

SEN 002 17/18
Employee Family Assistance Program (EFAP)

QUESTIONS AND ANSWERS #1

Question 1:

Can you please provide the Senate's EFAP utilization rates for the past 3 years (2015, 2016 and current for 2017)?

Answer 1:

Utilization Rates:

2012 – 12%
2013 – 7.87%
2014 – 26.40% (October 22)
2015 – 9.64%
2016 – 15.58%
2017 – 3rd quarter results 13.44% (1 Jan-30 Oct)

Emerging Issues 2017 breakdown as of November 5:

Personal relationships 28.1%
Mental health 15.7%
Personal Stress 14.6%
Parenting 12.4%
Life Planning 11.2%
Family, General 7.9%
Physical Health 7.5%
Work Related 4.5%
Addiction Related 1.1%

Question 2:

Within the overall utilization, what has been the typical breakdown between counselling and work/life cases?

Answer 2:

Counselling	60
WorkLife Services	17

Question 3:

We would like to know if it is possible for the 2 Project Summaries to choose from the list of 5 references from the public sector.

Answer 3:

The 2 project summaries must be someone other than the Senate.

The Bidder may choose from the list of 5 clients listed in M5(b) however if the Bidder wish to choose outside of the list of current clients, that would be acceptable as long as it still meets the requirement of *“during the past five (5) years calculated from the closing date of this RFP.”*
