



USAID
FROM THE AMERICAN PEOPLE

STAFF CARE
Caring for the USAID Family

Staff Care Overview



What is Staff Care?

- USAID Staff Care is a range of programs, services and resources designed to bolster the well-being and work-life balance of USAID's entire workforce and family members.
- Staff Care services are available to the entire USAID workforce and family members, however you define family members.
- All USAID Staff Care services are FREE and CONFIDENTIAL.

ANYONE. ANYWHERE. ANYTIME.

Confidentiality

Confidentiality of all Staff Care services is strictly maintained to ensure that personally identifiable and sensitive information is protected from unauthorized disclosure. You may authorize the release of records or other information, but only with your expressed, written consent.

Exceptions to the rule of confidentiality:

- Clear and imminent danger to yourself or another person
- Threat to national security
- If you disclose information that provides evidence of current abuse or neglect of minor children or a vulnerable adult
- In certain legal proceedings, confidential information may be disclosed by court order. This is a rare occurrence and wouldn't happen without your knowledge

A Message from USAID Office of Security

“The voluntary seeking of treatment for an identified mental health concern is to be applauded by all, especially those with access to classified information. Accordingly, E.O. 12968 states, “No negative inference concerning the standards in this guideline may be raised solely on the basis of seeking mental health counseling.”

Again, an individual’s decision to seek mental health care does not, in and of itself, adversely impact that individual’s ability to obtain or maintain access to classified information. In fact, the decision to seek personal wellness and recovery may favorably influence a person’s eligibility determination. Further, mental health counseling alone cannot form the basis of a denial of a security clearance.

Reference Notice for more information:
<https://notices.usaid.gov/notice/45366>

Ways to Connect

**Staff Care Call Center, available 24/7, 365:
Available 24 hours per day, 7 days per week, 365 days per year**

Free Phone: 877-988-7243

Direct Dial: 919-645-4960

Reverse Charge: 44-0-208-987-6200

Email: support@usaidstaffcarecenter.net

Staff Care Service Center
The Homer Building
601 13th St NW
Suite 900 South
Washington, DC



Employee Assistance and Resilience Program
Specialized individual, leadership and organizational support

Resilience for individuals and family units

EAP Counseling available for the entire USAID workforce and family members, as individuals or family units (children, couples, and dependents)

- Six free sessions per issue, per year
 - Referrals can be made to find counselors in country
 - In many languages
- Counseling provided in person, telephonically, and virtually

Manage Stress and uncertainty that accompanies change and transition

- Challenging relationships, at work or in your personal life
- Trauma, anxiety, depression, grief, etc.
- Adjusting to a new culture, returning home, etc.
- Parenting, dependent care, and “sandwich” generation concerns
- And other life events

Resilience for Office, Mission or Team Units

Organizational Resilience for team cohesion

- Identify and address organizational stress points
- Build leadership and leadership team effectiveness
- Strengthen team collaboration and engagement
- Improve communication within and across teams
- Bridge cultural and work style differences
- Manage stress and uncertainty that accompanies change and transition

Customized learning programs on resilience-related topics

- Learn and practice skills that enhance resilience
- Address the physical and familial stress that accompanies frequent travel and living/working in cross-cultural settings
- Prepare for how to best respond to critical incident stress

Manager's Assist

In-the- moment managerial support

- Consultations on topics such as:
 - Addressing issues between employees
 - Promoting increased productivity
 - Providing constructive feedback
 - Motivating individuals or teams
- We also provide career development for managers
 - Time management skills
 - Communication
 - Developing emotional intelligence

Wellness Program and Services

Designed to assist USAID workforce and family members make healthy choices and live healthier lives



Wellness Program

Wellness Coaching

- Coaches are experienced, certified health and wellness professionals
- Six, telephonic sessions over three - four months with a check-in six months after initial engagement
- Common coaching topics include: weight loss, fitness/movement, nutrition, stress management, overall lifestyle improvement

AWARE (Mindfulness Based Stress Reduction)

- Learn strategies to counteract stress, reduce distracted living, establish greater balance of body and mind, and stimulate well-being and healing
- Weekly six-session model delivered by certified instructors

