WorkWell Health and Well-being Resource Directory 2023

An inventory of the landscape of USC’s faculty and staff health and well-being resources. This collection of resources highlights the collaboration and partnership networks throughout USC in support of USC’s mission and Unifying Value of Well-being.
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Introduction

The purpose of the USC Health and Well-Being Resource Directory is to support the health and well-being of USC faculty and staff and create awareness, education, connection, and engagement with the resources offered at USC. Supporting the faculty and staff experience around health and well-being will lead to a more productive, healthy, engaged, and resilient workforce.

The USC WorkWell Center created this resource directory, an inventory of the landscape of USC’s faculty and staff health and well-being resources. This collection of resources highlights the collaboration and partnership networks throughout USC in support of USC’s mission and Unifying Value of Well-being. An abundance of valuable resources, expertise, and assets exist throughout USC. The goal of this document is to align, integrate, and complement health and well-being supports from every angle of our campus community, bringing it all together into one guide. All through this guide, there are cardinal-colored, clickable hyperlinks which serve to direct the reader to the respective website for additional information. This guide highlights resources focused on eight well-being domains.

Physical well-being entails the balance of nutrition, physical activity, and routine medical care. It focuses on habits and behaviors that reduce risk of illness and improve quality of life.

Emotional well-being encompasses the awareness of everyday feelings and emotions, both positive and negative, and learning to cope with the challenges life brings. Furthermore, it involves self-esteem, self-acceptance, optimism, and the development of inner resources to learn and grow from experiences.

Social/Community well-being involves the development and maintenance of positive relationships with friends, family, coworkers, and the larger community. It fosters social support, self-esteem, emotional resilience, and conflict management.

Purpose/Spiritual well-being encompasses the values, principles, morals, and beliefs that guide our actions. It allows us to create meaning to life events and to find our purpose in life.

Environmental/Sustainability well-being embodies living in harmony with our social and built environments, emphasizing the connection between our surroundings and our well-being, and allowing for healthy areas in which to work, live, and play.

Occupational/Intellectual well-being involves preparing and making use of skills and talents in order to gain purpose, happiness, and enrichment. Intellectual stimulation and career fulfillment support a positive attitude, satisfaction, and pleasure in employment.

Financial/Legal well-being entails the financial literacy (knowledge of financial matters), the ability to manage money effectively, and plan for a fiscally sound future. Legal well-being involves having knowledge of and access to resources to support legal issues (i.e., estate planning, wills, divorce, custody, etc.).

Safety, Support, and Compliance well-being refers to the individual and organizational practices and policies that promote optimal health and productivity, limit hazards, and mitigate crises.

We hope you will find this resource guide useful and take advantage of the many resources available for you to improve your individual and collective health and well-being. To add resources, please contact our Health and Well-being team at WorkWell@usc.edu.
Physical Well-being

Physical well-being entails the balance of nutrition, physical activity, and routine medical care. It focuses on habits and behaviors that reduce risk of illness and improve quality of life.

1. Health and Medical Plans

USC’s comprehensive health plans provide quality care options focused on preventive health care and treatment. Plans include health insurance, dental, vision insurance, and prescription drug coverage.

Medical plans:
- USC Trojan Care EPO
- USC EPO Plus
- USC PPO
- Anthem HMO
- Kaiser HMO

Dental plans:
- Delta Dental PPO
- United Concordia DHMO

All of USC’s medical plans provide the following.

- Access to top-quality providers
- Preventive care at no cost to you
- Effective coordination among providers
- Limits on out-of-pocket expenses
- Coverage for prescription drugs, behavioral health and substance abuse services, and out-of-network emergency care

Visit the Employee Gateway Benefits Page for more information on benefits for the Las Vegas location.

Visit the Employee Gateway Benefits Page for more information on benefits for the Verdugo Hills Hospital.

2. Healthy Lifestyle/Chronic Condition Management Programs

Healthy Choices Incentives and Offerings

Healthy choices incentives are designed to encourage employees to take an active role in their health care, help USC provide health resources that best support employees, and help them save money.

Lifestyle Redesign

The USC Occupational Therapy Faculty Practice provides Lifestyle Redesign interventions for USC employees in person and via telehealth. In working with an occupational therapist in Lifestyle Redesign, employees have the opportunity to address their physical and mental health in a supportive environment. Lifestyle Redesign occupational therapists engage clients in goal setting, problem solving, and self-analysis so they can create habits, routines, and an overall lifestyle that is customized to their personal needs and preferences. Topic areas include time management, lifestyle balance, sleep hygiene, healthy coping, and more.

These services are covered by the USC Trojan Care EPO and USC PPO plans as well as most PPO plans and Medicare.
Lifestyle Redesign programs include:

- Autism Spectrum Disorder
- Chronic Headaches
- College Students
- Diabetes Management
- Epilepsy
- Ergonomics
- Gender Care
- Hand and Upper Extremity
- Health Coaching
- Hypertension
- MCAS and Dysautonomia
- Mental Health
- Multiple Sclerosis
- Neurological Conditions
- Oncology
- Pain Management
- Parkinson’s Disease
- Smoking Cessation
- Weight Management

If you are experiencing challenges in managing your physical health, mental health, and/or daily routines, please call the OT Faculty Practice at (323) 442-3340 or email otfp@med.usc.edu.

**USC Physical Therapy**

Are you striving to live a healthier life, achieve fitness goals, or address health challenges? If so, please contact us at one of following locations.

**Health Sciences Campus**
(323) 865-1200
uscptHRA@med.usc.edu

**University Park Campus**
(213) 740-0215
uscptUPC@med.usc.edu

**Keck HC2**
(323) 442-6050
Keck (323) 442-8850

Our clinical faculty are leaders and experts within physical therapy, actively collaborate with other health providers, and provide personalized one-on-one evaluation and treatment sessions. Please click on any of the links below to learn about some areas of specialty practice.

- Cancer Care
- Concussion
- COVID Recovery Clinic
- Dizziness and Balance
- Facial Nerve Disorders
- Headache and TMJ Management
- Heart and Lung Care
- Neurologic Rehabilitation
- Orthopedic Rehabilitation
- Pain Management
- Pelvic Health
- Performing Arts Rehabilitation
- Sports Rehabilitation
- Wound Management

**Livongo Diabetes Care**

USC PPO, USC Trojan Care EPO, and USC EPO Plus Members only

Plan members have free access to diabetes management benefits through Livongo. Livongo combines advanced technology with coaching to support you and/or family members with diabetes. Benefits include:

- Connected, real-time meter that uploads your blood glucose readings
- Personalized insights with each reading
- Coaches — certified diabetes educators — available via phone, text, and mobile app to offer nutrition and lifestyle guidance
- Unlimited strips and lancets at no cost to you
- Enroll now and have a welcome kit shipped to your door at no cost

More details are available [here](http://www.join.livongo.com/USCTROJANS/hi).

Register at: [http://www.join.livongo.com/USCTROJANS/hi](http://www.join.livongo.com/USCTROJANS/hi) or call (800) 945-4355 with code: USCTROJANS

Questions? Contact Livongo at membersupport@livongo.com or (800) 945-4355.
Lark
Anthem HMO and MyChoice Anthem HMO Members only

A personal diabetes prevention coaching program focused on helping you improve your health. Learn if you are at risk for prediabetes by taking a quick one-minute survey visiting the Lark website. Anthem HMO and MyChoice Anthem HMO Members can participate in this program at no extra cost.

