



Program Highlights and Updates

July 1, 2013 – September 30, 2013

A. EAP Utilization

EAP coordinators reported 4,486 contacts by employees and family members this quarter for a total of 16,875 contacts to date since January 1. Workplace performance issues, followed by financial issues, mental health, stress, and relationship issues were the most frequently reported issues. Issues related to housing were also among the most frequently reported.

In response to the frequency of issues related to housing, EAP is offering training on housing to EAP coordinators this fall. The training will provide coordinators with the skills and resources necessary to assist employees whose housing issues have created stress in their lives. The training will provide information and resources on issues such as rental assistance, disaster relief, assisted living, “aging in place”, reverse mortgages, and foreclosure.

B. Critical Incidents

EAP coordinators responded to 20 critical incidents this quarter, including a murder of an employee, two employee suicides, and several deaths of campers in state parks. Since January 1, coordinators have responded to 69 critical incidents. Coordinators continue to provide support and resources to employees and their families who were displaced or otherwise impacted by recent floods and last year’s hurricanes.

C. Workforce Transitions

EAP coordinators and regional representatives are providing support and assistance to OCFS and OPWDD employees impacted by layoffs. They will continue to work with employees of these agencies as additional facilities close. Coordinators have also been working with DOCCS and OMH to assist employees impacted by the closing of several state prisons and psychiatric centers.

D. EAP Grants

EAP provides grants up to \$1,000 to EAP labor-management committees to promote EAP services and wellness. Since the grant program re-opened May 1, sixty-five grants totaling more than \$62,000 have been awarded to EAP committees. Grants were used to purchase items such as pedometers for a walking program and scales for a weight loss program, as well as educational pamphlets on mental illness, bullying, grief, anger, depression, drugs, finances and stress.

E. Certified Employee Assistance Professionals (CEAP) Program

Nineteen EAP coordinators are currently participating in the CEAP program and are studying to become Certified Employee Assistance Professionals (CEAP). This quarter, two coordinators became CEAP certified bringing the number of CEAP credentialed EAP coordinators to twenty-five. CEAP certification increases the professionalism of EAP and enhances EAP services for state employees. EAP provides training and advisement, pays 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. Wellness

The statewide WellNYS Everyday program will introduce its new website on December 1. The website will have seven portals including: Tip of the Day, NYS Workplace Walking Maps, Eating for Your Health, WellNYS Everyday Ambassadors, "I Did It" success stories, 2014 Olympic Experience, and Monthly Behavior Challenges, all designed to empower employees to make positive changes in their lives. The WellNYS Everyday program is designed to complement and assist local EAP committees with wellness programming. Registration for the Olympic Experience, will begin on January 1, 2014.

G. 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.

The topics for the 2013-2014 Foundational Training cycle are:

- 1) Housing Issues
- 2) Families in Transition
- 3) Children with Special Needs
- 4) Risky Adolescent Behavior
- 5) Workplace Communication
- 6) Substance Abuse and Work Performance

Regional Resource Training:

Regional Resource Training is presented by local subject experts on topics of regional interest that are directly related to the coordinator role and resource development.

- Financial Issues: (Credit, College Costs, Consumer Protection)
- NYS Agency Resources
- Binghamton Area Resources
- Building Effective Relationships
- Case Studies
- Career Mobility Office
- EAP Website
- Complex Care Cases Solutions and the Empire Plan
- Cornell Cooperative Extension Association of Jefferson County
- Correlation Between Substance Abuse and Domestic Violence
- Human Resource and Labor Relations 101
- Overview of Mental Illness
- Safe at Home in America (Ready America; Family Justice)
- Tax Law Changes
- Child and Adolescent Treatment Services
- Champlain Valley Addiction Services
- Not-for-Profit Resources (NY Pride, Hunger Solutions, Legal Project)
- Seaway Valley Prevention

Webcasts:

