

OPM 00-24

DATE: April 10, 2000

TO: All Appointing Authorities

FROM: Oscar B. Jackson, Jr., Administrator
and Cabinet Secretary of Human Resources

RE: Office of Personnel Management State Employee
Assistance Program FY 1999 Annual Report

Enclosed is the Office of Personnel Management State Employee Assistance Program Annual Report for Fiscal Year 1999. This report identifies the programmatic activity of the OPM State Employee Assistance Program and provides a caseload composite of the program's clients and their needs.

The OPM State EAP provides professional assistance to state government employees and their family members encountering personal problems, which may or may not interfere with their job behavior or performance. We are very proud of the assistance we have provided agency managers, supervisors and employees during this fiscal year.

Should you have any questions regarding the contents of this report or need additional information, please contact Robert Stevens, OPM State EAP Coordinator, at (405) 947-7576, or you may contact Janice Wadkins, Assistant Administrator for Employment Relations Services, at (405) 521-3082. We also encourage you to make arrangements to show the OPM Employee Assistance Program videotape, "It Works!" to your agency employees.

Enclosure

State of Oklahoma
Office of Personnel Management

Fiscal Year 1999

**State Employee
Assistance
Program**

Annual Report



Reverend Dick Virtue, Chairman
Employee Assistance Program
Advisory Council
Office of Personnel Management

Oscar B. Jackson, Jr., Administrator
and Cabinet Secretary of Human Resources
Office of Personnel Management

Acknowledgments

This is the annual report on the Office of Personnel Management's State Employee Assistance Program (EAP) and employee utilization of EAP assessment and referral assistance services during Fiscal Year 99 .

Special thanks is given to agency administrators, directors, human resource personnel and supervisors who continue to assist state employees and their family members in acquiring access to EAP program services.

The EAP staff would also like to thank the EAP Council members for taking time from their busy schedule to attend the council meetings.

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WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM?

The State Employee Assistance Program (EAP), coordinated and administered by the Office of Personnel Management, was established by Executive Order 87-39, as issued by Governor Henry Bellmon, October 30, 1988. Initially, the program was created to provide assistance to state agencies in establishing work related stress prevention procedures. The OPM State EAP program components presently include counseling and referral assistance to state employees seeking corrective help with alcohol and drug abuse, financial difficulties, mental health problems, career issues, legal matters, marital-family conflicts, and other personal concerns which might adversely affect a state employee's job performance. More than 5,895 state employees and their family members have received assessment and referral assistance since 1988.

In 1992, the 43rd Session of the Oklahoma Legislature approved Senate Bill 940, as authored by Senators Ben Brown and Maxine Horner, and Representative Dwayne Steidley, to provide legislative authority for EAP. In 1994, House Bill 2331 provided for a statutory Employee Assistance Program Advisory Council to assist in the coordination of the state's employee assistance program; to advise the Administrator of the Office of Personnel Management; and provide support to expand and improve program services that are available to state employees and their families. The Employee Assistance Program Advisory Council and the Employee Assistance Program are governed under Oklahoma Title 74, Section 840.

The OPM State Employee Assistance Program is a broad-brush program that provides assistance to both management and support personnel. Services provided by the State EAP include assessment and referral consultation, education, and training workshops which may be designed to address situations unique to a particular workplace or broad enough to be helpful to any manager or employee, counseling services and critical incident debriefing sessions. Utilization of EAP services is **confidential** and does not jeopardize the participant's employment. The program's success is predicated on the awareness of potential EAP clients, their families and friends, that this service is available and may have a positive impact on their life both in and out of the workplace.

EAP SERVICES PROVIDED

Referral Services

Maintaining contacts with community service providers for the purpose of networking and coordinating services to state agencies and employees.

Education/Training

Focusing attention on the personal concerns of employees that have a negative impact on productivity, while generating awareness of the EAP as a source of assistance. EAP provides classes on Managing the Troubled Employee, Stress Management, and mandatory drug and alcohol training.

Counseling

Resolving problems related to alcohol or drug abuse and emotional, marital, family, mental health, financial, and other personal problems, while developing short and long-term goals.