Healthy Lifestyle Programs
Kaiser HMO Members only

Healthy lifestyle program offerings consist of personalized, online programs to help you create an action plan to reach your health goals. Topics include eating healthy, losing weight, sleeping better, and more. Kaiser HMO members can participate in this program at no extra cost.

3. Tobacco Cessation
For faculty, staff, or students who wish to quit, the following are a list of resources to help.

USC Premier Care
USC Premier Care is available for a free Tobacco Cessation Program for up to 200 faculty and staff who want to take steps toward a healthier, nicotine-free life. USC Premier Care works in partnership with USC Pharmacies and Occupational Therapy departments to support your success.

USC Pharmacies
USC Pharmacies offer one-on-one consultations with a clinical pharmacist to discuss individualized smoking cessation plans, provide and discuss nicotine replacement therapy medications (prescription or non-prescription), and provide recommendations for coping with withdrawal symptoms. This service is also available to USC students, and is a covered benefit of the Student Health Insurance Plan (SHIP).

USC Occupational Therapy
USC Occupational Therapy Faculty Practice’s Lifestyle Redesign for Smoking Cessation helps people through the process of quitting by creating health-promoting habits and routines. This service is also available to USC students, and is a covered benefit of the Student Health Insurance Plan (SHIP).

Additionally, if you would like to seek tobacco and smoking cessation help through USC medical insurance providers, please visit your health plan insurance resource link for more information below.

USC PPO, USC Trojan Care EPO, and EPO Plus
Participants may enroll in up to two tobacco cessation programs per calendar year. Tobacco cessation medications are covered under the Prescription Drug program.

The Trojan Care EPO Plan and EPO Plus plan pays 100% of the cessation program.

For Tier 1 and Tier 2 providers in the PPO, the plan pays 100% of the cessation program, and 50% of usual and customary rate after deductible for Tier 3 providers.

Anthem HMO (non-union) and Anthem MyChoice HMO (union – Keck/Norris)
• Free-of-charge tobacco cessation programs or counseling and intervention services as part of a full physical exam or periodic checkup

• Prescription drugs to help stop smoking or reduce dependence on tobacco products, as well as over-the-counter nicotine replacement products (limited to nicotine patches and gum) are covered as preventative care services when obtained with a doctor’s prescription

Kaiser Permanente (non-union)
• Free-of-charge smoking cessation counseling during an office visit
• Wellness coaching offered over the phone
• Healthy lifestyle online programs
• Quitting smoking resources
4. Preventive Exams

USC’s comprehensive health plans provide quality care options focused on preventive health care and treatment. Plans include health insurance, dental, vision insurance, and prescription drug coverage.

- **USC Trojan Care EPO**
- **USC EPO Plus**
- **USC PPO**
- **Anthem HMO**
- **Kaiser HMO**

All of USC’s medical plans provide the following:

- Access to top-quality providers
- Preventive care at no cost to you
- Effective coordination among providers
- Limits on out-of-pocket expenses
- Coverage for prescription drugs, behavioral health and substance abuse services, and out-of-network emergency care

**USC Premier Care**

*USC PPO, USC Trojan Care EPO, and USC EPO Plus Plan members*

USC Premier Care is a free of charge service available to USC Trojan Care EPO, USC EPO Plus, and USC PPO plan members. It was developed to provide additional support and have services to help you get fit as well as manage your health and take important measures. Your physician can refer you to the program, or you may contact them directly at (833) 726-8773 (M-F, 8 a.m.-5 p.m.).

Available preventive screening programs:

- Cancer Screening
- Hypertension
- Diabetes

5. OBGYN

**Pregnancy Time Off**

Expecting mothers may be eligible to take up to 28 weeks off due to the birth of a newborn, though it may not be all paid time.

**USC Physical Therapy**

At USC Physical Therapy, we are experts in pelvic health. Whether you are experiencing bowel or bladder incontinence, pelvic pain, or having issues pre/peri/post-partum, our physical therapists are here to help. Please contact us at one of the following locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Sciences Campus</td>
<td>(323) 865-1200</td>
<td><a href="mailto:uscptHRA@med.usc.edu">uscptHRA@med.usc.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>University Park Campus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(213) 740-0215</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:uscptUPC@med.usc.edu">uscptUPC@med.usc.edu</a></td>
</tr>
<tr>
<td>Keck</td>
<td>(323) 442-8850</td>
<td></td>
</tr>
</tbody>
</table>

For additional details, visit our website: [Pelvic Health](#)
6. Fitness and Nutrition

**Power of Vitality**

Vitality is an interactive and personalized wellness program. USC has partnered with Vitality to provide a Health Assessment Incentive program offered for all benefits-eligible employees. Gain a healthy new perspective and qualify for up to $480 a year on your USC enrolled medical plan. USC is here to support employees on their journey to better health. Whether you want to eat healthier foods, boost your activity, or manage your stress — we are committed to helping you build healthy habits by offering programs and resources designed to help you reach your health goals.

**Fitness Incentive Program**

Do you have a gym membership? Take fitness classes? Work with a personal trainer? Play on a sports league or team? Use a fitness device? The WageWorks Fitness Incentive Program helps you save money on your healthy lifestyle choices by reimbursing you for many of the most common health and fitness services and activities — up to $220 for 2023. Please register online or call WageWorks to check eligibility.

Here’s how it works. You pay fitness expenses as you would normally, save the receipts, and then file a claim at the WageWorks website (if you have a flexible spending account, this is the same login). Your reimbursement will take one to two pay cycles to be automatic processed, and you must be employed to receive the reimbursement.

**USC Physical Therapy**

Our outpatient physical therapy clinics are conveniently located at both the Health Sciences and University Park Campuses to serve faculty, staff, and students. We offer personalized one-on-one physical therapy evaluation and treatment sessions to address pain and physical challenges to help improve your quality of life. Additionally, we offer specialized programs (e.g., running, wellness, and diabetes prevention).

Please contact USC Physical Therapy to learn more or schedule an appointment: (323) 865-1200 or email uscptHRA@med.usc.edu.

**USC Recreational Sports**

The mission of USC Recreational Sports is to provide the university community the opportunity to pursue a balanced, healthy lifestyle through participation in recreational activities.

Recreational Sports operates multiple facilities including fitness centers on UPC and HSC campuses, track and field spaces, tennis courts and an aquatics center. These facilities support additional programs including fitness classes, personal training services, club sports, and intramurals.
Why choose USC Recreational Sports:

- Flexible membership options and discounted rates for staff and faculty
- USC employees are right around the corner from a workout on their time — without an additional commute
- Daily locker rentals and semester-long locker rentals offer space so there’s no need to lug around a heavy gym bag throughout the day
- Pay via discretionary funds you can load onto your USCard

Gympass
Benefits-eligible employees and their families can access gyms, studios, live-streamed classes, personal training, wellness apps, and an array of on-demand fitness content with a membership through Gympass. There is no enrollment fee and no minimal contract length.

Yoga USC
Yoga USC is the home base for all yoga-related activities at the University of Southern California campus. It serves as the resource guide for existing departmental classes, an educational tool for greater understanding of yoga’s many benefits, and offers specialized classes designed to bring together students, staff, and faculty. Visit their Youtube channel for more information.

Glo
USC has partnered with Glo to offer a free three-month trial and discounted subscription thereafter. Sign up for the 15-day trial using your usc.edu email address, and your new account will automatically convert to the three-month trial.

Outpatient Nutrition Services
Keck Medicine of USC offers outpatient nutrition therapy services provided by a registered dietitian to assist employees (through insurance) in managing their nutrition needs. It is open to any USC faculty and staff with USC EEO/PPO insurance or for those who want to self-pay.

