

City of Los Angeles JLMBC Presentation
Optum Employee and Family Assistance Program (EFAP)
February 1, 2024

Keenan

Optum EFAP Overview

Optum has been the EFAP provider since January 2019 (replaced Managed Health Network)

- Services include Core and Enhanced Services known as *Support Plus*
 - Available to employees and their family members
 - Up to 5 sessions per incident with behavioral health professional
 - Also included: WorkLife Services, Employee Training, Critical Incident Response, and Management Consultations / Referrals



Optum EFAP Overview

Service	2021	2022	2023
Covered employees	25,075	24,590	24,929
Core Utilization*	4.7%	4.7%	4.8%
Total EFAP and WorkLife Cases	1,096	1,203	1,188
Management Referrals	17	23	19

*Core Utilization for the City is up .1% from prior year

Top 5 Presenting issues:

1. Legal
2. Anxiety/ Worry
3. Marital/Primary Relationships
4. Depression
5. Family Issues



SUPPORT PLUS

Employee and Family Assistance Program

City of Los Angeles JLMBC Meeting

February 1, 2024

Optum



SUPPORT PLUS: Agenda

- Program Services/Updates
- Demographic Statistics
- Total Engagement Statistics
- EFAP Visit Detail
- WorkLife Services
- Management Consultations & Referrals
- Critical Incidence Response & Training Topics

SUPPORT PLUS: Program Services

Support represents the core clinical EFAP support services which include:

- Access to EFAP specialists who are available 24/7 by phone
- Up to five face-to-face sessions
- Legal counseling and mediation services.
- Financial Coaching from Experts
- Digital Self-care Tools



Plus represents the additional, enhanced EFAP services available:

- Adult care and eldercare support
- Child and family support
- Chronic Illness and condition support
- Convenience services
- Educational resources

For the City's evolving needs:

- Management consultations and referrals
- Critical Incidence Response
- Employee Training



The City branded the program **Support Plus** to highlight the EFAP services available to employees and their family members.

SUPPORT PLUS: Program Services

Counseling Services

- 5 visits available per event, per year
- 24/7 access to support
- Virtual Visits – tele-mental health services offering counseling via your phone/computer for convenience and accessibility
- Access to Talkspace offering flexibility on how you receive the support you need to include texting capabilities

Training Support Services

- Wide variety of training topics
- Trainings foster a productive and resilient workforce, addressing workplace challenges in health, performance and talent development.
- Services available both virtually and in-person where appropriate

Critical Incident Response

- Support services available 24/7
- Call to request clinical assistance from a network of crisis experts to provide urgent, on-site counseling for employees
- Services are available both virtually and in-person to meet the needs of the situation

LiveAndWorkWell.com Resources

- Improved digital experience
- Easier access to care and support
- Better guidance to personalized care options
- Automated EFAP authorizations
- Enhanced provider search

SUPPORT PLUS: Digital Support with Talkspace



Now you can get the extra support you need in a way that works for you. With Talkspace, you can reach out to a licensed, in-network Employee and Family Assistance Program Provider, 24/7.

Here's how Talkspace can fit your life:

- Access Talkspace anytime, anywhere.
- Find an EFAP provider with an online matching tool.
- Start therapy within hours of choosing your EFAP provider.
- Message your EFAP provider whenever — no appointments necessary.
- Get messages back throughout the day, five days a week.
- Choose real-time face-to-face video visits by appointment, when needed.

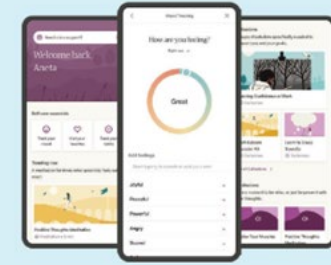
SUPPORT PLUS: Digital Support with Self Care

Self Care:

- Digital App offering self help on-demand therapy
- Personalized content designed to help boost your mood and shift your perspective
- Features include daily mood tracking, guided meditation, and curated tools and resources at your fingertips

Say hello to Self Care from AbleTo

On-demand help for reducing worry, stress and improving mood.



Get access to self-care techniques, coping tools, meditations and more — anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short optional assessment. Self Care is here to help you feel better — and it's available at no additional cost to you as part of your Employee and Family Assistance Program.

Features and benefits



Daily mood tracking.

Answer daily questions to record your current mood, identify patterns and self-assess your progress.



Meditation tools.

Explore classic methods of relaxation — like deep breathing and positive visualization — in the moment when you need them.



Collections.

Build life skills with curated content, tools and resources for the stuff that matters most to you — from work life balance and sleep, and much more.



Personalized roadmap.

Track your progress, set goals and make strides through weekly check-ins — Self Care helps you create a roadmap to support your self-guided journey to better mental health.

