

PURCHASING DIVISION
CITY OF WORCESTER
MASSACHUSETTS 01608-1895
ROOM 201 - CITY HALL, 455 MAIN ST.
PHONE (508) 799-1220

SEALED BID INVITATION
(Supplies, Material, Equipment, Services)

AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER

SEALED BID NO. CR-8230-W5

DATE: July 1, 2024

CITY OF WORCESTER
Christopher J. Gagliastro, MCPPO
Purchasing Agent

BUYER: Christopher Gagliastro

NOTICE TO BIDDERS
TERMS AND CONDITIONS

All bids are subject to the terms and conditions and specificity herein set forth except where specifically deleted by the City of Worcester in Section No. 6 below.

COMPLETE ORIGINAL COPY (including ALL pages) OF THIS BID MUST BE SUBMITTED IN A SEALED ENVELOPE:

DATE: JULY 31, 2024 TIME: 10:00 A.M. LOCAL TIME

PLACE: Purchasing Division, Room 201, City Hall, Worcester, Massachusetts

MARK SEALED ENVELOPE **"Sealed Bid No. CR-8230-W5-Employee Assistance Services / WPS"**

The name and address of the bidder must appear in the upper left hand corner of the envelope. The City of Worcester is not responsible for bids not properly marked.

GENERAL

1. This Bid Invitation covers: provide employee assistance services as per the requirements and specifications of the City of Worcester Public Schools for a period of one year from August 18, 2024 through August 17, 2025. This contract may be renewed for a second and third year at the sole discretion of the City, the option of which shall be determined near the end of the current contract period. (see page 10).
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the Amount of \$ N/A must accompany this bid.
3. All bids received will be publicly opened and read in the Bid Room at City Hall at date and time shown above. **NO BID WILL BE ACCEPTED AFTER TIME AND DATE SPECIFIED**
4. A performance bond in the amount of \$ N/A of the total dollar award is required.
5. A payment bond in the amount of \$ N/A of the total dollar award is required.
6. All terms and conditions are applicable to this proposal except the following section numbers which are hereby deleted from this invitation: 39 – 43
7. **Questions pertaining to this bid must be directed to Christopher J. Gagliastro via e-mail at gagliastroc@worcesterma.gov**

8. The following meanings are attached to the defined words when used in this bid form.
 - (a) The word "City" means The City of Worcester, Massachusetts.
 - (b) The word "Bidder" means the person, firm or corporation submitting a bid on these specifications or any part thereof.
 - (c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
 - (d) The words "Firm Price" shall mean a guarantee against price increases during the life of the contract.
9. Any prospective bidder requesting a change in or interpretation of existing specifications of terms and conditions must do so within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date. All requests are to be in writing to the Purchasing Division (or e-mailed at: gagliastroc@worcesterma.gov). No changes will be considered or any interpretation issued unless the request is in our hands within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date.
10. The contractor will be required to indemnify and save harmless the City of Worcester, for all damages to life and property that may occur due to his negligence or that of his employees, subcontractors, etc., during this contract.
11. The Contract Agreement will be in the form customarily employed by the City of Worcester and is on file in the Purchasing Division at City Hall.
12. Bids which are incomplete, not properly endorsed, or signed, or otherwise contrary to these instructions will be rejected as informal by the Purchasing Agent. **Conditional bids will not be accepted.**
13. The Bidder must certify that no official or employee of the City of Worcester, Massachusetts is pecuniarily interested in this proposal or in the contract which the bidder offers to execute or in expected profits to arise therefrom, unless there has been compliance with provisions of G.L. C. 43 Sec. 27, and that this bid is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
14. As the City of Worcester is exempt from the payment of Federal Excise Taxes and Massachusetts Sales Tax, prices quoted herein are not to include these taxes.
15. All prices are to be firm F.O.B. Destination, City of Worcester, Massachusetts, unless otherwise indicated by the City. **Time reserved for award is ninety days.**
16. In case of error in the extension prices quoted herein, the unit price will govern.
17. It is understood and agreed that should any price reductions occur between the opening of this bid and delivery of any order, the benefit of all such reductions will be extended to the City.
18. The City of Worcester reserves the right to reject any and all bids, wholly or in part, and to make awards in a manner deemed in the best interest of the City.
19. Awards will be made to the bidder quoting the lowest net price in accordance with the specifications.
20. The supplier will be bound by all applicable statutory provisions of law of the Federal Government, the Commonwealth of Massachusetts, the City of Worcester, and the Department of Public Safety of the Commonwealth of Massachusetts.
21. Any bid withdrawn after time and date specified, the bidder shall forfeit deposit on bid as liquidated damages.
22. The contractor will not be permitted to either assign or underlet the contract, not assign either legally or equitably any monies hereunder, or its claim thereto without the previous written consent of the City Treasurer and of the Purchasing Agent of the City of Worcester.
23. If this bid shall be accepted by the City, and the bidder shall fail to contract as aforesaid and to give a bond in the amount as specified in Section 4, within ten (10) days, (not including Sunday or a legal Holiday) from the date of the mailing of a notice from the City to him/her, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the bidder has abandoned the contract and thereupon the

