



# Ohio Employee Assistance Program

Calendar Year 2013 Annual Report



**OhioDAS** | Department of Administrative Services  
Service · Support · Solutions

John R. Kasich, Governor  
Robert Blair, Director

**Ohio Department of Administrative Services**  
Human Resources Division  
Office of Benefits Administration Services

30 E. Broad St., 27th Floor  
Columbus, Ohio 43215

## Table of Contents

Mission, Vision and Values.....	2
Introduction.....	3
Overview.....	4
New initiatives.....	5
Strategic Focus.....	5
Major Services.....	6
Workplace Mediation Program .....	6
Advisory Committee .....	7
Participation Agreements.....	8
Trends in Utilization of Services .....	9
2013 OEAP Annual Conference.....	13
Contact Information .....	14





## Our Mission...

To assist state employees and their families in resolving personal and work-related problems by providing quality **services**, **support** and **solutions** that enhance the emotional, behavioral health and overall productivity of employees in a confidential and professional manner.

## Our Vision...

To provide the highest quality of service that supports the health and well-being of employees and their families.

## Our Values...

Our values define who we are. They are the cornerstone of what we believe, and how we work with others and serve others. We believe we are successful when we are helping and supporting others to live well and serve well through the following values:

- **Authenticity:** Being genuine in who we are;
- **Integrity:** Ensuring our work and actions align;
- **Confidentiality:** Demonstrating ethical principles of privacy by protecting the disclosure of personal information;
- **Teamwork:** Working collaboratively to achieve certain goals;
- **Customer Focus:** Understanding, anticipating and servicing clients.

## Introduction

The Ohio Employee Assistance Program (OEAP) staff is pleased to share with you the Calendar Year 2013 OEAP Annual Report. This report provides insight about the major services available to State of Ohio agencies, employees and their families in meeting personal and job-related needs. Services include:

- one-on-one consultations;
- referral support;
- training sessions;
- response to critical incidents;
- publications.

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

The OEAP staff is excited about several new initiatives outlined in this report as well as continued partnerships with state agencies. We hope you find the report helpful as you learn about other program highlights, activities and key initiatives and accomplishments.

## Overview

The Ohio Employee Assistance Program (OEAP) is a confidential support service for all current, retired and disabled state employees. OEAP is a workplace program designed to assist agencies/institutions in addressing employee productivity issues, and identifying and resolving personal concerns, including mental health, marital, family, financial, alcohol, drug, legal, emotional, stress and other personal issues that may affect job performance. The program provides assistance to both management and employees.

OEAP serves and supports state agencies/institutions by:

- Partnering with agencies on strategic initiatives via site visits;
- Supporting the investment of the agencies/institutions into their workforce;
- Addressing the costs of doing business;
- Mitigating workplace risks agencies/institutions may experience.

Services are delivered by experienced OEAP professionals, the external

mental health service provider (Optum Behavioral Solutions, formerly known as United Behavioral Health), a variety of clinical referral providers and the OEAP Advisory Committee.

### History

The governor of the State of Ohio and a group of Ohio labor leaders signed a joint labor-management policy statement on April 17, 1983, resulting in the creation of an employee assistance program to serve the needs of state employees and their dependents. In June 1984, OEAP was created and enacted into law. OEAP is statutorily mandated by the Ohio Revised Code, Section 124.88 to provide counseling referral services for state employees and their family members.

### Benefits

There is **no cost** to the employee for using any of the OEAP services or for seeking assistance. If a counseling referral is made for 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, Optum Behavioral Solutions.

### OEAP Transferred to the Ohio Department of Administrative Services

OEAP has joined the Ohio Department of Administrative Services (DAS), Human Resources Division, Office of Benefits Administration Services. Effective July 1, 2013, authority was transferred in the state operating budget bill (Am. Sub. House Bill 59) from the Ohio Department of Health to DAS. The move allows all statewide benefits functions to be integrated and housed in one unit.

The move has significantly contributed toward several program enhancements to better meet customer needs.



## Strategic Focus

To ensure that the Ohio Employee Assistance Program (OEAP) achieves its program goals, the OEAP strategic plan serves as the road map to guide the work of OEAP during calendar year 2014.

The following are the major strategic goals and objectives for calendar year 2014:

## New Initiatives

The Ohio Employee Assistance Program (OEAP) is working on the following initiatives:

- A new statewide conflict mediation program for all State of Ohio employees to assist with workplace conflict. The program is intended to support employees in addressing conflict productively and constructively. The program is expected to be rolled out as a pilot in July 2014.
- OEAP professional development courses have been integrated into the curriculum of the DAS Office of Learning and Professional Development.
- An enhanced participation agreement process for agencies.

