

Date: August 2013

To: Laura E. Hubbard  
Vice President for Finance & Administration

Cc: Victoria Dent, NYS EAP Regional Representative

From: Deborah A. Hard,  
EAP Director

David Barnas,  
EAP Committee Chairperson

Re: EAP Fiscal Year Annual Report – 2012-2013

First contacts for the UB Employee Assistance Program (EAP) declined by (3.57%) for this year. This figure is countered, however, by an increase in follow up contacts of 40.2%. The total number of employee & family contacts to the UB EAP was 548, up from 487 total contacts last year.

The top four concerns brought to us by UB employees & family members were: workplace performance issues, followed by mental health concerns, relationship issues, and finally parenting/family issues.

EAP offered programming on a variety of topics this year. We've provided a program survey & summary attached to this report.

Critical Incident Stress Management (CISM) services are provided through the UB EAP, when an employee, department, or the campus in general is involved in a critical incident. EAP did not respond to any critical incidents within the past year.

EAP continues collaboration with the Wellness & Work/Life Balance unit, the Professional Staff Senate, Faculty Senate, Organizational Development and Training, and other entities on campus. EAP and WWLB continue a successful partnership, offering specialized training on topics that are of particular importance to specific departmental needs. "StressBusters" was a popular choice for some of these work units, as was "Improving Communication & Defusing Conflict". The UB EAP also provided supervisory consultative services to numerous departments on campus, on various personnel issues.

## **Fiscal Year Annual Report – 2012-2013**

The Employee Assistance Program Staff and EAP committee members have contributed extensively to realizing the University at Buffalo's mission, carrying out a range of initiatives that support the University's and Employee Assistance Program's overall strategic goals. Successful organizational changes have made fiscal year 2012-2013 another great year in advancing services to UB employees and their families.

- Committee membership underwent minor changes this year, keeping membership widely diverse among all constituents and bargaining units. CSEA changed membership on the committee, additional members were added from Campus Dining & Shops and Work Life Services. Almost all other members wanted their service to the committee to extend another two years.
- First Contacts with EAP Coordinators declined this year, while follow up contacts rose significantly.
- EAP offered numerous educational and collaborative programming opportunities that were well received. The third annual Financial Resource Fair was held in the Center for the Arts as part of the WellFest, sponsored by the Wellness & Work Life Balance unit. Eleven (11) vendors participated, and at least 1,000 employees took advantage of those resources. The EAP Financial Fair will now become a permanent part of the UB WWLB WellFest.
- EAP continues to schedule information sessions on all three campuses, thereby affording employees the opportunity to participate "close to home." Increasing construction & growth on all three campuses poses parking & travel concerns for many employees. Attendance is always higher on the north campus.
- UB EAP undertook a Satisfaction Survey to assess UB employee satisfaction with services. All those employees/family members who utilized EAP services from Dec. 2012 – June 2013 were polled as to their thoughts about services. See Satisfaction Survey results attached to this report. We will continue to analyze & upgrade the tool, as we move forward.

