Optum replaced Managed Health Network effective Jan. 1, 2019, as the City’s Support Plus: Employee and Family Assistance Program ("EFAP") provider.

Support Plus: Core and Enhanced Services

- **Support (Core Services)**
  - Assessment and Short-Term Counseling
    - No appointment necessary, available 24/7 by phone
    - Up to five (5) face-to-face sessions per incident with an EFAP network masters level specialist in behavioral health

- **Plus (Enhanced Services)**
  - WorkLife Services
    - Parenting and Eldercare resources
    - Education (e.g., Special Needs, College Search, etc.)
    - Financial and Legal planning
  - Management Consultations and Referrals
    - Supervisor resources to assist with workplace behavioral issues
  - Critical Incidence Response
    - Onsite counseling to assist employees deal with traumatic events (e.g., harassment, violence, suicide, etc.)
  - Employee Training
# Observations

## Utilization Statistics

<table>
<thead>
<tr>
<th>All Services</th>
<th>WorkLife Services</th>
<th>Critical Incidence Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>City’s Year-To-Date (YTD) utilization of all EFAP services (7.0%) exceeds Optum’s Book of Business benchmark (6.7%)</td>
<td>City’s most utilized services YTD include: ✓ Eldercare Services ✓ Self-Directed Online Resources ✓ Child/Parenting Support</td>
<td>YTD, 154 participants have attended a Critical Incidence Response event at the City</td>
</tr>
<tr>
<td><strong>Management Consultations &amp; Referrals</strong></td>
<td><strong>Training Sessions &amp; Topics</strong></td>
<td><strong>Assessment &amp; Short-Term Counseling</strong></td>
</tr>
<tr>
<td>A total of seven (7) management consultations and nineteen (19) referrals have occurred YTD</td>
<td>1,401 participants have attended an Optum training session YTD</td>
<td>YTD, 1,168 assessments and counseling sessions have been utilized by City employees and their dependents</td>
</tr>
<tr>
<td>Services include: ✓ Inappropriate Workplace Behavior ✓ Personal Issues ✓ Mandatory Referrals ✓ Substance Abuse</td>
<td>Most popular sessions included: ✓ Managing Finances ✓ Professional Writing ✓ Dealing with Challenging People ✓ Understand and Embrace Diversity ✓ Respect and Positive Interaction in the Workplace</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total EFAP Utilization</td>
<td>4.8%</td>
<td>7.0%</td>
</tr>
<tr>
<td>Total EFAP(^1) and WorkLife Cases(^2)</td>
<td>1,079</td>
<td>1,296</td>
</tr>
</tbody>
</table>

\(^1\)EFAP Cases include short-term counseling assessments and Management Consultations and Referrals. 
\(^2\)WorkLife Cases are opened when an employee or a dependent needs a greater degree of assistance in a number of Work-Life areas (childcare, legal services, retirement planning, etc.). This service includes access to experts and referrals to a broad spectrum of convenient and verified resources.
City of Los Angeles
JLMBC Meeting
December 5, 2019

SUPPORT PLUS
Employee and Family Assistance Program (EFAP)
Agenda

• Support **Plus**: Employee Family Assistance Program (EFAP)
  – History & Go-Live
  – Program Services
  – Demographic Statistics
  – Total Engagement Statistics
  – WorkLife Services
  – Management Consultations & Referrals
  – Critical Incidence Response & Training Topics
**SUPPORT PLUS:** Employee and Family Assistance Program (EFAP) 
*History & Go-Live*

Through a Request for Proposal process, Optum was selected to replace Managed Health Network (MHN) as the Employee and Family Assistance Program (EFAP) vendor effective January 1, 2019.

<table>
<thead>
<tr>
<th>Program Branding</th>
<th>EFAP Toll Free Number</th>
<th>Continuity of Care</th>
<th>Critical Incident Response</th>
</tr>
</thead>
</table>
| • The Support Plus: Employee and Family Assistance Program and new website was created and communicated to the JLMBC on November 1, 2018. | • Optum began discussions with MHN in September 2018 to facilitate the transfer of the EFAP phone number.  
• Optum created an interim number to capture calls while MHN completed the phone number transfer process. | • Optum partnered with MHN to ensure a smooth transition experience for members by providing MHN’s call center with a transcript and training to direct members to Optum.  
• A seminar/webinar for employees was held on October 11, 2018 reviewing Optum’s EFAP benefits. | • The City can call Optum 24/7 to request clinical assistance from a network of crisis experts to provide urgent, on-site counseling for employees. |
The City branded the program **Support Plus** to highlight the EFAP services available to employees and their family members.