proposal and acceptance shall be null and void and the bid security accompanying this proposal shall become the property of the City as liquidated damages.

24. When quoting, the bidder shall submit a signed copy of this bid form, and if bid accepted by the City shall constitute part of the contract of purchase. Do not detach any part of this form 30B (Sealed Bid Goods & Services) when submitting a bid. Bidder must sign and return complete form 30B (Sealed Bid Goods & Services).
25. If in the judgment of the Purchasing Agent any property is needlessly damaged by an act or omission of the contractor or his/her employees, servants or agent, the amount of such damages shall be determined by the Purchasing Agent of the City of Worcester and such amount shall be deducted from any money due the contractor or may be recovered from said contractor in actions at law.
26. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and/or Acts of God.

INSURANCE AND WORKER'S COMPENSATION

27. COMMERCIAL GENERAL LIABILITY INSURANCE: Contractor to supply the City of Worcester with certificates of insurance evidencing general liability coverage of not less than \$ 1,000,000.00 per occurrence / \$ 2,000,000.00 aggregate.
28. AUTOMOBILE LIABILITY INSURANCE: Contractor to supply the City of Worcester with certificates of insurance evidencing automobile liability coverage, bodily injury and property damage combined single limit, of \$ 1,000,000.00 (all owned, hired, and non-owned autos).
29. COMPENSATION INSURANCE: The contractor shall furnish the City of Worcester with certificates showing that all of his/her employees who shall be connected with this work are protected under statutory worker's compensation insurance policies.
30. The Contractor shall carry public liability insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contractor or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone of his employ during the execution of the contract.
31. Prior to starting on this contract, the Contractor shall deposit with the Contracting Officer certificates from the insurer to the effect that the insurance policies required in the above paragraphs have been issued to the Contractor. The certificates must be on a form satisfactory to the Purchasing Agent.
32. Except as may otherwise be stated herein, the Contractor shall also carry bodily injury and property damage insurance in an amount not less than those set forth above covering the operation of all motor powered vehicles owned or operated by the Contractor and engaged in this contract.

DISCOUNT

33. Prompt pay discounts will be considered when determining the low bid except when discounts are for a period of less than 30 days. In this event discounts will not be taken into consideration when determining low bid.
34. Time, in connection with discount offered, will be computed from date of completion and/or delivery and acceptance at destination, or from date correct bill or voucher properly certified by the contract is received if the latter date is later than the date of completion and acceptance and/or delivery and acceptance.

GUARANTEE

35. The bidder to who a contract is awarded guarantees to the City of Worcester all equipment, materials and or workmanship for a period of one (1) year after final inspection and acceptance and shall replace promptly any defective equipment, materials and/or workmanship required without additional cost to the City.

