EAP by the Numbers…

1,215 Total number of attendees at this year’s EAP-sponsored programs and outreach events—See page 2 for additional information.

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

86 Number of employees who attended the first EAP-sponsored Financial Wellness Fair. See 3 page for additional information.

295 Number of employees who received a copy of the 2014 EAP Wellness Calendar.

Information, Assessment, and Referral Services

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

During the 12-month period (July 1 - June 30), there were 227 “first contacts” with employees regarding their need for support and referral information with 277 follow-up contacts. Of special note, during the month of June EAP Coordinator Brenda Seckerson was on medical leave. Therefore, the year’s contact totals would likely have been higher.

To compare last year’s data to this year’s, in 2012-2013 there were 182 first contacts recorded and 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.

In addition to the first contact and follow-up contacts, 219 consultations occurred with supervisors, Human Resources staff, community providers, and union officials.

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 four years. They are as follows:

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

*See chart on page 3 for an overview of client contact totals for the past 5 years.

Just finished reading the September EAP newsletter – I always enjoy them and find helpful or interesting tidbits. It was a reminder to me – that I wanted to say thanks for your time and patient listening last month when I was stressed out about work/life balance.

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

This year a total of 35 EAP-sponsored events were offered to the University community. Lunchtime Wellness Program topics included estate planning, Alzheimer’s disease, saving for college, and recipe for a healthy lifestyle. EAP continued the tradition of offering two summertime Zumba classes. Unfortunately, requests from employees to provide the class during the academic year still cannot be met due to the lack of appropriate space on the Academic Podium. EAP maintains its collaboration with the University Art Museum in order to encourage employees to take an “Art Break” during their lunchtime and enjoy one of the many unique offerings we have in our workplace environment. After a two-year break from offering the defensive driving class due to lack of enrollment, EAP was able to fill two classes and once again provide this opportunity to promote safety and financial savings for employees and their families. The annual Earth and Wellness Day co-sponsored with the Office of Environmental Sustainability was an overall success despite the lower turnout than in prior years. We will see how the 2015 event unfolds to determine if there is a trend regarding the interest in this annual event or if it was just an “off year” attendance-wise.

The chart below captures the totals for the 35 sponsored events coordinated by EAP* as well as the total number of EAP orientations that were conducted due to special requests by various departments and unions.

<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>23*</td>
<td>336</td>
<td>Lunchtime events only</td>
</tr>
<tr>
<td>Special/Annual Events</td>
<td>7*</td>
<td>374</td>
<td>Financial Wellness Fair, Earth &amp; Wellness Day, Health Zone Clinic, Defensive Driving, CPR/AED Class, SafeTALK</td>
</tr>
<tr>
<td>EAP Orientations</td>
<td>7</td>
<td>110</td>
<td>Requested by departments or Human Resources</td>
</tr>
<tr>
<td>Union Orientations</td>
<td>3</td>
<td>297</td>
<td></td>
</tr>
<tr>
<td>Professional Development Workshops</td>
<td>5*</td>
<td>98</td>
<td>Workshops by outside presenter and EAP Coordinator</td>
</tr>
<tr>
<td>Totals:</td>
<td>45</td>
<td>1215</td>
<td></td>
</tr>
</tbody>
</table>

Thank you for this workshop. I need to remind myself to look for the positive and the strengths people bring to the table and not get so caught up in the negative. I gained tips and techniques that I can use on-the-job.

~ Comment from The Power of Praise workshop feedback form. (October 2013)

Professional Development Opportunities

EAP not only serves the individual employee but also serves the organization as a whole. In addition to offering supervisor consultations to discuss concerns about an employee or a staff/departamental issues, EAP provides professional development programs to employees and supervisors/managers throughout the year.

Coach, speaker, and author Lisa Giruzzi was invited to facilitate a 3-hour workshop for those in a supervisory role titled The Power of Praise. The focus of the session was on the day-to-day interactions with staff that can result in increased employee engagement, loyalty, and a reduction in employee turnover. Participants also received a copy of Giruzzi’s book Bringing Out the Best in Your Employees.

Departmental requests for presentations by the UAlbany EAP Coordinator included How to Shape Your Message: Listening Impacts the Process and More Than Just Surviving: Tips to Address Stress.

In three words this workshop experience was inspiring, excellent, and motivating. I learned how important effective listening is and that it’s a constant process.

~ Comment from How to Shape Your Message workshop feedback form. (July 2013)
Looking at the Year Ahead

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 special project to bring together UAlbany faculty and staff designed to make a contribution to our local community.

⇒ Educate supervisors, managers, and directors how they can support employee wellness and boost morale by encouraging their staff to attend EAP events.

⇒ Explore ways to heighten awareness of the EAP services to the Facilities Maintenance Department employees.

Image: Earth & Wellness Day—Asian Arts Group facilitated tai chi movements and had people going with the flow!

Photo: Merissa Mabee, EAP Committee Member

Employee comments about UAlbany EAP:

⇒ I just glanced through the November EAP E-News and want to take a minute to congratulate you for consistently putting out such a comprehensive, interesting, not to mention attractive, newsletter.

⇒ The estate planning lunchtime program was one of the most useful seminars I’ve attended.

Information, Assessment, and Referral Services Contact Statistics

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

Diagram: EAP Contact Statistics 2009-2014

- First Contact
- Follow Up
- Total

<table>
<thead>
<tr>
<th>Year</th>
<th>First Contact</th>
<th>Follow Up</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-10</td>
<td>100</td>
<td>90</td>
<td>190</td>
</tr>
<tr>
<td>2010-11</td>
<td>200</td>
<td>150</td>
<td>350</td>
</tr>
<tr>
<td>2011-12</td>
<td>230</td>
<td>200</td>
<td>430</td>
</tr>
<tr>
<td>2012-13</td>
<td>180</td>
<td>180</td>
<td>360</td>
</tr>
<tr>
<td>2013-14</td>
<td>340</td>
<td>290</td>
<td>630</td>
</tr>
</tbody>
</table>

Located on page 3 of the document.