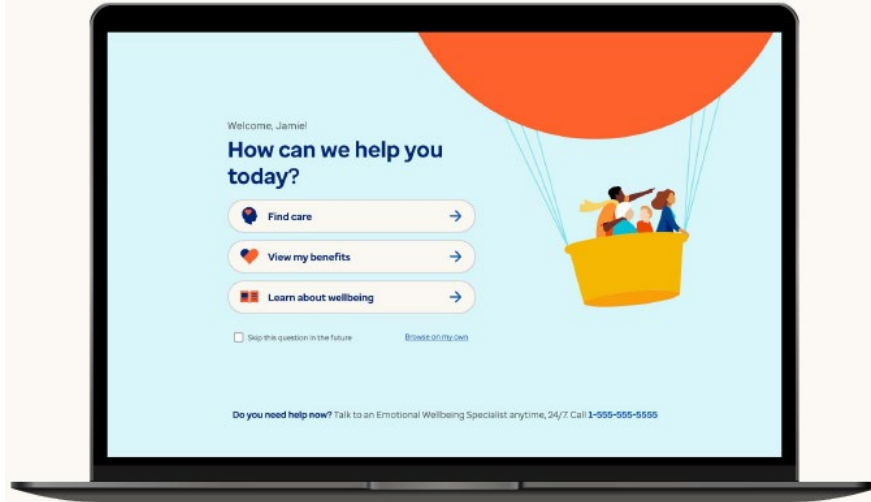
Available 24/7.

Confidential.

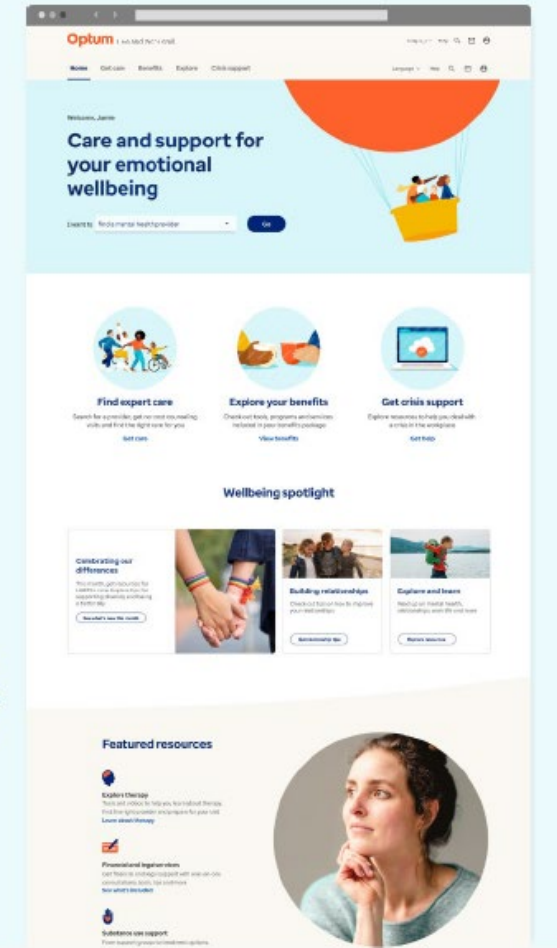
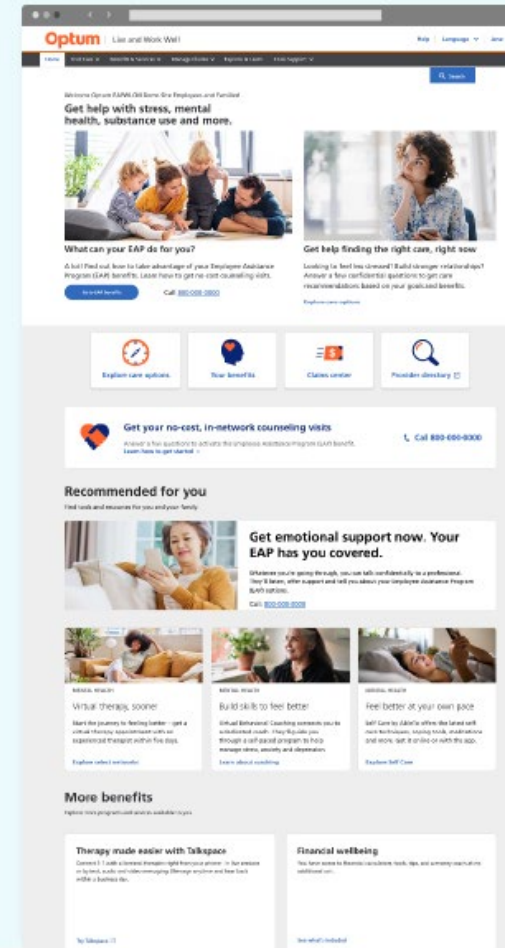
No extra cost.