**Support** represents the core clinical EFAP support services which include:

- No appointment necessary, EFAP specialists are available 24/7 by phone to provide expert guidance on managing almost any challenge affecting your wellbeing
- Up to five (5) face-to-face sessions per incident with a Network EFAP masters level specialist in behavioral health

**Plus** represents the additional, enhanced EFAP services available:

To employees and their families:
- WorkLife Services such as financial and legal planning consultations, childcare, eldercare, and parenting support services

For the City’s evolving needs:
- Management consultations and referrals
- Critical Incidence Response
- Employee Training
**SUPPORT PLUS:** Employee and Family Assistance Program (EFAP)  
**Demographic Statistics**

### Year to Date EFAP and WorkLife Cases^ by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>City</th>
<th>Optum BOB*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>41.7%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Female</td>
<td>58.3%</td>
<td>62.9%</td>
</tr>
</tbody>
</table>

### Year to Date EFAP and WorkLife Cases^ by Age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>City</th>
<th>Optum BOB*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 20</td>
<td>8%</td>
<td>13%</td>
</tr>
<tr>
<td>20 to 34</td>
<td>13%</td>
<td>20%</td>
</tr>
<tr>
<td>35 to 49</td>
<td>35%</td>
<td>33%</td>
</tr>
<tr>
<td>50 to 65</td>
<td>33%</td>
<td>23%</td>
</tr>
<tr>
<td>Over 65</td>
<td>2%</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Year to Date EFAP and WorkLife Cases^ by Employee Relationship

<table>
<thead>
<tr>
<th>Relationship</th>
<th>City</th>
<th>Optum BOB*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>71.4%</td>
<td>80.5%</td>
</tr>
<tr>
<td>Spouse</td>
<td>6.9%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Dependent</td>
<td>12.7%</td>
<td>18.6%</td>
</tr>
</tbody>
</table>

^ EFAP and WorkLife Case demographics based on employees and dependents and include short-term counseling assessments, Management Consultation and Management Referral cases.  
* Optum’s Book of Business (BOB) refers to statistics taken from their overall client results for both public and private sectors.
**SUPPORT PLUS:** Employee and Family Assistance Program (EFAP)
Total Engagement Statistics

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total Engagement Percentage</th>
<th>Headcount&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Total Engagement (Support &amp; Plus)</th>
<th>Total EFAP&lt;sup&gt;2&lt;/sup&gt; and WorkLife Cases&lt;sup&gt;3&lt;/sup&gt; (Support &amp; Plus)&lt;sup&gt;1&lt;/sup&gt;</th>
<th>EFAP Training Participants (Plus)</th>
<th>Critical Incidence Responses Participants (Plus)</th>
<th>LiveandWorkWell.com Visitor Sessions (Plus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2019</td>
<td>6.5%</td>
<td>25,583</td>
<td>1,670</td>
<td>= 517 + 147 + 20 + 986</td>
<td></td>
<td></td>
<td>986</td>
</tr>
<tr>
<td>Q2 2019</td>
<td>6.5%</td>
<td>25,567</td>
<td>1,659</td>
<td>= 419 + 471 + 19 + 750</td>
<td></td>
<td></td>
<td>750</td>
</tr>
<tr>
<td>Q3 2019</td>
<td>7.9%</td>
<td>25,905</td>
<td>2,040</td>
<td>= 360 + 783 + 115 + 782</td>
<td></td>
<td></td>
<td>782</td>
</tr>
<tr>
<td><strong>Year to Date (YTD) 2019</strong></td>
<td><strong>7.0%</strong></td>
<td><strong>25,685</strong></td>
<td><strong>5,369</strong></td>
<td>= <strong>1,296</strong> + <strong>1,401</strong> + <strong>154</strong> + <strong>2,518</strong></td>
<td></td>
<td></td>
<td><strong>2,518</strong></td>
</tr>
</tbody>
</table>

<sup>1</sup>Headcount excludes the Harbor Department which uses Empathia Pacific Inc.
<sup>2</sup>EFAP Cases include short-term counseling assessments and Management Consultations and Referrals.
<sup>3</sup>WorkLife Cases are opened when an employee or a dependent needs a greater degree of assistance in a number of Work-Life areas (childcare, legal services, retirement planning, etc.). This service includes access to experts and referrals to a broad spectrum of convenient and verified resources.

- The City’s YTD EFAP Total Engagement rate of 7.0% exceeds Optum’s Overall Book of Business (BOB) average of 6.7%
- Optum generally sees above average utilization following the introduction of new programs and anticipates increased utilization during the 4<sup>th</sup> quarter due to the holidays
- The City’s top three (3) presenting EFAP issues compared to Optum’s Overall BOB are:

<table>
<thead>
<tr>
<th>Top Presenting EFAP Issues</th>
<th>No. 1</th>
<th>No. 2</th>
<th>No. 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Los Angeles</td>
<td>Legal (230 cases)</td>
<td>Marital / Primary Relationship (145 cases)</td>
<td>Anxiety (129 cases)</td>
</tr>
<tr>
<td>Optum’s Overall BOB Average</td>
<td>Anxiety</td>
<td>Depression</td>
<td>Marital / Primary Relationship</td>
</tr>
</tbody>
</table>
**SUPPORT PLUS:** Employee and Family Assistance Program (EFAP)

