



Providing Support to our County Family during the COVID-19 Crisis

An Overview of DHR's efforts to support LA County Employees



DHR's Mission

Leading the way to HR excellence through innovation, collaboration, and customer service.

Responding to Emerging Needs

- **Symptom Screening**
 - Protocols, FAQs,
- **Testing**
 - Contracting for services, protocols, FAQs, reporting
- **New Leave Benefits**
 - Forms, FAQs, time codes, reporting
- **Managing Requests for Medical/Religious Exemption**
 - Process development, forms, FAQs, reporting



Support for Departments & DHRMs

- Weekly DHRM COVID-19 Emergency Response Meetings
- Dedicated page on DHR website / COVID-19 portal
- Departmental COVID-19 Liaisons
- Departmental Wellness Ambassadors



COVID-19 Stats

■ Leaves of Absence

- FMLA / CFRA
- FFCRA
- Supplemental Paid Sick Leave

■ Disability Benefit Claims

- STD
- LTD
- Survivor Benefits

■ Vaccine Exemption Requests

- Religious
- Medical

■ COVID-19 Testing

■ Symptom Screening

■ EAP Services & Wellness

■ Telework



Leave of Absence Data



SPSL, FFCRA, & Related

Leave Reason	# of Approved Leaves	# of Unique Employees
2022 Supplemental Paid Sick Leave	115	88
2021 Supplemental Paid Sick Leave	12,006	9,080
2020 Supplemental Paid Sick Leave	250	247
FFCRA Emergency Paid Sick Leave / Self	6,247	5,662
FFCRA Emergency Paid Sick Leave / Family	583	552
FFCRA School/Child Care Provider Closure (included departments)	469	384
School/Child Care Provider Closure – Excluded Department	822	722
TOTALS	20,492	16,735



FMLA / CFRA

Leave Reason	# of Approved Leaves	# of Unique Employees
Employee's Own Illness COVID-19 (FMLA/CFRA)	1,153	1,057
Spouse's Serious Health Condition COVID-19 (FMLA/CFRA)	11	11
Domestic Partner's Serious Health Condition COVID-19 (CFRA)	0	0
Parent's Serious Health Condition COVID-19 (FMLA/CFRA)	18	17
Child's Serious Health Condition COVID-19 (FMLA/CFRA)	16	15
TOTALS	1,198	1,100



Overall Leaves

Leave Reason	# Approved Leaves	# Unique Employees
SPSL, FFCRA & Related	20,492	16,735
FMLA/CFRA	1,198	1,100
Grand Total	21,690	17,835



Disability Benefit Claims

STD Claims Data Countywide

- 50 New Claims related to COVID-19 YTD
- 64 Closed Claims related to COVID-19 YTD

- 70.8 days on average to approval*
- \$1,095,000 paid out as of this report

- 1.56% denial rate YTD



COVID-19 Vaccination Exemption Requests



Exemption Requests

	Medical	Religious	Totals
Received	631	5150	5781
Approved	316	3179	3495
Denied	140	555	695



COVID-19 Testing



Testing Services

- 20 Countywide facilities for testing through Fulgent.
- Over 39,500 tests conducted since inception.
- Supports mandated testing for individuals seeking an exemption or waiting for a determination on an exemption request.
- Testing services are also available to any employee on County time regardless of vaccination status as part of a surge response.

Who is Required to Test

- Fully Vaccinated*
- Fully Vaccinated <14 days*
- Semi-vaccinated
- Not Vaccinated
- Not Vaccinated – Seeking Medical Exemption
- Not Vaccinated – Seeking Religious Exemption
- No Data on Vaccination Status

**based on regulatory requirements for select departments*



Symptom Screening



Bluestone

- App for volunteer use by County employees and the general public to self-screen for COVID-19 related symptoms
- Anonymous participation
- Employees obtained clearance to report or recommendation to quarantine
- Bluestone and other screening tools have been implemented by departments as needed to support their business operations



Employee Assistance Programs



EAP Support

- The County's Employee Assistance Program (EAP) moved to providing tele-consults with employees to ensure ease of accessibility.
 - The EAP team has provided grief counseling support to departments when a colleague has passed away.
- Introduction of new services through Cigna's Life Assistance Program (LAP)
 - Available to all employees regardless of medical carrier or plan
- Take 5 for Employee Wellness



Wellness Ambassadors

- Departmental ambassadors were assigned to assist employees with questions regarding safety measures, returning to the physical workplace, and making referrals to available resources.
- Dedicated training and support for Wellness Ambassadors to ensure their success in supporting others.



Tips for Supporting Transitions in the Workplace



Safety Protocols



Guidance

- Guidance to employees, supervisors, and managers has been a cornerstone of DHR's support through all phases of the pandemic (testing, isolation/quarantine, travel, return to the workplace).
- Updated guidance on safety protocols is being developed by DHR in partnership with the Department of Public Health.
- The newest guidance should be issued the week of March 21, 2022; social distancing and handwashing continue to be best practices.



Supplemental Paid Sick Leave, FMLA/CFRA



Leave Considerations

- Ensure supervisors are up to date on COVID-19 leave benefits
- Partner closely with your departmental leave coordinators to ensure your employees have all the information they need to go on leave
- Proactively engage with employees to support a seamless return from a leave of absence



Wellness



Human Resources

WELLNESS RESOURCES

for County employees

THE COUNTY HAS SEVERAL EMOTIONAL AND MENTAL HEALTH RESOURCES
AVAILABLE TO ALL EMPLOYEES AND THEIR FAMILY MEMBERS.