Wellness Program

Global Wellness Questionnaire

- Provides quick snapshot of individual wellness
- Currently available in 18 languages, valid globally
- Developed with evidence-based health research

Live Well Wellness Website

- Wellness-specific content including exercise demonstration videos, recipe finder/menus
- Includes personalization options, fitness tracker/journal, access to peer support community

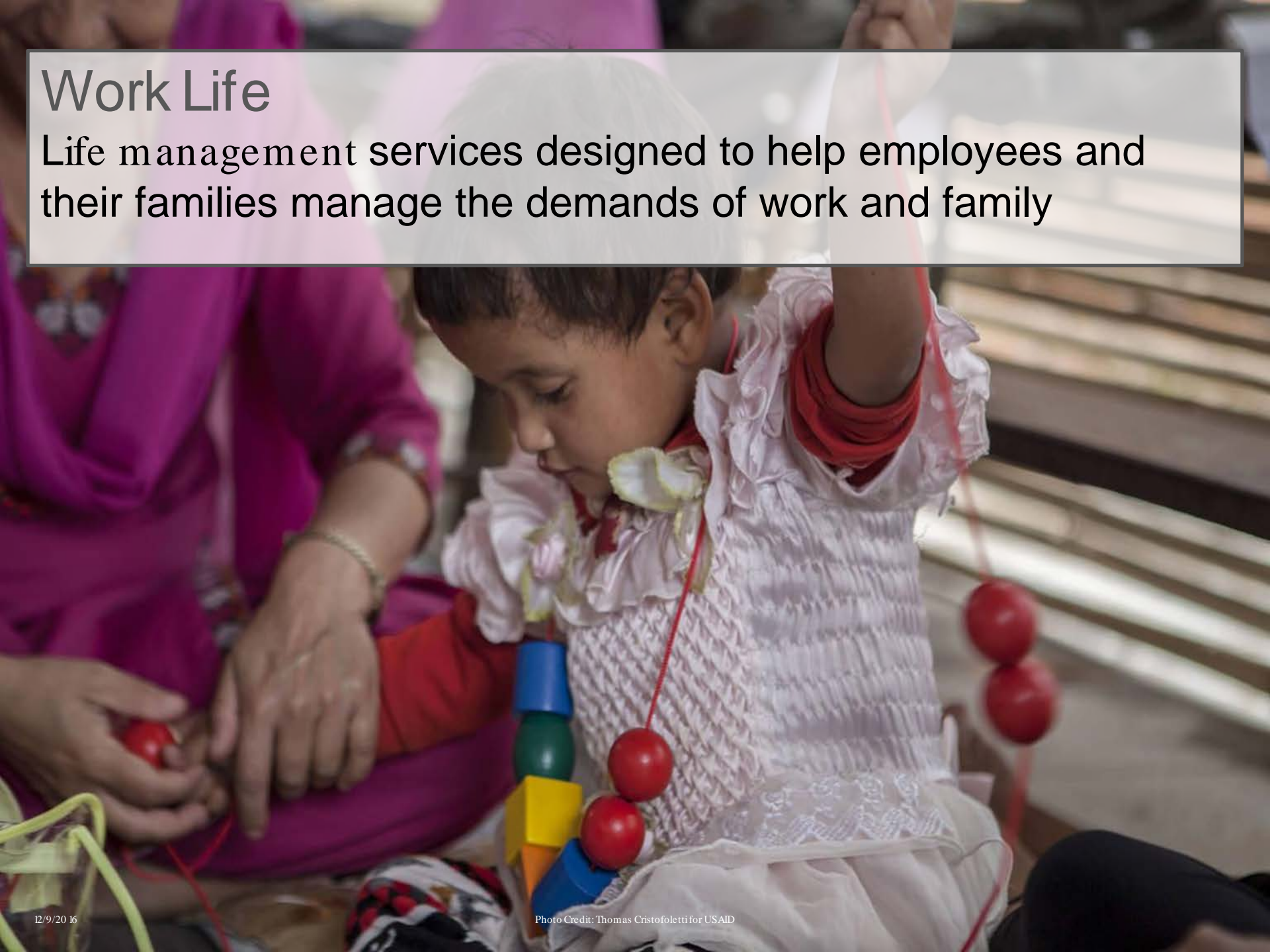
Onsite Wellness Services

USAID/Washington

- Fitness Centers
 - Crystal City, Ronald Reagan Building, SA-44
- Health Units
 - Crystal City, Ronald Reagan Building
- Lactation Rooms
 - In all buildings. Register for access: lactationprogram@usaid.gov
- Quiet room program
 - In all headquarters buildings and the Staff Care Service Center. Use when needed. No registration or sign up required.
- Periodic biometric screenings and health education seminars
 - Follow Agency notices and MyUSAID for upcoming dates.

Work Life

Life management services designed to help employees and their families manage the demands of work and family



Work Life Services

Our Work Life Specialists provide a one-stop destination for expert consultations, pre-screened referrals to local resources, and comprehensive educational materials.

- 24/7 telephonic support provided on:
 - Child care and parenting
 - Adult care and aging
 - Education and career development
 - Health and wellness
- Daily Living Referrals
 - Receive referrals for physicians, child care, adult care, relocation services, and other daily needs
 - Within two business days of your request, you will receive three confirmed referrals to local providers. Employee is then responsible for the cost of any services they choose to use.

Work Life Support

Free and confidential services are provided on the following topics:

- Financial
 - Free 30 -minute session with a financial advisor on any financial topic
- Legal
 - Free 30 -minute session with a lawyer on any legal topic

Emergency Backup Care

- Designed for you, your children (infants through teens), dependent adults, and other family members who find themselves in need of care.
- Available 10 days per dependent, per fiscal year.
- Reserve care in advance or for last minute emergencies.

****Visit our website to sign up****

Staff Care Offers Two Backup Care Options:

- **Option 1: Center-Based Providers (available in the US)**
 - We offer an extensive network of center-based providers.
