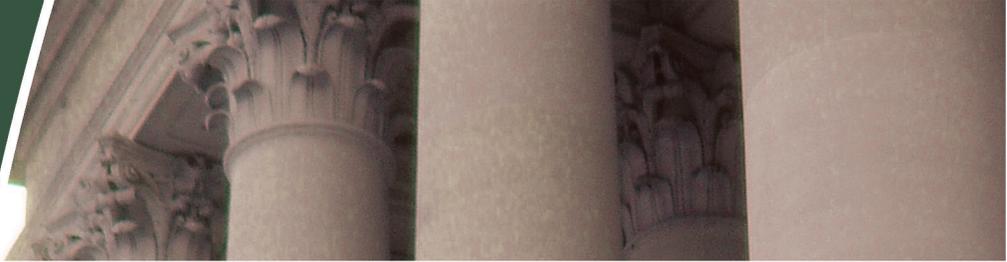


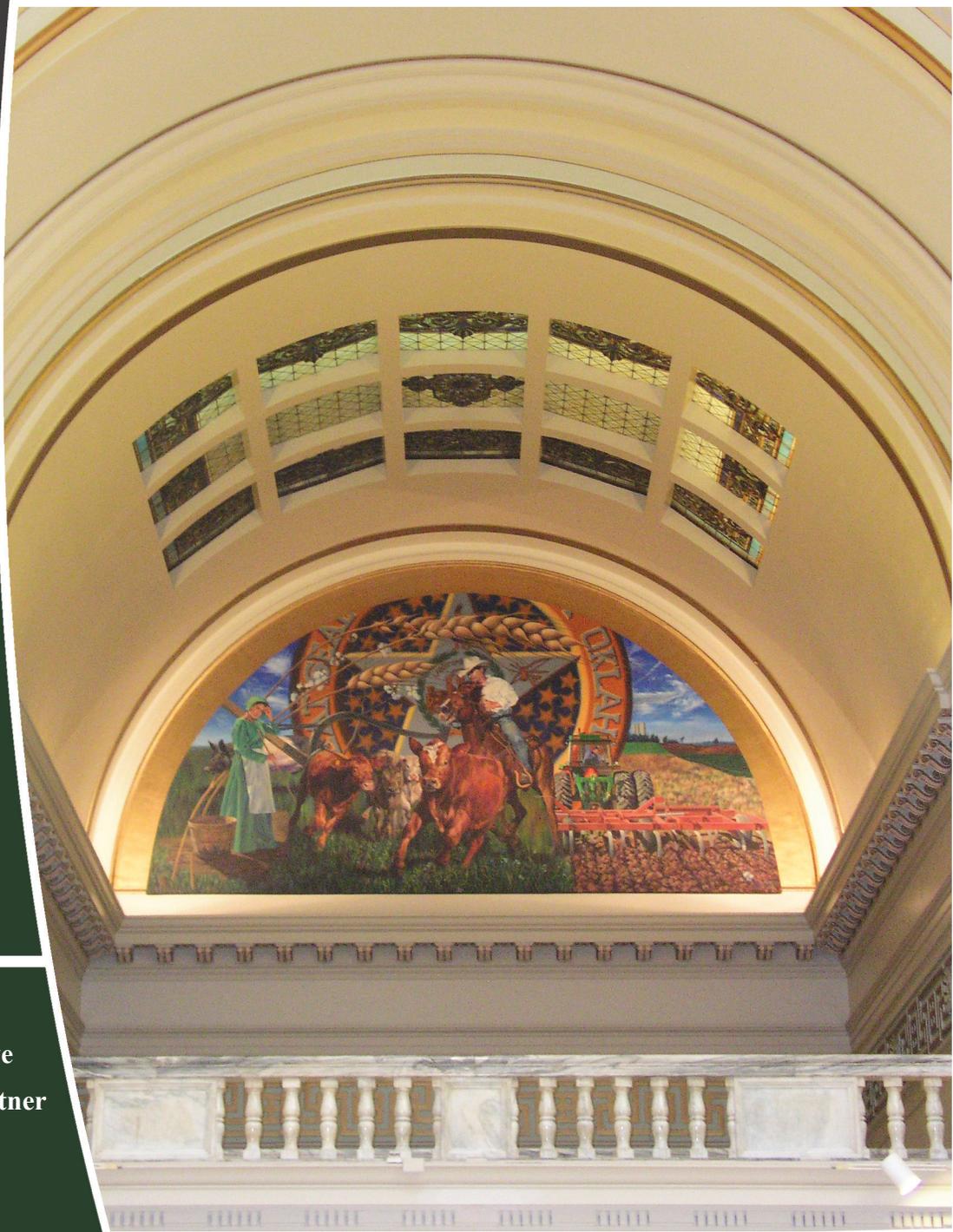
STATE OF
OKLAHOMA
OFFICE OF
PERSONNEL
MANAGEMENT



FISCAL YEAR

2009

EMPLOYEE ASSISTANCE PROGRAM
ANNUAL REPORT



“We serve the people of Oklahoma
by delivering reliable and innovative
human resource services to our partner
agencies to achieve their missions.”