USC Campus Dining Nutrition and Sustainability
USC Dietitian Lindsey Pine is here to help you make healthy food choices. To “Ask the Dietitian” and submit your questions, visit the website for more information.

USC Fit Families
A free fitness and nutrition program for local underserved children, ages 7 to 17, who are at risk for diabetes, hypertension, and other conditions associated with physical inactivity. Every Saturday, physical therapists, DPT students, and volunteers meet families for a three-hour program. This is a community resource for which USC employees may qualify for.

5K Training Team- USC Institute for Integrative Health and Wellness
Free training group that meets every Thursday at 11am at Lacy Park in San Marino (15 mins from HSC) with a professional coach. All abilities are welcome and there is no sign-up needed.
Emotional Well-being

Emotional well-being encompasses the awareness of everyday feelings and emotions, both positive and negative, and learning to cope with the challenges life brings. Furthermore, it involves self-esteem, self-acceptance, optimism, and the development of inner resources to learn and grow from experiences.

1. Mental Health Resources

**USC WorkWell Center**

The USC WorkWell Center (formerly Center for Work and Family Life CWFL) is the University’s long-standing employee assistance program, having served the Trojan Family since the 1980’s. WorkWell staff include licensed mental health professionals and certified employee assistance professionals experienced in helping individuals, couples, and families address a wide range of personal and job-related challenges. After initial assessment, clients may receive brief, solution-focused counseling (up to five sessions) or support to find long-term therapy through health plans. Working together with clients, we help identify practical solutions and develop a plan to help employees live their best lives personally and professionally.

WorkWell provides telehealth sessions via HIPAA-compliant Zoom appointments. We also offer in-person sessions at University Park Campus (Figueroa Building, Suite 202) and Health Sciences Campus (Soto I, Suite 112).

Eligible employees include USC-benefitted staff, faculty, post-docs, and retirees.

To learn more or schedule an appointment, there are three ways to reach out.

1. WorkWell website- Contact Us form
2. Call our front office intake phone number (9 a.m. to 5 p.m.) (213) 821-0800
3. Email us at workwell@usc.edu

Individual Counseling Topics May Include:

- Personal mental health concerns
- Stress/depression/anxiety
- Grief/major loss
- Workplace conflict
- Work and life balance
- Psychological issues related to medical or physical problems
- Anger management
- Alcohol/drug concerns
- Domestic/intimate partner violence
- Coping with transition and uncertainty

1. Mental Health Resources

a. Stress Management
b. Depression
c. Substance Abuse and Addiction

2. Behavioral Health Coverage (Faculty/Staff)

3. Work-life Integration

4. Marital and Couples Counseling

5. Wellness Resources
LifeWorks for USC- EAP and Well-being Resource

LifeWorks for USC is a confidential Employee Assistance Program (EAP) and innovative online well-being resource. The program and platform are designed to enhance our in-house, on-site counseling support by expanding the types of providers available to offer more diversity in language, specialty, race/ethnicity, and gender expression.

LifeWorks for USC benefit is a cost-free, confidential service for USC-benefits eligible employees.

Resources include:

- 24/7 access to expert support, work-life advice, and strategies from program consultants
- Referrals to EAP counseling — up to 5 sessions at no cost to you
- Access to a wealth of practical work-life and well-being content and self-guided toolkits
- Online resources and a free mobile app to support your health and well-being journey.

Connect with LifeWorks 24 hours a day, seven days a week, 365 days a year, for support related to:

- **Life**- Stress/overload, anxiety, depression, grief/loss, community resources
- **Family**- Parenting, separation/divorce, blended families, caring for older adults, education
- **Money**- Saving, debt management, estate planning/wills, home buying/renting
- **Work**- Work relationships, job stress/burnout, managing people
- **Health**- Fitness/nutrition, sleep, addiction/recovery, smoking cessation

To contact LifeWorks for USC go online to usclifeworks.com and enter username: USC, password: workwell

Care for the Caregivers

Care for the Caregiver (C4C) is a comprehensive program designed to ease potential work environment stress for our dedicated health care staff. The program, in collaboration with the Department of Psychiatry and the Behavioral Sciences and the USC WorkWell Center, is here to offer support during these challenging times in the following ways:

- Clinical referrals for mental health care needs
- Emotional Support Line
- Peer Support Program to connect employees with a peer to help process emotional events
- Schwartz Rounds for caregivers to discuss the social and emotional issues they face in caring for patients and families
- Support groups for units
- Tailored workshops to address stress, burnout, resilience, and more
Lifestyle Redesign
The USC Occupational Therapy Faculty Practice provides Lifestyle Redesign interventions for USC employees in person and via telehealth. In working with an occupational therapist in Lifestyle Redesign, employees have the opportunity to address their physical and mental health in a supportive environment. Lifestyle Redesign occupational therapists engage clients in goal setting, problem solving, and self-analysis so they can create habits, routines, and an overall lifestyle that is customized to their personal needs and preferences. Topic areas include time management, lifestyle balance, sleep hygiene, healthy coping, and more.

These services are covered by the USC Trojan Care EPO and USC PPO plans as well as most PPO plans and Medicare.

USC Psychology Services Center
The USC Dornsife Psychology Services Center (PSC) is committed to providing cutting-edge, empirically supported therapy and assessment to the community and offers counseling for $20 a session and group support for $5 a session. They have three inter-related aims:

1. To provide high quality training for doctoral students in the clinical science program of the Department of Psychology at USC
2. To provide high quality and affordable services to individuals in the Los Angeles area
3. To support research which enhances our understanding of, and treatments for, psychological issues

Lifestyle Redesign programs include:
- Autism Spectrum Disorder
- Chronic Headaches
- College Students
- Diabetes Management
- Epilepsy
- Ergonomics
- Gender Care
- Hand and Upper Extremity
- Health Coaching
- Hypertension
- MCAS and Dysautonomia
- Mental Health
- Multiple Sclerosis
- Neurological Conditions
- Oncology
- Pain Management
- Parkinson’s Disease
- Smoking Cessation
- Weight Management

If you are experiencing challenges in managing your physical health, mental health and/or daily routines, please call the OT Faculty Practice at (323) 442-3340 or email otfp@med.usc.edu.

Trauma Recovery Center
USC Suzanne Dworak-Peck School of Social Work’s Trauma Recovery Center provides free, safe and culturally sensitive mental health and supportive services to those who have been affected by crime, violence or trauma. This can include child abuse and neglect, sexual assault, battery, community violence, grief and loss, human trafficking or any crime-related trauma.

Services are available in-person and virtually. The center is open Monday through Friday, 8:00 a.m. to 5:00 p.m. For more information or to set up an appointment, please visit the website.

2. Behavioral Health Coverage (Faculty/Staff)
USC Trojan Care
EPO, USC EPO Plus, and USC PPO members
- Lyra Mental Health is available for plan members for up to 25 free sessions per calendar year for emotional and mental well-being support.
- LiveHealth Online: Primary care physician and mental health visits can be conducted online where physicians can answer questions, make a diagnosis, and even prescribe basic medication if needed.

Anthem HMO and MyChoice
Anthem HMO members
Contact your health care providers to see what mental health care options are available.

Kaiser Permanente HMO plan members
Contact your health care providers to see what mental health care options are available.
3. Work-life Integration

**USC WorkWell Center**

WorkWell’s licensed mental health professionals and certified coaches are experienced in helping individuals, couples, and families address a wide range of personal and work-related difficulties. With solution-focused, brief counseling, our staff work with clients to identify practical goals and develop plans to help you achieve your personal and professional objectives.