DELIVERIES AND COMPLETION

36. It is understood and agreed that in the event of failure on the part of the bidder to indicate date of delivery and/or completion, delivery and/or completion will be made within twelve (12) days from date of notification. Should the successful bidder fail to make delivery or complete contract within time specified, the City reserves the right to make the purchase on such orders at the open market and charge any excess over contract price to the account of the successful bidder, who shall pay the same.
37. The contractor shall familiarize himself with the location and facilities for storage.
38. The City through its Purchasing Division reserves the right to divert delivery from one location to another, and to allow for any change in operating conditions or for any other cause not now foreseen and to proportion deliveries according to available storage facilities.

SAMPLING AND ANALYSIS

39. Each bidder must state the commercial name of the product quoted, name, and address of operator or agent from whom the product will be purchased and in addition shall furnish an analysis of the product, date of analysis, by whom made and their address.
40. Samples of the product to be delivered may be taken by a representative of the City, either prior to delivery or while it is being delivered in the storage facilities at destination, or will be taken from the storage facilities to which the product has been delivered as determined from time to time by the Purchasing Agent. Bidder agrees to furnish the necessary manual labor, without additional cost required to assemble the physical samples, which is to be performed under the direction of the City representative.
41. The representative of the City taking the samples shall be given the opportunity, while sampling, to affix his or her signature to the delivery slip each item represented in his/her sample.
42. Any product after the sampling and analysis, not found meeting the requirements of the contract shall be sufficient cause for the cancellation of the contract at the option of the Purchasing Agent.
43. If any product is found that does not meet the analysis submitted by the bidder in his/her proposal, the Purchasing Agent may, at his or her option, exercise his/her right to reject the product and require that all or any part thereof shall be removed promptly by and at the expense of the contractor and replace it forthwith with a product satisfactory to the Purchasing Agent, or to retain the product and compensate the contractor in an amount as determined by the Purchasing Agent and the City Manager.
44. It is understood and agreed that it shall be a material breach of any contract resulting from this bid for the Contractor to engage in any practice which shall violate any provisions of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color, religious creed, national origin, sex, age or ancestry.
45. The undersigned as bidder, declares that the only parties interested in this proposal as principals are named herein; that this proposal is made without collusion with any other person, firm or corporation, that no officer or agent of the City is directly or indirectly interested in this bid; and he/she proposes and agrees that if this proposal is accepted he/she will contract with the City in accordance with the specifications, also the terms and conditions as spelled out in this bid form.
46. No Person, including but not limited to corporations, partnerships, limited partnerships or limited liability corporations, shall be eligible to receive a contract under this invitation to bid and/or requires for proposal if that person has been convicted of any felony offense involving the distribution of controlled substances as that term is defined under Chapter 94C of the General Laws and, for contracts to be performed for on-site services to the Worcester Public Schools, if that person or any person to be employed by that person in the performance of such on-site services has been convicted of a "sex offense" or a "sex offense involving a child" or a "sexually violent offense" or would meet the definition of "sexually violent predator" as those terms are defined in Section 178C of the General Laws and who must register with the sex offender registry board.