OEAP continues to strive to provide high quality and professional services to meet the needs of state employees and their family members as well as state agencies/institutions.

<b>Calendar Year 2014 OEAP Strategic Plan</b>		
Strategic Priorities	Goals	Objectives
Quality of Services	Enhance operations and delivery of services through process improvement.	Improve quality of services and business operations.
Collaborative Relationships	Effectively manage relationships with vendors and agencies.	Increase and maintain collaborative partnerships with stakeholders.
Integrate OEAP training with the DAS Office of Learning and Professional Development	Integrate and expand training opportunities to agency managers and employees.	Offer broader training venues and integrated training catalog for individual training offerings.
Performance and Outcomes	Establish and strengthen OEAP/behavioral health program metrics.	Implement scorecard for regular reporting of measures/metrics.
Professional Development	Continuous professional development of OEAP staff.	Increased development opportunities that supports program goals.

## Major Services

The following are the core services available to state employees and agencies/institutions:

- Management consultations and employee interventions;
- Confidential clinical referral services and support;
- Monitoring and follow-up services;
- Training and education;
- Critical Incident Stress Management (CISM) services;
- Publications: OEAP brochure, Frontline Focus newsletter, OEAP Supervisor Guide;

- Participation agreements;
- Organizational transitional services.

Utilization of any OEAP service is confidential and does not jeopardize the participant's employment.

---

### Launching Soon: Workplace Mediation Program

The Employee Workplace Mediation Program is an additional resource that will be offered to all state employees who are experiencing interpersonal conflict in the workplace.

The program will be piloted for several months with selected agencies beginning in July 2014. The program is being developed to help resolve conflict by facilitating open communication between the parties. Experienced mediators will facilitate conversation(s) between the parties, and help the parties develop their own solution to the conflict.

The primary goal of this program is to improve the work environments for all state employees by resolving workplace interpersonal conflicts as soon as possible.

More information about the Employee Workplace Mediation Program is available via the OEAP website.



## Advisory Committee

The Ohio Employee Assistance Program (OEAP) Advisory Committee serves to help improve the quality of work life for state employees.

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 employees and their dependent family members. Members who participate on the advisory committee are knowledgeable about the program scope, purpose and operational functions of OEAP.

The advisory committee members provide advice and recommendations on the following:

- New policies and procedures;
- Program goals and objectives;
- Various program development and planning;
- Ways to promote awareness and utilization of services; and
- Resources needed to carry out major program goals, objectives and key initiatives.

OEAP continues to focus on expanding the advisory committee membership to ensure proper representation from all segments of the State of Ohio workforce. The intent is to offer opportunities for cross-functional understanding and support of OEAP services, policies and initiatives. Below is the current membership roster.

<b>OEAP Advisory Committee Members</b>	<b>Agency/Union</b>
Debora Branham	DAS Ohio Employee Assistance Program
Karen Brown	Ohio Civil Service Employees Association
Rebecca Castorano	Ohio Department of Job and Family Services
Christine Dietsch	State Employment Relations Board
Felicia Godbolt	DAS Equal Opportunity Division
Tamara Hairston	Ohio Department of Developmental Disabilities
Pete Hanlon	1199 SEIU
Jessie Keyes	DAS Office of Collective Bargaining
Lt. Cassandra Kocab	Ohio Department of Public Safety
George Lopez	Ohio Department of Rehabilitation and Correction



## Facilitation of Participation Agreements

The Ohio Employee Assistance Program (OEAP) facilitates participation agreements between state employees and their employing agency. Employees may be referred to the OEAP participation agreement program when an employee is experiencing deficiencies in job performance and refuses suggestions for correcting the problem or the employee has reached an advanced level of discipline (i.e., suspension or termination). When these

situations occur, the employee or an agency human resources or union representative may request that the agency enter into an OEAP participation agreement.

The participation agreement serves as documentation that the employee agrees to participate in a recognized program of treatment through an OEAP referral. A treatment plan is then developed by the health care 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 those employees who successfully complete the terms of the agreement.

More information about the participation agreement process is available via the OEAP website.

