EAP by the Numbers…

1,478 Total number of attendees at this year’s EAP-sponsored programs and outreach events—See page 2 for additional information.

190 Individuals stated they were attending their first EAP wellness event this year.

87 Registered to participate in the 2012 WellNYS Everyday Summer Olympic Experience—a special program series offered through NYS EAP. See page 3 for additional information.

260 Number of employees who contacted EAP to receive a copy of the 2012 EAP Wellness Calendar.

Information, Assessment, and Referral Services

Throughout the year data were collected to determine the usage of EAP’s Information, Assessment, and Referral Service by University at Albany employees.

During the 12-month period (July 1 - June 30), there were 182 “first contacts” with employees regarding their need for support and referral information with 244 follow up contacts. NOTE: Not every first contact has a follow up contact experience. Depending on the circumstance, a client may have zero to three follow up contacts with the EAP Coordinator regarding the client’s need for resources and referrals.

To compare last year’s data to this year’s, in 2011-2012 there were 187 first contacts recorded and 185 follow up contacts.*

In addition to the first contact and follow up contacts, 84 consultations occurred with supervisors, Human Resources staff, or union officials which was an increase from last year’s 69 consultations.

A variety of personal and professional issues prompted employees to contact EAP. The three most frequent reasons employees identified for contacting EAP to use the confidential referral service have been the same for the past three years. They are as follows:

1. to deal with various workplace and/or performance issues;
2. to address issues related to parenting, family, and relationships; and
3. to request referrals for mental health providers.

Requests related to career, education, and retirement was the fourth area of concern for which employees sought EAP services. During the seven years this EAP Coordinator has been reporting, it is the first time this category has tallied so high.

*See chart on page 3 for an overview of client contact totals for the past 4 years.

“Thank you so much for this information and for the assistance. You are making my job of helping my children so much easier especially during this very challenging time for me.”

~Employee feedback about the Assessment & Referral Service.
EAP-Sponsored Programs

This year a total of 37 EAP-sponsored events were offered to the University community. Lunchtime Wellness Program topics included emergency preparedness, repaying student loans, minimizing holiday stress, and building a better bag lunch. Additionally, four EAP Committee members volunteered to coordinate two lunchtime offerings this year on the topics of preparing for retirement and increasing your happiness quotient. EAP also offered four ongoing lunchtime fitness classes—two Tai Chi and two Zumba classes.

There were two changes to EAP’s typical calendar of events. Due to declining participation in the annual flu shot clinic, the EAP Committee determined that it was wise to use the resources for other EAP-sponsored programs and forego the clinic. This determination was based on one of the considerations set for 2012-2013 as stated in last year’s annual report. It was also decided that the document shredding event, which EAP first offered in 2008 in conjunction with a lunchtime identity theft program and then co-sponsored with the Office of Environmental Sustainability (OES) starting in 2009, was more fitting for the overall mission of the OES. Therefore, EAP turned the event over to OES.

The chart below captures the totals for the 37 EAP-sponsored events* held and includes other types of outreach efforts on campus, e.g., employee orientations and EAP for supervisor trainings.

<table>
<thead>
<tr>
<th>EAP Events</th>
<th>Total #</th>
<th>Attendees</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness Programs</td>
<td>28*</td>
<td>640</td>
<td>Lunchtime Events</td>
</tr>
<tr>
<td>Special/Annual Events</td>
<td>5*</td>
<td>433</td>
<td>Earth &amp; Wellness Day, Health Zone Clinic, Meet &amp; Greets, Olympic Experience</td>
</tr>
<tr>
<td>Employee Orientations</td>
<td>12</td>
<td>126</td>
<td></td>
</tr>
<tr>
<td>EAP for Supervisor Trainings</td>
<td>5</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Union Orientations</td>
<td>2</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>Professional Development</td>
<td>4*</td>
<td>97</td>
<td>“Difficult Conversations”</td>
</tr>
<tr>
<td>Workshops</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals:</td>
<td>56</td>
<td>1,478</td>
<td></td>
</tr>
</tbody>
</table>

To support the overall health and well-being of the organization, in addition to offering “supervisor consultations” to discuss employee issues, professional development opportunities are provided to employees and supervisors. Because funds were not used to provide the flu shot clinic, EAP offered more professional development workshops this year.

A 3-part workshop series focusing on conflict and having difficult conversations in the workplace was facilitated by Sarah Rudgers-Tysz, Executive Director of Mediation Matters. In addition to this workshop series, EAP brought back the highly regarded presenter Debra Blatt of Group Restoration who presented a workshop titled Making Seamless Switches. This workshop utilized material from the #1 New York Times bestseller book Switch: How to Change Things When Change is Hard by Chip and Dan Heath. Participants received a copy of the book compliments of EAP.

“Wow! Thank you for this piece in the EAP newsletter on accepting constructive criticism. I thought that “switching the filter”…was a great technique, and I will try to keep this in mind…I think this will be a helpful tool that will allow me to approach the situation with a more open mind.”

~ Research Foundation Employee

“Professional Development Opportunities

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“This workshop provided essential information for all supervisors. Keep bringing these programs to us. Thank you!”

~ Supervisor comment from the Managing Difficult Conversations workshop feedback form.

(September 27, 2012)
Special EAP Wellness Event

The New York State Employee Assistance Program launched a statewide initiative to encourage employees to participate in a 16-day wellness event during the 2012 Summer Olympics. UAlbany EAP signed on to offer the WellNYS Everyday Olympic Experience to employees. A total of 87 individuals registered for the program including several employees’ families. Participants were given a list of 16 healthy behaviors to complete during the course of the Olympics along with a tracking form. Depending on how many of the 16 behaviors were completed, a gold, silver, or bronze certificate of completion was awarded. To promote camaraderie and spark some “friendly” wellness competition, EAP encouraged employees to create teams and challenge one another to complete the 16 days of healthy behaviors. The Research Foundation’s (RF) Professional Development Program (PDP) embraced the idea and was supported by the RF representative on the EAP Committee. There was an enthusiastic response from the participants. EAP strives to provide opportunities for employees to enhance their well-being. Activities that have the potential to promote morale supports these efforts.

Each year EAP strives to increase its visibility on campus. Raising awareness about EAP is an ongoing goal. Some of this year’s specific intentions are to:

- Develop a new EAP special event focusing on financial well-being. The financial wellness fair can include an array of providers for employees to speak to as well as offer mini-seminars on a variety of topics.
- Encourage supervisors, managers, and directors to support employee wellness and boost morale by motivating staff to attend EAP events.
- Investigate new resources for presenters of EAP professional development workshops to give employees the opportunity to update their communication skills and enhance workplace performance.
- Determine a new system for the upkeep of the Facilities Maintenance Department’s EAP brochure racks and determine a new means of outreach to this department’s employees.

“The WellNYS Everyday Olympic Experience has been great! ...Our work team competition has been wonderful. It’s given a new employee like me lots of opportunities to spend time and get to know my colleagues. Thanks so much for encouraging us to participate in this great experience!” ~Research Foundation Employee

Information, Assessment, and Referral Services Contact Statistics

This chart provides a snapshot of the number of client contacts EAP has received over the past four years.

We hope you’ll encourage your staff members to take advantage of their EAP benefit. EAP-sponsored events and services are open to UAlbany and Research Foundation faculty, staff, UAS employees, family members, retirees, and GSEU members.