This publication, printed by the Office of Personnel Management, is issued by Employee Assistance Program as authorized by Oscar B. Jackson, Jr. Forty (40) copies have been prepared and distributed at a cost of \$114.66. Copies have been deposited with the Publications Clearinghouse of the Oklahoma Department of Libraries.



State of Oklahoma
Office of Personnel Management
**STATE EMPLOYEE
ASSISTANCE PROGRAM
ANNUAL REPORT**
(July 1, 2008 - June 30, 2009)

Oscar B. Jackson, Jr., IPMA-CP
Administrator & Cabinet Secretary
of Human Resources and Administration

Coordinated By
Employee Assistance Program Advisory Council

Jimmy Durant
Chairman of State of Oklahoma Employee
Assistance Program Advisory Council

March 2010

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 2009.

Special thanks is given to agency administrators, directors, human resource personnel, supervisors and members of the Oklahoma Legislature 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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PART I:: EAP Overview

WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM?

Executive Order 87-39, established the State Employee Assistance Program (EAP), coordinated and administered by the Office of Personnel Management, as issued by Governor Henry Bellmon, November 2, 1987. 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.

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, gambling addiction 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.

EAP 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: **Jimmy Durant**, Membership Representative OPEA.

[Appointed by President Pro Tempore, Mike Morgan]

Vice Chairman of EAP Advisory Council: **Don Dyer**, LPC. [Appointed by Governor Brad Henry]

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

Member: **Representative Susan Winchester**, Retired. [Appointed by Governor Frank Keating]

Member: **Beverly Eubanks**, Director Integris Corporate Assistance. [Appointed by Speaker of the House, Todd Hiett]

Member: **Danny Cavett**, Director Chaplain Services and EAP OU Medical Center. [Appointed by Governor Brad Henry]

Member: **Representative Lisa J. Billy**, District 42 [Appointed by Speaker of the House Chris Benge]

Member: **Representative Jason Nelson**, District 87 [Appointed by Speaker of the House Chris Benge]

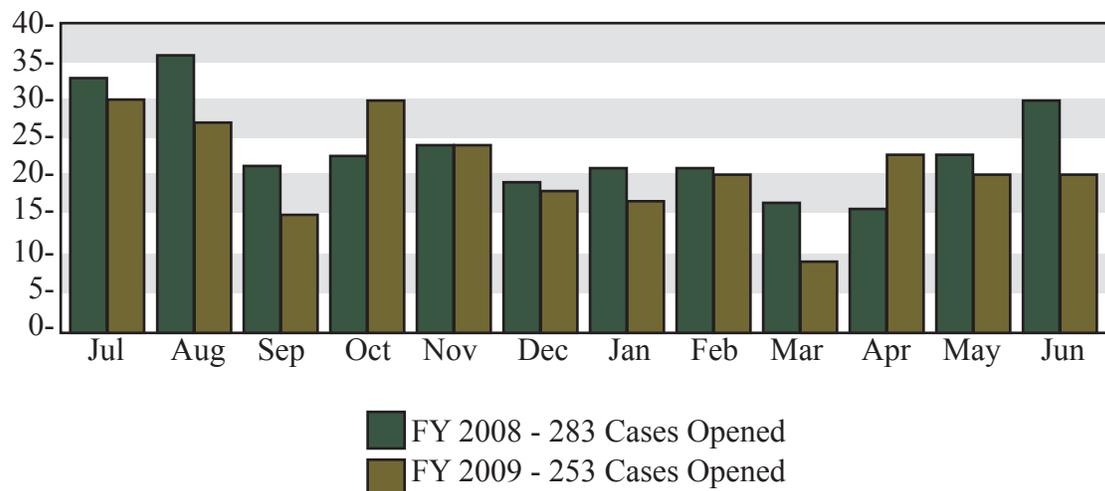
Member: Vacant

STATISTICAL REPORT

State Employee Assistance Program Activity FY 2008 - FY 2009

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 2008 Compared to Fiscal Year 2009



Legend

MONTH	FY 2008	FY2009	MONTH	FY2008	FY2009
July	33	30	January	21	17
August	36	27	February	21	20
September	21	15	March	17	9
October	22	30	April	16	23
November	24	24	May	23	20
December	19	18	June	30	20

2. PARTICIPANTS’ DEMOGRAPHICS (e.g., age, sex, ethnic background, marital status, years of state employment and employment status). The State EAP assisted a total of 253 persons during FY 2009.