## Trends in Utilization of Services

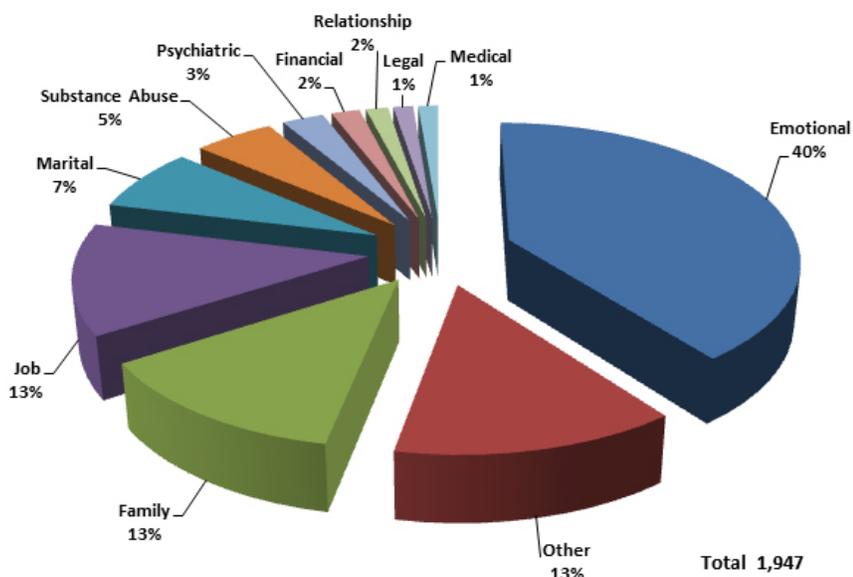
The Ohio Employment Assistance Program (OEAP) logged 5,406 phone calls during calendar year 2013, resulting in 1,947 state employees and their family members receiving referrals from OEAP. Consultants provided monitoring and case management for 128 participation agreement cases. This includes 72 new participation agreement cases opened during calendar year 2013. During the same period of time, there were 60 participation agreement cases closed with 46 of them closing successfully, resulting in a 77 percent successful closing rate. Other closing categories are listed on the chart below.

### Reasons for Closure of Participation Agreement Cases

Successful	46
Employee terminated	3
Employee resigned	6
Employee retired	1
Employee was non-compliant	3
Employee took disability leave	1
Total	60

The charts on the following pages represent participation agreement activity, training and critical incident stress management (CISM) services that were provided to state agencies during calendar year 2013.

## Calendar Year 2013 Intake Problem Types



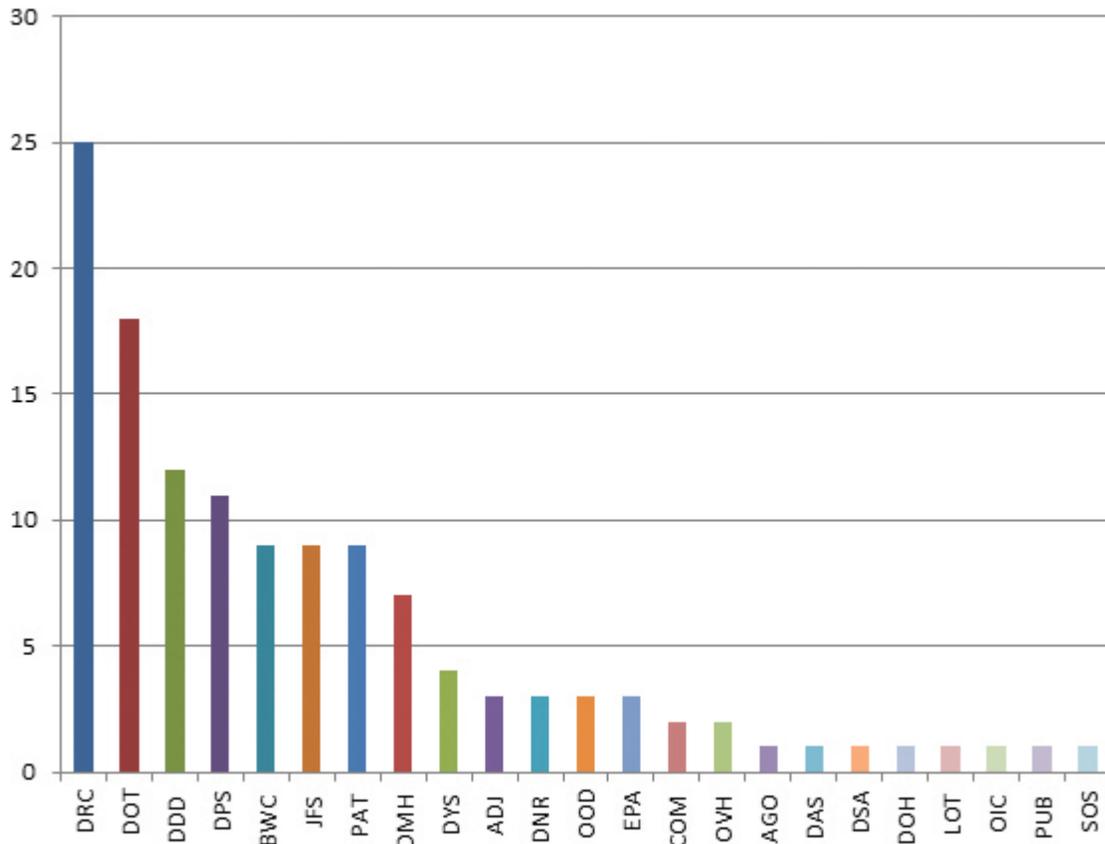
This chart illustrates the primary presenting problem identified by state employees and their family members when seeking services through OEAP. A majority of the calls to OEAP in calendar year 2013 identified emotional concerns as the primary issue, including dealing with feelings of anxiety, anger, helplessness or hopelessness, burnout, depression, grief, stress, suicide/homicidal ideation, serious mental illness and compulsive gambling.