SUPPORT PLUS: Digital Support with LAWW

Liveandworkwell.com will be updated with new features February 16th, 2024



- ✓ A more streamlined layout
- ✓ New prompts and guided navigation
- ✓ Improved user-level personalization
- ✓ Technical enhancements to meet accessibility requirements

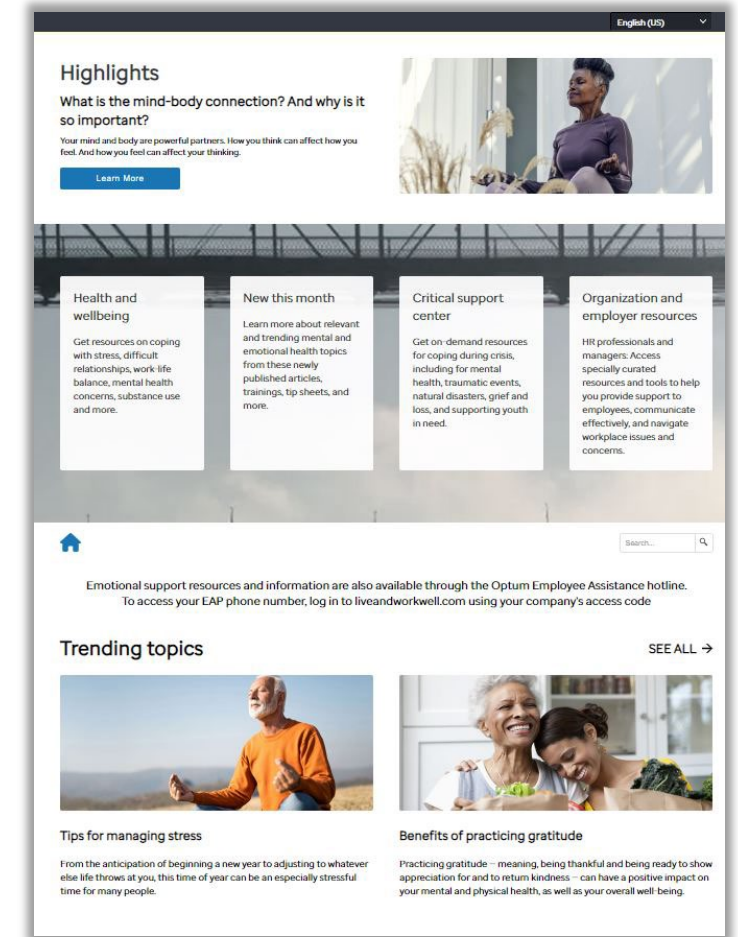


SUPPORT PLUS: Additional Support

OptumWellbeing.com – Website with more resources and support for employees and managers!

Key Content categories:

- **Health and wellbeing** - resources to support emotional health, relationships, work-life balance and more
- **New this month** – monthly member engagement toolkit content based on topical calendar
- **Critical support center** – Critical incident response resource hub for members with tools to help them through a challenging situation
- **Organization and employer resources** – resources for HR/managers gated with LiveAndWorkwell access code



Home page

SUPPORT PLUS: Additional Support

Monthly Member Engagement Toolkit www.optumwellbeing.com

– February 2024

Food and mental health

A healthy relationship with food fuels your physical, emotional and mental wellbeing. This month, we focus on how to strengthen that connection and ways to improve overall mental health for adults and youth.



MEMBER COMMUNICATION

Food and mental health

Use this document to share this month's information with your organization.

[Download](#)



SOCIAL POSTS

Food and mental health

Use these social post options to promote this month's health and wellness topic internally or externally.

[Download](#)



DIGITAL SCREEN

Optumwellbeing.com Digital Screen

Digital screens available for download to promote new materials available this month.

[Download](#)

+ January 2024	Mind-body connection
+ December 2023	Stress and anxiety
+ November 2023	Kindness and gratitude
+ October 2023	World mental health
+ September 2023	Suicide prevention and recovery
+ August 2023	Youth Mental Health
+ July 2023	Cultural awareness
+ June 2023	Celebrating our differences
+ May 2023	Calming anxiety
+ April 2023	Managing stress
+ March 2023	Taking care of yourself

