City of Los Angeles
Employee Assistance Program
Annual Plan Review

Joint Labor – Management Benefits Committee

September 1, 2016

Cristina Jarvis, Sr. Account Manager
## EAP: COMPREHENSIVE SOLUTIONS TO WORKPLACE ISSUES

### Clinical Services
**Consultations, Referrals, Tools**

**Clinical Counseling & Consultations**
- Face to face counseling
- **Web-video** & telephonic consultation

**Intake Triage Services**
- Availability 24x7, 365 days/year
- Call centers in Arizona, California, Texas, and New York
- Clinical assessments and referrals with licensed clinicians

**Referral and Resource Coordination**
- Network practitioner
  - Based on performance, geography, clinical expertise and member-driven criteria
  - Practitioner contacted with benefit and authorization details
- Community resources
- Behavioral health program
- Medical plan

### Work & Life Services
**Consultations, Referrals, Tools, Resources**

**Childcare & Eldercare**
- Telephonic consultations available 24x7
- Provider search and referrals
- Online resources

**Daily Living**
- Telephonic consultations available 24x7
- Tip sheets, brochures and online resources

**Financial Services**
- 30 min Telephonic consultations
- Online articles, tools and calculators
- Tip sheets and brochures
- 25% discount if retained

**Legal Services**
- 30 min In-person or telephonic consultations
- Online articles, estate planning and legal forms
- 25% discount if retained

**Identity Theft**
- Telephonic fraud resolution consultations
- ID Theft Emergency Response Kit

### Employer Services
**Consultations and Referrals**

**Management Consultation**
- Telephonic consultations for Job Performance Referral
- Help assess & manage employee’s personal issues affecting performance
- Includes assessment, action plan and referrals
- Confidential, signed consent to release information

**Critical Incident Stress Mgmt**
Non Workplace Violence related

**Worksite Wellness Training**
- Designed to enhance workplace health and employee effectiveness
- MHN developed 150+
- Webinar or In Person

**EAP Orientations, Benefit Fairs**
<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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<tbody>
<tr>
<td><strong>Monthly Employee Avg</strong></td>
<td>24,264</td>
<td>23,703</td>
<td>23,500</td>
</tr>
<tr>
<td><strong>City of LA Case Activity Rate</strong></td>
<td>4.88%</td>
<td>4.56%</td>
<td>4.88%</td>
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<tr>
<td><strong>MHN Municipality Norm</strong></td>
<td>10.08%</td>
<td>10.2%</td>
<td>10%</td>
</tr>
<tr>
<td><strong>MHN Norm</strong></td>
<td>3.86%</td>
<td>4.27%</td>
<td>3.94%</td>
</tr>
<tr>
<td><strong>Calls Received</strong></td>
<td>2,038</td>
<td>2,215</td>
<td>2,253</td>
</tr>
<tr>
<td><strong># of Cases</strong></td>
<td>1,184</td>
<td>1,084</td>
<td>1,081</td>
</tr>
<tr>
<td><strong>Face to Face Clinical Cases</strong></td>
<td>596</td>
<td>458</td>
<td>438</td>
</tr>
<tr>
<td><strong>Telephonic Clinical Cases</strong></td>
<td>26</td>
<td>19</td>
<td>23</td>
</tr>
<tr>
<td><strong>WorkLife Cases (*)</strong></td>
<td>596</td>
<td>517</td>
<td>250</td>
</tr>
<tr>
<td><strong>Employer Cases</strong></td>
<td>114</td>
<td>89</td>
<td>82</td>
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**Most Requested WorkLife Service:** Information Only  
**Top 5 Referral Sources:** Human Resources, Self, Brochure/Poster, Family, MHN.com
EAP Case Activity Rate

- Case Activity = any call resulting in a case (ie: Clinical, Work Life, Manager Requested Services, not including Web Utilization)
- Case Activity Rate Formula: # of total cases/# months in period * 12/Subscriber Monthly Average
- MHN Norm: All lines of business.
- Case Activity has increased from 2014 to 2015.
- Case Activity highest in 2013.
Utilization by Gender and Age

Women comprise a larger portion of overall program utilization. This is consistent with MHN norms.
Utilization by Member Demographics

City’s Employee Access is 9% higher than Norm
## Member Website Utilization

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<th>2013</th>
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<th>2015</th>
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</thead>
<tbody>
<tr>
<td><strong># of Unique Registered Users Accessing Site</strong></td>
<td>1,584</td>
<td>1,598</td>
<td>N/A*</td>
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<tr>
<td><strong># of Web Sessions</strong></td>
<td>2,234</td>
<td>2,494</td>
<td></td>
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<tr>
<td><strong># of Page Views</strong></td>
<td>8,135</td>
<td>8,588</td>
<td></td>
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<tr>
<td><strong>Annualized Utilization vs. Norm</strong> (based on web sessions)</td>
<td>9.2% / 11.9%</td>
<td>10.5% / 12%</td>
<td></td>
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</table>
| **Most Popular Topics**  | 1. Find a Practitioner  
2. My Benefits  
3. General Health  
4. Alcohol & Drugs  
5. Legal & Financial | 1. Find a Practitioner  
2. Alcohol & Drugs  
3. My Benefits  
4. General Health  
5. Legal & Financial | 1. Find a Practitioner  
2. Alcohol & Drugs  
3. My Benefits  
4. General Health  
5. Legal & Financial |

*2015 Member Website Utilization not available. MHN recently updated data reporting system and this information was lost. It will be available going forward.*
MOST REQUESTED WORKSHOPS & SEMINARS

Effective Workplace Communication

Delivering Excellent Customer Service

Managing Stress

City of LA - 2015

Managing Stress
Delivering Excellent Customer Service
Effective Workplace Communication
Compassion Fatigue
Time Management

Top 5 Workshops & Seminars
COURSES AVAILABLE: FINAL LIST/SCHEDULE TO BE DETERMINED

- Managing a Budget for the First Time
- Building Good Credit and Improving Your Credit Score
- Estate Planning
- Managing Your Money in Tough Times
- Planning a Financial Future
- Personal Finance Boot Camp
- Identity Theft Protection and Self-Help
- Investment Basics
- Living Off Your Paycheck
- Mind Over Money
- Money Basics
- Tax Tips
## Conclusion

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<tr>
<th>Topic</th>
<th>Recommendation</th>
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| Promotion of EAP via Wellness Trainings | 1. Rolling out more Webinar Trainings instead of in-person workshops to maximize participation across City  
2. Promote online and telephonic Wellness Coaching.  
3. Partner with City of LA Wellness team to roll out quarterly Wellness workshops. Wellness Topic for Q4 is Financial Wellness.  
4. Provide scheduled Webinars available to all employees on “hot topics”  
5. Include Employee and Supervisory Orientations on an ongoing basis via webinar to promote EAP year round.  
6. Conduct more webinar trainings for Managers and include materials to provide to employees, as needed. |
| Maximizing EAP Benefit        | » We typically see 24-30% of members utilize full benefit (all sessions)  
» Industry Average Number of Sessions Used:  
  • 5 Session: 3.1 to 3.4  
The City’s Average is 4.6 for 2015 |
| Innovation                   | Online and Telephonic Wellness Coaching                                                                                   |