



EAP
OHIO EMPLOYEE
ASSISTANCE PROGRAM

John R. Kasich, Governor
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Columbus, Ohio 43215

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Overview of OEAP Services



*Presented by OEAP Staff Members:
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2013 OEAP Strategic Initiatives



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2012 OEAP Survey Results

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.	2.96%	18.8% (9)	6.3% (3)	48
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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2012 OEAP Survey Results

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"> - Yearly - Quarterly - Monthly 	91.7% 4.2% 4.2%	44 2 2
3. I contact OEAP because of the following issues. <ul style="list-style-type: none"> - Work and personal issues - Organizational changes in work unit or division - Relationships with co-workers - Relationships with supervisors - Workload difficulties 	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"> - Yes - No 	95.8% 4.2%	46 2
12. OEAP can be most effectively marketed through the following venue. <ul style="list-style-type: none"> - Frontline Focus Newsletter - Human Resources - New Hire Orientation - Posters - Website 	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"> - Offer an OEAP Supervisor's Resource Guide - Webinars - E-Learning - Offer more self help tools - Expanded Training Topics 	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"> - Workplace Conflict Management, Coaching, Dispute Resolution - Services UBH provides - Self Help Resources - Early intervention services - Coaching referral process 	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"> - Resolving Conflict - Dealing with Difficult People - Managing Change During Difficult Times - Effective Conflict Management - Drug-Free Workplace (Supervisor) 	52.1% 50.0% 41.7% 41.7% 39.6%	25 24 20 20 19



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2012 OEAP Survey Results

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"> • 1 Day • 1 ½ Days • 2 Days • 2 ½ Days 	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"> • Yes • No 	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"> • As needed (7) • Rarely (6) • Never met (2)
Q3. I contact OEAP because of the following issues, please check all that apply.	<ul style="list-style-type: none"> • Various other reasons (9) • Employee referrals (7) • As needed (5) • Drug test related (6) • Employee personal situations (4)
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"> • OEAP referral service (9) • Conflict resolution and communication (7) • Domestic/workplace violence/bullying (6) • Nothing specific or unsure (6) • Handling downsizing (3)



UBH Services

UBH services include:

