



*Helping and Supporting to Live Well and Serve Well*



## 2012 OEAP Annual Report



**Ohio**

Department of Health  
John R. Kasich, Governor

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## Our Mission...

To help state employees and their families resolve personal and work related problems by providing services that are inclusive of intake, crisis interventions, clinical referrals, consultations, education and training programs that enhance emotional, mental health and the overall productivity of employees, in a confidential manner.

## Our Shared Values...

We are successful when we are *"helping and supporting you to live well and serve well."* Our values define who we are. They are the cornerstone of what we believe in, as well as, how we work with each other and how we serve our clients.

## We believe in...

- **Authenticity:** Being genuine, in who we are, and doing our best, in the work we perform, while aligning our actions and behaviors with our other core values.
- **Confidentiality:** Demonstrating the ethical principle of privacy by assuring the disclosure of personal information is protected.
- **Customer Focus:** Understanding and anticipating our clients' needs when delivering professional services.
- **Integrity:** Making sure that our words and actions consistently match ("walking our talk").
- **Teamwork:** Working collaboratively in order to achieve a common goal to meet the needs of others.



## Introduction

The Ohio Employee Assistance Program (OEAP) is pleased to share with you the 2012 OEAP Annual Report. This report provides insight about the services available to State of Ohio employers, employees and their families in meeting personal and job-related needs. Whether it is a:

- One-on-one consultation
- Referral assistance
- Delivered training session
- Response to a critical incident
- Publication

OEAP professionals are available to provide information and assistance on a variety of issues. It is the intent of the OEAP staff to support the agencies' leadership to ensure a healthier and more productive work environment.

This year, the OEAP has undergone significant changes in an effort to improve the program and meet the changing needs of our customers. We are increasing our focus to becoming a more visible strategic partner with leadership, human resources and union representatives at the various agencies/institutions and boards/commissions. The annual report provides a program overview, highlights activities, key initiatives, accomplishments and utilization of OEAP services during 2012.

Over the next year, OEAP is expected to realize several goal-based accomplishments, which will result in significant program improvements. The effectiveness of the program will continue to be measured based on utilization of services and client/stakeholder feedback received.

The OEAP strives to provide professional and high quality services to meet the needs of State of Ohio employees and their families, as well as agencies and institutions.



## OEAP Overview

On April 17, 1983, the Governor of the State of Ohio and a group of Ohio labor leaders signed a joint labor/management policy statement resulting in the creation of an employee assistance program to serve the needs of state employees and their dependents. In June of 1984, the Ohio Employee Assistance Program (OEAP) was created and enacted into law. The OEAP is statutorily mandated by the Ohio Revised Code, Section 3701.041 to provide referral services for State of Ohio employees and their family members.

The OEAP does not receive any funding from the state's General Revenue Fund. The cost of the program is allocated based on the number of employees in each agency. The Office of Budget and Management (OBM) sets the allocation rate. The program's current fee is \$.75 per state employee, per pay period with an annual operating budget of \$1.1 million dollars.

The OEAP is a **confidential** support service for all current and retired State of Ohio employees. OEAP provides a spectrum of services ranging from strategic consultation (e.g., organizational transitions and reorganizations) to assisting individual employees and their family members with personal difficulties that may affect job performance. OEAP provides support, clinical referrals, intake and consultation services to all employees, monitors Participation Agreements (disciplinary), offers training/education, as well as critical incident stress management services. The program provides assistance to both management and employees and their family members.

The OEAP serves and supports state agencies/institutions by:

**A. Supporting the agencies/institutions' investment into their workforce, which includes:**

- 1) Improving employee skills for successfully responding to life's challenges;
- 2) Offering employees/managers short-term problem resolution services;
- 3) Referring employees and dependents to mental health providers, when needed; and
- 4) Developing and strengthening employees and managers for handling workplace conflict, stress and improving team performance.