Critical Incident Debriefing

Providing crisis intervention to agencies for troubled employees and their family members by offering professional emergency services.

OPM Employee Assistance Program Video “ It Works”

During FY 1998 and FY 1999 the employee assistance program developed a video entitled 'It Works.' The purpose of the video is to assist the EAP in its marketing to state agencies and employees. One hundred copies of the video were made and of the hundred 75 copies have been distributed to state agencies.

**OFFICE OF PERSONNEL MANAGEMENT
EMPLOYEE ASSISTANCE PROGRAM
ADVISORY COUNCIL**

This Council advises the Administrator of the Office of Personnel Management and State EAP staff on policy issues and provides support to expand and improve program services that are available to state employees and their families.

Chairman of EAP Advisory Council: **Reverend Dick Virtue**, Executive Director, Norman Alcohol Information Center, Inc., Norman, Oklahoma. [Appointed by President Pro Tempore, Stratton Taylor]

Vice Chairman of EAP Advisory Council: **Jimmy Durant**, Executive Director, Health Maintenance Organization (HMO) Association, Oklahoma City, Oklahoma. [Appointed by Speaker of the House, Glen D. Johnson]

Member: **Steve deQuevedo**, EAP Consultant, Edmond, Oklahoma. [Appointed by Governor Frank Keating]

Member: **Jim DeSilver**, Community Relations Director, Cushing Valley Hope, Cushing, Oklahoma. [Appointed by President Pro Tempore, Stratton Taylor]

Member: **Representative Jim Dunegan**, House of Representatives, District 21, Calera, Oklahoma. [Appointed by Speaker of the House, Glen D. Johnson]

Member: **Bob Craig**, Administrative Director, Oklahoma State Senate. [Appointed by President Pro Tempore, Stratton Taylor.]

Member: **Rob Lewis**, EAP Coordinator, Department of Mental Health & Substance Abuse Services, Tulsa, Oklahoma. [Appointed by Speaker of the House, Glen D. Johnson]

Member: **Delbert Rice**, Director of Human Resources, World Publishing Company, Tulsa, Oklahoma. [Appointed by Governor Frank Keating]

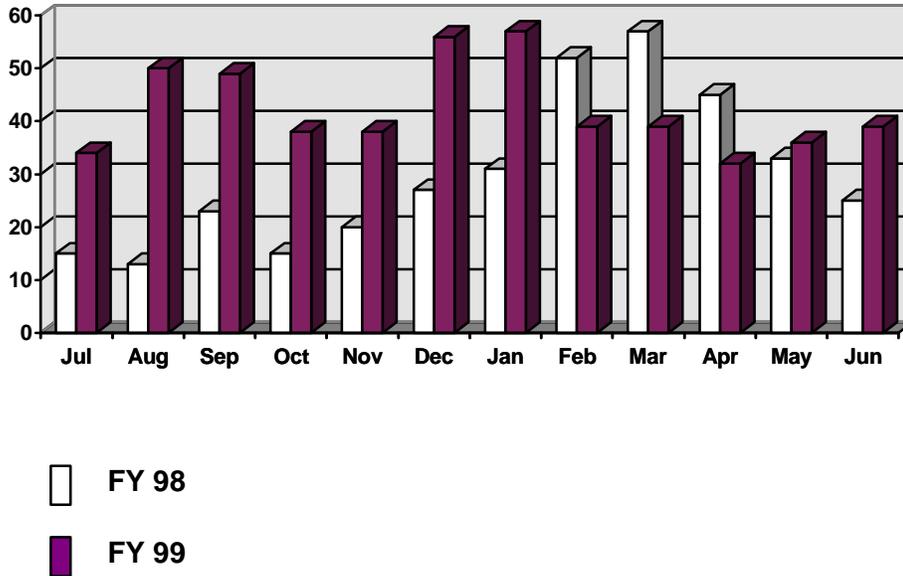
Member: **Robert Schmid**, Vice President, Human Resources, Fred Jones Companies, Inc., Oklahoma City, Oklahoma. [Appointed by Governor Frank Keating]

STATISTICAL REPORT

STATE EMPLOYEE ASSISTANCE PROGRAM ACTIVITY FY 98 - FY 99

The following statistical information is a profile of the demographics and comments of State EAP participants only. Any attempt to interpret this statistical report in any other manner has little scientific validity. Note: Statistical data contained within this report may vary in total number of participants because complete demographic information is not always available.

