

**CITY OF PITTSBURGH  
EAP CARRIER QUESTION LOG**

**INITIAL POSTING 6/21/2013**

**UPDATED/FINAL 6/25/13**

**Question 1:**

If chosen as the service provider, your organization will be required to satisfy the following requirements:

- A. Provide documentation of board certification in family practice, internal medicine or occupational medicine. Is 5A really a requirement, as most EAPs do not have these kinds of board certifications?

**Answer 1:**

No, this is not a requirement however it is required for that a licensed or certified Substance Abuse Professional be on staff who is knowledgeable in DOT regulations.

**Question 2:**

How many EAP cases did you have?

**Answer 2:**

521 cases EAP cases were recorded during 2012.

**Question 3:**

How many WorkLife cases did you have?

**Answer 3:**

166 WorkLife cases were recorded during 2012.

**Question 4:**

What was your average session use per EAP case?

**Answer 4:**

The average number of coaching/counseling sessions utilized was 2.

**Question 5:**

How many onsite Critical Incident Stress Debriefings did you have?

**Answer 5:**

3 critical incident stress debriefings were recorded during 2012.

**Question 6:**

What type of training did you arrange via the current EAP and how many sessions?

**Answer 6:**

Twelve trainings/workshops were conducted during 2012 on a variety of subjects including workplace stress, domestic violence and depression management.

**Question 7:**

Can you please provide a word version of the RFP?

**Answer 7:**

The document is in PDF format and is not provided in another format.

**Question 8:**

What is your current EAP utilization rate?

**Answer 8:**

During 2012, the current EAP utilization was 2.29% of the total employee population of 3,236.

**Question 9: What is your definition of “fully accredited” EAP?**

**Answer 9:**

Accreditation achieved through the Council on Accreditation (COA) demonstrating a commitment to continuous quality improvement and best practices within the field.

**Question 10: What City of Pittsburgh departments do you anticipate will be represented on the selection committee for the EAP?**

**Answer 10:**

As of this time, representation is expected from several areas from the Department of Personnel and Civil Service.

**Question 11: How many EAP trainings were conducted for the City over the last 2 years, including trainings for supervisors, managers and employees?**

**Answer 11:**

Please see Question 6 for the 1-year data provided previously for calendar year 2012. The City expects that a minimum of 24 training sessions per calendar year (6 per quarter) will be provided across the platform on topics to be mutually identified by the City and the selected vendor based on needs identified through utilization (not to include critical incident debriefings).

**Question 12: Who is the current vendor?**

**Answer 12:** Our current vendor is LifeSolutions, owned by the University of Pittsburgh Medical Center.

**Question 13: How long has the current vendor provided services to the City?**

Answer 13: The current vendor has provided services to the City for 4 years, since 2010.

**Question 14: What is the current rate/budget for the program?**

Answer 14: The 2013 rate for the EAP program is \$70,850.