**B. Promoting work productivity, which results in:**

- 1) Reducing workplace absenteeism;
- 2) Improving emotional health, wellness promotion and self-care management; and
- 3) Improving efficient use of clinical referral services through problem identification, referrals, monitoring and follow-up services.

**C. Mitigating risks agencies/institutions may experience, which include:**

- 1) Responding to and managing the effect of critical incidents such as workplace violence, injury or other adverse/traumatic workplace events;
- 2) Providing critical incident interventions as a result of traumatic events; and assisting in minimizing the disruption following such events; and
- 3) Partnering with agency leadership to facilitate the successful impact of workforce reductions, organizational restructures, site closures or other workforce change events.

Services are delivered by eight (8) OEAP professionals, an external mental health service provider (United Behavioral Health), a variety of clinical referral providers, and the OEAP Advisory Committee.

## OEAP Strategic Focus

To ensure that the program is offering value to agencies/institutions, efforts were taken to thoroughly assess and better understand the role OEAP can play now and into the future. As a result of the assessment, a two-year strategic plan is currently guiding the work of the program for the next year; this will help OEAP realize goal-based outcomes, which is expected to result in significant improvements to overall program services. Strategic program goals, objectives, along with shared values were developed by the staff. As we move forward with new program priorities, this plan will serve as our focus.

The following are the strategic goals and highlights of program accomplishments for 2012:

2012-13 Strategic Goals	2012 Significant Accomplishments
1. Increase the program visibility and awareness	<ul style="list-style-type: none"> <li>■ Developed a marketing strategy to promote services.</li> <li>■ Updated OEAP website: made accessible publications, newsletters, self-help resources, OEAP Advisory Committee and minutes, tools, client satisfaction survey, etc.</li> </ul>
2. Strengthen the performance measures and metrics	<ul style="list-style-type: none"> <li>■ Distributed OEAP survey to assess the service levels provided to agency EAP Coordinators.</li> <li>■ Developed new OEAP annual report with utilization information.</li> </ul>
3. Improve quality of services	<ul style="list-style-type: none"> <li>■ Reviewed, evaluated and revised operational policies and procedures.</li> <li>■ Strengthened team approach and staff relationships through identified shared values.</li> </ul>
4. Refine and expand OEAP education and training course offerings.	<ul style="list-style-type: none"> <li>■ Collaborating with agencies to develop and finalize the statewide OEAP critical incident stress management (CISM) guidelines.</li> <li>■ Re-trained OEAP staff on CISM group interventions and other clinical areas.</li> <li>■ Re-tooled and branded training materials and updated course content.</li> </ul>

## Major Services

Services provided by OEAP include problem identification, referrals, consultation, education and training, which may be customized to unique workplace situations. Utilization of any OEAP service is confidential and does not jeopardize a participant's employment.

The following are core services available to State of Ohio employees, family members, and agencies/institutions:

- Management/consultation/employee interventions
- Confidential clinical referral services and assistance
- Monitoring and follow-up services
- Training and education
- Critical Incident Stress Management (CISM) services
- Publications: OEAP brochure and Frontline Focus Newsletter
- Organizational transition services
- Participation Agreements (PAs)

## Participation Agreement (PA)

The OEAP Participation Agreement (PA) is a contract between agency management and an employee facing discipline (e.g., suspension or removal), which states the work rule violation and the period of time the PA will be in effect (minimum 180 days, maximum of 730 days). The OEAP develops a plan, agreed upon by the employee, to ensure the employee's participation in a treatment program developed by the appropriate clinical provider. Those who enter into a PA are required to comply with the treatment recommendations made by the provider. To ensure compliance, the employee must meet all terms of the treatment plan. Management agrees to consider modifying the discipline held in abeyance for employees who successfully complete the terms of the agreement.

## Benefits

There is no cost associated with using the OEAP services or seeking assistance. If a clinical referral is made for counseling services, the employee or employee's dependent may be responsible for a co-payment. For State of Ohio employees covered by a state health plan, mental health services are provided by the State's contracted behavioral health provider, United Behavioral Health (UBH).