Counseling

LOS ANGELES COUNTY'S EMPLOYEE ASSISTANCE PROGRAM (EAP)

Free and confidential

County employees and a dependent can attend up to three free virtual sessions every six months. To schedule a confidential counseling session, call (213) 433-7202.

LIFE ASSISTANCE PROGRAM

24-hour crisis intervention

The Life Assistance Program (LAP), offered by Cigna Behavioral Health, provides 24-hour crisis intervention and counseling services free of charge to all County employees and their families. Call (800) 538-3543 for more information.

DISASTER DISTRESS HOTLINE

Disaster/tragedy helpline

This helpline, sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA), provides immediate counseling for people affected by any disaster or tragedy. Call (800) 985-5990 to connect with a trained professional.

NATIONAL SUICIDE PREVENTION LIFELINE

24-hour confidential support

The Lifeline provides 24-hour, toll-free, and confidential support to anyone in suicidal crisis or emotional distress. Call (800) 273-TALK (8255) to connect with a trained counselor at a crisis center in your area. Support is available in English and Spanish and via live chat.

VETERANS CRISIS LINE

Free and confidential

This helpline is a free, confidential resource for Veterans of all ages and circumstances. Call (800) 273-8255, press "1"; text 838255; or chat online at www.veteranscrisisline.net to connect with 24/7 support.

CRISIS TEXT LINE

Free and confidential

Text "HOME" to 741-741 for free and confidential support 24/7 throughout the U.S.

COUNTY HEALTH INSURANCE PLANS

Kaiser-Permanente Mental Health and Wellness Services (800) 900-3277. For Cigna, United Healthcare, and Anthem Blue Cross, call the number on your insurance card.

Resources

WELLBEING4LA

Anytime video sessions

The DMH + UCLA Public Partnership for Wellbeing offers videos focused on strategies to support and sustain your wellbeing while you work. Topics include: Strategies for Maintaining Wellbeing, Mindful Self-Compassion, and more. <https://learn.wellbeing4la.org/topic?k=supportyou>

iPrevail

Customized support

DMH, in partnership with iPrevail, offers LA community members free access to a customized support program through self-guided lessons, one-on-one chats, and support groups. Visit <https://lacounty.iprevail.com> for more.

Headspace

Wellness on the go

Wellness on the go All County Employees have free access to the mindfulness and meditation app Headspace. <https://work.headspace.com/lacdmh/join>.

KP.ORG/SELFCARENOW

Recorded resources

Contains written and recorded resources for: managing stress, sleeping better, nurturing healthy relationships, and practicing self-compassion

Kaiser members may also access the Calm app for meditation and sleep resources at kp.org/selfcareapps.





Telework

Supporting Emergency Telework

- Temporary suspension of requirement to complete **training** for telemanagers or teleworkers PRIOR to starting a telework assignment.
- Temporary suspension of requiring that **Telework Agreements** and other documents be completed prior to starting a telework assignment.

LA County Telework Figures

- Telework Participation prior to emergency implementation
 - Over 5,000 employees
 - 1.4 days a week on average in 2019
- Following implementation of emergency telework*
 - March 16- 30, 2019 – 30.80% Countywide
 - One Month later – 39.90% Countywide
 - Three Months later – 37.70%
- February 16-28, 2022 participation
 - 36.1% participation Countywide (down 1.6% from previous reporting period)

**as coded on timesheets*

National Telework Figures

- Some national figures as reported by the New York Times according to a Gallup poll:
 - 2019: **4%** of employed persons worked exclusively from home
 - May 2020: **43%** of employed persons worked exclusively from home
- Among white collar workers:
 - BC: **6%** worked exclusively from home
 - May 2020: **65%** worked exclusively from home



Barriers

- **Infrastructure**

- Network or system issues
- Productivity management

- **People**

- Virtual and digital skills of the workforce
- Customer/client expectations

- **Telework Compatibility of Positions**

- Revisiting paper processes that can be digitized
- Public-facing / safety-sensitive positions



Telework Continuum

- Nationwide preference for hybrid work or remote work*
 - 86% of Hispanic knowledge workers
 - 81% of Black knowledge workers
 - 75% of White knowledge workers
- 50% of working mothers want to work remotely either most of the time, or all of the time*
- 43% of working fathers want to work remotely either most of the time, or all of the time*

** Gallup Poll as reported in the New York Times*



Approaching RTWP with Success

- Practice empathy
- Avoid old biases
- Listen to your employee's reluctance about returning to the workplace

- Support the County's commitment to promote remote work
- Support hybrid remote work opportunities where possible
- Explore digitizing work / workflows



More tips for success...

- Train supervisors to manage by deliverables
- Partner with your Departmental Telework Manager
- Ensure your employees and supervisors have completed the Countywide Teleworker and Telemanager training programs
- Ensure that your employees are coding their telework time accurately
- Explore opportunities for your department to participate in Enterprise Hoteling Countywide

The Future of Telework at LA County

- Focus on maintaining the gains made during emergency telework.
- Explore the full continuum of telework – fully remote to fully on-site.
- Continue to explore expansion of telework opportunities and tele-compatibility of roles and/or specific tasks.



Questions