

## Employee Assistance Program

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### Agency Budget by Fund

<b>Fund</b>	<b>2020 Actual</b>	<b>2021 Adopted</b>	<b>2021 Actual</b>	<b>2022 Adopted</b>	<b>2023 C2C</b>	<b>2023 Request</b>
General	356,807	454,307	396,380	473,019	462,140	462,140
<b>Total</b>	<b>356,807</b>	<b>454,307</b>	<b>396,380</b>	<b>473,019</b>	<b>462,140</b>	<b>462,140</b>

### Agency Budget by Service

<b>Service</b>	<b>2020 Actual</b>	<b>2021 Adopted</b>	<b>2021 Actual</b>	<b>2022 Adopted</b>	<b>2023 C2C</b>	<b>2023 Request</b>
EAP Services	356,807	454,307	396,380	473,019	462,140	462,140
<b>Total</b>	<b>356,807</b>	<b>454,307</b>	<b>396,380</b>	<b>473,019</b>	<b>462,140</b>	<b>462,140</b>

### Agency Budget by Major-Revenue

<b>Major Revenue</b>	<b>2020 Actual</b>	<b>2021 Adopted</b>	<b>2021 Actual</b>	<b>2022 Adopted</b>	<b>2023 C2C</b>	<b>2023 Request</b>
Transfer In	(25,451)					
<b>Total</b>	<b>(25,451)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

### Agency Budget by Major-Expense

<b>Major Expense</b>	<b>2020 Actual</b>	<b>2021 Adopted</b>	<b>2021 Actual</b>	<b>2022 Adopted</b>	<b>2023 C2C</b>	<b>2023 Request</b>
Salaries	288,628	326,489	288,585	332,960	346,850	342,050
Benefits	85,449	98,663	96,838	110,549	113,420	113,420
Supplies	2,605	3,250	4,742	3,250	3,250	3,250
Purchased Services	54,763	69,976	50,286	69,271	61,645	66,445
Inter Depart Charges	955	825	826	825	252	252
Inter Depart Billing	(50,141)	(44,896)	(44,896)	(43,836)	(63,277)	(63,277)
<b>Total</b>	<b>382,258</b>	<b>454,307</b>	<b>396,380</b>	<b>473,019</b>	<b>462,140</b>	<b>462,140</b>



## Employee Assistance Program

Tresa Martinez, EAP Manager  
2300 S. Park St., Suite 111  
Madison, WI 53713  
Phone: (608) 266-6561 | Fax: (608) 243-0189  
[eap@cityofmadison.com](mailto:eap@cityofmadison.com) | [cityofmadison.com/eap](http://cityofmadison.com/eap)

TO: Dave Schmiedicke, Finance Director  
FROM: Tresa Martinez, Employee Assistance Program  
DATE: July 22, 2022  
SUBJECT: 2023 Operating Budget Transmittal Memo  
CC: Mayor; Deputy Mayors; Budget & Program Evaluation Staff

### Goals of Agency's Operating Budget

1. Continued work with other key City agencies to develop an evidence-based threat response process and associated training.
2. We will continue to work individually with departments to identify and recognize what a critical incident looks like based on the nature of their work. Additionally, we will provide more training in how supervisors and managers can respond to critical incidents in trauma-informed ways while still aligning with their policies and procedures.
3. Cultural Considerations web page will be created to share resources related to race, disability, and gender & sexuality. Other identities will be added and the web page will constantly be updated in order to be relevant.

The Employee Assistance Program advances the Citywide element of Health & Safety because by prioritizing the overall wellness of City staff, we are providing our citizens with the best possible service contacts.

### Racial Equity and Social Justice

EAP services fill a need by offering counseling as a free benefit for employees and family members. The segment of our customers who benefit most are those who cannot afford co-pays, seasonal and LTE employees and uninsured or underinsured individuals.

EAP staff provide referrals to BIPOC providers when requested and incorporate the City's value of inclusion in all of our offerings. Our quarterly newsletter addresses BIPOC mental health issues and has offered resources and psychoeducation to Spanish speakers. Our CISM response protocols apply a cultural lens, considering debriefing attendees' personal and professional identities and the impact of cultural trauma is addressed.