## OEAP Advisory Committee

The OEAP Advisory Committee serves to help improve the quality of work life for employees of the State of Ohio. The committee advises the OEAP's management team and staff on policy related issues. The intent of the advisory committee is to ensure program understanding, acceptance, support and availability of services to all State of Ohio employees and their families. Members who serve on the advisory committee are aware of the program scope, purpose, and operational functions of OEAP. The advisory committee members provide advice and recommendations on topics such as:

- Establishing new policies, procedures and practices
- Reviewing program goals and objectives
- Consulting on resources needed to carry out stated program goals and objectives
- Planning and program development
- Promoting awareness and utilization of services

We are looking to expand membership to ensure representation from all segments of the State of Ohio workforce. The committee's intent is to offer developmental opportunities for cross-functional understanding and support of the OEAP services, policies and initiatives. The current membership roster is available on the OEAP website:

[www.Ohio.gov/EAP](http://www.Ohio.gov/EAP).

## Trends in Utilization of Services

Over the past year, OEAP has expanded its core services in order to provide more focused support to agency managers in the following areas: managing change, mental health in the workplace, crisis management and supporting leaders with organizational transitions.

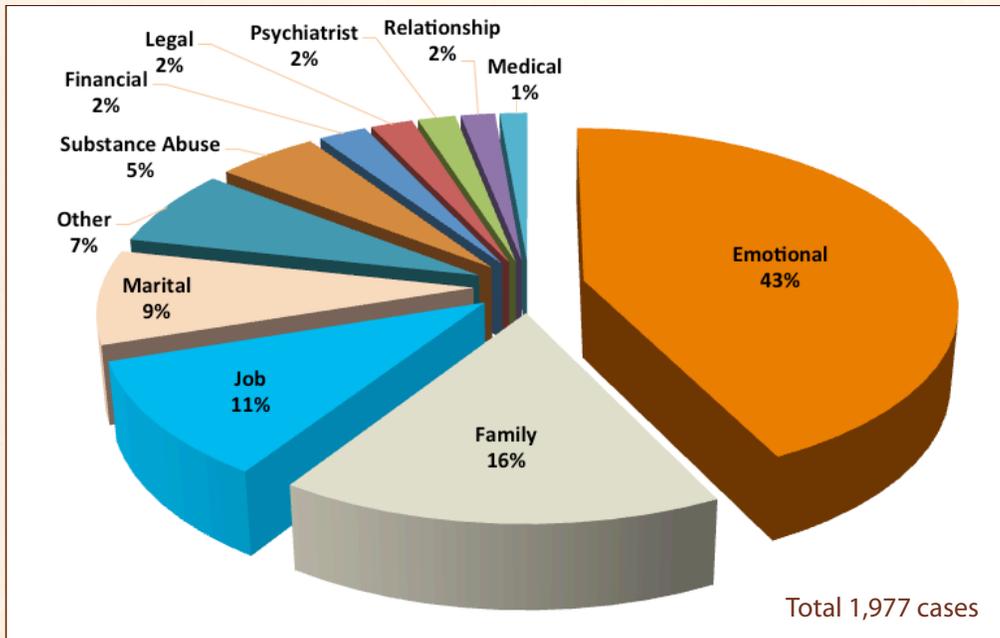
In 2012, 1,977 State of Ohio employees and their families received referrals from OEAP. Consultants provided monitoring and case management services for 138 PAs during 2012. This includes the 71 new PA cases opened. There were 81 PAs closed with 55 of them closing successfully, resulting in a 67.9% successful closing rate. Other categories for closing PA cases are listed in the chart to the right. Also during this period OEAP received 5,323 calls and contacts from state employees.