47. The Contractor shall at all times enforce strict discipline and good order among his employees and shall not employ for work or services relating to this contract any unfit person or anyone not skilled in the task assigned to him. In light of the fact that the performance of this contract requires the Contractor and its employees to have significant interaction with the public, the Contractor shall require all employees who may perform services under this contract to conduct themselves in a courteous, professional manner. If the Contractor is notified by the Contract Officer that any person engaged upon the work is incompetent, unfaithful, disorderly, discourteous, or otherwise unsatisfactory, then such person shall be discharged from providing services or work pursuant to this contract. Without limiting the generality of the foregoing, intimidation, threats and/or violent conduct of any kind or nature directed to members of the public are absolutely prohibited. Failure to comply with this requirement shall be grounds for termination of the contract.
48. The Contractor's performance may be evaluated on an ongoing basis including but not limited to consideration of complaints received from members of the public. In order to facilitate this evaluation, the Contractor shall provide the City with documents and records upon request. The Contractor shall further obtain from its employees authorization that appropriate City personnel may obtain all available criminal offender information ("CORI") from the Criminal History Systems Board. A high number of unresolved complaints, any number of complaints that are particularly severe, or employment of individuals who have been convicted of assault or other violent crimes shall be grounds for the early termination or non-renewal of the contract by the City.
49. The procurement officer shall award the contract to the lowest responsible and responsive bidder. The term "responsible bidder" means "a person who has the capability to perform fully the contract requirements, and the integrity and reliability which assures good faith performance." Consistent with its duty to maintain public order and promote public safety, the City has determined that this contract is of a type and nature so as to be particularly sensitive due, at least in part, to the contractor's inherent access and dealings with the members of the general public. Therefore, the City has concluded that additional scrutiny is justified as it determines whether a particular bidder is responsible, having the integrity and reliability to properly perform the requested services. This may entail consideration of the contractor's system of oversight, training and supervision of its employees, including but not limited to its requirement of a high standard of customer service and courtesy in its dealings with the public. The bidder's care and diligence in hiring and assigning its employees will also be considered. In making its determination, the City reserves the right to examine any and all information at its disposal, including but not limited to prior City contracts, the experiences and information obtained from current and former customers (whether identified by the bidder as references or not), as well as other sources available to the City, including but not limited to court documents, newspapers, financial reports (such as DUNS), and certain police data and reports.
50. The Contractor, acting through its owner(s) or any of its employees, or its agents or sub-contractors and any of their employees, shall not engage in any behavior, whether during the course of its duties under this contract or at any other time, that is illegal, criminal or otherwise shocking or offensive to the general public. The determination whether any particular behavior is illegal, criminal or shocking to the general public shall rest in the sound judgment of the Contracting Officer or the City Manager. In making such determination, the Contracting Officer or the City Manager shall apply the general standards of the community. No criminal conviction or formal charges shall be required to make such determination. Such behavior need be something more than trivial and something which would cause the general public to have concerns either about the safety of individuals coming in contact with the Contractor or about the character and integrity of the individuals with which the City does business. Violation of this provision shall be grounds for immediate and unilateral termination of this contract by the City upon five days' notice as otherwise provided herein

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1)	If a Proprietorship
Name of Owner _____	
Business Address _____	
Zip Code _____	Telephone No. _____
Home Address _____	
Zip Code _____	Telephone No. _____

(2)	If a Partnership	
Full names and addresses of all partners		
<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
Business Address _____		Zip Code _____
Tel. No. _____		

(3) If a Corporation

Full Legal Name _____

State of Incorporation _____ Qualified in Massachusetts ? Yes _____ No _____

Principal Place of Business _____

Street _____ P.O. Box _____

City/Town _____ State _____ Zip _____

Telephone No. _____

Place of Business in Massachusetts _____

Street _____ P.O. Box _____

City/Town _____ State _____ Zip _____

Telephone No. _____

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company _____

State of Incorporation _____ Admitted in Massachusetts ? Yes _____ No _____

Principal Place of Business _____

Street _____ P.O. Box _____

City/Town _____ State _____ Zip _____

Place of Business in Massachusetts _____

Street _____ P.O. Box _____

City/Town _____ State _____ Zip _____

Telephone No. _____

NOTE

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

F.I.D. Number of bidder _____

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER _____ TITLE _____
PLEASE SIGN

DATE _____ BID SECURITY \$ _____

The name of Customer Service Representative and the Contract Administrator responsible for servicing this account in the event of contract award are:

NAME (PLEASE PRINT) *Customer Service Rep.* _____ TEL. NO. _____

NAME (PLEASE PRINT) *Contract Administrator* _____ TEL. NO. _____

FAX NUMBER _____ FAX # _____

E-MAIL (Customer Service Rep.): _____

E-MAIL (Contract Administrator): _____

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

" The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print) _____
Name of Person Signing Bid

Signature of Person Signing Bid

Company

No award will be made without vendor certification of the above.