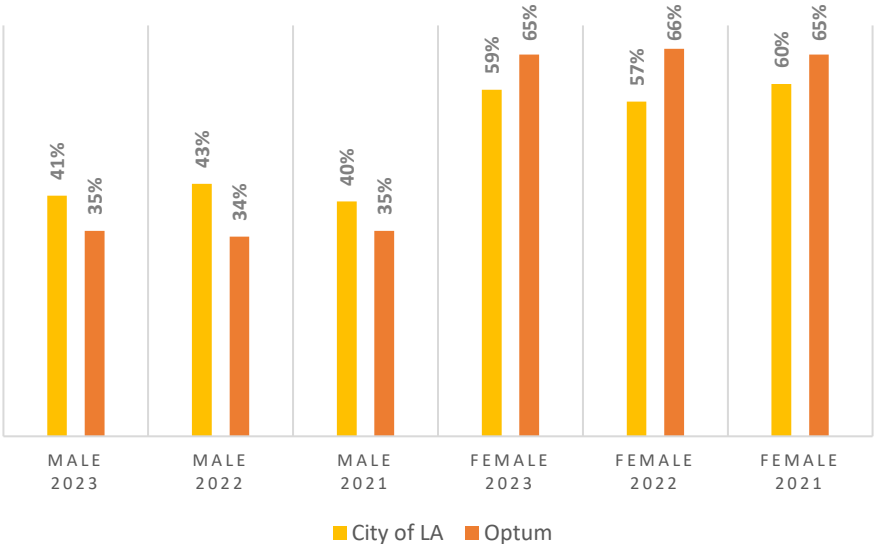
SUPPORT PLUS

Employee and Family Assistance Program

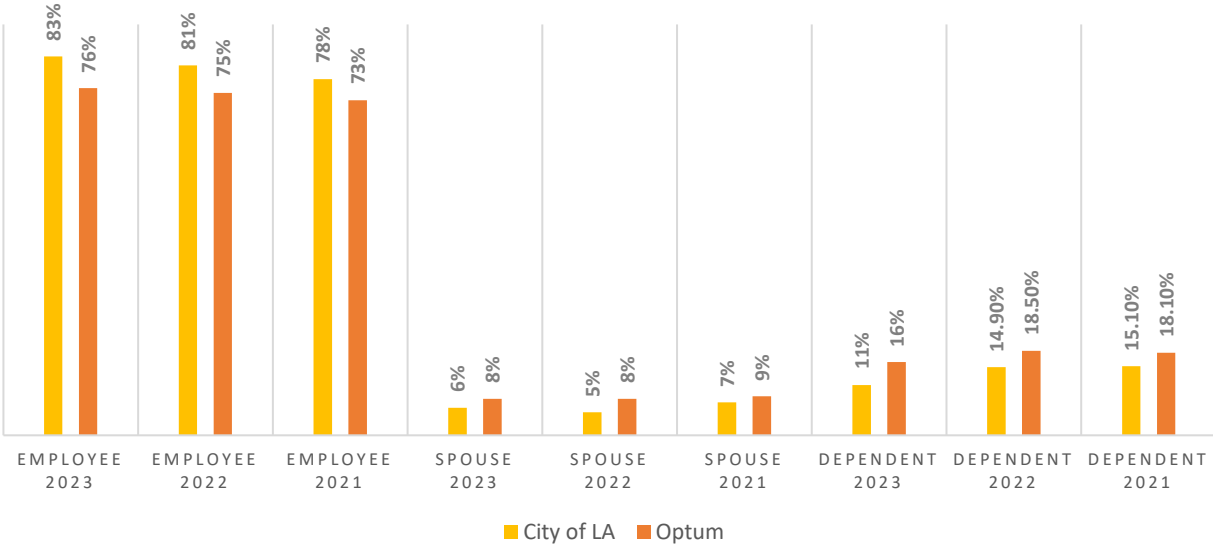
Engagement Detail for the 2022 & 2023 plan years

