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Wendy G. Macy
GENERAL MANAGER

Date: August 3, 2020

To: ALL CITY DEPARTMENT HEADS (excluding Department of Water & Power and Harbor Department)

From: WENDY MACY, General Manager
Personnel Department 

Subject: **COVID-19 Support Plus – Employee and Family Assistance Program Supplemental Training Resources**

As we continue to work through the challenging events of this year, I would like to encourage City departments to take advantage of the resources provided by the **Support Plus – Employee and Family Assistance Program (Support Plus-EFAP)** to support the health and well-being of our employees. The Support Plus-EFAP is an important benefit included within the City's LAwell Program for civilian employees. Support Plus-EFAP provides 24/7 confidential support and counseling services for civilian City employees and members of their household. Support Plus-EFAP also provides training resources for managers and employees.

The Personnel Department and Support Plus-EFAP provider, Optum, have been working together to develop additional resources for employees and City departments to assist them in navigating the challenging events of 2020. These resources include expanded member advocacy, expanded counseling benefits, and supplemental training resources.

Member Advocacy

A custom, dedicated resource has been established for departmental human resource professionals with employees who may need assistance in accessing Support Plus-EFAP services. This resource may be of particular value to employees who have been affected by COVID-19, including those diagnosed with COVID-19 or returning to work after a diagnosis. For more information on the member advocate resource, departmental liaisons and employees can contact the Support Plus-EFAP Coordinator at EFAP@lacity.org or at 213-978-1631.

Expanded Counseling Benefits

For the balance of 2020, the individual counseling limit of five sessions per member per incident can now be expanded to up to ten sessions. Accessing these additional sessions

requires member advocate support. For more information on accessing additional sessions, departmental liaisons and employees can contact the Support Plus-EFAP Coordinator at EFAP@lacity.org or at 213-978-1631.

New Supplemental Training Courses

New training courses are now available through Support Plus-EFAP to support City departments and employees during the pandemic. Sample new course topics include:

Management Resources

- Mental Health Fundamentals for Managers
- Managing Remote Workers

Parenting and Family

- Preparing You and Your Family to Return to Work
- Talking to Your Children About COVID-19

Personal Growth and Managing Change

- Best Practices for Working Remotely During COVID-19
- Grief and Loss

Stress Management

- Coping with Traumatic Events
- Living in Uncertain Times During COVID-19

The supplemental training summary included within this memorandum identifies all of the newly available course titles. A full catalog with course descriptions is available upon request. These courses may be scheduled as webinars to accommodate employees who are telecommuting. If you would like more information on these new training courses, including scheduling, please contact the Support Plus-EFAP Coordinator at EFAP@lacity.org or at 213-978-1631.

Our Employee Benefits Division staff and Support Plus-EFAP vendor partner, Optum, are available to work with your executive leadership to identify how the Support Plus-EFAP can support the needs of your department in other ways. We encourage you to request trainings and promote the Support Plus-EFAP resources by emailing the enclosed informational flyer to your employees and/or posting it in common areas in your department.

SUPPORT PLUS

Employee and Family Assistance Program

Supplemental Training Course Titles

Management Resources

- Building Resiliency for Managers
- Critical Incident Stress for Managers
- How to Create a Respectful Workplace
- Leading in Times of Crisis
- Managing Remote Workers
- Mental Health Fundamentals for Managers
- Reintegration of Workforce – Managing Fear and Anxiety Around COVID-19

Parenting and Family

- Losing a Loved One to COVID-19
- Preparing You and Your Family to Return to Work
- Talking to Your Children About COVID-19

Personal Growth and Managing Change

- Best Practices for Working Remotely During COVID-19
- Grief and Loss

Stress Management

- Building Your Resilience
- Coping with Traumatic Events
- Get the Best of Stress
- Living in Uncertain Times During COVID-19
- The New Normal: Life After COVID-19

Wellness

- Eating Healthy for Less
- Embracing Happiness
- How to Beat Fatigue and Sleep Better
- Making Time for Fitness

For additional information on class descriptions and scheduling, please contact the Support Plus-EFAP Coordinator at EFAP@lacity.org or at 213-978-1631.