## Committee / Staff

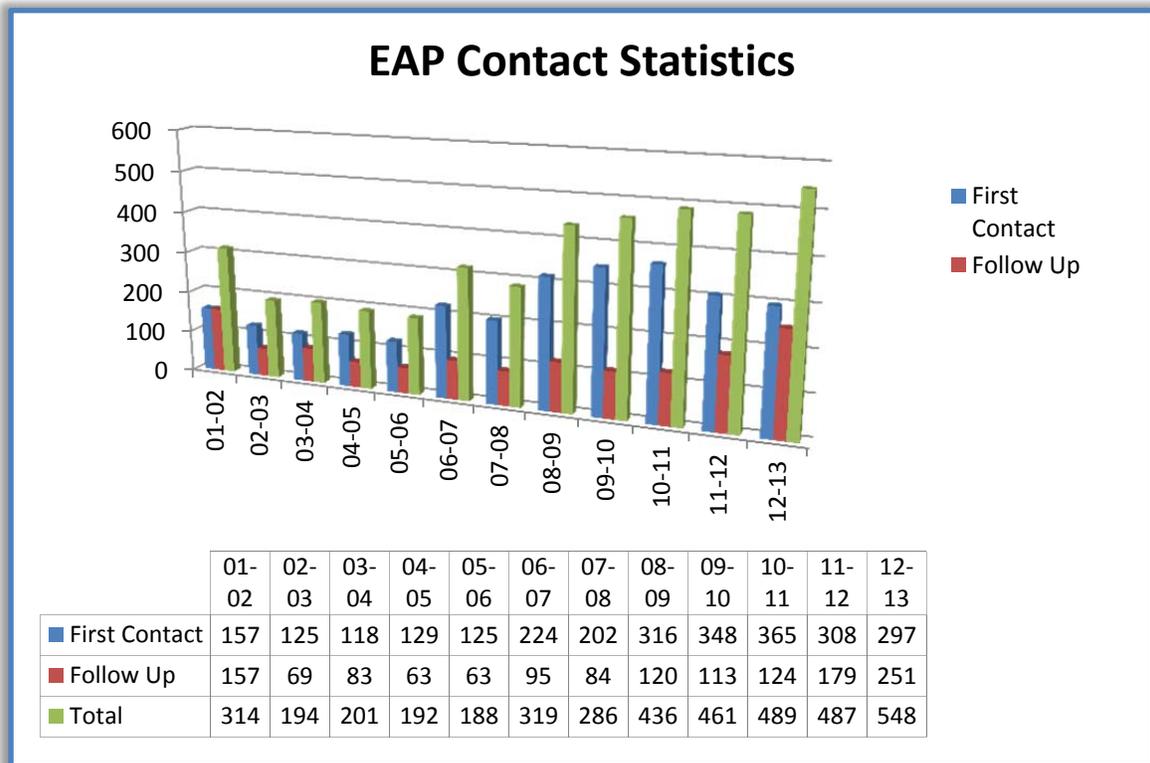
The EAP team consists of 14 committee members (an increase of two members from last year) and five staff (3 FTE) representing a varied cross section of the University.

Member	Union	Department
<b>Barnas, David (Chair)</b>	UUP	Facilities Planning & Design
<b>Greenwood, Andrea</b>	UUP	Student Counseling Center
<b>Hines, Brian T</b>	MC	Employee Relations
<b>Hufford, Caryn</b>	FSA	FSA - Campus Dining & Shops
<b>Jankowski, Janiece</b>	UUP	Arts & Sciences Library
<b>Jeter, Steve</b>	CSEA	Campus Living
<b>Keysor, Margaret B</b>	MC	Educational Opportunity Center
<b>Lynch, Kerry</b>	UUP	Work Life Services
<b>Meachem, Margaret J</b>	UUP	School Of Engineering And Applied Sciences
<b>Myszka, Amy (Vice Chair)</b>	UUP	Wellness and Work/Life Balance
<b>Palmer, Robert</b>	RF	Human Resources
<b>Tuberdyke, Stacy L (Secretary)</b>	PBANYS	New York State University Police
<b>Wagner, Sherry L</b>	FSA	FSA - Campus Dining & Shops
<b>White, Patricia A</b>	UUP	Technology Services
<b>Hard, Deborah A *</b>	MC	EAP Director
<b>Bagdasarian, Susan *</b>	UUP	EAP Coordinator
<b>Kaczmarek-Bogner, Crystal L *</b>	MC	EAP Coordinator
<b>Mcgillicuddy, Neil *</b>	RF/MC	EAP Coordinator
<b>Siuta, Christopher *</b>	M/C	EAP Coordinator

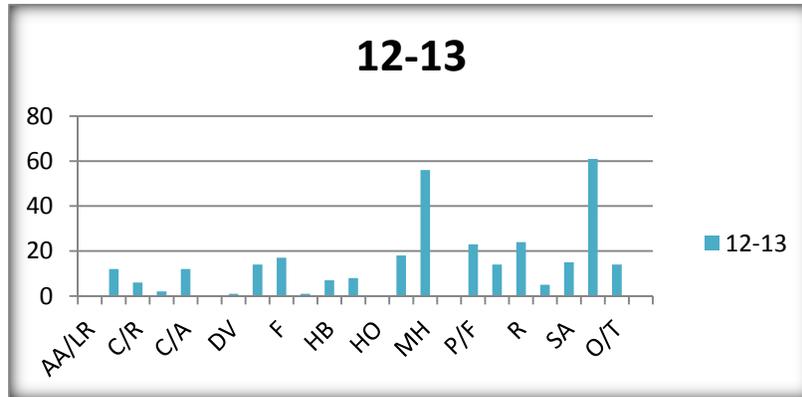
\* - Indicates an EAP personnel - not a member of the committee.