SUPPORT PLUS: Demographic Statistics

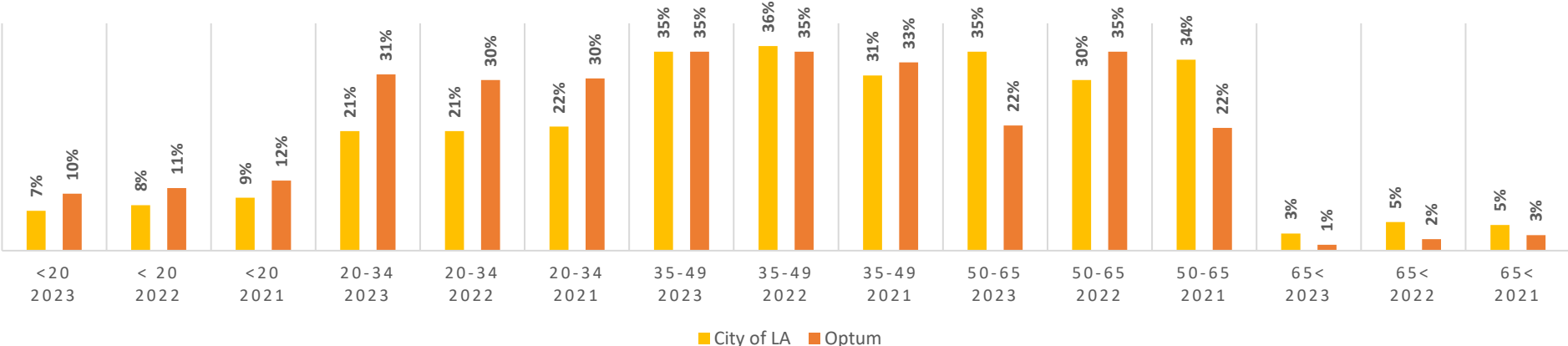
Cases by Gender



Cases by Employee Relationship



Cases by Age



SUPPORT PLUS: Total Engagement Statistics

Calendar Year	Total Engagement Percentage	Headcount ¹	Total Engagement (Support & Plus)	=	Total EFAP ² and WorkLife Cases ³ (Support & Plus) ¹	+	EFAP Training Participants (Plus)	+	Critical Incidence Reponses Participants (Plus)	+	LiveandWorkWell Visitor Sessions (Plus)
2021 Annual	30.4%	25,075	7,618	=	1,190	+	3,668	+	298	+	2,462
2022 Annual	25.6%	24,590	6,294	=	1,145	+	2,505	+	241	+	2,403
2023 Annual	34.3%	24,929	8,558	=	1,188	+	4,458	+	373	+	2,539

¹Headcount excludes the Harbor Department which uses Empathia Pacific Inc.

²EFAP Cases include short-term counseling assessments and Management Consultations and Referrals.

³WorkLife 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.

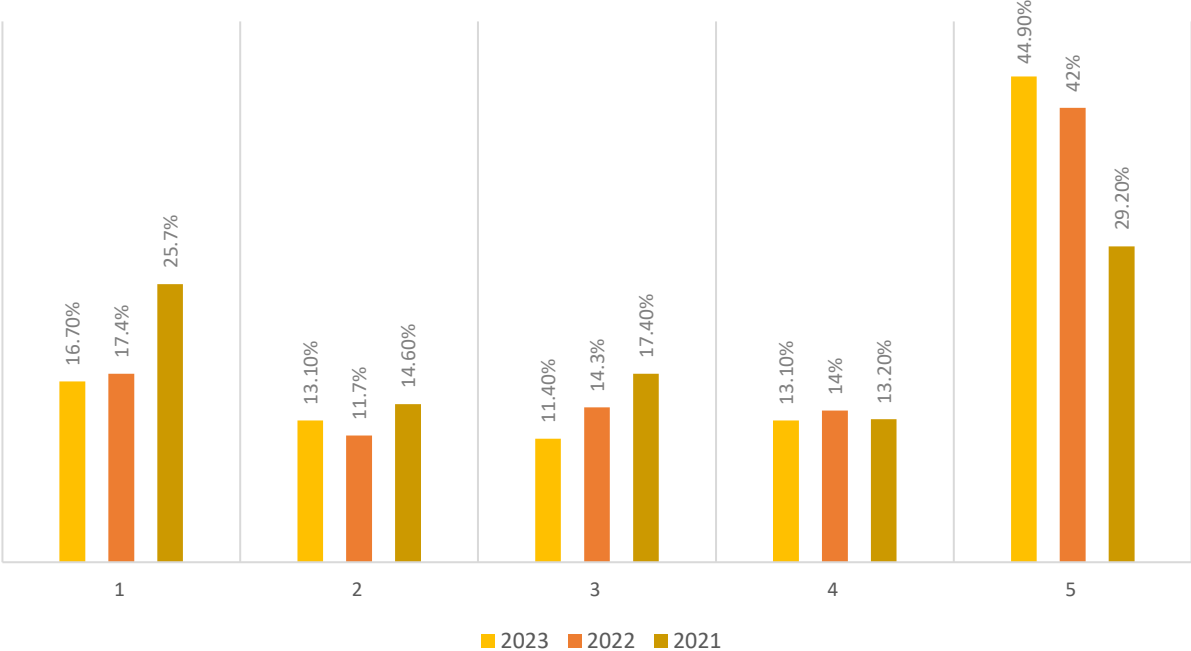
*The City's 2023 Total Engagement rate of 34.3% is 8.7 points higher than 2022's Total Engagement of 25.6%

Top Presenting EFAP Issues	No. 1	No. 2	No. 3
City of Los Angeles 2023	Legal (21%)	Anxiety (14%)	Marital/Primary Relationship (10%)
Optum's Overall BOB Average 2023	Anxiety (26%)	Depression (14%)	Marital/Primary Relationship (10%)
City of Los Angeles 2022	Legal (19%)	Anxiety (15%)	Marital/Primary Relationships (11%)
Optum's Overall BOB Average 2022	Anxiety (25%)	Depression (14%)	Marital/Primary Relationship (9%)