### Major Changes in the 2023 Operating Request

2023 cost-to-continue moved \$7,800 in available purchased services budget to the salaries major to cover recent increases in compensated absence expenses. The above request moves \$4,800 of that amount back to purchased services to cover increased training/conference expense with the hiring of 2 new staff and associated onboarding and professional development.

### Summary of Reductions (Non-Enterprise Agencies)

A 1% reduction equates to \$4,600 for our department. We have identified just one area where we could possibly reduce spending which is our Consulting Services line from \$46,000 to \$41,400 by reducing our budget for the external EAP contract in three areas that we have some control over: training, work-life services, and workgroup intervention. EAP staff would instead offer related outside resources, some of which would charge the employee or department for their services.

### Optional Supplemental Request

The Employee Assistance Program does not have a supplemental request for 2023.

# 2023 Operating Budget

## Service Budget Proposal

**PART 1: IDENTIFYING INFORMATION**

SELECT YOUR AGENCY:

Employee Assistance Program ▼

SELECT YOUR AGENCY'S SERVICE:

EAP Services ▼

SERVICE NUMBER:

221

SERVICE DESCRIPTION:

This service provides 24-hour professional and confidential assistance, information, resource referral, and support. Key activities performed by the service include, but are not limited to, critical incident stress management services (CISM), consultation services for supervisors and union stewards, ongoing education and training, and supervision of Madison Police and Fire Peer Support Teams and the EAP Facilitator Network. The goals of this service are to increase employee productivity, attendance, and overall well-being, encourage a culture of wellness and prevention among Madison's First Responders, and provide equitable access to EAP service for city staff.

Are any updates required for the "Service Description"?

No.

Activities performed by this Service

Activity	% of Effort	Description
EAP	75	To provide 24 hour professional and confidential assistance, information, resource referral and support to employees and their families. The purpose is to ensure a productive workforce that can do their best work for the stakeholders and community members.
CISM	25	To help employees prepare for and recover from traumatic events at work. That includes pre-incident education and training, defusing, debriefing, follow-up, management consultation, and policy and procedure development.

Insert item

Citywide Element

<https://imaginemadisonwi.com/document/comprehensive-plan-adopted>

Health and Safety ▼

Describe how this service advances the Citywide Element:

All current and retired City of Madison employees, families of employees, and significant others of employees may use the Employee Assistance Program (EAP) for any work, personal, or family concerns. By prioritizing the overall wellness of City staff, we are providing our citizens with the best possible service contacts.

**Part 2: Base Budget Proposal**

**BUDGET INFORMATION**

	2020 Actual	2021 Adopted	2021 Actual	2022 Adopted	2023 C2C	2023 Request
<i>Budget by Fund</i>						
General-Net	\$356,807	\$454,307	\$396,380	\$473,019	\$462,140	\$462,140
Other-Expenditures	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$356,807</b>	<b>\$454,307</b>	<b>\$396,380</b>	<b>\$473,019</b>	<b>\$462,140</b>	<b>\$462,140</b>
<i>Budget by Major</i>						
						161

Revenue	(\$25,451)	\$0	\$0	\$0	\$0	\$0
Personnel	\$374,076	\$425,152	\$385,423	\$443,509	\$460,270	\$455,470
Non-Personnel	\$57,368	\$73,226	\$55,027	\$72,521	\$64,895	\$69,695
Agency Billings	(\$49,186)	(\$44,071)	(\$44,070)	(\$43,011)	(\$63,025)	(\$63,025)
<b>Total</b>	<b>\$356,807</b>	<b>\$454,307</b>	<b>\$396,380</b>	<b>\$473,019</b>	<b>\$462,140</b>	<b>\$462,140</b>

**Part 3: Service Budget Changes**

*General Fund agencies may propose changes that are net neutral to their budget. Non-general fund supported agencies may propose changes that they can support with revenue.*

**Proposed Changes**

Fund	Major	Org	Object	\$ Change	Description
1100 - GENERAL	51 - SALARIES	22100	51140	\$4,800	2023 cost-to-continue moved \$7,800 in available purchased service budget to the salaries major to cover recent increases in compensated absence expenses. The above request moves \$4,800 of that amount back to purchased services to cover increased training/conference expense with the addition of 2 new staff.
<b>TOTAL</b>				\$4,800.00	

Insert item

What are the service level impacts of the proposed funding changes?