WorkWell can help with:

- **Emotional distress** - anxiety, stress, depression, grief/loss, anger, dealing with uncertainty, and change
- **On-the-job issues** - dealing with co-workers, career development, problem solving, and referrals
- **Relationship and family difficulties** - balancing work and family, communication, parenting
- **Crisis intervention** - domestic/intimate partner violence, trauma, critical incidents, other serious life events (individual counseling and department/unit debriefing in cases of institutional critical events)
- **Workplace health and wellness** - assessment, plan development, and follow-up

WorkWell provides telehealth sessions via HIPAA-compliant Zoom appointments. We also offer in-person sessions at University Park Campus (Figueroa Building, Suite 202) and Health Sciences Campus (Soto I, Suite 112).

Eligible employees include USC-benefit employees, faculty, post-docs, and retirees.

To learn more or schedule an appointment, there are three ways to reach out.

1. WorkWell website - [Contact Us](#) form
2. Call our front office intake phone number (9 a.m. to 5 p.m.) (213) 821-0800
3. Email us at [workwell@usc.edu](mailto:workwell@usc.edu)

**Parent Connect Drop-In Group**

Coming Spring 2024

Parents or caregivers of dependent children come together for community and to share resources within the Parent Connect program. **USC WorkWell Center** has created synchronous and asynchronous offerings to fit any schedule.

Our ongoing weekly drop-in group called Parent Connect offers a Zoom space to talk through your parenting challenges — every Wednesday from 12:15-1 p.m. Sessions are led by clinicians from the USC WorkWell Center. More information and session log-in can be found on the Employee Gateway Events Page or by visiting WorkWell’s Parent Connect page.

**Family and Dependent Care Resources**

This includes childcare options, learning pods, tutoring and school support discounts, dependent care FSA, leaves of absence, and paid family leave information.

### Free Online Tutoring

The Keck Medicine Care for the Caregivers tutoring opportunities in math, science, reading and writing, language arts, etc., are extended to KSOM faculty, staff, and learners’ children. For more information, please email benefitandoutreach@med.usc.edu.

### Parent Connect Slack Group

Coming Spring 2024

The Parent Connect Slack group (co-sponsored by the **USC Center for the Changing Family**) is a Slack workspace that supports working parents/caregivers of dependent children. Channels in the group focus on young children, teens, distanced learning, activities to support family well-being, and relevant HR benefits. It’s a place for working parents and other caregivers to:

- Discover and share solutions for work-life-family integration
- Learn about the latest research conducted by USC faculty
- Receive updates from University HR on benefits
- Build community when and where they choose

To learn more about Slack, visit the [ITS Slack Page](#). To join Parent Connect on Slack, please email [workwell@usc.edu](mailto:workwell@usc.edu).
4. Marital and Couples Counseling

**USC WorkWell Center**

WorkWell Center’s (formerly Center for Work and Family Life CWFL) licensed mental health professionals including Licensed Marriage and Family Therapists (LMFT) and Licensed Clinical Social Workers (LCSW) are experienced in helping individuals, couples and families address a wide range of personal and work-related difficulties including, but not limited to:

- **Relationship challenges** including adoption, domestic/intimate partner violence, infertility, infidelity, managing conflict during divorce, marital distress, marriage preparation, online infidelity
- **Family issues** such as caregiving for dependents and later life adults, anger management, supports for recovery from substance abuse, and financial distress

The phone lines are open, and counselors are available for in-person, telehealth sessions via HIPAA-compliant Zoom. Eligible employees include USC-benefitted staff, faculty, post-docs, and retirees.

To learn more or schedule an appointment, there are three ways to reach out.

1. WorkWell website - [Contact Us form](#)
2. Call our front office intake phone number (9 a.m. to 5 p.m.) (213) 821-0800
3. Email us at [workwell@usc.edu](mailto:workwell@usc.edu)

An initial appointment will be scheduled with a WorkWell staff counselor and the employee to assess needed resources.

**Lyra**

Available for USC EPO/PPO covered employees for up to 25 free sessions per calendar year for emotional and mental well-being support. Marital counseling is also available.
5. Wellness Resources

**Well-being Workshops and Trainings from USC Kortschak Center for Learning and Creativity**
Various on-demand workshops are available. Topics include but are not limited to self-care, stress management, time management, remote learning, and academic and classroom success.

**Ask Ari by Campus Wellbeing and Education**
A virtual wellness assistant that can answer wellness-related questions and help build your own insight into the challenges you face. Commonly used by faculty, staff, and students to learn more about issues like:

- Sleeping difficulty
- Anxiety or worry
- Navigating challenging conversations with a peer, supervisor, or faculty
- Mindfulness and meditation

Ask Ari also provides resources including videos, worksheets, assessments, and referrals to other resources.

**Emotional Well-being Drop-in Zoom Group**
Weekly drop-in Zoom group calendar for all clinicians, staff members, and their families. These groups are spaces for colleagues to provide mutual support, discuss and process their experiences, and learn additional ways to cope during this challenging time.

**Wellness Series from Emeriti Center**
USC Emerti Center offers a variety of workshops and webinars on mental health, physical health, and overall well-being for our retired Trojan faculty and staff.

**USC Physical Therapy**
Are you striving to live a healthier life, achieve fitness goals, or address health challenges? If so, please contact us at one of following locations.

**Health Sciences Campus**
(323) 865-1200
uscptHRA@med.usc.edu

**University Park Campus**
(213) 740-0215
uscptUPC@med.usc.edu

**Keck**
(323) 442-8850

**Keck HC2**
(323) 442-6050

Our clinical faculty are leaders and experts within physical therapy, actively collaborate with other health providers, and provide personalized one-on-one evaluation and treatment sessions. Please click on any of the links below to learn about some areas of specialty practice:

- Cancer Care
- Concussion
- COVID Recovery Clinic
- Dizziness and Balance
- Facial Nerve Disorders
- Headache and TMJ Management
- Heart and Lung Care
- Neurologic Rehabilitation
- Orthopedic Rehabilitation
- Pain Management
- Pelvic Health
- Performing Arts Rehabilitation
- Sports Rehabilitation
- Wound Management

**Living with Intentionality- From Surviving to Thriving**
A workshop series on Wednesdays at noon that increases one’s self-compassion, gives tools to dealing effectively with changes we want to see, and helps creates environments we want to live, learn, and work in. Through reflection, discussion, skill building, and intentional strategy creation, the participants of these workshops (faculty, staff, and students) will develop more meaningful, accomplished, and enjoyable lives. From surviving to thriving, let’s join together to make the world a better place.
Social and Community Well-being

Social well-being involves the development and maintenance of positive relationships with friends, family, coworkers, and the larger community. It fosters social support, self-esteem, emotional resilience, and conflict management.

1. Community Engagement

**USC Emeriti Center**
Since its founding in 1978, the USC Emeriti Center has served the university’s retirees and pre-retirees in living healthy and purposeful lives by providing essential information, resources, services, advocacy, privileges, and support.

**USC Good Neighbors Campaign**
Created in 1993, Good Neighbors was designed to provide financial support to enable collaboration between USC faculty, staff, and local nonprofit organizations that have a visible, positive impact on the neighborhoods surrounding the University Park and Health Sciences campuses.

**USC Athletics**
Consists of 9 Men’s Sports and 12 Women’s Sports. Officially started in 1888, USC Trojan Football has remained a vital part of the university’s pride and culture. Support our Trojan teams at various athletic events open to faculty and staff!