SUPPORT PLUS: Visit Detail

In 2023, 16.7% of members only used 1 of their 5 sessions; while 44.9% used all 5 sessions available

Visits per Member per Issue



Face to Face Visit%

- 2023 - 33%
- 2022 - 38%
- 2021 - 25%

Virtual Visit %

- 2023 - 65%
- 2022 - 70%
- 2021 - 76%

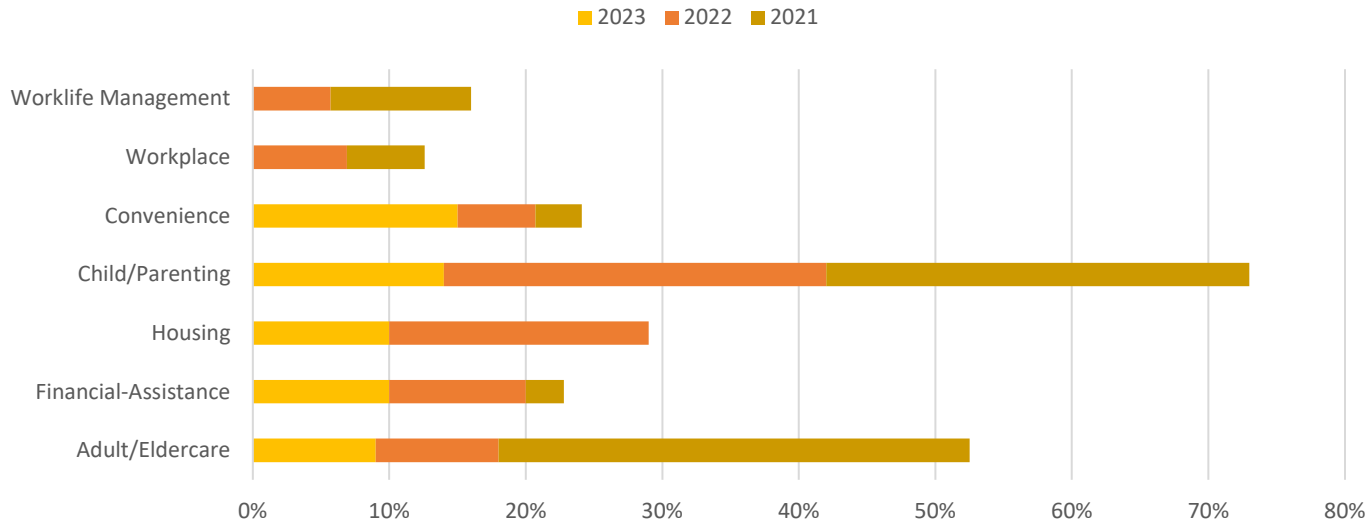
Talkspace Registrations

- 2023 - 37
- 2022 - 42
- 2021 - 21

Number of Visits by Modality					
Modality	1	2	3	4	5
Virtual Visit (2023)	66.7%	56.4%	59.4%	75.7%	65.3%
Virtual Visit (2022)	75.0%	69.2%	67.3%	65.8%	67.9%
Virtual Visit (2021)	75.7%	66.7%	64.0%	84.2%	83.3%
FTF/Telephonic (2023)	33.3%	46.2%	50.0%	32.4%	40.8%
FTF/Telephonic (2022)	25.0%	35.9%	44.9%	39.5%	43.4%
FTF/Telephonic (2021)	24.3%	33.3%	40.0%	15.8%	21.4%



SUPPORT PLUS: WorkLife Services



	Adult/Eldercare	Financial-Assistance	Housing	Child/Parenting	Convenience	Workplace	Worklife Management
2023	9%	10%	10%	14%	15%	0%	0%
2022	9%	10%	19%	28%	6%	7%	6%
2021	35%	3%	0%	31%	3%	6%	10%

❖ Each individual WorkLife Case can utilize multiple WorkLife Services

The City's 2023 WorkLife Case Utilization (0.34%) is higher than Optum's Book of Business Utilization average (0.26%).

*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

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



SUPPORT PLUS: Management Consultations and Referrals

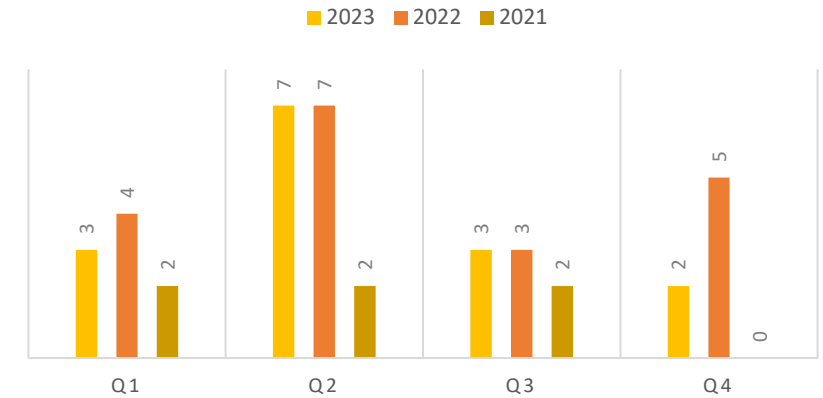
Management Consultants:

