

MIDDLESEX-LONDON BOARD OF HEALTH

REPORT NO. 03-24FFC

TO: Chair and Members of the Finance and Facilities Committee
FROM: Emily Williams, Chief Executive Officer
Dr. Alexander Summers, Medical Officer of Health
DATE: 2024 February 15

**EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP) SERVICES
CONTRACT EXTENSION**

Recommendation

It is recommended that the Finance and Facilities Committee recommend to the Board of Health to receive Report No. 03-24FFC: "Employee and Family Assistance Program (EFAP) Services Contract Extension" for information.

Report Highlights

- The contract for Homewood Health to provide the Employee and Family Assistance Program (EFAP) was extended by the Middlesex-London Health Unit.
- These services were originally recommended by an internal employee committee who reviewed the RFP process and selected Homewood Health as the Service Provider for the Employee and Family Assistance Program (EFAP).
- The value of the contract is \$26,208 per year based on an estimated utilization rate of 20%.

Background

The Middlesex-London Health Unit (MLHU) has had a contract with Homewood Health for the provision of the Employee and Family Assistance Program (EFAP) since 2016, following a competitive bidding process. Utilization continues to exceed budgeted amounts, indicating employees are satisfied with the services provided.

Contract Award

The current contract with Homewood Health is set to expire on March 31, 2024 and has been extended with no increase in pricing for an additional 9 months, until December 31, 2024. MLHU will be going to market for employee benefits provider in 2024 with the support of the benefits broker, Aon Consulting. Given that some health benefits providers also offer EFAP services, this provides an opportunity for the providers to quote on both services. The Request for Proposal (RFP) will allow providers to quote on the following options:

- Benefit program only;
- EFAP program only; or
- Combined benefits and EFAP program.

This also reduces the time and resources required had each component been undertaken separately. Any change in service provider for benefits and/or EFAP would be effective January 1, 2025.

The services provided by Homewood Health have met the needs of the organization, specifically with the capacity for telephonic, virtual, and in-person counselling. This 9-month contract extension allows for sufficient time for MLHU to complete a fulsome RFP process. This is a non-competitive purchase under the Policy G-230A (Appendix A), Section 3.0 where only one source of supply is acceptable and cost-effective.

Next Steps

Pending receipt of a contract from Homewood Health, MLHU will be signing the contract extension for 9 months and will continue EFAP services until December 31, 2024.

This report was prepared by the Corporate Services Division.



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Chief Executive Officer



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Medical Officer of Health

This report refers to the following principle(s) set out in Policy G-490, Appendix A:

- The fiduciary requirements as outlined in the [Ontario Public Health Standards: Requirements for Programs, Services and Accountability](#).
- The following direction from the [Middlesex-London Health Unit's Strategic Plan](#):
 - 3.1 - Develop and implement strategies to support staff mental health and wellbeing, including addressing systemic factors contributing to burn out

This topic has been reviewed to be in alignment with goals under the Middlesex-London Health Unit's [Anti-Black Racism Plan](#) and [Taking Action for Reconciliation](#), specifically recommendation #43 (Governance and Leadership, Anti-Black Racism Plan).