**The Volunteer Center**
As part of Campus Activities, the Volunteer Center is dedicated to promoting service within USC, the greater Los Angeles area, and the global community.

2. Campus Engagement

3. Culture and Connection in the Workplace

4. Diversity, Equity, and Inclusion

5. Social Support

**Community Resource Center for Aging**
A free resource for older adults in the community looking to improve their quality of life. Through a consultation with access to a robust network of resources, one can find community-based services and support systems specialized in navigating the unique challenges of aging.

**Trojan Shop Local**
Trojan Shop Local started as a USC student-led grass roots movement by the USC Black Student Assembly and other students to give back and support local and diverse small businesses neighboring USC campuses during the pandemic. Today, it is an eclectic, burgeoning network of over 60 diverse small businesses across Los Angeles!

Trojan Shop Local retail establishments include everything from coffee houses to restaurants; gift shops to designer ateliers; chic boutiques, bookstores, salons, barber shops, home decor and more. In every corner of our Trojan Shop Local neighborhoods, you’ll find valuable services and merchandise, along with treasured stories that reflect our communities and our varied shared cultural heritages. All USC Trojan students, faculty, staff, families, and friends are invited to reconnect to — or discover for the first time — the unique experiences of shopping local!
2. Campus Engagement

USC Staff Assembly

An officially recognized branch of the university governance system and exists to promote the growth and welfare of staff employees.

Board is elected by university staff during a campus-wide election process.

Assembly members, through assigned committee work, research and provide recommendations on all matters related to staff work environment, benefits, and policies.

University Staff Club

Objectives are to support USC’s overall goals with emphasis on enhancing the staff support function and staff contributions to the university’s activities of teaching, learning, discovery, and cultural enrichment — and to promote closer ties among Staff Club members through social activities and networking.

3. Culture and Connection in the Workplace

Workshops by Campus Wellbeing and Education

Campus Wellbeing and Education offers a slate of presentations and workshops for departments and teams, including:

- Preventing Burnout
- Surviving and Thriving in Toxic Environments
- Conflict Management
- Redefining Success: Finding What Truly Matters to You

These presentations are great ways to get the conversations started in your department or team about important and relevant issues.

Customized Departmental, Unit, and School Wellbeing Consultation by Campus Wellbeing and Education

CWE offers consultations for campus groups and departments of all sizes on issues ranging from interpersonal relationships and group dynamics, culture, and psychological safety, to improve engagement and help groups adapt to change. Working with clients to develop tailored mixed-methods assessments, CWE provides research-backed recommendations for academic department and staff units to work together more collaboratively, purposefully, and productively toward common goals.

Executive Consultation by Campus Wellbeing and Education

CWE is a trusted resource for campus leaders at all levels who seek a better understanding of their own leadership styles and the groups they are entrusted to lead. As expectations of leaders and leadership changes, CWE consultants help leaders know and grow to meet changing needs.
4. Diversity, Equity, and Inclusion

**USC Race and Equity Center**
A dynamic research and organizational improvement center that works with professionals in educational institutions, corporations, and other contexts. The center seeks to help partners strategically develop and achieve equity goals, better understand and correct climate problems, avoid and recover from racial crises, and cultivate sustainable cultures of inclusion and respect.

**USC Diversity, Equity, and Inclusion**
The website’s purpose is to record the progress and communicate what the university is doing to support the USC community in terms of diversity, equity, and inclusion.

The USC Office of Inclusion and Diversity (OID) is focused on building infrastructure and providing strategic support and resources to members of the USC community — with the overarching goal of advancing diversity, equity, inclusion, healing, and belonging. Resources and support include training on best practices for inclusion; resources and events supporting the recruitment and retention of students, staff, and faculty; community healing facilitators; consultations; and collaboration across USC via task forces, committees, and events.

The University Health System is a vital area of this work. At Keck Medicine of USC, quality healthcare starts with dignity, respect, and compassion for our patients, loved ones, colleagues, and communities. Our commitment to enhancing our cultural acumen, being intentionally inclusive, and providing supportive clinical care, learning, research, and work environment is the foundation to advance equitable care experiences, processes, and outcomes while actualizing our mission.

The OID also considers service to the community essential to its work and is part of the inclusive and community-wide process of reimagining public safety through the Community Advisory Board (CAB). OID was intimately involved in developing a public policy statement on preventing and addressing bias-based community policing as a shared responsibility of all USC stakeholders and the transparent, comprehensive, and inclusive process of appointing its next Chief of Public Safety.

**USC Dornsife Office of Diversity**
The website houses resources for faculty and staff as well as information about diversity, equity, and inclusion at USC Dornsife.

**USC Asian Pacific Islander Faculty and Staff Association**
The Asian Pacific Islander Faculty and Staff Association (APIFSA) was formed in April 2021 in response to the increase in anti-API hatred and violence reported around the country. The association’s mission is to create a safe space and a strong voice to advocate for API faculty and staff across the USC community.

**USC Black Staff and Faculty Caucus**
The purpose of the University of Southern California Black Staff and Faculty Caucus (BSFC) is to accomplish a positive working relationship between the University’s Black staff, faculty and students; to assure constructive institutional change as it relates to Black staff and faculty development; to develop expertise in the area of affirmative action as it relates to hiring, retention and promotion of Black staff and faculty; and to contribute toward the development of harmony and good will among and between the diverse elements and groups within the university.

**USC Latino Forum**
The USC Latino Forum has historically served as the voice of Latino faculty and staff at the University of Southern California since 1987. The forum gathers several times a semester for social, academic, and intellectual events that celebrate and stimulate conversations around what it means to be Latino at USC in Los Angeles and in the United States as the demographics continue to shift.
**LGBTQ Faculty and Staff Alliance at USC**

The LGBTQ Faculty and Staff Alliance at USC celebrates and supports the lives of the entire LGBTQ faculty and staff community through a number of different events and activities throughout the academic school year to help fellow LGBTQ faculty and staff members get acquainted with one another.

**KSOM Inclusion Resource Groups (IRG)**

The Keck School is proud to launch an Inclusion Resource Groups (IRG) Program, sponsored by the JEDI-WeST (Justice through Equity, Diversity, Inclusion, Well-being and Social Transformation) Committee and the Center for GEMS. The mission of the IRG Program is to foster and advocate for an inclusive campus community that celebrates our diversity and intentionally contributes to a sense of belonging and being valued. The program is establishing five IRGs this fall for the following groups:

- Black and African American Community
- LatinX and Hispanic Community
- LGBTQ+ Community
- Women
- Mental Health and Neurodiversity

To join an IRG, whether as a member or as an ally, please complete this [online form](#) and you will be connected with others who expressed interest in the group(s).

Questions? See [FAQs document](#) or email Elizabeth O'Toole at eotoole@usc.edu.

**Keck Pride**

Keck Pride is an employee resource/inclusion group dedicated to designing and implementing strategies to foster a welcoming and affirming environment for LGBTQ+ patients, families, employees, and learners throughout Keck Medicine of USC and Keck School of Medicine. Keck Pride is composed of staff, faculty and learners from across the medical and health sciences enterprise, including Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital, Keck Medicine ambulatory clinics, the Keck School of Medicine of USC, USC Student Health, and more. Interested in learning more? Please email keckpride@med.usc.edu.

**Race, Equity, Wellbeing Series by Campus Wellbeing and Education and USC HR**

We leverage the collective knowledge of faculty, staff, and students to advance our community’s understanding of, and ability to speak with each other, about the intersections of race, equity, and well-being.

