

*State of California*

**M E M O R A N D U M**

**TO:** PERSONNEL MANAGEMENT LIAISONS      **DATE:** July 9, 2003  
**REFERENCE CODE:** 2003-023

**THIS MEMORANDUM SHOULD BE DISTRIBUTED TO:**

Personnel Officers  
Employee Relations Officers  
Work and Family Department Representatives

**FROM:** Department of Personnel Administration  
Policy and Operations Division

**SUBJECT:** Work and Family Resource and Referral Service

**CONTACT:** Rosanne McHenry, Work and Family Program Coordinator  
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The Department of Personnel Administration (DPA), through the Work and Family Labor Management Committee (Committee), is launching the new Resource and Referral Service for dependent care.

The Resource and Referral Service is a new State-negotiated benefit which uses a comprehensive, case management approach to quickly respond to employee dependent care needs. This service is now available via toll-free telephone or Internet 24 hours a day, seven days a week to all State employees, both represented and excluded, regardless of time base (includes part-time, intermittent, and seasonal employees).

Call toll-free at 1-866-896-1835 (1-800-873-1322 TDY) or visit [www.lifecare.com](http://www.lifecare.com) (Company Code: California). For the Internet site, follow the prompts to register and login to the site, or call the toll-free number for assistance. An introductory memo and informational brochure are attached.

Whether the dependent is a young child, adult, or elder, the service is designed to locate immediately available dependent care resources within the employee's own community. Day care, emergency care, after-hours care, weekend and holiday care, in-home care, summer camps, special programs for children and adults, residential and health care programs for elders, and many more resources can be accessed through this customized service approach.

Following an in-depth review of employee dependent care needs, a case management specialist conducts an intensive search for dependent care providers. Within minutes, information is posted to the employee's online resource center, a secure Web site customized for each individual. For employees without Internet access, information is immediately faxed or mailed.

Within three to five days of the initial employee contact, dependent care provider referrals with confirmed openings are forwarded to the employee via the Internet, e-mail, fax, phone, or U.S. mail. Employees then contact the selected providers, decide which provider most closely meets their requirements, and enroll their dependent(s) into the selected program. Later, case management specialists will recontact employees to learn if the referrals matched their dependent care needs. Ongoing resource and referral information is provided to the employee for as long as required. There is no limit to the number of visits or inquiries an employee can make. This new service will help take the burden of finding affordable, reliable dependent care off the shoulders of State employees. Staff can work knowing their dependents will be well cared for.

#### COMMUNICATION TO DEPARTMENT EMPLOYEES

A post card mailer will be sent to all State employees, advising them of this new benefit and how to access the service (sample post card attached). Additionally, quantities of the Resource and Referral Service brochure, poster, and introductory memo will be sent to the departmental Personnel Officers and Work and Family Representatives for distribution to all employees within their departments. Departmental representatives and Personnel Officers are advised to contact the DPA Work and Family Program Coordinator at (916) 327-0522 if additional quantities of the brochure and memo are needed.

Your help is also needed to advise State of California employees of this new benefit. Please forward this information to employees in your department through all appropriate venues. Employees should also be directed to the Work and Family Web site at <http://www.dpa.ca.gov/workingfamilies> or the Resource and Referral Service at [www.lifecare.com](http://www.lifecare.com) for more detailed information.

#### PROGRAM BACKGROUND

The Committee was established as a result of the contract negotiations in 1999 between the Administration of California Governor Gray Davis and the employee organizations representing the State's 21 bargaining units. The mission of the Committee has been to identify, recommend,

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and advocate family friendly policies and programs that support California state employees in balancing their work and family needs. Through these new benefit programs, it is expected that locating affordable, reliable dependent care will become more manageable for State employees. As the program progresses and the benefits are used by employees, we will keep you advised of the outcomes.

Bob Painter, Chief  
Policy and Operations Division

Attachments



MEMORANDUM



**DATE:** July 9, 2003  
**TO:** All State Employees  
**FROM:** The Work and Family Labor Management Committee  
c/o Work and Family Program Coordinator  
Department of Personnel Administration  
1515 "S" Street, North Building, Suite 400  
Sacramento, CA 95814  
(916) 327-0522  
**SUBJECT:** New Work and Family Resource and Referral Service

Managing your work and personal life can be a real challenge. That is why the State of California's Work and Family Labor Management Committee has introduced a new employee benefit—the Work and Family Resource and Referral Service for State employees and their family members. Funding for this negotiated benefit was appropriated in 1999 as a part of the collective bargaining agreements.

This new program provides you and your family with comprehensive counseling, education, and referral services for all your child and elder care needs including:

**Child Care**

- Adoption
- Prenatal Care
- Child Care Options
- Summer Care
- Back-Up Care
- Special Needs
- Before and After School Care
- Children's Health/Safety

**Elder Care**

- Care Options
- Care Giving Issues
- Home Care
- Legal/Financial Issues
- Medicare, Medicaid, Medi-Cal
- Residential Care
- Senior Health
- . . . and more!

Empathetic and knowledgeable specialists are available to assist you 24/7 by telephone and online. No matter what life event you might be facing—preparing for a new child, looking for child care, adopting, caring for an aging loved one, searching for special needs programs for children or adults, or even planning for summer care—the Work and Family Resource and Referral Service gives you fast access to personalized information, resources, and provider referrals.

You can contact a specialist **as often as you would like**; they will work with you **one-on-one** until your issue is resolved. This employee benefit is entirely **confidential** and **free** to you.

Also, through the Work and Family Resource and Referral Service web site at [www.lifecare.com](http://www.lifecare.com) you can:

- Search for child and elder care resources nationwide (by zip code, name, etc.).
- Request personal referrals from a specialist.
- Receive detailed maps with written directions to your referred providers.
- Read over 60,000 pages of life event content.
- Submit questions to our team of experts.
- Download provider evaluation checklists for child care centers, family child care homes, summer camps, and in-home care.
- Participate in online seminars.

For assistance logging into the Web site, please contact the Help Desk at 1-888-604-9565. If you prefer to speak with a highly trained specialist, call the Work and Family Resource and Referral Service at 1-866-896-1935 (or 1-800-873-1322 TDY phone) 24 hours a day, 7 days a week.

State employees work diligently to serve the citizens of California, but we also need to take care of ourselves and families. The Work and Family Resource and Referral Service is designed to help you balance work and family needs. For more information on this valuable free benefit, please take a few moments to review the enclosed brochure, explore the Web site, or call a specialist for one-on-one assistance.