Bidders must state and identify the product offered, such as manufacturer's name, trade name, brand name and quality next to each item. WE MUST KNOW WHAT HAS BEEN OFFERED.

The quantities shown herein are estimated only and the Contractor will be required to furnish all quantities ordered by the City during the period of the contract.

YES X NO _____

Delivery to be made to: Worcester, MA

This Bid includes addenda numbered _____

NO PRICE ADJUSTMENTS ALLOWED. PRICES QUOTED ARE FINAL. CHECK BEFORE SIGNING!

BIDDER TO COMPLETE ITEMS BELOW

Item No.	Estimated Quantity	Description	Mfg.	Model No.	Unit Price	Total Price
		<p>Provide employee assistance services for a one year period as per the attached requirements and specifications of the City of Worcester Public Schools.</p> <p><u>Questions should be directed via email to gagliastroc@worcesterma.gov</u></p>				See Pricing Page

TERMS, PROMPT PAY DISCOUNT _____% 30 DAYS, NET 45 DAYS.

DELIVERY AND/OR COMPLETION TO BE MADE WITHIN _____ DAYS FROM DATE OF NOTIFICATION BY THE CITY.

NAME OF BIDDER _____

DISCLOSURE OF CONTRACT RENEWAL

This contract may be renewed for a second and/or third year at the sole discretion of the City of Worcester, the option of which will be determined at the end of the current contract year.

In no event will increase exceed _____ % for the second contract year.
(TO BE COMPLETED BY BIDDER)

In no event will increase exceed _____ % for the third contract year.
(TO BE COMPLETED BY BIDDER)

Name

Date

Title

IF VENDOR DOES NOT WISH TO BE CONSIDERED FOR A SECOND AND THIRD YEAR OPTION,
PLEASE INDICATE BY CHECKING THIS BOX: ☐

IMPORTANT

It is understood and agreed, that failure by the bidder to complete the above increase statement, it is the bidders intent to accept a second and third year option at zero (0) percent increase.

All other Terms and Conditions to remain the same.

Employee Assistance Services / WPS

Bid #: CR-8230-W5

SCOPE

One (1) year contract to provide employee assistance services to Worcester Public Schools employees, with two annual options to renew at the sole discretion of the City.

Copy of utilization report for 2023 is attached.

DESCRIPTION OF SERVICES

Employee Assistance Program to address the following potential employee problems:

- Emotional/Mental Health
- Marital/Relationship
- Alcohol/Drug
- Child Abuse
- Workplace Harassment/Violence
- Work/Productivity Problems
- Other personal and work/life problems, including but not limited to financial, legal, child and family at-home care, etc.

The following services and specifications are required of the vendor awarded the contract from this bid:

- Must have in their employ and/or utilize providers within a fifty (50) mile radius of Worcester City Hall, 445 Main St. Worcester, MA 01608.
- Must provide contact names and addresses of ten (10) service providers from whom services will be provided to WPS employees.
- Minimum of two (2) counseling sessions per employee and each family member. Counseling session must include psychological assessment and problem evaluation, short-term counseling and/or referral. Initial counseling session must be available within 10 days of employee/family call for assistance.
- Must include coverage with a minimum of either an RN or a Masters Level Social Worker, available 24 hours a day, 365 days per year.
- Must include, but not limited to, as-needed telephone consultation regarding personnel or organizational concerns as identified by management, issues regarding workplace culture, site violence, involuntary terminations, reduction-in-force planning.
- Must maintain a crisis line, available 24 hours a day, and 365 days per year. This crisis line must be covered by mental health professionals. These professionals, at a minimum must be RNs or Master level therapists, who can perform assessments and make referrals for treatment. All calls must be answered live. There must be NO holds, prompts or menus.

- EAP/Utilization reports – 4 per contract year to include:
 - dates
 - Times
 - number of calls
 - demographic information
 - primary presenting problems
- must provide on-going assessment of client progress in work and personnel domains.