The “other” category is used to report requests for assistance outside of those listed on the chart. This includes requests for information about the training program and other general requests that are not documented elsewhere.

“Family” represents requests for assistance regarding: child rearing and childcare, step parenting, single parenting, blended families, elder care, domestic violence, balancing home and work life, and dual career concerns.

“Job” represents requests for assistance regarding: job loss, organizational change, transfers, termination, layoff, pay cuts, diverse workforce issues and dealing with difficult people.

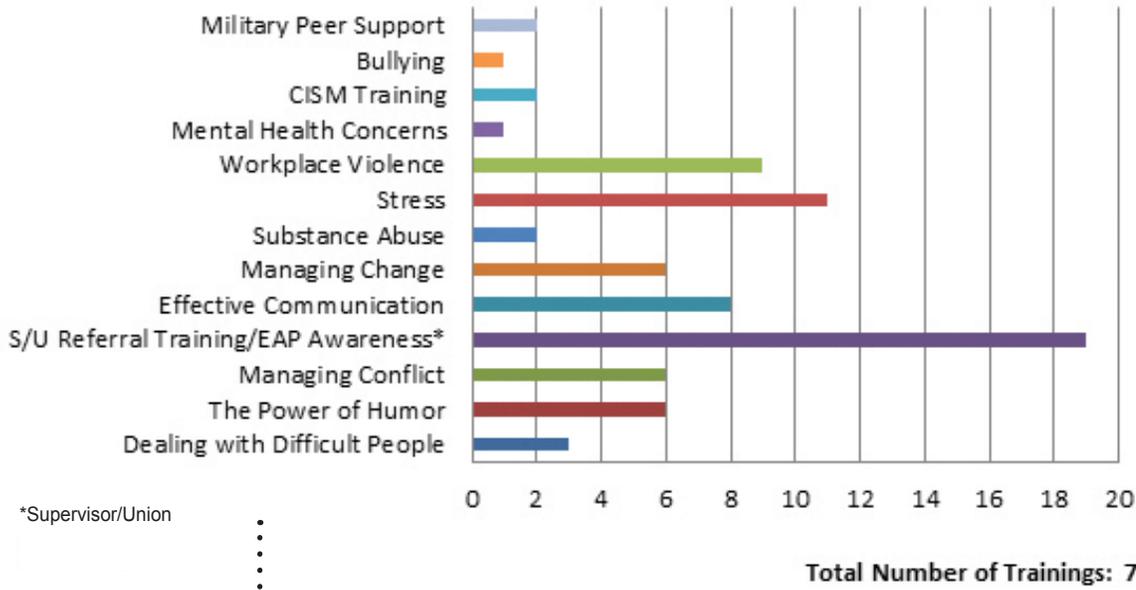
## Calendar Year 2013 Participation Agreement Activity by Agency/Institution