Beginning as a collaborative effort to provide the USC community with a place to connect following the murder of George Floyd, the REW Series continues to ensure that lived experiences at the intersection of race, equity, and wellbeing are central to any conversation about culture at USC. More than two thousand USC staff and faculty participated in the series that continues to provide space to learn, connect, heal, and take action to support themselves and others.

**5. Social Support**

**Wellness Pharmilies**

The Pharmilies connect via group chat using a text-channel platform called “Discord,” and are free of Zoom-fatigue and barriers to social interaction such as distance and schedule. Joining is easy, convenient, and commitment-free. (HSC only).
Purpose and Spiritual Well-being

Purpose and spiritual well-being encompasses the values, principles, morals, and beliefs that guide our actions. It allows us to create meaning to life events and to find our purpose in life.

1. Mindfulness and Meditation

Mindful USC
Mindful USC offers mindfulness-related classes and affinity groups to deepen your practice and programming and events to foster growth, health, wisdom, compassion, and connection within and among the diverse communities of USC. Download the free Mindful USC app to practice mindfulness, learn more about mindfulness classes and activities, listen to guided meditations, and participate in mindfulness challenges.

Classes include:
- Introduction to Mindfulness
- Advanced Mindfulness
- Applied Mindfulness
- Mindful Self-Compassion

Meditation and Contemplation Groups
The Office of Religious and Spiritual Life offers Buddhist and Sufi Muslim meditation groups as well as a Christian contemplative practices group.

Mindfulness for Healthy Living
A toolkit of meditation and mindfulness tips from the USC Suzanne Dworak-Peck School of Social Work.

2. Prayer and Reflection

Places for Reflection and Prayer
Although non-sectarian, USC comprises a vibrant and diverse multi-faith community. Open to the public, the University Park Campus’ chapels and prayer spaces enable peaceful contemplation and escape from the bustle of daily life (UPC only).
3. Arts and Creativity

**Fisher Museum**
Located on the UPC campus, the museum houses art spanning five centuries and the exhibition schedule provides a lively offering of contemporary to old master exhibitions to introduce arts to a wide range of audiences. Admission is free for USC faculty and staff.

**USC Pacific Asia Museum**
An integral part of the University of Southern California, the USC Pacific Asia Museum creates inspiring encounters with the art, history, and culture of Pacific Asia to promote intercultural understanding in the service of elevating our shared sense of humanity. Admission is free for USC faculty and staff.

4. Sense of Purpose and Belonging

**USC Office of Religious and Spiritual Life**
The Office of Religious and Spiritual Life offer a variety of opportunities for exploring the spiritual dimensions of your life and learning. Whether it be finding a religious home base or forming a new group, the office is here to help.

**Belonging at USC**
This initiative offers resources that help people get meaningfully connected on campus.

5. Spirituality

**USC Office of Religious and Spiritual Life**
USC's Office of Religious Life sponsors campus programs with a moral, religious, or spiritual focus. The office co-sponsors events with other university units and partnerships of student religious groups.
Environmental and Sustainability Well-being

Environmental well-being embodies living in harmony with our social and built environments, emphasizing the connection between our surroundings and our well-being, and allowing for healthy areas in which to work, live, and play.

1. Childcare

**Parent Connect Drop-In Support Groups**
*Coming Spring 2024*
Come talk through your parenting challenges at Parent Connect — every Wednesday from 12:15-1 p.m. Sessions are led by clinicians from the USC WorkWell Center. Visit the WorkWell Center website for updated information on this and other support group offerings.

**Parent Connect Slack Group**
*Coming Spring 2024*
A Slack group for working parents and other caregivers to:
- Discover and share solutions for work, life, and family integration
- Learn about the latest research conducted by USC faculty
- Receive updates from University HR on benefits
- Build community when and where they choose

**On-site Childcare Centers at UPC and HSC**
USC offers childcare programs at both UPC and HSC, in centers operated by Bright Horizons. Onsite childcare centers are available for ages 6 weeks through 5 years.

To reach the UPC childcare center, please call (213) 821-9571.
To reach the HSC childcare center, please call (323) 405-6400.

- Back-up dependent care (ages 1 month to 18 years)
- Several options are available through Bright Horizons’ back-up care program, which is a care option when your normal childcare options are not available. Options include in-home care provided by Bright Horizon’s employee or by SitterCity nanny.

**Breastfeeding and Lactation Accommodations**
The California Breastfeeding Coalition has named USC a “Mother-Baby Friendly Workplace” while the Breastfeeding Task Force of Greater Los Angeles honored USC with its Family Health Promotion award — both honors recognizing USC’s commitment to maintaining an employee lactation policy. Visit USC’s breastfeeding webpage for a list of lactation rooms on campus. Each school or department is to ensure that appropriate space is available to lactating mothers in their respective buildings.
Free Online Tutoring
The Keck Medicine Care for the Caregivers tutoring opportunities in math, science, reading and writing, language arts, etc. are extended to KSOM faculty, staff, and learners’ children and can be accessed through an email to benefitandoutreach@med.usc.edu (HSC only).

2. Eldercare

In-Home Care Provided by a Bright Horizons employee
A vetted caregiver cares for your dependents in your home — with health screenings conducted daily for both the caregiver and family. Bright Horizons will use best efforts to assign the same caregiver for all families who choose a continuous care giving option.

USC Family Caregiver Support Center
The USC Family Caregiver Support Center (FCSC) at USC Leonard Davis School of Gerontology has placed a high priority on providing support across the continuum of caregiving, including diagnosis, prognosis, and services that help maintain the care recipient’s independence and abilities, helping caregivers care for themselves, and manage their own well-being. Supportive services include information, assessment, individual consultations, respite, education, and training.

Community Resource Center for Aging
A free resource for older adults in the community looking to improve their quality of life. Through a consultation with access to a robust network of resources, one can find community-based services and support systems specialized in navigating the unique challenges of aging.

USC Physical Therapy
Are you or a loved one experiencing challenges with mobility, balance, falls, dizziness, or completing daily activities? Do you need help deciding what equipment may help you or your loved one? At USC Physical Therapy, we work with individuals and their family members or caregivers assisting in care to improve quality of life and prevent injuries or complications. We have clinic sites at both our Health Sciences and University Park Campuses.

If so, please contact us at one of following locations.

Health Sciences Campus
(323) 865-1200
uscptHRA@med.usc.edu

University Park Campus
(213) 740-0215
uscptUPC@med.usc.edu

Keck HC2 (323) 442-6050
Keck (323) 442-8850
3. Ergonomics

**Ergonomics Evaluation**

USC’s Environmental Health and Safety and the USC Occupational Therapy Faculty Practice provide free, individual ergonomic evaluations and group in-services for USC employees. An ergonomic evaluation can provide you with the tools to redesign your workspace to reduce the risk of injury while increasing comfort and productivity. And, it is not always necessary to purchase new equipment — the Occupational Therapy faculty are very resourceful in helping you find items in your home that can help improve the setup of your workspace. Ergonomic evaluations can be conducted remotely or in-person.

To get started-

Visit [https://ehs.usc.edu/](https://ehs.usc.edu/) and click on the blue “Complete an Ergonomic Assessment.” You will be prompted to log in with your USC Workday password (you will need to have set up Dual Authentication beforehand).