Vendors acknowledge and agree to the following statements by submitting a bid under this solicitation:

- That there will be no discrimination in its treatment of Worcester Public Schools employees and will provide treatment in accordance with the same standards pertaining to treatment for all clients.
- That there will be no charge to Worcester Public Schools employees for EAP-related services.
- That service will be provided to Worcester Public Schools employees up to thirty (30) days, in the event Worcester Public Schools fails to perform obligations under the contract.
- That Worcester Public Schools will be allowed to use the successful vendor's name in promotional materials
- That there will be cooperation regarding grievances from clients regarding service by provider, but not pertaining to any legal action which might be taken against it.

The contract that results from this bid shall incorporate the following sworn statements:

- That the vendor will obtain the consent of Worcester Public Schools employees before transferring any records pertaining to said employee in the proposer's possession.
 - That the vendor will indemnify and hold harmless the Worcester Public Schools, their officers, employees and agents, against any claims, liabilities or expenses arising from the actions of third parties in connection with any matter for which the sole responsibility lay with the EAP.
-

Pricing Section:

Estimated annual number of employees that will use the service is 200.

Bid price per employee per month reflective of the entire WPS population (approx. 5000)

<u>No. of Employees</u>		<u>Cost per Employee (per month)</u>		<u>Total Annual Exp.</u>
5000	X	\$ _____	X 12 months =	\$ _____

Payment will be made monthly based on an approved invoice



UTILIZATION REPORT



City of Worcester MA Public Schools

01/01/2023 - 12/31/2023

Private & Confidential

UTILIZATION REPORT

City of Worcester MA Public Schools

January 01, 2023 - December 31, 2023 on New Files

UTILIZATION RATE SUMMARY

Type Count % Serviced % Activities %

EAP Files	34	60.7%	34	59.6%	237	86.2%
Information Calls	1	01.8%	1	01.8%	1	00.4%
Work/Life Files	20	35.7%	20	35.1%	28	10.2%
Organizational Service/CISD	0	00.0%	0	00.0%	0	00.0%
Member Portal Web Traffic	0	00.0%	1	01.8%	1	00.4%
Supervisor Referral	1	01.8%	1	01.8%	8	02.9%
Organization Consultation	0	00.0%	0	00.0%	0	00.0%
Total	56	100%	57	100%	275	100%

Count

The total number of files: EAP, Organizational Services, Information Calls, etc. that fall within the reporting period.

Serviced

The total number of service users within files along with Member Portal unique user visits that fall within the reporting period.

Activities

The total number of activities from files along with the total Member Portal visits that fall within the reporting period.

Population / Utilization Rate 4000

Annualized Rate for Count of all Files.	1.40%
Annualized Impact Rate of Total Serviced including Member Portal visits.	1.43%