- Work collaboratively with leaders at all levels
- Provide support to help guide through employee challenges to establish an appropriate plan of action
- Provide consultation across a spectrum of needs such as:
 - Promoting teamwork
 - Navigating workplace changes
 - Leading in times of social unrest
 - Dealing with conflict
 - Recognizing substance abuse in the workplace
 - Responding to treat of violence

Management Consultation Services¹

	Prior	Current
Legal	19%	21%
Anxiety / Worry	15%	14%
Marital / Primary Relationship	11%	10%
Depression	8%	8%
Family Issues	8%	7%

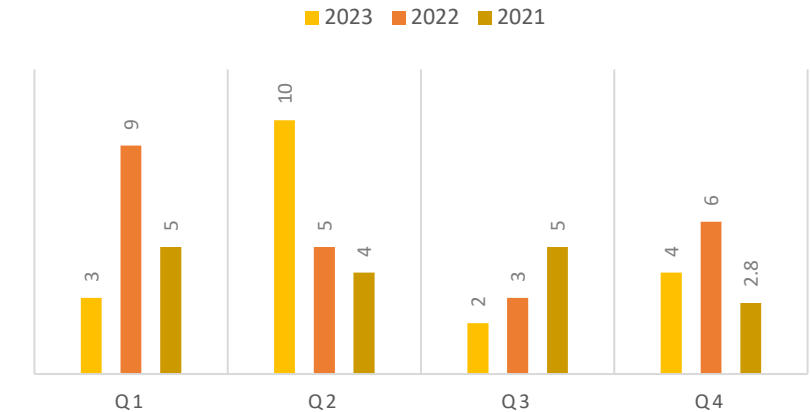
MANAGEMENT CONSULTATIONS



MANAGEMENT REFERRALS

Management Referral Services¹

	Prior	Current
Mandatory	92%	79%
Formal	8%	21%



SUPPORT PLUS: Critical Incident Response & Training Topics

The Critical Incident Response needs of every organization change on a yearly basis, dependent upon events taking place in that given year