Age	Sex	Ethnic Background	Marital Status (if over 18 years of age)
11	0 - 17 years (4%)	82 - Males (32%)	186 - White (74%)
32	18 - 29 years (13%)	171 - Female (68%)	40 - Black (16%)
60	30 - 39 years (24%)	14 - Native American (6%)	11 - Separated (4%)
81	40 - 49 years (32%)	11 - Hispanic (4%)	48 - Divorced (19%)
69	50 years + (27%)	0 - Other (0%)	5 - Widowed (2%)
			10 - SLQ (Shared Living Quarters) (4%)
			15 - Juvenile (6%)

Employment Status

A. Years of state employment for employees:

- 19 0 months to 1 year (10%)
- 70 2 years to 5 years (35%)
- 54 6 years to 10 years (27%)
- 33 11 years to 20 years (17%)
- 22 more than 20 years (11%)

B. Job category of State EAP employee participants:

- 36 Supervisor (22%)
- 155 Non-supervisor (78%)

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

- 20 Alcohol/Drug Problems
- 91 Marital Problems
- 37 Parent/Child Problems
- 12 Legal Problems
- 17 Financial Problems
- 2 Gambling
- 1 Medical Problems
- 3 Pre-Retirement Problems
- 71 Family Conflict
- 51 Work Problems
- 50 Mental Health
- 3 Suicidal
- 3 Crime Victim
- 1 Career Development Problems
- 69 Other

Referral Source To State EAP

103	Self
44	Supervisor
60	Family Member
14	Co-worker
3	Medical/Mental Health Professional
11	HR personnel
18	Other

41% of the State EAP participants were self-referred; 17% were referred to the State EAP by a supervisor; 24% by family members; 6% by co-workers; 1% by a Medical/Mental Health Professional; 4% by HR personnel and 7% by other sources.

Initial State EAP Contact Made

196	Telephone
41	Office Visit
14	EAP Site Visit
2	Other

253 initial contacts were made to the EAP. 77% were by telephone; 16% were by office visits; and 7% were made through site visits or other.

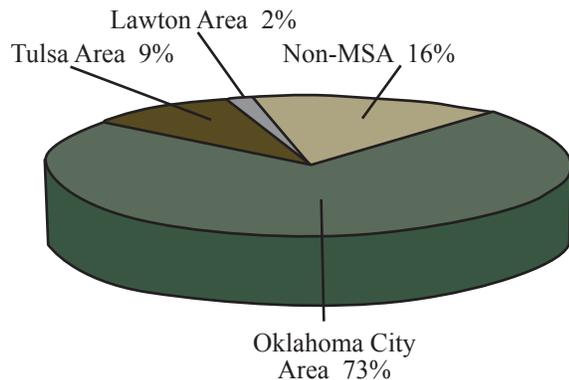
State EAP Referrals To Service Providers

40	Information Only
195	EAP Counseling
14	Outpatient Care
0	Inpatient Care
1	Medical Care
2	Community Resources
1	Other

253 total EAP referrals were made. 16% were for information; 77% for EAP counseling; 5% for outpatient care; 2% for inpatient care; 2% for medical care, community resources and other.

4. GEOGRAPHIC LOCATION OF STATE EAP CLIENTS IN OKLAHOMA FOR FY 2009

185	Oklahoma City Area
23	Tulsa Area
4	Lawton Area
0	Enid Area
41	Non – MSA



5. UNITS OF SERVICES PROVIDED BY THE STATE EAP FOR FISCAL YEAR 2009

EAP Contacts with State EAP Clients – 2741

- 1668 Via Phone
- 1073 Via Office/Site Visits

61% of the State EAP’s contact with EAP clients is via telephone; 39% of contact is by office/site visits.

State EAP Contacts with Service Providers -- 438

- 359 Via Phone
- 79 Via Office/Site Visits

82% of the State EAP’s contact with Service Providers is by phone; 18% is by office/site visits.

Employee/Supervisor Training Received About State EAP Services/Usage -- 602

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 -- 16

6. STATE EAP DIRECT SERVICES (ACTUAL CLOCK HOURS) PROVIDED DURING FISCAL YEAR 2009

- 4361 Hours of counseling for EAP clients
- 388 Hours of state agency consultation
- 338 Hours of service provider consultation
- 140 Hours of program development
- 48 Hours of EAP/Drug-Free Workplace training
- 67 Hours of rules, regulations and policy development
- 223 Hours of continuing education (CEU)
- 427 Hours of 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, program implementation and travel time.

7. STATE EAP PARTICIPANTS’ EVALUATION OF PROGRAM SERVICES

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 employees and their families. A total of 65 surveys were mailed to those clients who consented. A total of 16 surveys were returned completed.

