



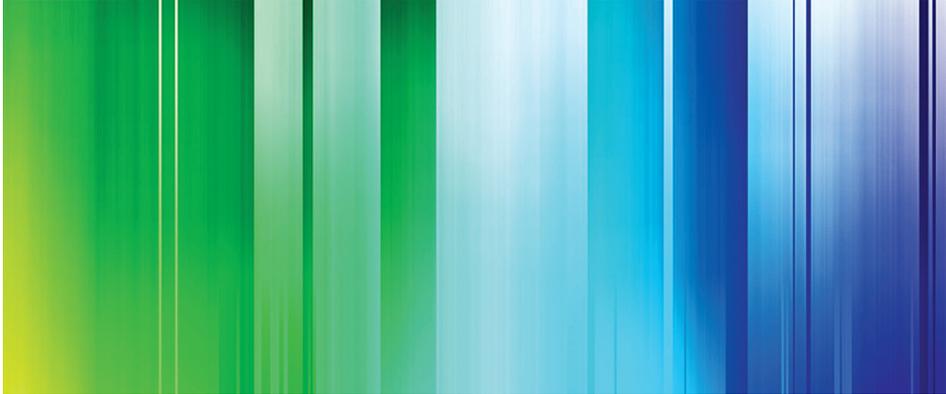
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FISCAL YEAR 2011
STATE EMPLOYEE
ASSISTANCE
PROGRAM
ANNUAL REPORT



State of Oklahoma

Office of Personnel Management



STATE EMPLOYEE ASSISTANCE PROGRAM ANNUAL REPORT

FISCAL YEAR **2011**

(JULY 1, 2010 - JUNE 30, 2011)

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

July 2011

ACKNOWLEDGMENTS

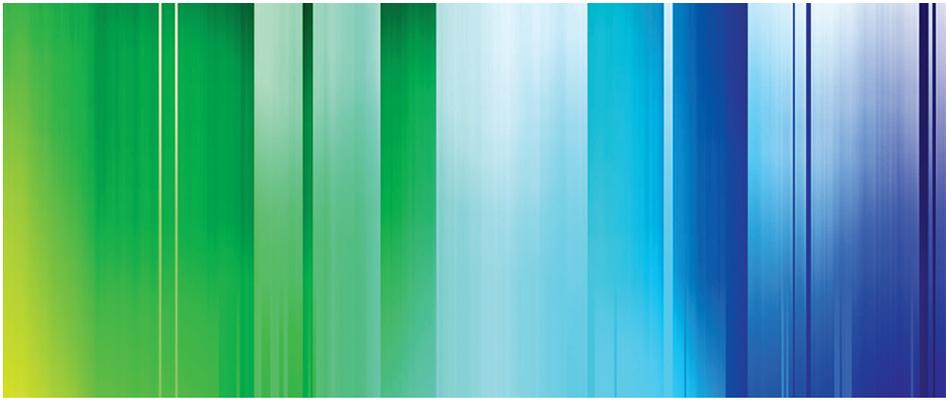
This is the annual report on the Office of Personnel Management's State Employee Assistance Program (EAP) and employee utilization of EAP assessment and referral assistance services during fiscal year 2011.

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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STATE OF OKLAHOMA OFFICE OF PERSONNEL MANAGEMENT

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**, CEO, Durant and Associates.

[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: **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 Todd Russ**, District 55 [Appointed by Speaker of the House Kris Steele]