 - Employees pay \$10 per dependent, per day.
 - The Emergency Backup Care vendor collects co-pay from employees; the Agency is not invoiced. (This option can only be used in the US.)
- **Option 2: Friends and Family (available globally)**
 - Family members or friends can assist with your care needs.
 - The cost of care is reimbursed by a third party vendor up to a daily limit of \$50 USD per day (US) or a daily limit based on locality (outside US)
 - The employee is reimbursed directly by the Emergency Backup Care vendor and not by the Agency.

Support for New and Expecting Parents

- Child Care Subsidy
 - For direct hires combined household income of less than \$89,900
- Certified Lactation Specialists
 - Available 24/7, unlimited telephonic consultations
 - Topics can include milk supply, weaning, bottle feeding, returning to work, and latching difficulties
- Nursing Mother Support Pack
 - First time users will be shipped a book on breastfeeding, nursing diary and informative tip sheets
- Lactation Rooms
 - Onsite rooms for nursing mothers.
 - Register for access: lactationprogram@usaid.gov



Foreign Service Officer (FSO) Liaison Services

Provided as a specialized service and is tailored to meet the unique needs of the FSO and their families



We Can Help With:

- Advocating and supporting the Foreign Service Officer for compassionate curtailment and assignments
- Consultations to determine and meet needs to sustain the officer in the field
- Comprehensive behavioral health assessments
- Engaging and supporting the FSO during times of crisis and critical incidents
- Providing constructive advice regarding career and personal issues
- Long-term case management of ongoing identified issues
- Collaborating with Assignment Counselors

Champion Program

Champions represent Staff Care in the field



Champion Program

Champions are a network of employees who represent Staff Care in the field through:

- Working to improve the culture of USAID by creating opportunities around health, well-being, and the worksite;
- Helping to educate their colleagues and peers about Staff Care resources and services;
- Supporting others by being an ally and connecting them to the appropriate Staff Care resources.

Staff Care Champions are a volunteer position. Look for your Champion at your office or Mission. If you would like to be a champion, contact Staff Care.

Contact Us

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