1. Click “Ergonomic Self-Evaluation Link”
2. Click “Start New Survey” complete all questions, then click “Submit”
3. Click on the blue button that says “Request Visit”

For scheduling the evaluation, you can call (323) 442-3340 or email otpf@med.usc.edu.
Multi-Stream Waste Bins
Waste bins in high-traffic areas across UPC and HSC allow Trojans to properly recycle and compost their waste instead of sending it all to landfill. Diverting waste from local landfills reduces greenhouse gas emissions and pollution. See signage on multi-stream waste bins to understand how to dispose of your items or watch this short clip here.

Pollution Prevention
USC Environmental Health and Safety (EH&S) offers programs and resources on proper recycling and disposal of various types of waste you may encounter in your work such as batteries and electronic waste.

Transportation Sustainability
USC has an abundant list of ways employees can take advantage of more efficient and sustainable ways to commute to campus. The list includes Campus Transportation AQMD Surveys, EV Charging, Traveler Mobile Platform, Green Bus Fleet, Commuter Cost Calculator, Lyft partnership, and more.

Employee Transit Subsidy
Designed both to help save money for employees who choose to commute using public transportation and to reduce the number of single-passenger vehicles being used for commuting, all USC employees using public transportation are eligible for a 50% subsidy on the cost of transit pass purchases — whether through the USC program or not. Program participants have added perks such as being able to use automatic pre-tax payroll deductions through USC Payroll and three free parking passes per month in the event they need to use a personal vehicle.

Sustainable Purchasing
USC Procurement Services has developed a “Buying Green” web page that aggregates information and best practices for sustainable purchasing in your role as staff or faculty.

USC Sustainability Events Page
The events page on the USC Sustainability website is filled with health and climate related events for faculty and staff.

Little Green Guide to Living Sustainably at USC
Learn how you can make small behavior changes that have big environmental impacts and that help USC achieve its sustainability goals.

6. Sustainability

USC Office of Sustainability
Over the past decade, sustainability at USC has been a shared responsibility that touches all facets of our community. Since 2008, the university has been focused on integrating sustainability as a core value in USC’s strategic planning and implementing impactful sustainability initiatives.
Occupational and Intellectual Well-being

Occupational well-being involves preparing and making use of skills and talents in order to gain purpose, happiness, and enrichment. Intellectual stimulation and career fulfillment support a positive attitude, satisfaction, and pleasure in employment.

1. Professional Development

**USC WorkWell Center**

The USC WorkWell Center (formerly Center for Work and Family Life CWFL) provides professional executive coaching to USC leaders including:

- Executives and administrators at a director level and above
- Department chairs and deans
- Faculty members, physicians, lab directors and principal investigators

WorkWell coaches have been trained and credentialed by the International Coach Federation. Credentialing requires completion of coach-specific training, coach supervision and mentoring, case reviews, and a board exam. Call for more information to see if you are eligible: (213) 821-0800 or email workwell@usc.edu.

**Audit job-related coursework**

Employees may take job-related coursework at USC if tuition is paid by their department, or they may take a class for audit if approved by their manager and the academic department in question.

**Trojan Knowledge Expedition**

Each month, Trojan Knowledge Expedition offers curated, self-paced curriculum to help you develop the skills, knowledge, and abilities needed for USC’s core performance competencies.

**Healthstream**

Source of Financial, Accounting, and Business Systems Training library for employees (HSC only).

**Zoom Teaching Studios at KSOM**

Instructors can use one of KSOM’s five new Zoom teaching studios. Based on a design created at Johns Hopkins’ School of Engineering and designed specifically for teaching in Zoom, these five new Zoom teaching studios are high-tech workspaces pre-configured with two 55” televisions — one ideal for a gallery view of students and one for PowerPoints, notes, videos or other materials (Keck School of Medicine faculty only).

2. Coaching

3. Intellectual Growth

4. Confidential and Independent Resources

1. Professional Development
Trojan Learn

Source of Financial, Accounting, and Business Systems Training library for employees (UPC only).

List of trainings to support individual and organizational effectiveness:

- Anger Management
- Overcome Conflict (Mindfulness)
- Keep Calm
- Teaching Civility in the Workplace
- Bullying and Other Disruptive Behavior: for Managers and Supervisors
- Handling Workplace Bullying
- Human Resources: Handling Workplace Bullying
- Conflict Resolution
- Conflict Resolution Foundations
- Preventing Workplace Violence
- Risk Management: Workplace Violence
- Sexual Harassment
- Professional Conduct: Supporting an Environment of Respect

Women in Management

WIM hosts women leaders at our speaker series and professional development events throughout the year at UPC and HSC.

In addition, the WIM board administers the selection of the two candidates who are funded by USC Department of Administration to attend the annual HERS Summer Institutes that are dedicated to empowering a diverse network of women leaders in higher education.

Thrive 101 by Campus Wellbeing and Education and USC HR

Thrive 101 is a four-part series offered by Campus Wellbeing and Education for all new faculty and staff.

As culture is created one conversation at a time, participants have a chance to connect new Trojans across disciplines, and together explore values, meaning, and purpose that will guide their time at USC.

Participants will learn tangible skills to help them succeed in building connections and relationships at USC and on their teams and explore concrete ways to support themselves as they support others as well.

2. Coaching

USC Training and Development Coaching Programs

USC Learning & Organizational Development offers a six-month coaching program which has received accreditation by the International Coach Federation (ICF) as Approved Coaching Specific Training Hours (ACSTH). It is designed to develop coaching skills and puts one on the path to become an ICF Associate Certified Coach (ACC). By the end of this program, participants will have:

- Learned to provide effective feedback to drive higher levels of engagement and productivity
- Gained deeper self-awareness by uncovering blind spots that may affect active listening and other communication skills

3. Intellectual Growth

USC Podcast

Ideas In Action is a podcast series produced by the University of Southern California. Aligned with the university mission dedicated to “the development of human beings and society as a whole through the cultivation and enrichment of the human mind and spirit,” the series brings you thought-provoking conversations across various disciplines happening at USC’s University Park and Health Sciences Campuses today.

4. Confidential and Independent Resources

Office of the Ombuds

If you are experiencing a university-related concern, conflict, or challenging situation, please feel free to contact the Office of the Ombuds at either UPC or HSC. The office is open to all members of the USC community with a campus related issue. Provided services include individual consultations, mediations, conflict and communication coaching, and conflict management presentations.

Confidential Consultants-on-Call

USC WorkWell professional staff are on call to provide one-on-one support and guidance by sharing expertise and feedback on workplace behavior and relationships. Consults can help leaders better understand personalities, communication, emotions, values, and thinking styles that may affect an employee’s organizational performance.

Workplace consults are confidential discussions to support managing teams facing challenges, addressing concerns about employees, learning how to refer someone to the WorkWell Center, or making an inquiry about our services. This support is readily available anytime. Consider us your “Consultant-on-Call.”

There are three ways to reach out.

1. WorkWell website- Contact Us form
2. Call our front office intake phone number (9 a.m. to 5 p.m.) (213) 821-0800
3. Email us at workwell@usc.edu

Book Clubs at USC

If you are interested in joining a book club, USC offers various groups of topic interests for you to explore.
Financial and Legal Well-being

Financial well-being entails the financial literacy (knowledge of financial matters), the ability to manage money effectively, and plan for a fiscally sound future. Legal well-being involves having knowledge of and access to resources to support legal issues (i.e., estate planning, wills, divorce, custody, etc.).

1. Flexible Spending Accounts (FSA)

**Employee Healthcare FSA**
Employee may choose up to the IRS allowable maximum for healthcare related expenses.

Services must be provided in 2023 and submitted for reimbursement to the FSA by March 31, 2024.