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

Member: Vacant

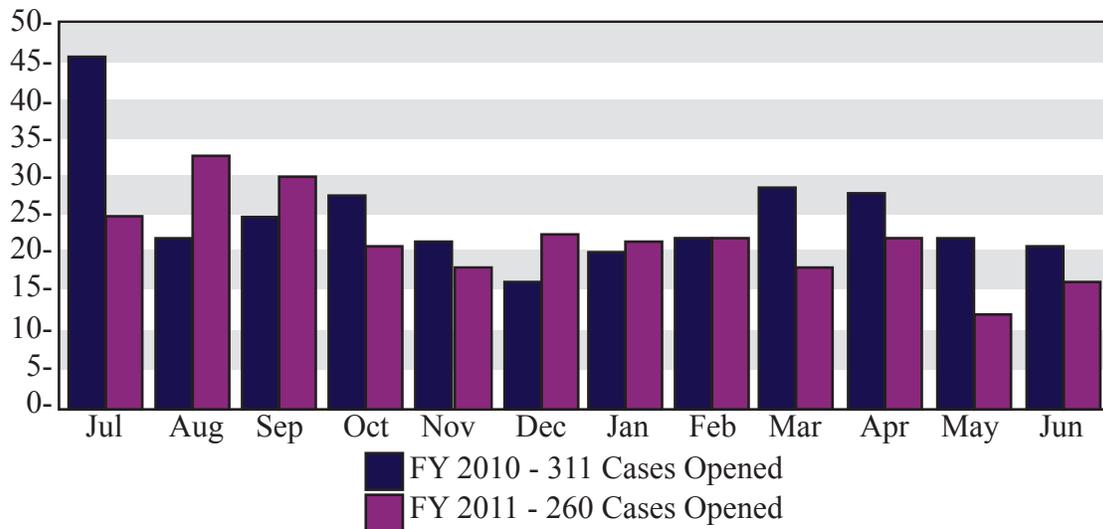
Member: Vacant

STATISTICAL REPORT

State Employee Assistance Program Activity FY 2010 - FY 2011

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 2010 Compared to Fiscal Year 2011



Legend

MONTH	FY 2010	FY2011	MONTH	FY2010	FY2011
July	46	25	January	32	21
August	22	33	February	22	22
September	25	30	March	29	17
October	27	20	April	28	22
November	21	18	May	22	12
December	16	23	June	21	17

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 311 persons during FY 2011 which includes employees and family members.

Age		Sex	Ethnic Background	Marital Status (if over 18 years of age)
20	0 - 17 years (8%)	89 - Males (34%)	185 - White (71%)	135 - Married (52%)
33	18 - 29 years (13%)	171 - Female (66%)	45 - Black (17%)	35 - Single (13%)
71	30 - 39 years (27%)		16 - Native American (6%)	13 - Separated (5%)
71	40 - 49 years (27%)		13 - Hispanic (5%)	46 - Divorced (18%)
65	50 years + (25%)		6 - Other (1%)	2 - Widowed (1%)
				7 - SLQ (Shared Living Quarters) (3%)
				22 - Juvenile (8%)

Employment Status

A. Years of state employment for employees:

16	0 months to 1 year (8%)
67	2 years to 5 years (33%)
48	6 years to 10 years (23%)
55	11 years to 20 years (27%)
18	more than 20 years (9%)

B. Job category of State EAP employee participants:

35	Supervisor (17%)
169	Non-supervisor (83%)

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

17	Alcohol/Drug Problems
83	Marital Problems
56	Parent/Child Problems
5	Legal Problems
21	Financial Problems
3	Gambling
7	Medical Problems
0	Pre-Retirement Problems
49	Family Conflict
64	Work Problems
65	Mental Health
2	Suicidal
1	Crime Victim
1	Career Development Problems
59	Other

Referral Source To State EAP

130	Self
33	Supervisor
57	Family Member
15	Co-worker
0	Medical/Mental Health Professional
18	HR personnel
7	Other

50% of the State EAP participants were self-referred; 12.5% were referred to the State EAP by a supervisor; 22% by family members; 5.5% by co-workers; 7% by HR personnel and 3% by other sources.

Initial State EAP Contact Made

196	Telephone
52	Office Visit
8	EAP Site Visit
4	Other

311 initial contacts were made to the EAP. 75% were by telephone; 20% were by office visits; and 5% were made through site visits or other.

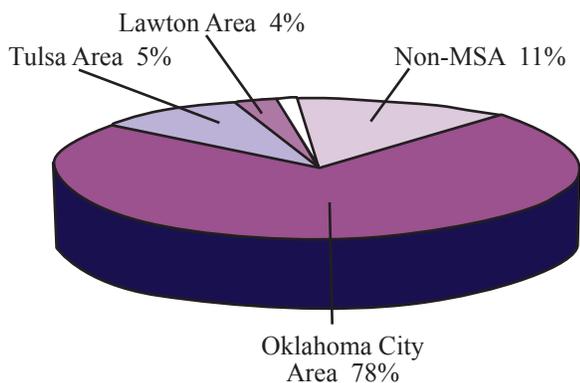
State EAP Referrals To Service Providers

36	Information Only
209	EAP Counseling
12	Outpatient Care
1	Inpatient Care
0	Medical Care
1	Community Resources
1	Other

311 total EAP referrals were made. 14% were for information; 80% for EAP counseling; 5% for outpatient care; 1% for inpatient care; medical care, community resources and other.

4. GEOGRAPHIC LOCATION OF STATE EAP CLIENTS IN OKLAHOMA FOR FY 2011

203	Oklahoma City Area
13	Tulsa Area
11	Lawton Area
4	Enid Area
29	Non – MSA



5. UNITS OF SERVICES PROVIDED BY THE STATE EAP FOR FISCAL YEAR 2011

EAP Contacts with State EAP Clients – 1,973

1,408 Via Phone
565 Via Office/Site Visits

71% of the State EAP's contact with EAP clients is via telephone; 29% of contact is by office/site visits.