**WorkLife Services**

- **Adult/Elder Services**
  - Financial Planning
  - Retirement Planning
  - Legal Services
  - Housing Assistance
  - Support Services
  - Respite Care
  - Insurance Information
  - Medicare Support
  - Transportation
  - Long-distance Caregiving
  - Aids To Daily Living

- **Chronic Condition Support**
  - Medical Suppliers
  - Food/Nutrition & Travel Assistance
  - Social Services
  - Home Healthcare
  - Pharmacies
  - Medical Alert Systems
  - Special Housing
  - Help With Work Issues
  - Assistive Technology

- **Child/Parenting Services**
  - Childcare
  - Parenting Support
  - Child Development
  - Special Needs Support
  - Help for Teens
  - Pregnancy & Childbirth
  - Adoption Support
  - Communication Training
  - Pet Services
  - Domestic Relocation

- **Convenience Services**
  - Household Needs
  - Personal Issues
  - Dining
  - Recreational Activities
  - Education
  - Shopping
  - Health & Wellness

- **Life Learning**
  - School Issues
  - Special Education
  - College Selection
  - Financial Aid Assistance
  - Alternative and Community Education Programs
  - Career Consulting
  - Enrichment Classes
  - Lectures
  - Online Learning

**WorkLife Services YTD**

- Adult/Elder Support: 60
- Child/Parenting Support Services: 19
- Convenience Services: 18
- Worklife Phone & Online Resources*: 37
- Life Learning: 3
- Chronic Condition Support: 2
- Special Needs Advocacy: 1
- Grand Total: 140

- 102 City employees have opened WorkLife Cases YTD utilizing 140 WorkLife Services
  - Each individual WorkLife Case can utilize multiple WorkLife Services

- The City’s YTD WorkLife Case Utilization (0.5%) is slightly higher than Optum’s Book of Business Utilization average (0.4%).

*WorkLife Phone & Online Resources allow employees and their dependents to reach out to EFAP resources by phone or via the online portal through the Live and Work Well website to discuss every day needs and problems that might not be easily categorized.
Management Consultations help effectively manage workplace and employee situations

- 24/7 unlimited access by phone with unlimited telephonic to management consultants licensed in a mental health profession with a master's degree, Certified Employee Assistance Professional (CEAP®) and have 3 - 5 years of EFAP experience
- Coaching and strategy planning support on a range of workplace topics including:
  - Workplace violence and trauma
  - Organizational changes
  - Identifying and assisting employees at risk

Top client issues for management consultations:

- Inappropriate behavior in the workplace
- Personal issues affecting job performance
- Substance use

Management Referrals for employees can help with the following challenges and opportunities:

- Self-disclosure of substance abuse
- Persistent performance or behavior problem
- Anger management, interpersonal conflicts, harassment/stalking of peers, misuse of resources, etc.
- Employee behavior has deteriorated and his/her continued employment is in question
- Requiring an employee to sign a release of information consent form so adherence to EFAP recommendations can be reported
- Employees requiring Intensive case management

Management Consultations & Referrals YTD

<table>
<thead>
<tr>
<th></th>
<th>Management Consultations</th>
<th>Management Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2019</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Q2 2019</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Q3 2019</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>YTD 2019</td>
<td>1</td>
<td>7</td>
</tr>
</tbody>
</table>

Management Consultants Cases¹

- Hostile Work Environment (1)
- Inappropriate Workplace Behavior (3)
- Personal Issues (2)
- Positive Alcohol/Drug Screen (2)
- Time and Attendance (1)
- Work Performance (1)

Management Referral Cases¹

- Formal (3)
- Mandatory (12)
- Substance Abuse Professional – Department of Transportation Testing (2)
- Special Handling (2)

¹Multiple issues can be associated with one case
**SUPPORT PLUS:** Employee and Family Assistance Program (EFAP)

**Critical Incidence Response & Training Topics**

- **Critical Incidence Response (CIR):** Employees that attended a scheduled CIR support session following a tragic event
- **Training:** Employees that attended an EFAP Training Session in person or via Webinar

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**YTD Top Critical Incidence Response**

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grief</td>
<td>76</td>
</tr>
<tr>
<td>Suicide</td>
<td>36</td>
</tr>
<tr>
<td>Workplace Harassment &amp; Equal Opportunity</td>
<td>20</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>12</td>
</tr>
<tr>
<td>Accident/Medical Emergency</td>
<td>10</td>
</tr>
</tbody>
</table>

**YTD Top Five Training Topics**

<table>
<thead>
<tr>
<th>Training Topic</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to manage your finances</td>
<td>370</td>
</tr>
<tr>
<td>Professional writing and email etiquette</td>
<td>212</td>
</tr>
<tr>
<td>Dealing with challenging people</td>
<td>72</td>
</tr>
<tr>
<td>Understand and embrace diversity</td>
<td>65</td>
</tr>
<tr>
<td>Respect and positive interaction in the workplace</td>
<td>50</td>
</tr>
</tbody>
</table>
Contact us

Contact your EFAP

800-213-5813

Liveandworkwell.com

Access code: CityofLA