**Dependent Care FSA**
Eligible dependents include children under age 13 and any dependents (child, spouse, parent, grandparent, brother, sister, etc.) unable to care for themselves because of a disability who spend at least 8 hours a day in your home.

2. Money Management Tools

**USC iGrad**
iGrad helps you build a personalized plan to improve your money management, career, and student loan skills. With recommended video tips, quick financial lessons, personalized job search and more, you will be ready to tackle life after school in no time. Open to USC faculty, staff, and students.

3. Tuition Assistance

**Tuition Exchange Program**
The program provides an opportunity for children of employees of 700+ member schools to earn an undergraduate degree at another school within the Tuition Exchange program at significant savings.

**Tuition Assistance Benefit Program**
If eligible, children of employees who are admitted to USC may attend 100% tuition free.

Note that for employees hired on or after January 1, 2019 who make over $280,000 annually, the benefit for children in graduate programs is 50% tuition. Spouses of employees hired on or after January 1, 2019 attend at a 25% discount.

4. Credit Union

**USC Credit Union**
Not-for-profit financial cooperative offering lower rates and other benefits for current USC employees, faculty, staff, students, and alumni members.
5. Retirement

**USC Retirement Savings Program**
USC is committed to supporting your retirement savings by making a 10% employer contribution when you contribute 5% and to providing you with as many options as possible to maximize your retirement savings opportunities.

**Retirement Guidance Workshop**
Emeriti Center offers this program for all USC faculty and staff several times a year — covering Social Security, Medicare, USC privileges for retirees, and perspectives from current retirees.

**Retirement Guidance Counseling**
Personal consultations are available on an ongoing basis from all of USC’s retirement investment providers, at no charge. These 30-minute sessions give you a chance to review your USC retirement savings accounts with a retirement planning and guidance consultant from your investment company.

6. Perks and Discounts

**USC Discounts**
Employees can purchase discounted tickets to campus-based events and theme parks, USC bookstore, USC gym memberships, and much more.

**Anthem Blue Cross Health Plan**
Special discounts available to employees who have Anthem Blue Cross as their health plan choice.

7. Financial Wellness Classes

**Fidelity**
Fidelity offers financial wellness education, planning, and resources to help you plan, save, and invest for the future. Free consultations with a financial planning consultant are available to all USC employees.

**Women Talk Money series by Fidelity**
Fidelity offers this live, monthly Q&A session that focuses on the factors that impact women financially (longevity, the pay gap, career breaks, invisible labor, and more).

**Vanguard**
Vanguard offers an on-demand virtual education series as well as monthly live webinars to help you plan, save, and invest for the future. Note: you do not need to be a participant with Vanguard and can sign up as a guest.

**TIAA**
TIAA has expanded their online virtual retirement planning and guidance offerings to help you plan, save, and invest for the future. Note: you do not need to be a participant with TIAA and can sign up as a guest.

**Life Insurance- AD&D**
Life insurance protects your loved ones financially in the event of your death. Accidental death and dismemberment (AD&D) provides an additional benefit if you die or become dismembered due to a specially covered accident. USC provides all benefit-eligible employees with $50,000 in basic life and AD&D coverage. Remember to update your beneficiaries. Designating a beneficiary ensures your insurance benefits are distributed properly.

8. Legal Insurance

**Voluntary Benefits**
Your financial confidence goes well beyond health coverage, which is why we have made various enhanced coverage options available to you through MetLife. You can enjoy the same feeling of confidence provided by health insurance to other aspects of your life. Together, the complementary benefits you choose helps provide protection for what matters most to you.

- Critical Illness Insurance
- Hospital Indemnity Insurance
- Accident Insurance
- Legal Plans Coverage
- Identity & Fraud Protection
- Pet Insurance
Safety, Support, and Compliance Well-being

Safety, support, and compliance well-being refers to the individual and organizational practices and policies that promote optimal health and productivity, limit hazards, and mitigate crises.

1. Campus Support and Intervention

Campus Support and Intervention (CSI) is an office within Campus Wellbeing and Crisis Intervention. CSI connects with members of the USC community when they need support in achieving their academic, professional, and/or personal goals.

Trojans Care for Trojans

Trojans Care for Trojans (TC4T) is an initiative within the Office of Campus Wellbeing and Crisis Intervention. CSI connects with members of the USC community when they need support in achieving their academic, professional, and/or personal goals.

Note: If you are concerned about someone who has experienced sexual/gender-based harm, please contact the confidential services at Relationship and Sexual Violence Prevention Services (213) 740-4900. If you would like to report an instance of sexual/gender-based harm, you can contact the Title IX Office (213) 821-8298. Each TC4T submission will be reviewed and responded to by a staff member from Campus Support and Intervention (CSI) within the Office of Campus Wellbeing and Crisis Intervention. For more information, contact CSI at (213) 740-0411.

2. Campus Public Safety

Department of Public Safety

The department’s primary mission is to provide a safe and secure environment on campus and in the local USC community that allows students, faculty, staff, and campus visitors to realize their academic and social pursuits.

DPS Emergency Phone Numbers
For 24-hour emergency assistance or to report a crime:

UPC (213) 740-4321
HSC (323) 442-1000

DPS Non-Emergency Phone Numbers
For 24-hour non-emergency assistance or information:

UPC (213) 740-6000
HSC (323) 442-1200
LiveSafe Safety App
Download the LiveSafe Mobile Safety App for immediate contact with USC Department of Public Safety, anonymous reporting, and emergency response procedures.

Emergency Response Cardinal Folder
Faculty and staff can review the Emergency Response Cardinal Folder for instructions on how to respond in emergencies.

USC Report & Response
The USC Report & Response website is an easy-to-use portal where USC community members (students, faculty, staff, patients, and visitors) can make a report – anonymously if preferred – of an incident they have witnessed or experienced that violates university policies or goes against our Unifying Values.

USC Emergency Information
Central website for USC faculty and staff to stay connected regarding on campus safety related news and updates.

Self-Defense Classes
The Rape Aggression Defense System (RAD) teaches men and women realistic self-defense tactics and techniques. RAD training is free to students, faculty, staff, and community members. The class is expected to resume January 2023 per public health guidelines. For most up-to-date information, click on the link above.

3. Office for Equity, Equal Opportunity, and Title IX

Office for Equity, Equal Opportunity, and Title IX (EEO-TIX)
EEO-TIX's mission is to eliminate discrimination, harassment, and retaliation; advance equal opportunity and inclusion; and execute anti-discrimination enforcement and compliance functions related to sex, race, national origin, disability, age, religion, and other protected characteristics.

4. Environmental Health and Safety

USC’s Office of Environmental Health and Safety (EH&S)
Our primary focus is to provide a safe and environmentally healthy workplace and learning space for students, employees, and the surrounding community.

COVID-19 Resource Center
A source of information, updates, and support for the USC community.

To notify the university of a case, please call (213) 740-6291 or email covid19@usc.edu.
WorkWell Health & Well-being Resource Directory

We hope that this WorkWell Health and Well-being Resource Directory is useful in supporting you and your colleague’s health and well-being as well as the broader campus and community. We encourage you to share these resources and also let us know if you come across any further resources that we can consider adding. Please also reach out if you come across any broken links or errors so that our team can keep the document as current as possible.

We thank all of our USC partners, experts, and stakeholders for their commitment and dedication to health and well-being.

Fight on, trojans and stay healthy!

Contact Information

For general inquiries, questions, or suggestions, please contact:
Julie Chobdee, MPH
Associate Director, Health and Well-being Program,
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jchobdee@usc.edu

To notify us of any outdated information, broken links, etc. please contact:
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