Reasons for Closure of PAs	#
Successful	55
Terminated	6
Resigned	6
Retired	4
Opted out	2
Non-Compliant	6
Death	1
Disability	1
<b>Total</b>	<b>81</b>
<b>Success Rate</b>	<b>67.9%</b>

The charts contained on pages 8-11 represents OEAP's PA activity, training, CISM and organizational transitional services provided to agencies and institutions during 2012.

## 2012 Total Intake Problem Type by Agencies/Institutions

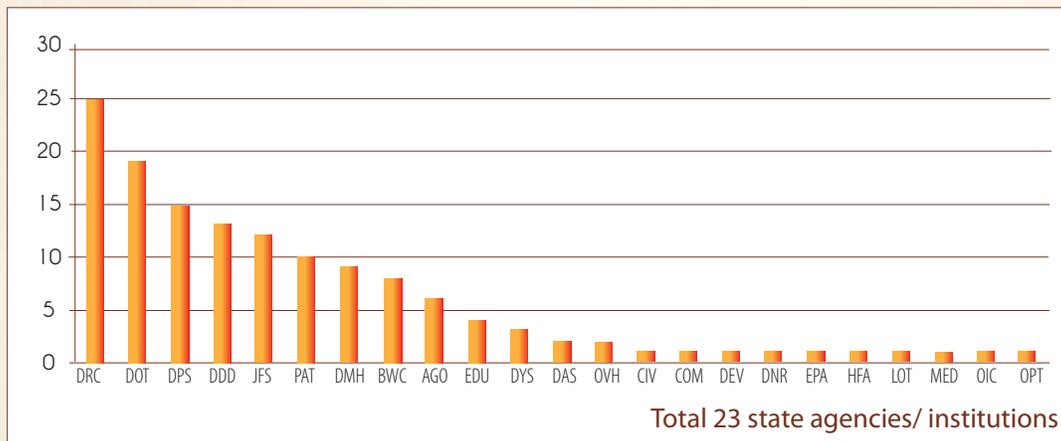
The chart below represents a breakdown of the problem types for 1,977 cases recorded in 2012. Participation Agreements are included in these numbers. Note, the 7% in the "other" category represents consultation cases received from training requests, site visits, and calls where a problem was not identified.



*Note: the statistical data contained within this report is limited and does not include demographic information.*

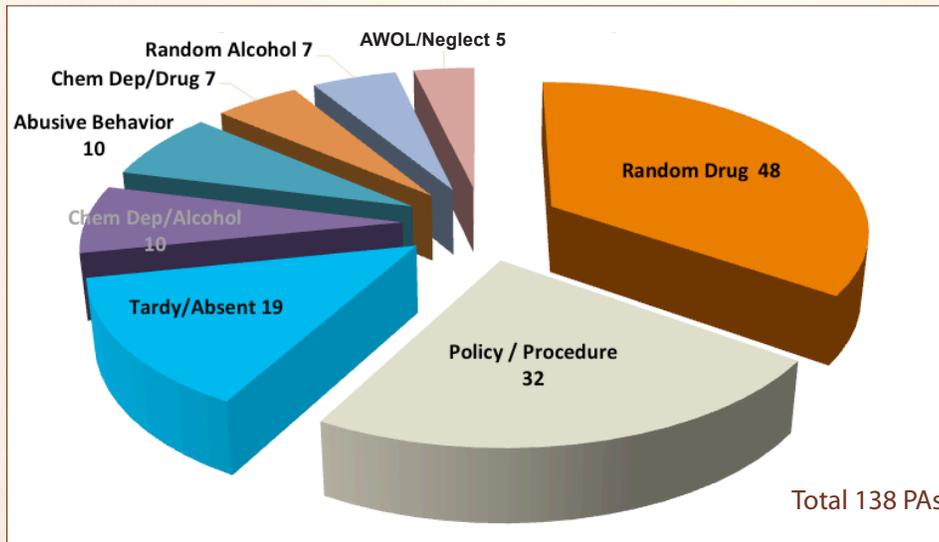
## 2012 Participation Agreement Activity By Agencies/Institution

The chart below represents a total of 23 state agencies and institutions responsible for 71 new PAs opened in 2012.