1. MONTHLY RECORD OF STATE EAP CASES OPENED DURING FISCAL YEAR 99 COMPARED TO FISCAL YEAR 98



LEGEND

<u>MONTH</u>	<u>FY 98</u>	<u>FY99</u>	<u>MONTH</u>	<u>FY98</u>	<u>FY99</u>
July	14	34	January	31	57
August	13	50	February	29	39
September	23	49	March	32	39
October	15	38	April	31	32
November	20	38	May	22	36
December	26	56	June	25	38

2. **PARTICIPANTS' DEMOGRAPHICS** (e.g., age, sex, ethnic background, marital status, years of state employment and employment status). A total of 595 persons were assisted by the State EAP during FY 99.

Age

<u>66</u>	0 - 17 years (12%)
<u>130</u>	18 - 29 years (24%)
<u>193</u>	30 - 39 years (35%)
<u>109</u>	40 - 49 years (20%)
<u>50</u>	50 years and over (9%)

Sex

<u>209</u>	Males (38%)
<u>339</u>	Female (62%)

Ethnic Background

<u>408</u>	White (74%)
<u>102</u>	Black (19%)
<u>22</u>	Native American (4%)
<u>16</u>	Hispanic (3%)
<u>0</u>	Asian/Pacific Islander (0%)

* Comparative breakdown of total population served.

Whites 82%, Blacks 9%, Native American 6%, Asian/Pacific Islander .05%, Hispanic .014%.

Marital Status (If over 18 years of age)

<u>225</u>	Married (41%)
<u>76</u>	Single (14%)
<u>59</u>	Separated (11%)
<u>101</u>	Divorced (18%)
<u>9</u>	Widowed (2%)
<u>1</u>	Common Law (.2%)
<u>42</u>	Juvenile (8%)

Employment Status

- A. Years of state employment for employees:

<u>54</u>	0 months to 1 year (10%)
<u>146</u>	2 years to 5 years (27%)
<u>167</u>	6 years to 10 years (30%)
<u>105</u>	11 years to 20 years (19%)
<u>39</u>	more than 20 years (7%)

- B. Job category of State EAP employee participants:

<u>112</u>	Supervisory (22%)
<u>396</u>	Non-supervisory (78%)

20% of State EAP employee participants were supervisors.

3. REFERRAL INFORMATION FOR STATE EAP PARTICIPANTS

Some clients were multiple referrals, i.e. required assistance in more than one area, (financial, substance abuse, etc.). These individuals were counted for each referral made, therefore the total number of cases (clients) served will not correspond with the total number of referrals.

Reason for Referral

<u>235</u>	Marital Problems
<u>120</u>	Work Problems
<u>158</u>	Mental Health Problems
<u>102</u>	Family Conflict Problems
<u>63</u>	Financial Problems
<u>109</u>	Parent/Child Problems
<u>44</u>	Alcohol/Drug Abuse Problems
<u>21</u>	Medical Problems
<u>25</u>	Legal Problems
<u>18</u>	Dual Diagnosis
<u>14</u>	Suicidal Problems
<u>8</u>	Pre-Retirement Problems
<u>2</u>	Crime Victim Problems
<u>1</u>	Career Development Problems
<u>29</u>	Other Problems

Referral Information

Of the 949 referrals made during FY 99 , 25% were for marital problems; 13% were work-related; 17% were for mental health reasons, 18% for family conflict and financial; 11% parent/child; 5% alcohol or drug related; 2% medical; 3% legal, 2% dual diagnosis; 1% suicidal, and 4% total for all other problems.