19.4%

Training and CIRS

Prior: 11.2% ▲ 8.2 pts | Norm: 3.6% ▲ 15.7 pts

102

Trainings

Prior: 78 ▲ 24

46

CIRS Events

Prior: 32 ▲ 14

4,458

Participants

Prior: 2,505 ▲ 1,953

373

Participants

Prior: 241 ▲ 132

126

Hours Used

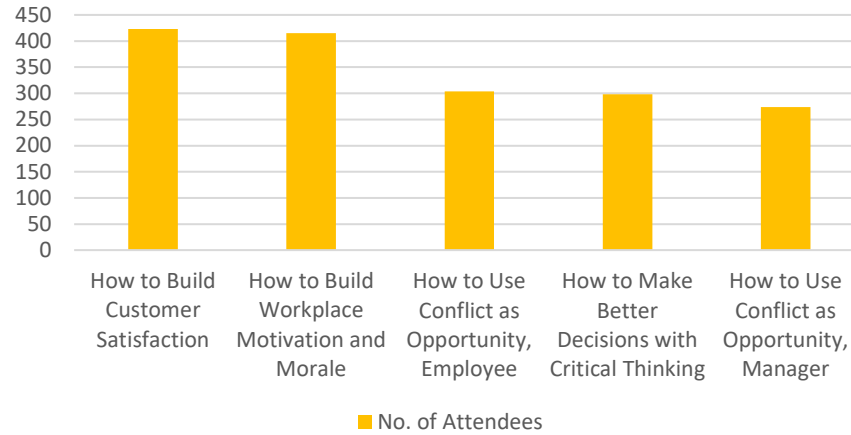
Prior: 81 ▲ 45

108

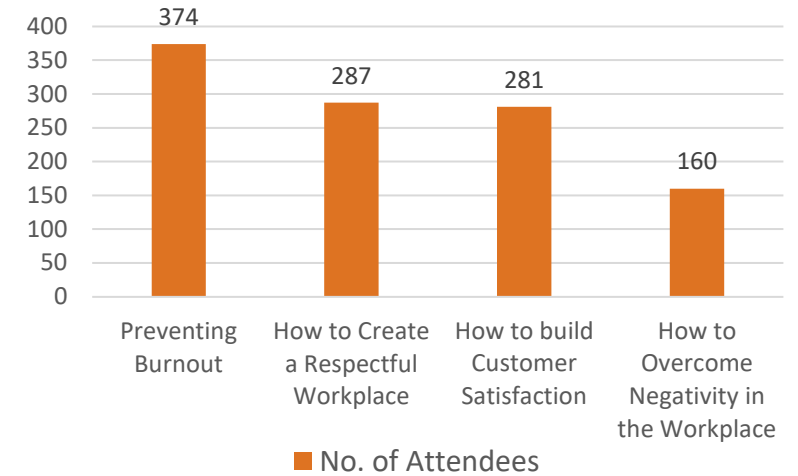
Hours Used

Prior: 81 ▲ 27

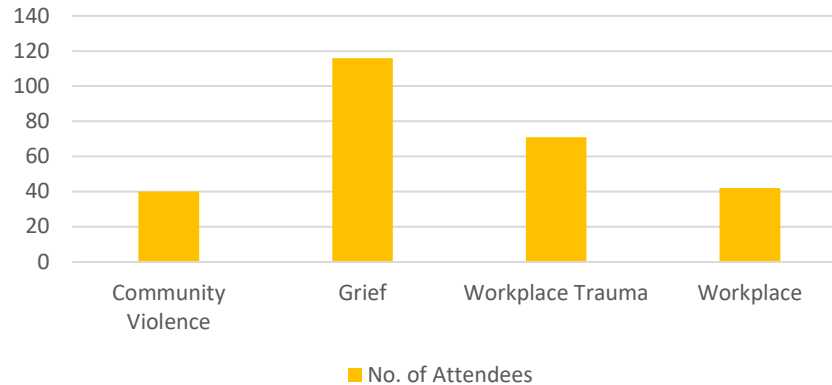
2023 Top Training Topics



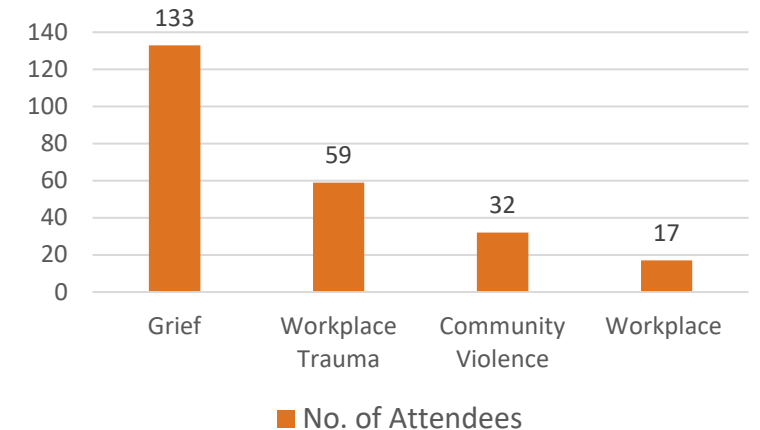
2022 Top Training Topics



2023 CIRS Top Topics



2022 CIRS Top Topics



- **Critical Incident 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

Contact us

Contact your EFAP

1-800-213-5813

Liveandworkwell.com

Access code: CityofLA



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Appendix

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2024 EFAP Topical Calendar



JANUARY

Monthly Topic: Mind-body connection
Mental Wellness Month



FEBRUARY

Monthly Topic: Food & mental health
U.S. Children's Mental Health Week
U.S. Eating Disorders Awareness Week



MARCH

Monthly Topic: Women's mental health
International Women's Day (Mar. 8)



APRIL

Monthly Topic: Managing stress
U.S. Stress Awareness Month
World Health Day (Apr. 7)
World Health Day Campaign



MAY

Monthly Topic: Mental health awareness
Mental Health Awareness Month
Mental Health Awareness Campaign



JUNE

Monthly Topic: Celebrating our differences
U.S. LGBTQ+ Pride Month
U.S. Juneteenth
LGBTQ+ Campaign



JULY

Monthly Topic: Understanding anxiety & panic
U.S. BIPOC Mental Health Month
Cultural Awareness Mental Health Campaign



AUGUST

Monthly Topic: Youth mental health
International Youth Day (Aug. 12)



SEPTEMBER

Monthly Topic: Suicide prevention and recovery
World Suicide Prevention Day (Sep. 10)
U.S. Recovery Month
Suicide Prevention & SUD/Recovery Campaigns



OCTOBER

Monthly Topic: Parenting & caregiving
World Mental Health Day (Oct. 10)
World Mental Health Day Campaign



NOVEMBER

Monthly Topic: Gratitude
U.S. Family Caregivers Month
World Kindness Day (Nov. 13)



DECEMBER

Monthly Topic: Prep and reset for the new year
U.S. Stress-Free Family Holidays Month