Total New Files	55
-----------------	----

AllOne Health 2/12 This report was created on 6/27/2024

UTILIZATION REPORT**City of Worcester MA Public Schools**

January 01, 2023 - December 31, 2023

Utilization Breakdown by Division

City of Worcester MA Public Schools:
100%

Name		
	55	100.00 %

AllOne Health 3/12 6/27/2024
UTILIZATION REPORT

City of Worcester MA Public Schools

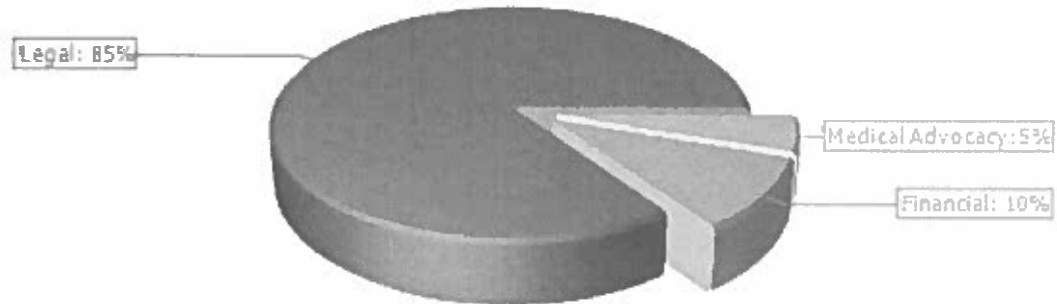
January 01, 2023 - December 31, 2023

Client Type

Employee: 95%

Family Member: 5%

Work/Life Service



Name		
	2	10.00%
	17	85.00%
	1	5.00%
Total	20	100%

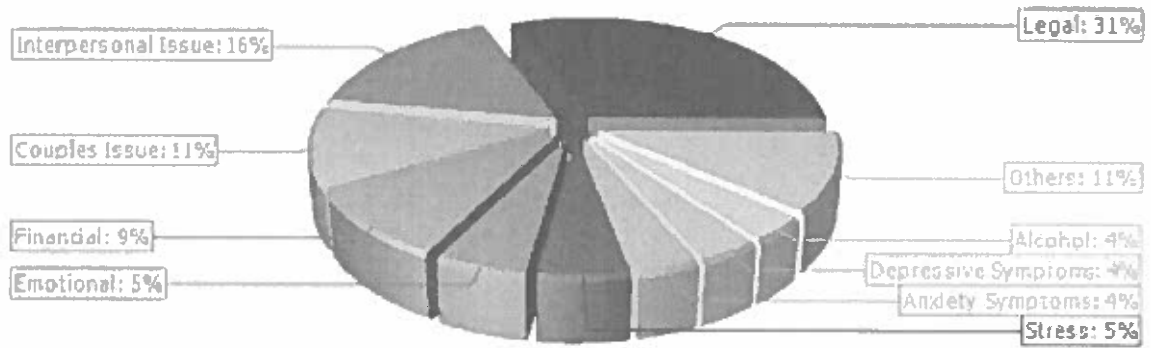
AllOne Health 6/12 6/27/2024

UTILIZATION REPORT

City of Worcester MA Public Schools

January 01, 2023 - December 31, 2023

Primary Presenting Problem

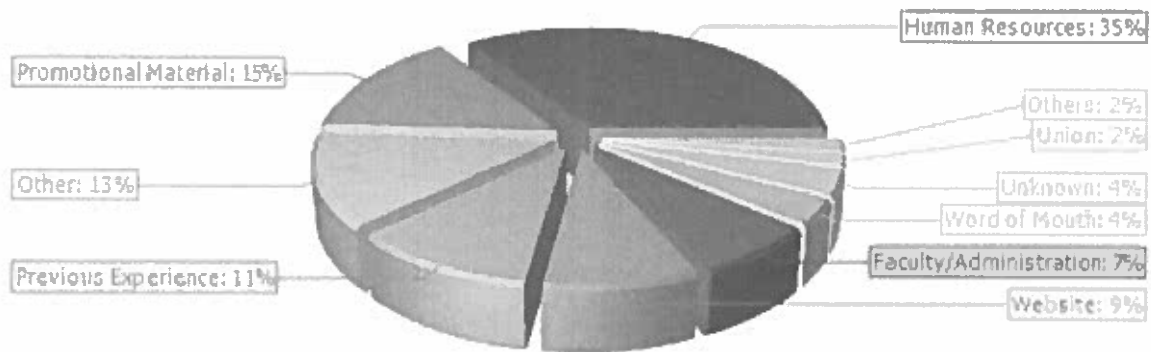


Name		
	2	3.64%
	2	3.64%
	1	1.82%
	6	10.91%
	2	3.64%
	3	5.45%
	5	9.09%
	1	1.82%
	9	16.36%
	17	30.91%
	1	1.82%
	3	5.45%
	1	1.82%
	2	3.64%
Total	55	100%