Referral Source To State EAP

<u>329</u>	Self
<u>103</u>	Supervisor
<u>67</u>	Family Member
<u>32</u>	Co-Worker/Peer
<u>1</u>	Medical/Mental Health Professional
<u>16</u>	Other

60% of the State EAP participants were self-referred; 19% were referred to the State EAP by a supervisor; 12% by family members; 6% by co-workers; and 3% by other. Less than 1% were from medical/mental health professionals.

Referral information cont.

Initial State EAP Contact Made

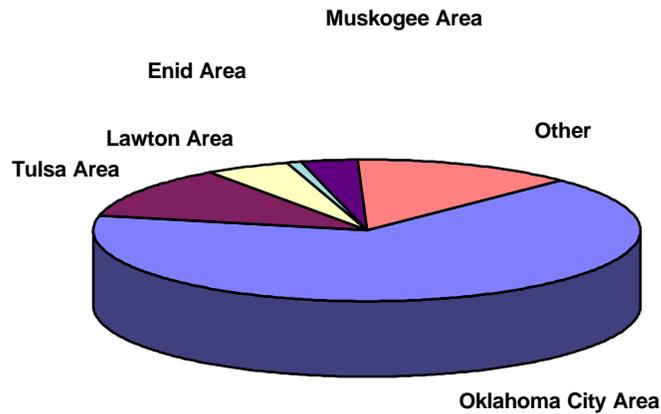
<u>478</u>	Telephone
<u>45</u>	Office Visit
<u>8</u>	State EAP Site Visit
<u>17</u>	Other

State EAP Referrals To Service Providers

<u>45</u>	Information Only
<u>379</u>	EAP Counseling
<u>80</u>	Outpatient Care
<u>13</u>	Inpatient Care
<u>7</u>	Medical Care
<u>16</u>	Community Resources
<u>8</u>	Other

8% were for information; 69% for EAP counseling; 15% for outpatient care; 2% for inpatient care; 1% for medical care; 3% for community resources; and 1% for other service providers.

4. GEOGRAPHIC LOCATION OF STATE EAP CLIENTS IN OKLAHOMA FOR FY 99



<u>361</u>	Oklahoma City Area
<u>65</u>	Tulsa Area
<u>27</u>	Lawton Area
<u>5</u>	Enid Area
<u>18</u>	Muskogee Area
<u>72</u>	Other

5. UNITS OF SERVICES PROVIDED BY THE STATE EAP FOR FISCAL YEAR 99

EAP Contacts with State EAP Clients -- 2,703

<u>1,804</u>	Via Phone
<u>899</u>	Via Office/Site Visits

67% of the State EAP's contact with EAP clients are via telephone.

State EAP Contacts with Service Providers -- 184

<u>176</u>	Via Phone
<u>8</u>	Via Office/Site Visits

Employee/Supervisor Training Received About State EAP Services/Usage -- 441

Training was provided on the Drug-Free Workplace, Violence in the Workplace, How to Handle the Troubled Employee, Stress Management, Grief and Loss, and Crisis Incident Training.

Information Requests Regarding State EAP Services -- 806

Total Number of State EAP Contacts for Fiscal Year 99 -- 2,887

6. STATE EAP DIRECT SERVICES (ACTUAL CLOCK HOURS) PROVIDED DURING FISCAL YEAR 99

<u>3166</u>	Hours of counseling for EAP clients
<u>350</u>	Hours of state agency consultation
<u>163</u>	Hours of service provider consultation
<u>854</u>	Hours of program development
<u>0</u>	Hours of EAP/Drug-Free Workplace training
<u>122</u>	Hours of rules, regulations and policy development
<u>119</u>	Hours of continuing education (CEU)
<u>234</u>	Hours of community service, professional networking

5,008 actual clock hours of direct services were provided by the State EAP during Fiscal Year : 63% for EAP counseling; 7% for agency consultation; 3% for service provider consultation; 17% for program development; 0% for EAP/Drug-Free Workplace training; 2% for rules, regulations, and policy development; 2% continuing education units; and 5% for community service/ professional networking.