Net neutral

Explain the assumptions behind the changes.

Increasing our training/conference budget to \$8,300 will provide funds for 3 professional staff to attend annual EAP conferences, one hosted locally and one nationally. Additionally, we will have budget for local or virtual professional development opportunities that will enable staff to maintain their credentials.

What is the justification behind the proposed change?

\$4800 was moved from Salaries to Services because our office anticipates salary savings in 2023 that should offset any compensated absence expenses. With 2 staff planning to retire in 2023, these dollars will be needed for training and professional development of new staff members.

Are you proposing any personnel allocation changes?

No

**Part 4: Racial Equity and Social Justice**

*We are continuing our efforts to articulate and prioritize racial equity and social justice in the City’s budget and operations. Prioritize equity over equality. “Equity” is often conflated with the term “equality” (meaning sameness). Equity implies that an individual may need to experience or receive something different (not equal) in order to achieve fairness and access.*

*We encourage you to focus on how this service impacts marginalized populations and addresses the greatest needs, instead of discussing how the service will benefit everyone equally.*

1. What specific inequities does this service intend to address? How and for whom?

To provide context, the 2023 budget funds the services of professional staff who support our employees' mental wellbeing and work productivity. This includes an external EAP option which provides 24/7 access, back-up and expertise in certain areas like mediation and couple counseling. In addition to salaries, our budget supports required professional development training, counselor credential certifications and professional memberships. We have a requirement to track employee data in the most secure way possible through use of EAP software that requires hosting and maintenance by the manufacturer.

EAP services fill a need by offering counseling as a free benefit for employees and family members. The segment of our customers who benefit most are those who cannot afford co-pays, seasonal and LTE employees and uninsured or underinsured individuals.

EAP staff can help navigate finding a mental health provider who meets the needs of the employee, accepts the employee's health insurance, and/or can see the employee in a timely manner if the employee is in crisis. This lessens the burden on the employee to do this research if they are unfamiliar with the network of providers.

EAP staff provide referrals to BIPOC providers when requested and incorporate the City's value of inclusion in all of our offerings. Our quarterly newsletter addresses BIPOC mental health issues and has offered resources and psychoeducation to Spanish speakers. Our CISM response protocols apply a cultural lens, considering debriefing attendees' personal and professional identities and the impact of cultural trauma is addressed.

2. What data helped shape your proposal? Data includes qualitative and quantitative information such as community input, demographics, qualified census tracts, environmental justice areas, and other sources. Additionally, include specific recommendations from a Racial Equity and Social Justice Analysis, if available.

Most of the EAP's budget is spent on direct counseling services to employees/families, workplace services, critical incident response, and training. Data that has influenced the EAP budget relates to employee demographics, training and counseling evaluation surveys, web site analytics, and common presenting issues.

We are always considering new ways to communicate with employees and their family members such as through our web site and email subscription list, videos about our services, virtual trainings, the Connections newsletter, and resource recommendations. The conversations we have with employees and supervisors as well as trends we see in the community influence our service offerings and professional development choices so that we can better serve all of our employee populations.

3. Is the proposed budget or budget change related to a recommendation from a Neighborhood Resource Team (NRT)? If yes, please identify the NRT and recommendation. Be as specific as possible.

No.

### Part 5: Proposed Budget Reduction

**Agencies are asked to provide a 1% reduction to their general, library, and internal service (e.g. fleet) fund budgets to address the City's structural deficit.**

**Enterprise Agencies: Enterprise agencies are not required to propose reductions, as long as there are sufficient revenues to cover proposed expenses. Enterprise agencies may skip this section and move to Part 6.**

What is 1% of the agency's net budget (general, library, and fleet funds only)?

\$4,600

What is the proposed reduction to this service's budget?

