

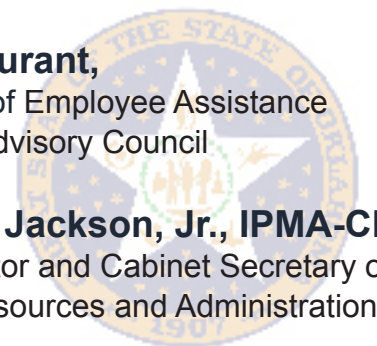
OPM STATE EMPLOYEE ASSISTANCE PROGRAM



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

Jimmy Durant,
Chairman of Employee Assistance
Program Advisory Council

Oscar B. Jackson, Jr., IPMA-CP
Administrator and Cabinet Secretary of
Human Resources and Administration
State of Oklahoma
Office of Personnel Management



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STATE OF OKLAHOMA
OFFICE OF PERSONNEL MANAGEMENT
OKLAHOMA STATE GOVERNMENT
STATE EMPLOYEE ASSISTANCE PROGRAM

ANNUAL REPORT
FISCAL YEAR 2008

(JULY 1, 2007 - JUNE 30, 2008)



Prepared By
Employee Assistance Program Advisory Council
Office of Personnel Management
State of Oklahoma

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 2008.

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 schedules to attend the council meetings.

Former OPM State EAP Advisory Council Chair Remembered

Oscar Jackson, OPM Administrator & Cabinet Secretary for Human Resources and Administration



The Office of Personnel Management is greatly saddened by the recent loss of Reverend Dick Virtue, the long time Chair and member of the OPM Employee Assistance Program Advisory Council.

In 1985, then Director of the Oklahoma Department of Human Services Henry Bellmon asked Reverend Virtue to design and promote an employee assistance program for employees of the Oklahoma Department of Human Services. In 1988, Governor Henry Bellmon created the State Employee Assistance Program (EAP) within the Office of Personnel Management by Executive Order. The Oklahoma Legislature made the State EAP a statutory program in 1992.

In 1994, House Bill 2331 Oklahoma Title 74, Section 840 provided for a statutory Employee Assistance Program Advisory Council to assist in coordination of the State's EAP, to advise the Administrator of OPM, and to provide support to expand and improve the availability of the program's services to state employees and their families. Senate President Pro Tempore Stratton Taylor appointed Reverend Virtue to his first term on the Employee Assistance Program Advisory Council on September 21, 1995.

Dick Virtue was ordained as a deacon in 1964 and to the Episcopal priesthood on June 22, 1973. Reverend Virtue had many, many awards and accolades bestowed on him during his 36 years in the drug and alcohol field. Here are only a few of his accomplishments and awards:

- Founded the Norman Alcohol Information Center (NAIC) in 1972 and was named the first Executive Director. NAIC was the first private nonprofit outpatient alcohol and drug treatment center in Oklahoma
- Started Oklahoma's first DUI School, which provided an effective model that was later adopted statewide
- Assisted in the development of the first alcohol counselor training and certification program in Oklahoma
- Helped found the Oklahoma Association of Alcohol and Alcoholism. As Chair of the Association's Legislative Committee, he drafted legislation to provide for community treatment programs across the state, resulting in the enact-

ment of Senate Bill 280 in 1978

- Served on a blue-ribbon task force in 2004 to examine the cost associated with untreated mental illness, substance abuse, and domestic violence.

Furthermore, the many accomplishments of the Reverend Dick Virtue were recognized by the Oklahoma Legislature in April 2007 in a resolution thanking him for his outstanding efforts and challenging work on behalf of his fellow Oklahomans, especially those who suffer the anguish of addiction.

Rev. Virtue will be remembered as a charismatic personality who left a lasting impression on everyone he met. His passion and empathy for those in need translated into an incredible toughness when it came to championing a cause. He will be greatly missed.

Services for the Reverend Virtue were held on April 12, 2008, at the St. Johns Episcopal Church of Norman.

The Rev. Richard L.C. "Dick" Virtue November 7, 1921 - April 6, 2008

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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.

EMPLOYEE ASSISTANCE PROGRAM 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.