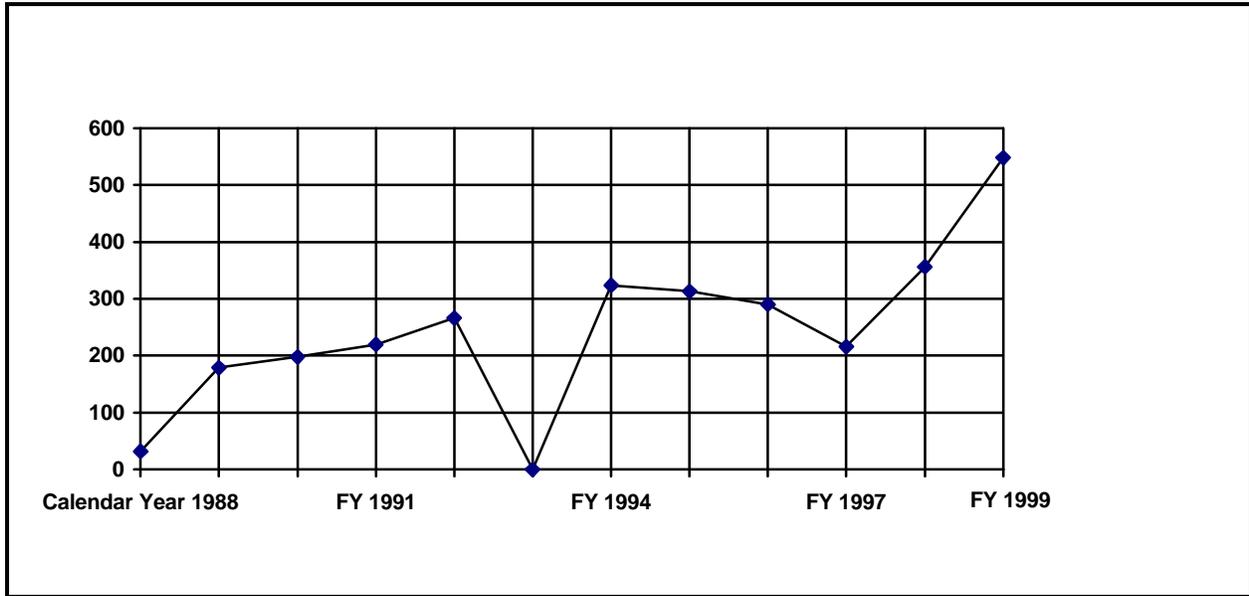
Direct services do not include the State EAP's daily involvement in managing the program via case management, report writing, record keeping, telephone calls, correspondence with client and service providers, information requests, and program implementation.

7. STATE EAP PARTICIPANTS' EVALUATION OF PROGRAM SERVICES

Due to a computer failure the information that determines the effectiveness of the EAP program was lost. Therefore, participants' evaluations are not available for fiscal year 1999.

It is the mission of the EAP program to provide the best service possible to state employees and their families. Moreover, it is also our policy to ensure that all participants in our program have an opportunity to critique services. We feel this will enhance our ability to modify services to guarantee the highest level of care for state employee's and their families. Safeguards have been put in place to assure that EAP program data will not be lost again. Specifically, There will be hand written copies kept on file along with them being kept on a floppy disk.

Cases Opened by the State Employee Assistance Program 1988 -1999



LEGEND

Calendar Year 1988 -- 32 cases
 Fiscal Year 1989 -- 179 cases
 Fiscal Year 1990 -- 198 cases
 Fiscal Year 1991 -- 220 cases
 Fiscal Year 1992 -- 266 cases
 *Fiscal Year 1993 -- 0 cases
 Fiscal Year 1994 -- 324 cases
 Fiscal Year 1995 -- 313 cases
 Fiscal Year 1996 -- 290 cases
 Fiscal Year 1997 -- 216 cases
 Fiscal Year 1998 -- 356 cases
Fiscal Year 1999 -- 548 cases

*The State EAP Coordinator's position was vacant from November, 1992 through April, 1993.

STATE AGENCY EAP PROFESSIONALS

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Rob Lewis, Administrator
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