



# AllOne Health Resources, Inc.

An Employee Assistance Program Services Provider Contracted with the Texas Department of Family and Protective Services

## Results in Brief

### Why OIG Conducted This Audit

The Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division (OIG Audit) conducted an audit of AllOne Health Resources, Inc. (AllOne Health). OIG initiated this audit in response to Texas Department of Family and Protective Services (DFPS) stakeholders' concerns about employee assistance program (EAP) services for employees in high-stress jobs who received critical incident support services and secondary traumatic stress support services after experiencing a traumatic event in the course of their work.

DFPS paid AllOne Health to provide EAP services for 11,626 eligible individuals during state fiscal year 2024. As of September 5, 2024, DFPS had paid AllOne Health \$47,562 for EAP services under the contract effective April 1, 2024, which defines a maximum value of \$2,025,000 to cover two contract years and three annual extensions. During state fiscal year 2024, AllOne Health established 1,317 EAP cases and provided services to 909 individuals through its contract with DFPS.

### Summary of Review

The audit objective was to determine whether AllOne Health complied with selected DFPS EAP contractual requirements.

The audit scope covered the period from April 1, 2024, through August 31, 2024.

### Conclusion

AllOne Health Resources, Inc. (AllOne Health) is an employee assistance program (EAP) services provider. AllOne Health contracted with the Texas Department of Family and Protective Services (DFPS) and provided timely rapid response critical incident services to DFPS participants as required.

However, AllOne Health did not comply with some requirements for counselor qualifications; training and related requirements; insurance participation; customer satisfaction surveys; and quarterly utilization reporting.

### Key Results

While AllOne Health, through its subcontractor, provided rapid response critical incident services to DFPS participants timely, it did not:

- Verify two counselors met required qualifications.
- Require eight counselors to complete required training and view required DFPS videos before providing counseling services.
- Verify counselors providing rapid response critical incident services to DFPS participated in the state of Texas employee insurance network.
- Send customer satisfaction surveys to all DFPS participants who received rapid response critical incident services.
- Include 10 required reporting categories in two quarterly reports it submitted to DFPS.

## Background

DFPS contracts with AllOne Health to provide confidential assistance services to DFPS participants. EAP services assist individuals with personal concerns that may affect job performance and include problem assessment, short-term counseling, and referrals to appropriate community and private services.

Additionally, DFPS's contract with AllOne Health includes rapid response critical incident services, which consist of:

- Critical incident support services to provide counseling to individuals who experience job-related critical incidents or other circumstances significantly impacting the workplace.
- Secondary traumatic stress support for individuals or groups experiencing ongoing stress brought on by exposure to the stressful or traumatic experience of another person.

During the audit scope, AllOne Health provided rapid response critical incident counseling services to 94 DFPS participants through 23 counseling services facilitated by eight counselors.

## Management Response

AllOne Health's action plans described how its current processes, under the ownership change effective October 1, 2024, either already implemented the corrective action or would facilitate implementing the corrective action by May 2025. OIG Audit has not reviewed these new processes and therefore cannot conclude on their effectiveness.

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## Recommendations

AllOne Health should:

- Develop and implement policies and procedures to:
  - Verify counselors meet licensing requirements.
  - Maintain documentation of one-time counseling agreements and evidence it verified associated counselor licenses or certifications, education, and experience.
  - Require counselors to complete required training and view required DFPS videos before providing counseling services.
  - Respond to DFPS requests for rapid response critical incident services through counselors who participate in the state of Texas employee insurance network.
- Survey DFPS participants who receive rapid response critical incident services to obtain contractually required information.
- Include all contractually required information in the quarterly utilization reports it submits to DFPS.