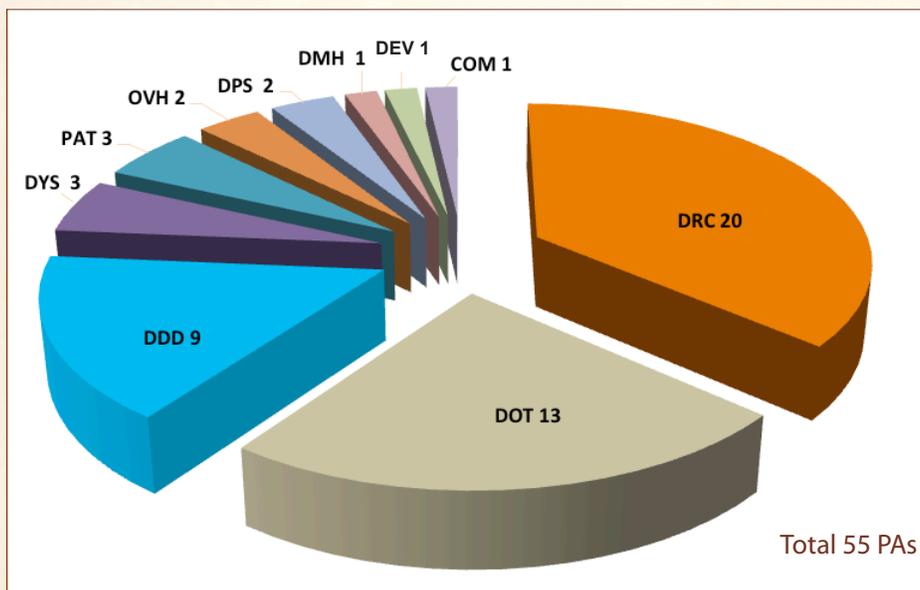
## 2012 Open PAs Problem Overview by Agencies/Institutions

The chart below represents 138 Participation Agreements by problem type that were monitored by OEAP during 2012. It is important to note, even though 71 new cases were opened during this period, 67 cases were carried over from previous years.



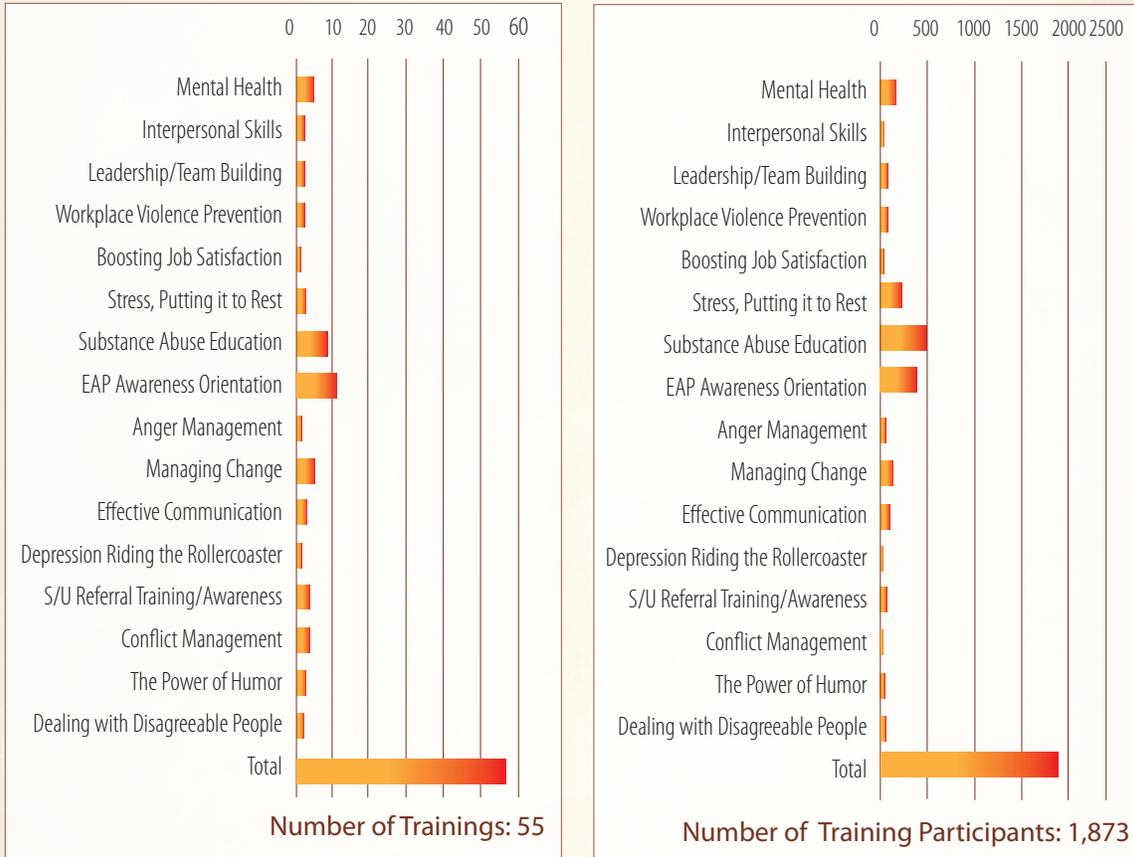
## 2012 Open Random Drug/Alcohol PAs by Agencies/Institutions