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: **Jimmy Durant**, Director of Public Policy, SSM Health Care, Oklahoma City, Oklahoma. [Appointed by President Pro Tempore, Mike Morgan]

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

Member: **Reverend Dick Virtue**, Retired, Norman, Oklahoma [Appointed by President Pro Tempore, Stratton Taylor]

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

Member: **Representative Susan Winchester**, House of Representatives, District 47, Chickasha, Oklahoma. [Appointed by Governor Frank Keating]

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

Member: **Representative Paul Wesselhoft**, House of Representatives, District 54, Moore, Oklahoma. [Appointed by Speaker of the House, Lance Cargill]

Member: **Representative Sally Kern**, House of Representatives, District 84, Oklahoma City, Oklahoma. [Appointed by Speaker of the House, Lance Cargill]

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

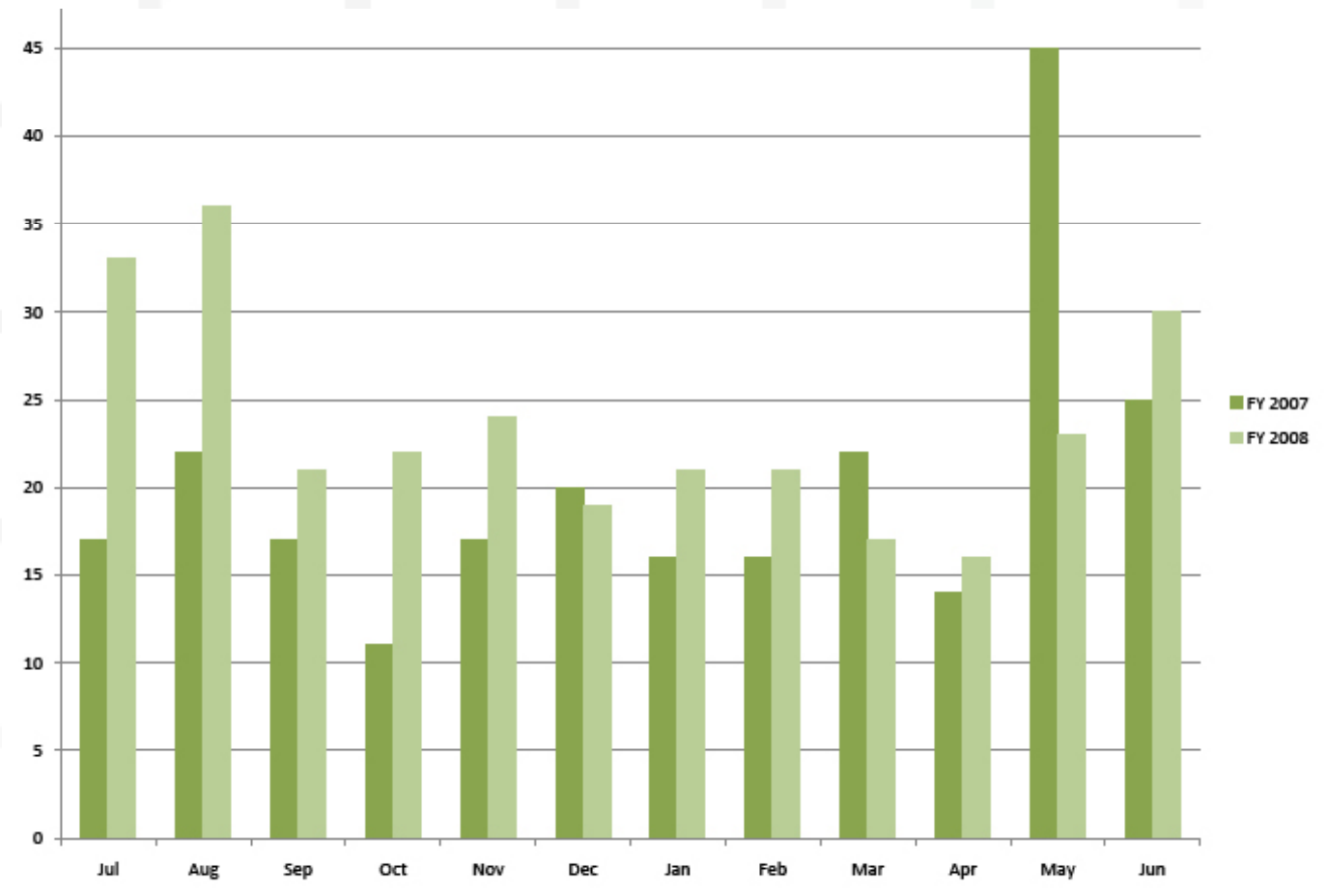
STATISTICAL REPORT

STATE EMPLOYEE ASSISTANCE PROGRAM ACTIVITY

Fiscal Year 2007 - Fiscal Year 2008

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 2007 COMPARED TO FISCAL YEAR 2008.



FY 2007 – 242 CASES OPENED

MONTH	FY 2007	FY2008
July	17	33
August	22	36
September	17	21
October	11	22
November	17	24
December	20	19

FY 2008 – 283 CASES OPENED

MONTH	FY2007	FY2008
January	16	21
February	16	21
March	22	17
April	14	16
May	45	23
June	25	30

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 283 persons during FY 2008.**

Age

22	0 - 17 years (8%)
44	18 - 29 years (15%)
76	30 - 39 years (27%)
79	40 - 49 years (28%)
62	50 years and over (22%)

Sex

101	Males (36%)
182	Female (64%)

Ethnic Background

206	White (74%)
44	Black (15%)
15	Native American (5%)
14	Hispanic (5%)
4	Other (1%)