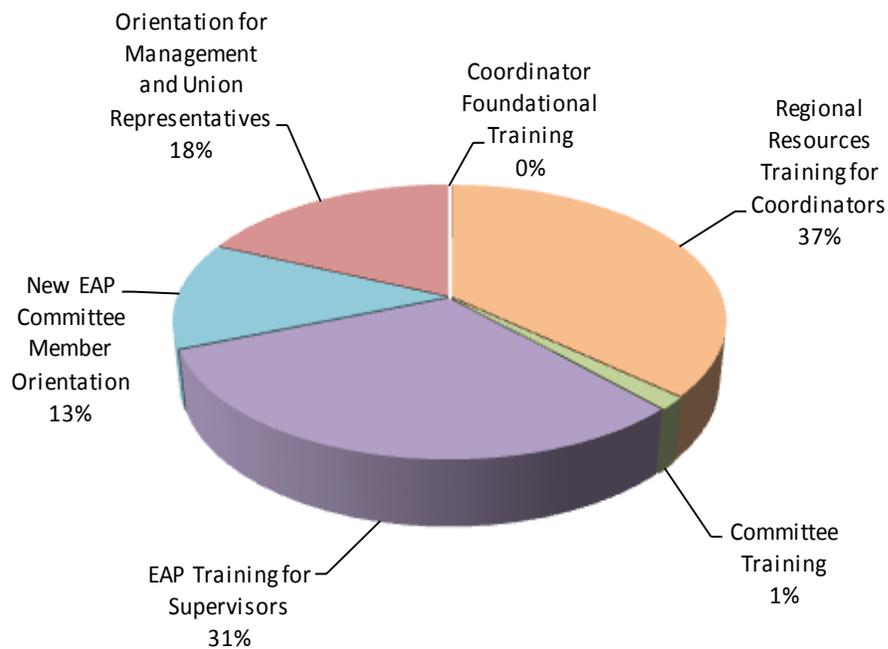
- Statistical Reporting Form Instructional Webinar
- Grant Application Instructional Webinar
- Annual Report Instructional Webinar for Committee Members
- Wellness Programs as an EAP Promotional Tool for Committee members and Coordinators

**APRIL – SEPTEMBER 2013
TRAINING SUMMARY**

TYPE OF TRAINING	SESSIONS	ATTENDANCE
Coordinator Foundational Training (Fall/ Winter)	NA	NA
Regional Resources Training; Grant Webinar (Spring / Summer)	27	448
New Coordinator Institute (March)	NA	NA
Committee Training	1*	37
EAP Training for Supervisors	22	584
New Committee Member Orientation	9	70
Orientation for Management-Union Representatives	13	700
TOTAL	72	1,146

**9 other deliveries in last reporting period*

Training By Type of Participant



2013 NYS-Balance Seminar Topics: EAP hosted 50 seminars on ten topics in 2013.

Getting Your Affairs in Order

- OASAS Albany
- Office of Children and Family Services - Mid-Hudson and Albany
- Livingston Correctional Facility - Rochester
- Capital Area Multi-Agency - Albany

Building Positive Relationships at Work

- OPWDD - Buffalo and Rochester
- Buffalo Psychiatric Center - Buffalo
- Taconic and Mid-Hudson DDSO – Mid-Hudson
- Department of Transportation - Albany
- Elmira Correctional Facility
- Department of Health -Buffalo
- Department of Labor- Buffalo
- Department of Public Service - NYC
- State Education Department - Albany
- Department of Environmental Conservation - Albany
- OCFS - Mid-Hudson and Rochester (x2)

It's Not Just About the Money

- Office State Comptroller - Albany
- Ogdensburg Correctional Facility - Adirondack
- Riverview Correctional Facility - Adirondack

Financial Fitness

- Department of Environmental Conservation - Region 1HQ
- Department of Public Service - Albany

Stress Management for Working Parents

- Kirby Forensic Psychiatric Center – New York City
- Tax and Finance - Long Island
- Department of Health - Buffalo
- NYS Psychiatric Institute, Office of Mental Health –New York City

Life Skills for Teens/Raising Responsible Adults

- Broome County DDSO -Binghamton

Healthy Eating on the Run

- Manhattan Psychiatric Center –New York City
- OCFS - Mid-Hudson and Albany
- Department of Labor - Albany
- Department of Motor Vehicles -Long Island
- Department of Environmental Conservation - Albany
- DDSO - Central New York
- Department of Transportation – Central New York
- Edgecombe Residential Treatment Facility – New York City

Changing Relationships: You and Your Aging Loved One

- Department of Education - Albany
- NYS Psychiatric Institute, OMH –New York City

What Every Parent Needs to Know About Drugs and Alcohol

- Broome County DDSO - Binghamton
- SUNY Upstate Medical Center - Central New York
- Greene Correctional Facility – Mid-Hudson

Walk the Talk: Professionalism at Work

Not selected