The following chart represents a breakdown of the 55 open random drug / alcohol Participation Agreements monitored by OEAP.



## 2012 Employee and Manager Trainings by Agencies

The charts below show the training activity by agencies during 2012. A total of 1,873 employees and managers attended the 55 training sessions offered by OEAP.



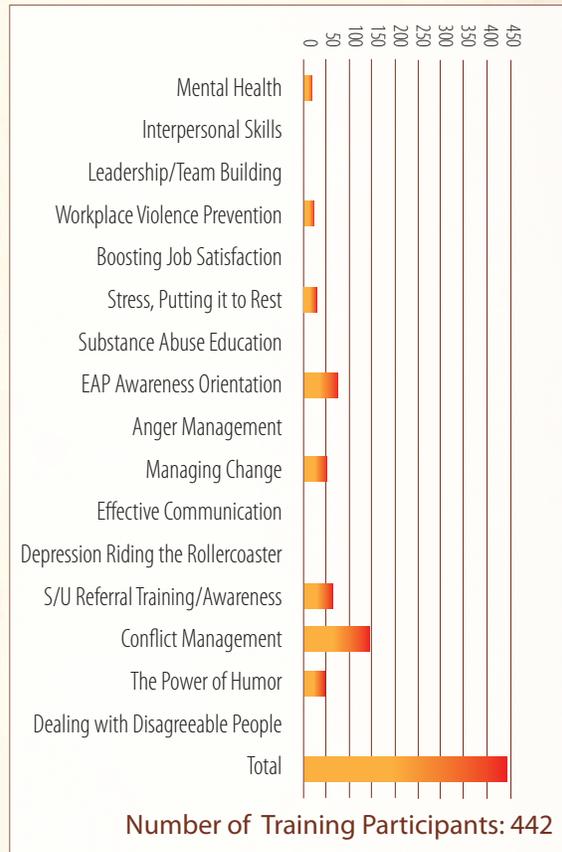
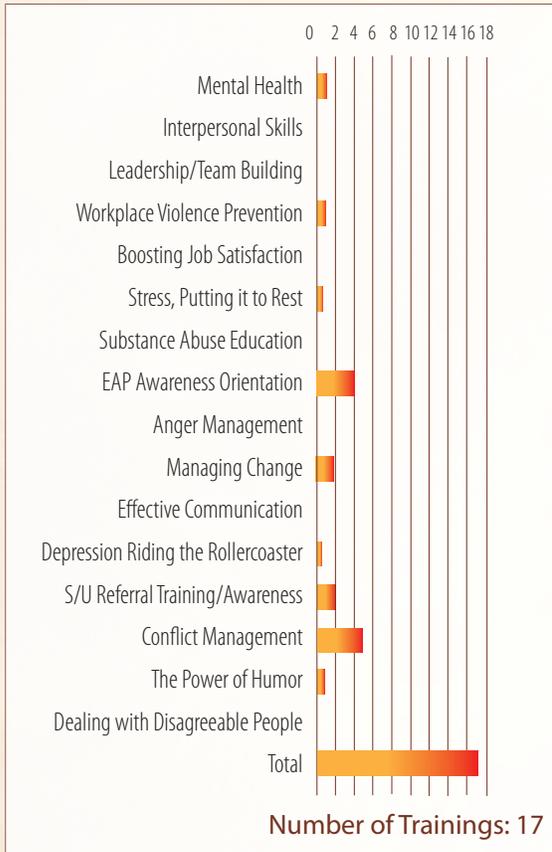
## 2012 Organizational Transition and CISM Services by Agencies