Marital Status (If over 18 years of age)

136	Married (48%)
51	Single (18%)
18	Separated (6%)
46	Divorced (17%)
3	Widowed (1%)
5	SLQ (Shared Living Quarters) (2%)
24	Juvenile (8%)

EMPLOYMENT STATUS

A. Years of state employment for employees:

37	0 months to 1 year (16%)
63	2 years to 5 years (28%)
66	6 years to 10 years (29%)
40	11 years to 20 years (18%)
21	more than 20 years (9%)

B. Job category of State EAP employee participants:

40	Supervisor (18%)
187	Non-supervisor (82%)

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

33	Alcohol/Drug Problems
92	Marital Problems
81	Parent/Child Problems
9	Legal Problems
25	Financial Problems
5	Gambling
6	Medical Problems
2	Pre-Retirement Problems
82	Family Conflict
63	Work Problems
68	Mental Health
5	Suicidal
1	Crime Victim
4	Career Development Problems
57	Other

Referral Source To State EAP

110	Self
53	Supervisor
68	Family Member
18	Co-worker
3	Medical/Mental Health Professional
16	HR personnel
15	Other

39% of the State EAP participants were self-referred; 19% were referred to the State EAP by a supervisor; 24% by family members; 6% by co-workers; 1% by a Medical/Mental Health Professional; 6% by an HR personnel and 5% by other sources.

REFERRAL INFORMATION CONT.

Initial State EAP Contact Made

214	Telephone
60	Office Visit
8	EAP Site Visit
1	Other

283 initial contacts were made to the EAP. 76% were by telephone; 21% were by office visits; and 3% were made through site visits.

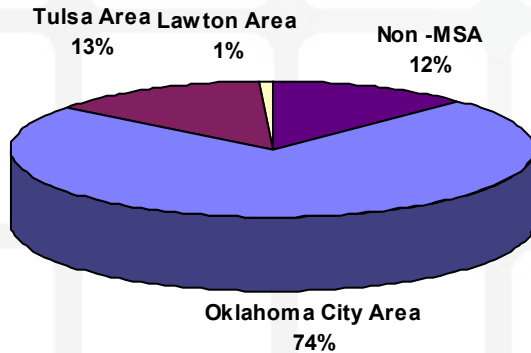
State EAP Referrals To Service Providers

51	Information Only
196	EAP Counseling
23	Outpatient Care
5	Inpatient Care
1	Medical Care
5	Community Resources
2	Other

283 total EAP referrals were made. 18% were for information; 69% for EAP counseling; 8% for outpatient care; 2% for inpatient care; 2% for community resources.