The results of the evaluations that were returned are as follows:

Change in Your Job

- 14 None (86%)
- 1 Promoted (7%)
- 0 Corrective Discipline Initiated (0%)
- 1 Terminated (7%)
- 0 Resigned (0%)
- 0 Other (0%)

Evaluation of Yourself as a State Employee Now Versus Before You Sought EAP Assistance

- 3 Notable progress, better than before
- 2 Resolved most / some of my problems
- 6 Same
- 3 Did not resolve problems
- 1 No progress or worse than before
- 1 (1 survey was returned w/o response)

33% of clients evaluated themselves better than before seeking EAP assistance resolving most / some of their problems; 40% were the same; 27% felt their problems were not resolved.

Followed the State EAP Counselor Recommendation(s)

16 Yes
0 No

100% of clients followed the EAP Counselor’s recommendation(s).

Would you recommend the EAP to a coworker

13 Yes
3 No

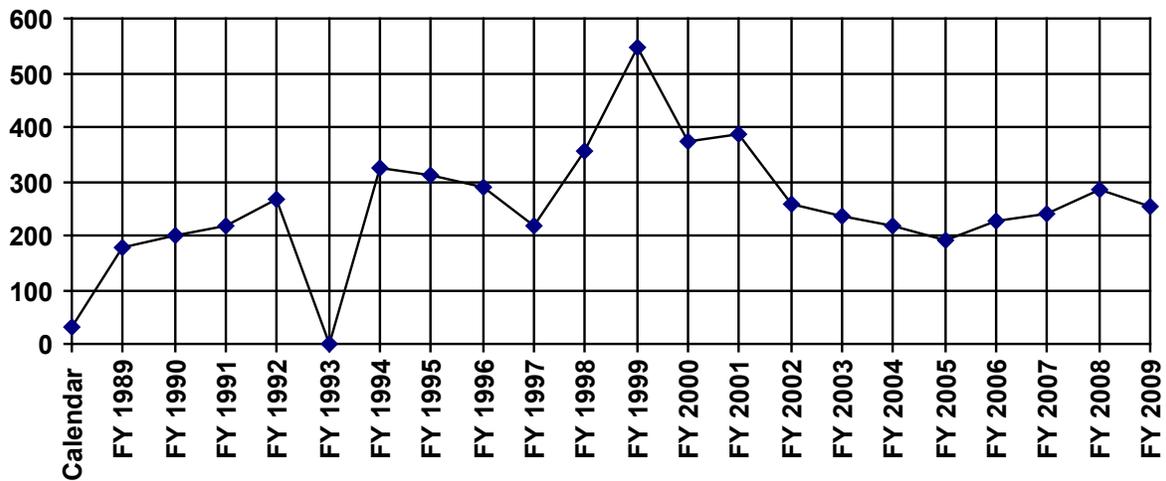
81% of EAP clients would recommend the EAP to a coworker; 19% would not.

Rating of Treatment/Service Provider that Assisted You

5 Excellent
6 Good
1 Average
3 Poor
1 Totally inadequate

75% of clients were satisfied with treatment / service provided by the EAP; 25% were not.

Cases Opened by the State Employee Assistance Program 1988 - 2009



Legend

- | | |
|--------------------------------|--------------------------------------|
| Calendar Year 1988 -- 32 cases | Fiscal Year 1999 -- 548 cases |
| Fiscal Year 1989 -- 179 cases | Fiscal Year 2000 -- 374 cases |
| Fiscal Year 1990 -- 198 cases | Fiscal Year 2001 -- 386 cases |
| Fiscal Year 1991 -- 220 cases | Fiscal Year 2002 -- 259 cases |
| Fiscal Year 1992 -- 266 cases | Fiscal Year 2003 -- 237 cases |
| *Fiscal Year 1993 -- 0 cases | Fiscal Year 2004 -- 218 cases |
| Fiscal Year 1994 -- 324 cases | Fiscal Year 2005 -- 193 cases |
| Fiscal Year 1995 -- 313 cases | Fiscal Year 2006 -- 228 cases |
| Fiscal Year 1996 -- 290 cases | Fiscal Year 2007 -- 242 cases |
| Fiscal Year 1997 -- 216 cases | Fiscal Year 2008 -- 283 cases |
| Fiscal Year 1998 -- 356 cases | Fiscal Year 2009 -- 253 cases |

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



PART II::
EAP Contacts

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Warren Thompson, Representative
Deanna Harris, Representative
Blanche Longoria, Administrative Assistant

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STATE OF OKLAHOMA
OFFICE OF PERSONNEL MANAGEMENT
Fiscal Year 2009
Employee Assistance Program

