

## 2012 OEAP Survey Results and Analysis

### **Overview Agency EAP Coordinator Survey**

The OEAP Survey was administered in December and distributed to 110 agency /institution EAP Coordinators to collect information that would be helpful to improve the program services. Of 110 recipients, a total of 48 agency EAP Coordinators and/or representatives responded to the survey. The intent of the survey was to assess the agency EAP Coordinators' needs, as well as the level of service provided by OEAP. Overall, the survey results showed that 97.9% (47 respondents) confirmed they felt assured that OEAP maintains confidential client information. Also, 52.1% (25 respondents) of the 48 respondents indicated they are satisfied with the OEAP services and another 41.7% (20 respondents) indicated they were strongly satisfied with the services provided by OEAP, over the past year, as it relates to communication, demonstrated professionalism, willingness to provide support and technical expertise.

### **Major needs identified by agency EAP Coordinators from survey:**

- A need to meet face-to-face with OEAP Consultants more often.
- A need to be better equipped to provide support and deal with personal issues with employees/ managers.
- Improve OEAP's training and education program, resources and tools by offering a supervisor resource guide, webinars/e-learning training, expanded training topics and self help tools.
- A need for additional training or support in the following areas: Workplace Conflict Management and Dispute Resolution, information on services UBH provides and early intervention services, and the coaching referral process.

### **Conclusion**

OEAP offers professional services specifically designed to improve and/or support the productivity and healthy functioning of the workplace, through the application of specialized knowledge and expertise regarding behavioral health issues. Our goal is to continuously enhance services, training and education, expand resources and provide agencies/institutions with the necessary tools and resources to support the workforce. As the OEAP continues to strengthen the collaborative partnership established over the years to address employee and managements issues, this tool serves as the primary data collection resource for assessing and obtaining ongoing feedback from stakeholders/clients. Highlights of the survey results are summarized on following three pages of this report.



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Survey Statement	Average Rating	% Agree	% Strongly Agree	Response Count
1. I understand the intent and program goals of the OEAP.	4.48%	35.4% (17)	60.4% (29)	48
4. OEAP is recognized in my agency as a resource for employees and managers.	4.46%	54.2% (26)	45.8% (22)	48
5. I am providing adequate support to agency management and employees in seeking OEAP assistance.	4.33%	54.2% (26)	39.6% (19)	48
6. I need to be better equipped to provide support and deal with personal issues with employees and managers in my agency.	<b>2.96%</b>	<b>18.8% (9)</b>	<b>6.3% (3)</b>	<b>48</b>
7. Employees and supervisors regularly seek guidance from me about the OEAP services.	3.50%	52.1% (25)	8.3% (4)	48
8. The employee or management feedback received about the OEAP and UBH services is positive and helpful.	3.77%	52.1% (25)	14.6% (7)	48
9. A large percentage of my agency's employees and managers are aware of OEAP services.	4.33%	56.3% (27)	39.6% (19)	48
10. The overall morale and job satisfaction of employees in my agency are satisfactory.	3.15%	41.7% (20)	2.1% (1)	48
19. Rate your overall experience with the OEAP over the past year regarding communication, demonstrated professionalism, willingness to provide support and technical expertise.	4.35%	52.1% (25)	41.7% (20)	48



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Survey Statement	Response Percent	Response Count
2. How often do you meet face-to-face with an OEAP Consultant for the coordination of training, consultations or referral counseling services? <ul style="list-style-type: none"> <li>▪ Yearly</li> <li>▪ Quarterly</li> <li>▪ Monthly</li> </ul>	<b>91.7%</b> <b>4.2%</b> <b>4.2%</b>	<b>44</b> <b>2</b> <b>2</b>
3. I contact OEAP because of the following issues. <ul style="list-style-type: none"> <li>▪ Work and personal issues</li> <li>▪ Organizational changes in work unit or division</li> <li>▪ Relationships with co-workers</li> <li>▪ Relationships with supervisors</li> <li>▪ Workload difficulties</li> </ul>	64.6% 37.5% 29.2% 16.7% 8.3%	31 18 14 8 4
11. The monthly OEAP Frontline Focus Newsletter is distributed agency-wide in your agency. <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>	95.8% 4.2%	46 2
12. OEAP can be most effectively marketed through the following venue. <ul style="list-style-type: none"> <li>▪ Frontline Focus Newsletter</li> <li>▪ Human Resources</li> <li>▪ New Hire Orientation</li> <li>▪ Posters</li> <li>▪ Website</li> </ul>	79.2% 72.9% 70.8% 60.4% 58.3%	38 35 34 29 28
13. In what areas can OEAP improve its training and education program, resources and tools? <ul style="list-style-type: none"> <li>▪ Offer an OEAP Supervisor's Resource Guide</li> <li>▪ Webinars</li> <li>▪ E-Learning</li> <li>▪ Offer more self help tools</li> <li>▪ Expanded Training Topics</li> </ul>	58.3% 45.8% 39.6% 39.6% 27.1%	28 22 19 19 13
14. In what areas do you need additional training or support? <ul style="list-style-type: none"> <li>▪ Workplace Conflict Management, Coaching, Dispute Resolution</li> <li>▪ Services UBH provides</li> <li>▪ Self Help Resources</li> <li>▪ Early intervention services</li> <li>▪ Coaching referral process</li> </ul>	66.7% 31.3% 31.3% 31.3% 25.0%	32 15 15 15 12
15. Of the following training courses, which ones do you find most helpful? <ul style="list-style-type: none"> <li>▪ Resolving Conflict</li> <li>▪ Dealing with Difficult People</li> <li>▪ Managing Change During Difficult Times</li> <li>▪ Effective Conflict Management</li> <li>▪ Drug-Free Workplace (Supervisor)</li> </ul>	52.1% 50.0% 41.7% 41.7% 39.6%	25 24 20 20 19



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Survey Statement	Response Percent	Response Count
17. How many days would you attend the annual resource retreat, if the training subject matter or training need warranted it? <ul style="list-style-type: none"> <li>▪ 1 Day</li> <li>▪ 1 ½ Days</li> <li>▪ 2 Days</li> <li>▪ 2 ½ Days</li> </ul>	74.5% 8.5% 14.9% 2.1%	35 4 7 1
18. I feel assured that OEAP maintains confidential client information. <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>	97.9% 2.1%	47 1

Narrative Responses to Questions	Most Common Themes
Q2. How often do you meet face-to-face with an OEAP Consultant for the coordination of training, consultations or referral counseling services?	<ul style="list-style-type: none"> <li>▪ As needed (7)</li> <li>▪ Rarely (6)</li> <li>▪ Never met (2)</li> </ul>
Q3. I contact OEAP because of the following issues, please check all that apply.	<ul style="list-style-type: none"> <li>▪ Various other reasons (9)</li> <li>▪ Employee referrals (7)</li> <li>▪ As needed (5)</li> <li>▪ Drug test related (6)</li> <li>▪ Employee personal situations (4)</li> </ul>
Q16. In planning for the annual OEAP Annual Resources Retreat for EAP Coordinators, HR and Labor Relations professionals, indicate the type of topics you would like to see addressed.	<ul style="list-style-type: none"> <li>▪ OEAP referral service (9)</li> <li>▪ Conflict resolution and communication (7)</li> <li>▪ Domestic/workplace violence/bullying (6)</li> <li>▪ Nothing specific or unsure (6)</li> <li>▪ Handling downsizing (3)</li> </ul>



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