THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: March 28, 2023

Subject: Amend Existing Contract with Responder Support Services

Staff Resource(s): Shannon Barrett, Human Resources Director,
Larisa Lowman, Compensation & Benefits Manager

Action Requested: Adoption of a resolution amending a contract with Responder Support Services, LLC to add funds to the contract in the amount of $74,000 for a total three-year contract of $470,000 to provide ongoing embedded behavioral health support to Fire and Police Department employees and their dependents.

Background:

- Responder Support Services currently provides embedded (on-site) behavioral health support to Fire and Police Departments four days per week for each department which is an increase from two days per week under the original scope of the contract.
- Utilization of the services provided by Responder Support Services has increased beyond initial projections, necessitating an increase in the contract amount.
- Behavioral support providers hold office hours on site in the City of Asheville Municipal Building for employees during regular business hours allowing access while on duty.
- Unique behavioral health services provided to police and fire employees only include:
    - One-on-one sessions available onsite with trained behavioral health providers.
    - Coordination of the City of Asheville Peer Response Network.
    - Provide appropriate services following critical incidents, acute stressors, or debilitating cumulative stress.
    - Implement a workforce resiliency plan for work-related stressors and symptoms/issues.
- The need by Fire and Police for behavioral health support has steadily increased since implementation of the contract.
- Ongoing uninterrupted behavioral health support to Public Safety employees is critical in maintaining the health and well-being of these employees and ensuring ongoing service delivery to the community.
- Human Resources is requesting an increase in the contract amount by $74,000 for a total contract of $470,000 in response to increased utilization of embedded behavioral health support to Fire and Police Department employees.

Vendor Outreach Efforts:

- Current vendor for embedded behavioral health support is Responder Support Services, LLC. This vendor provides specialized support for Fire and Police employees.
- Staff was unable to identify other local vendors that provide dedicated service to Fire and Police Departments.

Council Goal(s):

- A connected and engaged community.

Pro(s):

- Support for public safety employees dealing with trauma on a daily basis
- Known provider who specializes in supporting public safety employees

Con(s):

- If additional funding is not available, Fire and Police employees will not have access to ongoing behavioral health support.

Fiscal Impact:

- Additional $74,000 added to the contract for a total investment of $470,000 over the three-year contract.
- Funding for this contract is available in the Health Internal Service Fund budget.

Suggested Motion:

- Motion to authorize the City Manager to execute a contract amendment with Responder Support Services, LLC to increase the contract amount by $74,000 for a total contract of $470,000 to provide ongoing embedded behavioral health support to Fire and Police Department employees and their dependents.

Attachment(s)

- Resolution

RESOLUTION NO. 23-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO AMEND CONTRACT WITH RESPONDER SUPPORT SERVICES, LLC TO CONTINUE BEHAVIORAL HEALTH SERVICES FOR FIRE AND POLICE EMPLOYEES

WHEREAS, the City of Asheville has authority pursuant to Article 3 of Chapter 160A of the North Carolina General Statutes to enter into contracts for services with other entities; and

WHEREAS, the City has a current contract with Responder Support Services, LLC to provide embedded behavioral health services to Fire and Police employees four days per week for each department; and

WHEREAS, City staff recommends the continued delivery of services and the execution of a contract amendment; and

WHEREAS, the monies for the contract amendment have been budgeted in the Health Care Fund budget:

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to amend the current contract on behalf of the City of Asheville with Responder Support Services, LLC to provide ongoing behavioral health services to Fire and Police employees, for an expenditure of $74,000, bringing the total contract expenditure to $470,000; and to execute any necessary change orders to said contract.

Read, approved and adopted this the 28th day of March 2023.

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City Clerk Mayor

Approved as to form:

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City Attorney