State EAP Contacts with Service Providers -- 281

259 Via Phone
22 Via Office/Site Visits

92% of the State EAP's contact with Service Providers is by phone; 8% is by office/site visits.

Employee/Supervisor Training Received About State EAP Services/Usage -- 466

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 -- 31

6. STATE EAP DIRECT SERVICES (ACTUAL CLOCK HOURS) PROVIDED DURING FISCAL YEAR 2011

2,710 Hours of counseling for EAP clients
383 Hours of state agency consultation
211 Hours of service provider consultation
149 Hours of program development
9 Hours of EAP/Drug-Free Workplace training
199 Hours of continuing education (CEU)
410 Hours of community service, professional networking
118 Hours of rules, regulations and policy development

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 47 surveys were mailed to those clients who consented. A total of 13 surveys were returned completed.

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

Change in Your Job

7 None (55%)
0 Promoted (0%)
2 Corrective Discipline Initiated (15%)
2 Terminated (15%)
0 Resigned (0%)
2 Other (15%)

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

5 Notable progress, better than before
5 Resolved most / some of my problems
2 Same
1 Did not resolve problems
0 No progress or worse than before

77% of clients evaluated themselves better than before seeking EAP assistance resolving most / some of their problems; 15% were the same; 8% felt their problems were not resolved.

Followed the State EAP Counselor Recommendation(s)

13 Yes
0 No

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

Would you recommend the EAP to a coworker

13 Yes
0 No

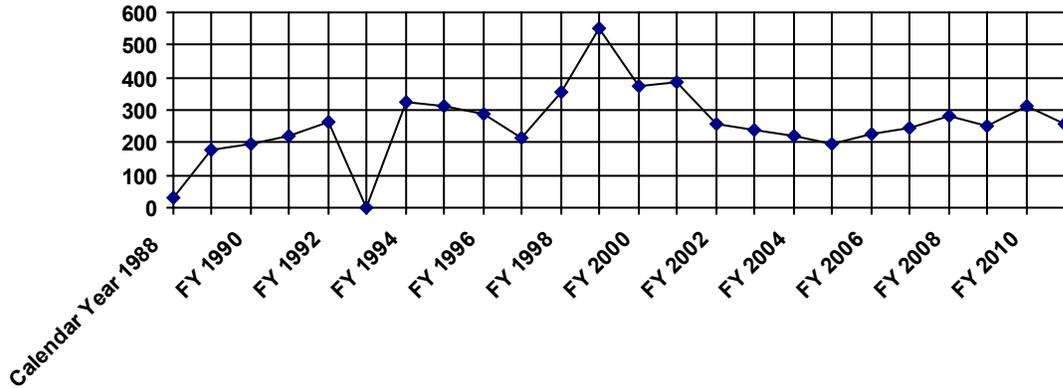
100% of EAP clients would recommend the EAP to a coworker.

Rating of Treatment/Service Provider that Assisted You

8 Excellent
5 Good
0 Average
0 Poor
0 Totally inadequate

100% of clients were satisfied with treatment / service provided by the EAP.

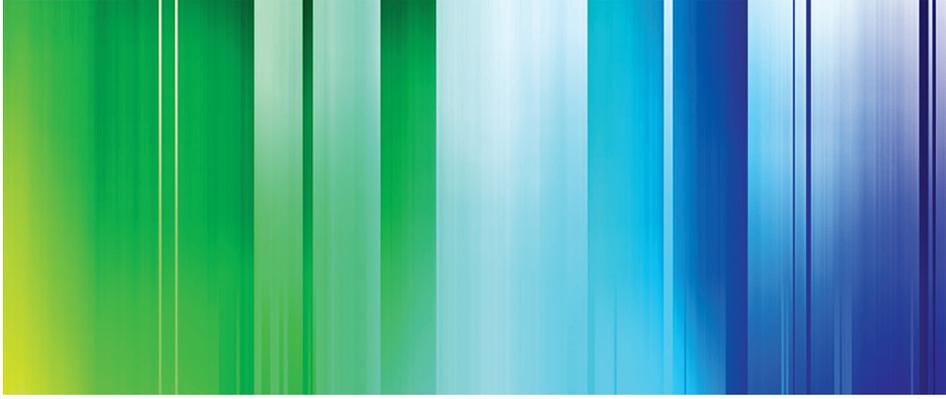
Cases Opened by the State Employee Assistance Program 1988 - 2011