City of Worcester MA Public Schools

January 01, 2023 - December 31, 2023

How Did You Learn Of Our Service



Name		
	4	7.27%
	19	34.55%
	7	12.73%
	6	10.91%
	8	14.55%
	1	1.82%
	1	1.82%
	2	3.64%
	5	9.09%
	2	3.64%
Total	55	100%

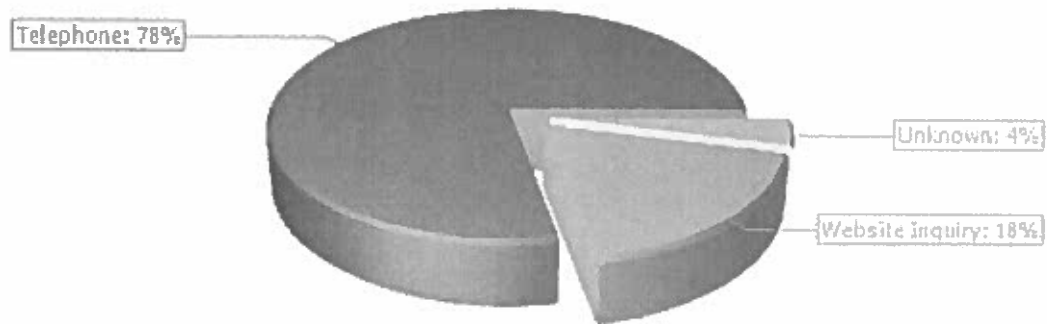
AllOne Health 8/12 6/27/2024

UTILIZATION REPORT

City of Worcester MA Public Schools

January 01, 2023 - December 31, 2023

How Did You Access Our Service



Name		
	43	78.18%
	2	3.64%
	10	18.18%
Total	55	100%

AllOne Health 9/12 6/27/2024

UTILIZATION REPORT

City of Worcester MA Public Schools

January 01, 2023 - December 31, 2023

Member Portal Traffic Types

Article: 100%



Name		
	1	100.00 %

AllOne Health 10/12 6/27/2024
UTILIZATION REPORT
City of Worcester MA Public Schools
January 01, 2023 - December 31, 2023
Member Portal Traffic Top Topics



Name		
	4	100.00 %

AllOne Health 11/12 6/27/2024



Quarterly Summary of Program Promotion

Newsletters

January 2024 Insights Newsletter

- Whole Health: Understanding the Mind-Body Connection
- Video: 3 Holistic Ways to Cope with Stress
- Student Life: 3 Strategies to Ace the Semester Ahead
- Leadership: Elevating Employee Well-Being with Workplace Wellness Coaching

February 2024 Insights Newsletter

- Whole Health: How Healthy Boundaries Support Healthy Relationships
- Video: Fostering Respect in the Workplace
- Student Life: Navigating New Relationships and Boundaries
- Leadership: How Meditation Services Strengthen Workplace Culture and Relationships

March 2024 Insights Newsletter

- Whole Health: Tips for Recognizing and Addressing Burnout
- Video: Preventing Burnout

- **Student Life: Understanding the Difference Between Stress and Burnout**
- **Leadership: Helping Managers Identify and Prevent Employee Burnout**

Webinars

January 2024

- **Stress Reduction Toolkit 2.0**
- **Alphabet Soup: Enhancing your EI and WI**

February 2024

- **The Sandwich Generation: The Ultimate Balancing Act**
- **The Art of Creating Healthy Relationships**

March 2024

- **Eating Right for Life**
- **Managing and Preventing Burnout**

Additional Resources

Celebrating Black History Month

Recognizing International Women's Day

Texas Wildfires – Resources & Support

Recognizing the Importance of Sleep

Ohio, Indiana, and Kentucky Tornadoes: Resources & Support

Prioritizing Mental Wellness Checks for First Responders

AllOne Health Survey Reveals EAP & Mental Health Benefit Trends for 2024

Baltimore Key Bridge Collapse: Resources & Support

As part of ongoing program promotion and engagement efforts, the following marketing materials and communications were provided throughout Q1 2024