**Network of
behavioral
health
clinicians**

**Mental health
treatment**

**Self help
programs**

**Quitting
tobacco**

**Alcohol and
drug abuse**

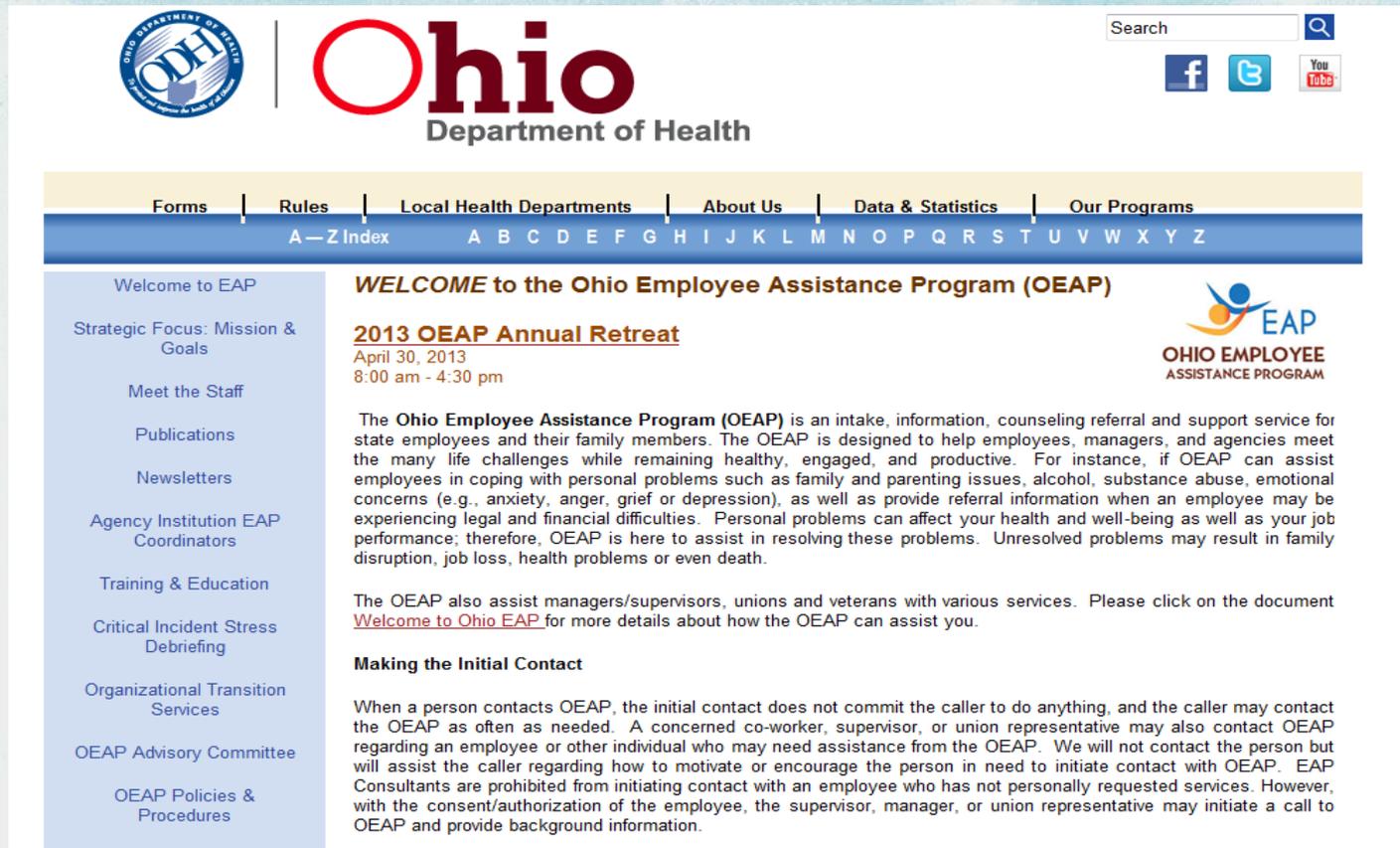
**On-line self
assessment
tools**

liveandworkwell
liveandworkwell.com



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OEAP Website Updates



The screenshot shows the Ohio Department of Health website for the Ohio Employee Assistance Program (OEAP). At the top left is the Ohio Department of Health logo. To its right is the word "Ohio" in a large, red, sans-serif font, with "Department of Health" in a smaller, dark blue font below it. On the far right, there is a search bar and social media icons for Facebook, Twitter, and YouTube. Below the header is a navigation bar with links for "Forms", "Rules", "Local Health Departments", "About Us", "Data & Statistics", and "Our Programs". Underneath this is a blue bar with an "A-Z Index" and individual letters from A to Z. The main content area is divided into a left sidebar and a main column. The sidebar contains links: "Welcome to EAP", "Strategic Focus: Mission & Goals", "Meet the Staff", "Publications", "Newsletters", "Agency Institution EAP Coordinators", "Training & Education", "Critical Incident Stress Debriefing", "Organizational Transition Services", and "OEAP Advisory Committee". The main column features a "WELCOME to the Ohio Employee Assistance Program (OEAP)" heading, followed by a "2013 OEAP Annual Retreat" announcement for April 30, 2013, from 8:00 am to 4:30 pm. Below this is a paragraph describing the OEAP's services for state employees and their families. Further down, it states that OEAP also assists managers, supervisors, unions, and veterans, and provides a link to "Welcome to Ohio EAP". The section concludes with "Making the Initial Contact" and a paragraph explaining that initial contact does not commit the caller to any action and that OEAP consultants are prohibited from initiating contact without a personal request.



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Contact Information

Ohio Employee Assistance Program

1-800-221-6327 (6EAP)

or 614-644-8545

www.ohio.gov/eap

United Behavioral Health (UBH)

after hours, call 1-800-852-1091



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