Legend

- | | |
|--------------------------------|--------------------------------------|
| Calendar Year 1988 -- 32 cases | Fiscal Year 2000 -- 374 cases |
| Fiscal Year 1989 -- 179 cases | Fiscal Year 2001 -- 386 cases |
| Fiscal Year 1990 -- 198 cases | Fiscal Year 2002 -- 259 cases |
| Fiscal Year 1991 -- 220 cases | Fiscal Year 2003 -- 237 cases |
| Fiscal Year 1992 -- 266 cases | Fiscal Year 2004 -- 218 cases |
| *Fiscal Year 1993 -- 0 cases | Fiscal Year 2005 -- 193 cases |
| Fiscal Year 1994 -- 324 cases | Fiscal Year 2006 -- 228 cases |
| Fiscal Year 1995 -- 313 cases | Fiscal Year 2007 -- 242 cases |
| Fiscal Year 1996 -- 290 cases | Fiscal Year 2008 -- 283 cases |
| Fiscal Year 1997 -- 216 cases | Fiscal Year 2009 -- 253 cases |
| Fiscal Year 1998 -- 356 cases | Fiscal Year 2010 -- 311 cases |
| Fiscal Year 1999 -- 548 cases | Fiscal Year 2011 -- 260 cases |

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



STATE OF OKLAHOMA OFFICE OF PERSONNEL MANAGEMENT

PART II

EAP CONTACTS

STATE AGENCY EAP PROFESSIONALS

Robert Stevens, Coordinator

E-mail: robert.stevens@opm.ok.gov

Warren Thompson, Representative

E-mail: warren.thompson@opm.ok.gov

Blanche Longoria, Administrative Assistant

E-mail: blanche.longoria@opm.ok.gov

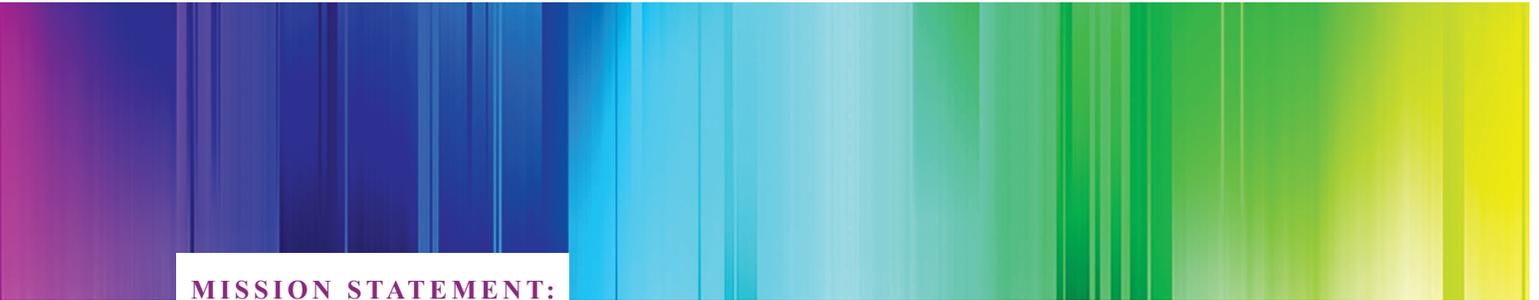
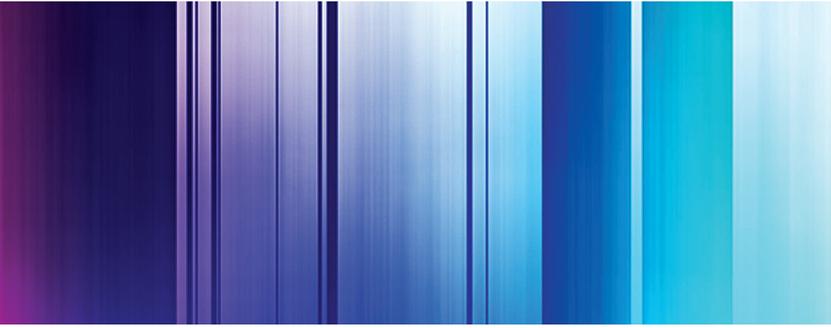
OFFICE OF PERSONNEL MANAGEMENT

State Employee Assistance Program

909 South Meridian, Suite 525

Oklahoma City, OK 73108

Phone - 405-947-7576 | Fax - 405-947-7595



MISSION STATEMENT:

We serve the people of
Oklahoma by delivering
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human resource services
to our partner agencies to
achieve their missions.

tel
405-947-7576

909 S. Meridian, Ste. 525 Oklahoma City, OK 73108 405-947-7595 fax www.opm.ok.gov

