

Date: February 7, 2019

To: JLMBC

From: Staff

Subject: **Employee and Family Assistance Program (EFAP)
Transition Update**

JLMBC MEMBERS

Employee Organizations
David Sanders, Chairperson
Paul Bechely
Chris Hannan
Steve Koffroth
William Violante

Management
Wendy G. Macy, Vice-Chairperson
Neil Guglielmo
Rich Llewellyn
Tony Royster
Matthew Rudnick

RECOMMENDATION

That the JLMBC receive and file the final EFAP transition update for December 2018 to January 2019.

DISCUSSION

A. EFAP Transition Background

As previously reported to the JLMBC, Optum was selected as the EFAP provider effective January 1, 2019. Five key components were used to track the status of the transition. All key components have now been completed and a summary of the project milestones is provided below and attached to this report as **Attachment A**.

B. Transition Status

(1) Program Branding – Completed

As previously reported to the JLMBC, the EFAP has been rebranded as Support Plus: Employee and Family Assistance Program, with the following logo used on all future communications:



(2) EAP Toll-Free Number – Completed

The EAP call center number (800-213-5813) has successfully been ported over to Optum.

(3) Continuity of Care – Continued monitoring through the term of services

As previously reported, staff and Optum met with the LAwell Program medical service providers, Anthem and Kaiser to discuss behavioral health and clinical treatment services and establish processes to ensure that the transition of care from the EFAP to a member’s medical insurance is seamless. Optum, Anthem, and Kaiser will follow the established processes to ensure seamless care for LAwell Program members.

(4) Communications for Introducing Optum’s Services – Completed

To introduce and advertise the wide variety of services provided under the EFAP, staff completed the following important communications:

- The www.keepingLAWell.com website has been updated with an announcement of the new program name and brand, including an educational webinar scheduled on January 30, 2019, and information on accessing the website and call center. Additionally, an informational brochure is available for members to download.



- A postcard announcing Support Plus services was mailed to all member households on January 15, 2019, and an announcement was also included in the Personnel Department’s newsletter distributed to City employees on January 23, 2019.
- City staff has distributed Support Plus brochures to all City departments and labor union representatives.
- Staff held a webinar for employees and their dependents on January 30, 2019, educating members on the services available through Support Plus and providing members the opportunity to ask questions.
- Additional educational webinars/seminars will be provided on an as-needed basis throughout the year based on program utilization.

(5) Critical Incident Response and Group Education Services – Completed

Staff has developed a website for departmental human resource (HR) liaisons to submit training requests and where additional communication/information regarding the program can be easily accessible by liaisons. On December 13, 2018, staff held a webinar for departmental HR representatives to inform them about the new trainings available and provide instruction on submitting a request for training. Approximately 33 individuals representing 15 City departments attended the seminar. Training submissions are tracked and monitored by staff. Staff anticipates reaching out to departments who do not utilize training services in the first quarter of 2019.

Submitted by: _____

Paul Makowski

Reviewed by: _____

Jenny M. Yau

Approved by: _____

Steven Montagna



Employee and Family Assistance Program Transition Milestones

MILESTONE	TARGET COMPLETION PERIOD	STATUS
Kick-Off meeting - Identify roles & responsibilities	2 nd Quarter 2018	Complete
Confirm delivery schedule	3 rd Quarter 2018	Complete
Identify EAP components and administrative functions	3 rd Quarter 2018	Complete
Finalize EAP scope of services and sign off	3 rd Quarter 2018	Complete
Review and test website and member portal	4 th Quarter 2018	Complete
Develop on-site meeting schedule and communication strategy	4 th Quarter 2018	Complete
Finalize communication materials	4 th Quarter 2018	Complete
Train call center staff	4 th Quarter 2018	Complete
Implementation Go-Live	January 1, 2019	Complete