charming, 1930's building which is being kept intact through its current renovation. Once we are in it and have gotten furnished (probably about late spring), we will have an Open House, at which time we will want your input of names to include in our guest-list.



Branch Offices in: Lodi 303 S. Pleasant Ave. 95240 / 369-5612 Manteca 321 Sun West Place, Suite A 95336 / 823-1849
Escalon 1420 Sacramento St. 95320 / 838-3179 Tracy 539 W. 11th St., Room 107 95376 / 835-3947

Mr. Jerry Glenn
October 23, 1985
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Please let us know when you will be bringing this matter to City Council
so some of our staff can be there on either November 6 or November 20.

Thank you again. It was nice to see you.

Warmly,



Richard A. Steinmetz
Executive Director

RAS:at

COUNCIL COMMUNICATION

TO: THE CITY COUNCIL

DATE

NO.

FROM: THE CITY MANAGER'S OFFICE

October 30, 1985

SUBJECT:

RENEWAL OF CONTRACT FOR EMPLOYEE ASSISTANCE PROGRAM

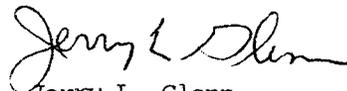
Recommendation: That the City Council renew the contract with the Family Service Agency to continue to provide an Employee Assistance Program for our employees and their dependents. This contract to be from October 1, 1985 through September 30, 1986 at a cost of \$15,900. The funding will come from the Workers' Compensation Fund.

Background: For the past two years the City has provided an Employee Assistance Program to our employees and their dependents. This service has been provided under a contract with the Family Service Agency. We feel strongly that this is a program which should be continued in its present format.

The Family Service Agency has offered to continue to provide the same services for the period October 1, 1985 through September 30, 1986 for \$15,900, an increase of 4.0%. Council should be aware that our staff level increased 5% last year so the proposed increase does not equal the increased cost of living and the increase in staff.

Mr. Richard Steinmetz, Executive Director, will be at the council meeting to brief you on the results of the program and to answer any questions you may have regarding this fine program.

Respectfully submitted,



Jerry L. Glenn
Assistant City Manager

JLG/lh