\$4,600

Explain how you would change the activities and the level of service as a result of implementing the funding decrease to this service. List changes by service activity identified above. Add a separate line for each reduction.

If you are proposing revenue increases or other types of changes to meet your net budget reduction, contact your budget analyst to discuss how to enter the information in the form.

Activity	\$Amount	Description
EAP Services	\$4,600	Contract with external EAP will be reduced and internal staff will handle a larger percentage of training, management consultations, and workplace services requests where possible and appropriate.
<b>Total</b>	<b>\$4,600</b>	

Insert item

Explain the changes by major expenditure category that your agency would implement as a result of the funding decrease to this service.

Name	\$ Amount	Description
Personnel	\$0	
Non-Personnel	\$4,600	54645 Consulting Services would be reduced
Agency Billings	\$0	
<b>Total</b>	<b>\$4,600</b>	

Is the City mandated to perform the activities of this service? If so, explain the mandate and mandated service level. If not, are there other local organizations also involved in performing these activities?

No

Has this reduction been proposed in prior years? Yes

Does the proposed reduction result in eliminating permanent positions? No

Does the proposed reduction impact other agencies (e.g. administrative or internal service agencies such as IT, Finance, HR, Fleet)?

No

Describe why the proposed reduction was chosen.

Any decrease would be very difficult for our small office to absorb and we don't have many reduction options to choose from. While the proposed reduction will certainly impact the employees and managers who use EAP services by removing some of the choices available, the internal staff can still provide some of the services currently offered through the external EAP.

Explain the impacts of the proposed reduction on the end user of the service. How can impacts of this reduction be mitigated?

There are three areas of the external EAP budget that we have some control over: training, work-life services, and workgroup intervention.

1. If we don't bring FEI staff in to assist with EAP trainings, we will save about \$1250. This will likely result in fewer wellness offerings for City employees.
2. In 2020, FEI's Work-Life Services were added to our external EAP contract in order to provide financial, legal, and other work-life resources that were needed during the pandemic. Though this offering is underutilized, it has been appreciated by staff and eliminating this service may have a greater impact on low-income staff. The cost savings would be about \$1200 and employees who need these services would be referred to community organizations at their own expense.
3. Reducing mediation and workgroup intervention services may prolong costly workgroup problems that could be addressed more proactively. Some managers may want to bring someone in from outside who has had no involvement with any of the parties involved and can provide a completely neutral perspective. In the EAP industry those kinds of workplace services are best delivered by an outside professional for neutrality and perception of neutrality reasons. One mitigation effort, although not ideal, may be to have departments contract work group intervention and mediation services themselves once the budget for the external EAP services is depleted. We spend about \$8000/year on these services.

**Part 6: Optional Supplemental Request**

**Town of Madison: Agencies requesting additional funding for Town of Madison (ToM) services should enter funding requests below. Enter ToM requests in the most relevant service. You can enter multiple rows for ToM activities as needed. Include "Town of Madison" or "ToM" in the activity name.**

**Supplemental Request: Agencies may submit one (1) supplemental request in their 2023 budget request. Please include the request in the most relevant service. Requests should only be submitted if agencies identify a critical need. Agencies should first consider reallocating base resources within and among services before proposing budget increases.**

What is the proposed funding increase? Explain how you would change the activities and the level of service as a result of implementing the funding increase to this service. List changes by service activity identified above.

Activity	\$Amount	Description
<b>Total</b>	0	

Explain the changes by major expenditure category that your agency would implement as a result of the funding increase to this service.

Name	\$Amount	Description

Personnel		
Non- Personnel		
Agency Billings		
<b>Total</b>	0	

How will this increase be funded (e.g., General Fund, Library Fund, Capital Fund, Enterprise Fund, Grant Fund, etc.)? Please list the most applicable funding source(s). Follow up with your budget analyst if you are uncertain.

What are the implications of this service increase over the next five years? Identify if this increase is ongoing and if additional increases to funding or personnel would be needed to support this increase.

Does the proposed increase affect workload for any administrative or internal service agencies (e.g., IT, Finance, HR, Fleet)?

Describe why the proposed increase is critical.

Save/Submit