The chart below shows the organizational transition and Critical Incident Stress Management (CISM) intervention services provided to state agencies during 2012. A total of 18 (5 organizational transitions and 13 CISM) intervention services were provided to approximately 403 employees.



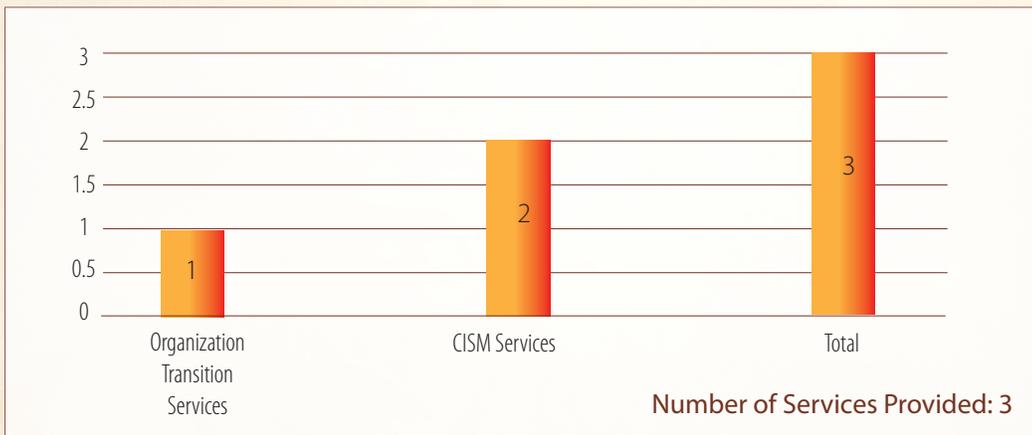
## 2012 Employee and Manager Trainings by Institutions

The charts below show the training activity by institutions during 2012. A total of 442 employees and managers attended the 17 training sessions offered by OEAP.



## 2012 Organizational Transition and CISM Services by Institutions

The chart below shows the organizational transition and CISM intervention services provided to state institutions during 2012. A total of 3 (1 organizational transition and 2 CISM) intervention services were provided to approximately 23 employees.



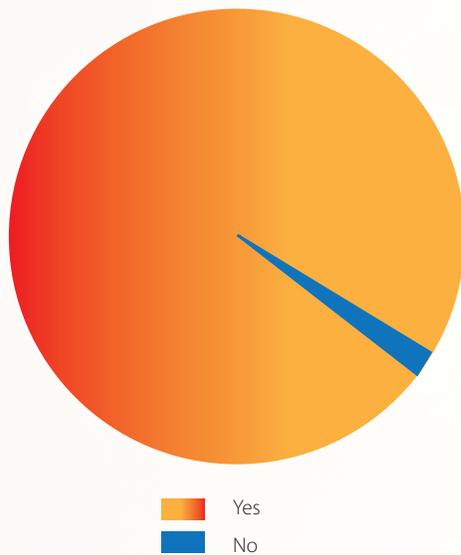
## OEAP Survey Highlights

OEAP conducted its OEAP Survey in December, which was distributed to all agency EAP Coordinators. A total of 48 agency EAP Coordinators and representatives out of 110 responded to the survey. To provide the type of services provided by OEAP, highlights from the survey results regarding customer service are indicated below, along with charts illustrating the same results.

