



## **Program Highlights and Updates**

April – June, 2014

### **A. EAP Utilization**

EAP coordinators reported 2,304 contacts by employees and family members in April and May, with additional reports expected for May, and June reports not yet due. Since January, 8,175 employees or their family members have contacted EAP for assistance. The most frequently reported issue continues to be workplace performance followed by mental health, financial, grief, and health issues.

### **B. Critical Incidents**

EAP coordinators have reported nine critical incidents in April and May so far, including six employee deaths and the suicides of two other employees. Since January, coordinators have responded to 34 critical incidents.

### **C. Workforce Transitions**

EAP coordinators and regional representatives continue to provide support and assistance to employees impacted by potential downsizing, closures, and other workplace transitions at OCFS, OPWDD, DOL, and DOCCS. When DOCCS announced the closure of several prisons, James Monty, regional representative in the Adirondack Region, visited both Chateaugay CF and Mt. McGregor CF to offer EAP services. He met with the superintendents at each facility and did a “walk-around” with the EAP coordinators to make sure employees were aware of EAP services. He also made sure each facility was aware of the EAP retirement resource days being held at Clinton CF and Great Meadow CF. After working with coordinators to close the EAP offices at the facilities, Jim again met with the superintendents or executive teams and gave them his contact information so the remaining employees in the facilities would know how to contact EAP. Jim will continue to follow up until the prisons officially close in July. Mike Campbell, CNY regional representative, and Victoria Dent, WNY regional representative, worked with the coordinators at Butler CF and Monterey Shock ICSF to provide assistance to employees.

### **D. EAP Grants**

The EAP Grants program recently concluded the 2013-14 cycle during which 145 grants totaling \$133,754 were awarded to local EAP committees to promote EAP services and wellness. Some of the items purchased with EAP grants were pedometers for walking programs, credit card blocker sleeves to prevent identity theft, tick removers for DEC employees, wellness calendars, and brochures on PTSD and stress.

### **E. Certified Employee Assistance Professionals (CEAP) Program**

Invitations to participate in the next session of the CEAP program, which begins in July, have been sent to twenty-one eligible coordinators. Sixteen EAP coordinators are enrolled in the current session. 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. Twenty NYS EAP coordinators are currently CEAP credentialed.

**F. Capital Area Multi-agency (CAMA) EAP**

The Capital Area Multi-agency (CAMA) EAP now has fifteen member agencies. CAMA has nearly doubled in size since it was established ten years ago. With the recent increase in the number of agencies in CAMA and the growing interest in joining CAMA expressed by other Capital Area state agencies, it has become clear another EAP coordinator is needed to ensure quality services continue to be available to state employees and their families. Accordingly, the CAMA EAP committee has posted for a third coordinator. The committee expects to conduct interviews over the summer and fill the position by the fall.

**G. Wellness** (see Wellness presentation by Linda Carignan)

**H. Training** (Outline of report by Annemarie Adams)

**New Coordinator Institute**

- The 2014 NCI is the mandatory foundational training.

**Statewide Learning Management System (SLMS)**

- Migration update

**Coordinator Foundational Training:**

- The 2013-14 Foundational Training cycle was completed during this quarter.
- The 2014-15 Foundational Training cycle is being developed; proposed topics

**New EAP Committee Member Orientation**

**EAP Training for Supervisors**

**Management and Union Orientation**

**Online Learning:**

- 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

**NYS-Balance Seminars**

- Maximizing Your Day: Effective Time Management
- Eating Your Way to Wellness
- Communication Skills for Collaboration and Working Effectively with Others
- Self-Care: Remaining Resilient
- Getting Your Affairs in Order – Five Essential Documents
- Retirement – it's Not Just About the Money
- Routine Financial Check-up

- Changing Relationships – You and Your Aging Loved One
- Let's Sleep On It: Developing A Healthy Sleep Pattern
- Family Ties

### **Training Projects In Development**