4. GEOGRAPHIC LOCATION OF STATE EAP CLIENTS IN OKLAHOMA FOR FY 2008

207	Oklahoma City Area
38	Tulsa Area
3	Lawton Area
0	Enid Area
35	Non – MSA



5. UNITS OF SERVICES PROVIDED BY THE STATE EAP FOR FISCAL YEAR 2008

EAP Contacts with State EAP Clients – 2616

1498	Via Phone
1118	Via Office/Site Visits

57% of the State EAP's contact with EAP clients is via telephone; 43% of contact is by office/site visits.

State EAP Contacts with Service Providers -- 393

322	Via Phone
71	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 -- 471

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 -- 19

6. STATE EAP DIRECT SERVICES (ACTUAL CLOCK HOURS) PROVIDED DURING FISCAL YEAR 2008

4755	Hours of counseling for EAP clients
355	Hours of state agency consultation
277	Hours of service provider consultation
207	Hours of program development
76	Hours of EAP/Drug-Free Workplace training
139	Hours of rules, regulations and policy development
274	Hours of continuing education (CEU)
295	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

13	None	(81%)
1	Promoted	(6%)
0	Corrective Discipline Initiated	(0%)
0	Terminated	(0%)
0	Resigned	(0%)
2	Other	(13%)

PARTICIPANTS' EVALUATION CONT.

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

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

69% of clients evaluated themselves better than before after seeking EAP assistance resolving most / some of their problems; 25% were the same; 6% 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

14	Yes
2	No

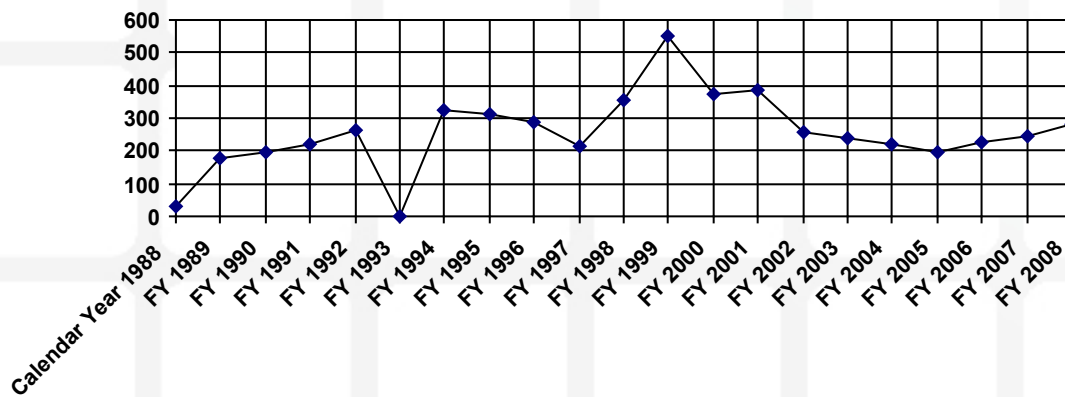
87% of EAP clients would recommend the EAP to a coworker; 13% would not.

Rating of Treatment/Service Provider that Assisted You

11	Excellent
2	Good
1	Average
1	Poor
1	Totally inadequate

87% of clients were satisfied with treatment/service provided by the EAP, 13% were not.

CASES OPENED BY THE STATE EMPLOYEE ASSISTANCE PROGRAM 1988 - 2008



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
 Fiscal Year 2000 -- 374 cases

Fiscal Year 2001 -- 386 cases
 Fiscal Year 2002 -- 259 cases
 Fiscal Year 2003 -- 237 cases
 Fiscal Year 2004 -- 218 cases
 Fiscal Year 2005 -- 193 cases
 Fiscal Year 2006 -- 228 cases
 Fiscal Year 2007 -- 242 cases
 Fiscal Year 2008 -- 283 cases

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

PART II

EAP CONTACTS



STATE AGENCY EAP PROFESSIONALS

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