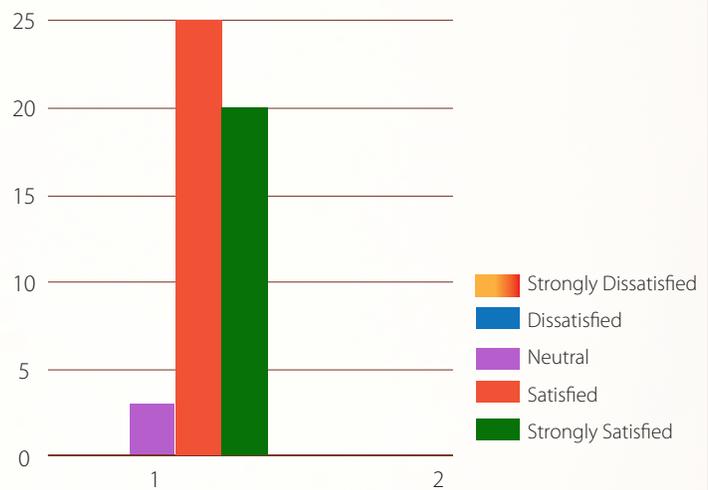
**18) I feel assured that OEAP maintains confidentiality client information;** 97.9% (47 respondents) answered “yes” to this question.

**19) Rate your overall experience with the OEAP over the past year (2012) regarding communication, demonstrated professionalism, willingness to provide support and technical expertise.** A total of 48 people responded to the survey. Of those who responded, 52% (25 respondents) indicated that they were satisfied with our services. Another 41.7% (20 respondents) indicated they were strongly satisfied with the services provided by OEAP.

I feel assured that OEAP maintains confidentiality client information



Rate your overall experience with OEAP over the past year regarding communication, demonstrated professionalism, willingness to provide support and technical expertise.



Note: For the complete survey results of the OEAP Annual survey, please visit the OEAP website at [www.Ohio.EAP.gov](http://www.Ohio.EAP.gov).

## Future Initiatives

The OEAP has several planned initiatives for 2013; however, the following represents those initiatives that will have significant impact in enhancing services.

Case Management Tracking System	Workplace Conflict Management	Critical Incident Stress Management Services
<ul style="list-style-type: none"> <li>▪ Enhanced case notes</li> <li>▪ Integrated case management data</li> <li>▪ Generation of ad hoc and customized reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ Problem/dispute resolution</li> <li>▪ Conflict coaching</li> <li>▪ Improved communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ CISM new policy rollout</li> <li>▪ Pre-incident education</li> <li>▪ Agency crisis management planning</li> </ul>

## Summary

It is our hope that you have found the OEAP Annual Report helpful and the report has provided you with insight on the direction of the program. If your agency or institution has not taken full advantage of the OEAP services either through strategic planning, employee assistance, consultation, participation agreement, organizational transition, critical incident stress management or training offerings, we encourage you to contact us to explore how OEAP can better serve you in 2013.

Also, please keep in mind that this is your employee assistance program and has been for 29 years. Without your support and investment, this program would not play the important role that it does serving dedicated State of Ohio employees, managers, retirees, human resources, labor relations and union representatives.

Again, OEAP appreciates the committed OEAP Advisory Committee members and agency EAP Coordinators for their continuous support!

We look forward to a new year of exciting changes, strengthened partnerships, new opportunities and expanded services.



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