



Program Highlights and Updates

October 2013 – December 2013

A. EAP Utilization

EAP coordinators reported 5,542 contacts by employees and family members from October 1 through December 31, 2013 for a total of 23,702 contacts for the year. Additional reports are expected for December. The most frequently reported issues were workplace performance issues, followed by financial, mental health, grief, and substances abuse issues.

B. Critical Incidents

EAP coordinators responded to 33 critical incidents during this quarter, including several homicides and an attempted suicide. Among other deaths were two employees who were struck and killed by a truck as they were leaving work and the deaths of two EAP coordinators. EAP coordinators met with employees who were impacted by the incidents and assisted agencies in formulating a response.

C. Workforce Transitions

EAP coordinators and regional representatives continued to provide support and assistance to employees impacted by potential downsizing and closures. Coordinators worked closely with the Career Mobility Office to help OCFS and OPWDD employees find other positions, apply for transfers, identify testing opportunities and connect with other resources, and they will continue to assist employees as additional facilities close. Coordinators have also been working with OMH and correctional facilities to assist employees impacted by the closing of several psychiatric centers and state prisons. Coordinators presented retirement resources days for facilities in the Clinton Correctional HUB, including Chateaugay CF, which is scheduled to close, and in Watertown CF. They are scheduled to make presentations at Clinton CF and Great Meadow CF in January and February, 2014 and have been asked to present similar retirement resources days in corrections facilities that are slated for closing.

D. EAP Grants

Since the grant program re-opened in May, 126 grants totaling more than \$121,000 have been awarded to EAP committees to promote wellness and EAP services. Grants were used to purchase items such as scales for DEC's "Weigh-in on Wednesday" program, wellness newsletters, and pedometers for walking programs.

E. Certified Employee Assistance Professionals (CEAP) Program

Sixteen EAP coordinators are currently participating in the CEAP program. Twenty-three coordinators are currently CEAP credentialed. EAP provides training and advisement, pays for the application, exam, and certification fees, and pays for recertification for eligible coordinators in an effort to increase the professionalism of EAP and enhance EAP services for state employees.

F. EAP Month

NYS EAP celebrated EAP month in November by holding an Open House at its main office in Albany. It was also EAP's thirtieth anniversary of providing assistance to state employees. Many local EAP committees also celebrated EAP Month with a variety of activities in their agencies such as open houses, meet and greets, and food drives.

G. Capital Area Multi-agency EAP

The Department of Motor Vehicles (DMV) joined the Capital Area Multi-agency (CAMA) EAP in December, bringing the number of agencies in CAMA to thirteen. Other agencies in CAMA are: Department of Civil Service (DCS), Empire State Development (ESD), Department of Financial Services (DFS), Department of State (DOS), Governor's Office of Employee Relations (GOER), Office of the Attorney General (OAG), Office for the Aging (OFA), Office of Information Technology Services (OITS), Office of Temporary and Disability Assistance (OTDA), Statewide Financial Services (SFS), Worker's Compensation Board (WCB), and Office of Alcoholism and Substance Abuse Services (OASAS), which joined CAMA in April. The partnership among these agencies allows agencies to share two full-time EAP coordinators, as well as other resources, and to provide more efficient and effective assistance to employees.

H. Wellness

The new wellness program, *WellNYS Everyday*, is now available to all NYS employees. The goal of *WellNYS Everyday* is to educate, engage, and empower state employees and their families by encouraging participation in healthy behaviors. The new website offers a variety of information portals, such as "Tip of the Day," "NYS Workplace Walking Maps," and "Eating for Your Health." The "I Did it!" portal features individual success stories from employees who are making better wellness choices, for example, by participating in a walkathon or bike race, running a road race, or completing a weight loss challenge. Employees are encouraged to participate in the Olympic Experience, a healthy behavior program which will be held during the Winter Olympic Games® beginning February 7, and in the Monthly Challenges starting in March. Fifty-four state agencies/facilities/SUNYs have signed up for the program and have assigned a WellNYS Ambassador to promote the program and distribute rewards to participants. The program can be accessed through the following website: www.workplace.ny.gov/wellNYSeveryday.

I. Training

Coordinator Foundational Training: Each Foundational Training is designed to enhance the EAP coordinator's ability to provide quality assessment and referral services to New York State employees. Five (5) Professional Development Hours are awarded to each EAP coordinator who completes the class.

Approximately half of the EAP coordinators have completed the 2013-2014 Foundational Training cycle at this point. These classes help EAP coordinators understand some of the specific stresses and pressures that may negatively impact employee productivity. This year, the training focused on teaching the coordinators to assess problems and make appropriate referrals for employees dealing with housing issues, children with special needs, substance abuse and work performance, workplace communication, and risky adolescent behavior.

Q4 Participants	YTD Participants	Q4 Classes	YTD Classes
333	1,267	21	80

New EAP Committee Member Orientation: This provides an overview of the role of the committee, the EAP coordinator, and NYS EAP, and helps the committee members at each agency understand the importance of providing quality EAP services to employees and state agencies. During this quarter, 57 new EAP committee members and chairpersons attended 10 EAP Orientation sessions.

Q4 Participants	YTD Participants	Q4 Sessions	YTD Sessions
57	202	10	31

EAP Training for Supervisors: This training is designed to help supervisors identify work performance problems and make an early referral to EAP when problems may be resolved more easily. During this quarter, 441 supervisors and managers attended 11 sessions of *EAP Training for Supervisors*.

Q4 Participants	YTD Participants	Q4 Sessions	YTD Sessions
441	837	11	34

Management and Union Orientation: This overview of EAP policy and procedure explains the benefits of EAP services for the employee, the supervisor, the unions, and the state, and outlines the role of labor and management. During this quarter, 754 employees attended 12 sessions.

Q4 Participants	YTD Participants	Q4 Sessions	YTD Sessions
754	2,321	12	47

Regional Resources: Between April 2014 and August 2014, EAP Regional Representatives will arrange monthly training to be delivered by local subject experts on topics of regional interest that are directly related to the coordinator role and resource development.

EAP Staff Training: The EAP staff attended training delivered by the CSEA Partnership which provided an overview of the services provided to CSEA-represented employees. Two EAP regional representatives attended the train-the-trainer classes offered through the Workforce and Organizational Development Unit for *Basic Facilitation Skills*, and one regional representative has registered for the train-the-trainer session of the *Essentials of Supervision*. Two other EAP regional representatives, the program manager, and the training specialist attended the *T.R.A.U.M.A* training offered though the Division of Criminal Justice Services, in anticipation of delivering customized training to EAP coordinators and corrections officers.

Online Learning: In October, the *Grants Instructional Webinar* was presented to 19 new EAP coordinators and committee members to familiarize them with the EAP Grant Program application process and criteria for appropriate grant requests. The *Grants Instructional Webinar* was repeated in December in anticipation of the end of the grant cycle. EAP launched two new webinars for committee members: the *Annual Report Instructional Webinar* (38 attendees) and the *Wellness as an EAP Promotional Tool Webinar* (20 attendees).

NYS-Balance Seminars: EAP coordinators and committee members hosted 19 NYS-Balance lunchtime seminars which were delivered at a variety of agencies statewide between October 1 and December 31, 2013. In 2013, 46 of the 50 available NYS-Balance seminars were hosted by EAP coordinators and EAP Committees. The remaining four seminars will be carried over to 2014, making 54 seminars available in 2014.