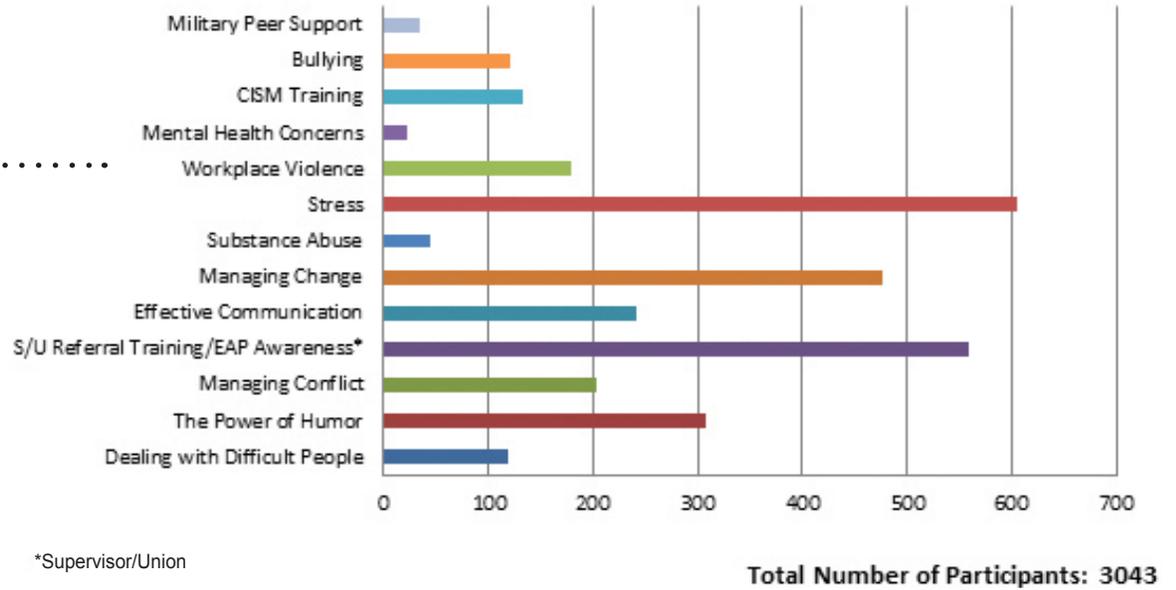
During calendar year 2013, OEAP had open participation agreements with 23 state agencies.

Some workplace issues where participation agreements are used include positive random drug and alcohol tests, absenteeism/tardiness, absent without leave/neglect of duties, abusive behavior, policy/procedural violations and chemical dependency issues.

## Calendar Year 2013 Trainings



## Employee Participation by Course for Calendar Year 2013



During calendar year 2013, OEAP facilitated 76 training events for 3,043 employees, compared to calendar year 2012 when 72 training events were held for 2,315 employees. The above charts represent the types of trainings and number of participants receiving training in state agencies/institutions.

## Calendar Year 2013 Organizational Transitional and CISM Services

Critical Incident Stress Management	Organizational Transitional Services	Total
16	3	19

OEAP assisted agencies/institutions with 16 Critical Incident Stress Management services. These figures include those services for which the behavioral health vendor provided assistance involving two agencies.

### 2013 OEAP Annual Conference

The Ohio Employee Assistance Program (OEAP) held its annual resource retreat on April 30, 2013, for agency EAP coordinators, union representatives, labor relations professionals and human resources professionals from throughout state government. The theme was Managing Crisis in the Workplace, in the Family and in the Community.

OEAP consultants provided an overview of OEAP services. During

the general session, keynote speaker Sheryl Clinger, the director of advocacy, policy and community engagement for The Center for Family Safety and Healing, explained the connection between family violence and the violence that occurs in communities.

The open forum and panel discussion on Abuse, Bullying and Violence in the Work Place was timely and effective. Dr. Joe Hullett, a psychiatrist, was on the panel along with Clinger and

Debra Seltzer of the Ohio Department of Health. In his opening presentation, Hullett said, "Individuals, cliques and the system itself intimidate through inclusion and exclusion, sabotage, gossip and innuendo, even physical force." He also said, "The loathsome idea of bullying is all about control." The audience was engaging and asked many questions of the panel, which was moderated by Debora Branham of OEAP.

## Ohio Employee Assistance Program (OEAP) Contact Information

<b>Debora Branham, Assistant Benefits Administrator</b>	Debora.Branham@das.ohio.gov
<b>Andy Bensing, OEAP Consultant</b>	Andy.Bensing@das.ohio.gov
<b>Tim Beverly, OEAP Consultant</b>	Timothy.Beverly@das.ohio.gov
<b>Marius Igwe, OEAP Consultant</b>	Marius.Igwe@das.ohio.gov
<b>Carrie McKean, Administrative Professional 2</b>	Carrie.McKean@das.ohio.gov
<b>Debbie Shutt, OEAP Consultant</b>	Debbie.Shutt@das.ohio.gov

## Closing Note

Without your support and investment, this program would not be able to continue servicing dedicated state employees and agency representatives. We encourage you to contact OEAP to explore how we can better serve you in the future.

We sincerely appreciate the OEAP Advisory Committee members, agency EAP coordinators and our other partners for their continuous advocacy and support.

We look forward to another year of service, strengthened partnerships and new collaborative opportunities as we mark 30 years of providing valuable EAP services.

*The OEAP Team*



**Ohio Department of Administrative Services**

Human Resources Division

Office of Benefits Administration Services

30 E. Broad St., 27th Floor  
Columbus, Ohio 43215