## Statistics

First Contacts were down this past fiscal year with a **3.57 % decrease** from last year, with Follow-Up Contacts increasing by **40.2 %**. The total change in contacts from last year to this year was less than **12.5%**.



## Trends



Sort Seq	Code	Long Name	12-13
1	AA/LR	Affirmative Action/Labor Relations	0
2	B/G	Bereavement/Grief Issues	12
3	C/R	Career/Retirement Issues	6
4	CC	Child Care Issues	2
5	C/A	Conflict/Anger	12
6	C	Consumer Issues	0
7	DV	Domestic Violence	1
8	EC	Elder Care Issues	14
9	F	Financial Issues	17
10	G	Gambling	1
11	HB	Health Benefits Information	7
12	HE	Health Issues	8
13	HO	Housing Issues	0
14	L	Legal Issues	18
15	MH	Mental Health Issues	56
16	MV	Military/Veterans	0
17	P/F	Parenting/Family Issues	23
18	P/HR	Personnel/Human Resource Issues	14
19	R	Relationship Issues	24
20	S	Stress	5
21	SA	Substance Abuse	15
22	W/P	Workplace/Performance Issues	61
23	O/T	Orientations/Training	14
24	CI	Critical Incidents	0
			<b>310</b>

## Educational and Collaborative Relationships

1. This year we continued to offer a variety of educational and training programs, including:

Program	Attendance/Responses	
a. IAMT Meditation	41	
b. Mindfulness Based Stress Reduction	3	
c. Financial Fitness	3	
d. Guiding the Behavior of Young Children	17	
e. UB EAP Overview	8	
f. Planning Your Future ... Start Now		
Estate Planning	6	
Medicaid Planning	7	
g. Improve Your Eating Habits	41	
h. Do I Need Long-Term Care Insurance?	17	
i. Financial Fair Break-Out sessions (at UB WellFest)	23	
j. Ask the Geriatrician	16	
k. Stress Busters!	36	
l. Transitions of Care	10	
m. Educating You for (Work) Life	5	
n. Caregiver Support Group	24	4/Month Average
o. Caring for Special Needs Group	36	3/Month Average
p. Working Moms Group	51	7/Month Average
	<b>344</b>	

2. November is EAP Month: Each year, the UBEAP takes part in the annual WWLB WellFest. EAP's participation consists of a "Financial Resource Fair" with 12 vendors showcasing their benefits, some offering break-out sessions for employees who wish to learn more about their services. Last year, over 1,000 persons came through the Fair!

## Budget Report

Expenditure Item	2012/13
Promotional Materials/Supplies	\$3,723.43
Verizon Wireless	\$806.73
Licenses/credentials	\$170.00
Travel Expenses	\$1,060.31
Conferences/Professional Development	\$0.00
<b>Total</b>	<b>\$5,760.47</b>
Revenue	2012/13
OTPS Budget	\$6,000.00
State Grant (EAP Promotional Items) 2/2012	\$1,090.00
Financial Resource Fair 11/2012*	\$7,500.00
<b>Total</b>	<b>\$14,590.00</b>

Recurring funds for the UB EAP are \$6,000 annually. It is evident that as the program has continued to grow over the past 4 years, EAP has tried to be innovative & creative when trying to find funding for basic needs. We have requested a \$4,000 increase of funding for fiscal 2013-2014, up to \$10,000, to provide for more professional development opportunities for staff, and other technical & professional expenditures. Our expenditures did not exceed \$6,000 this past year, as the above graph illustrates.

## Appendix

Satisfaction Reports Attached.

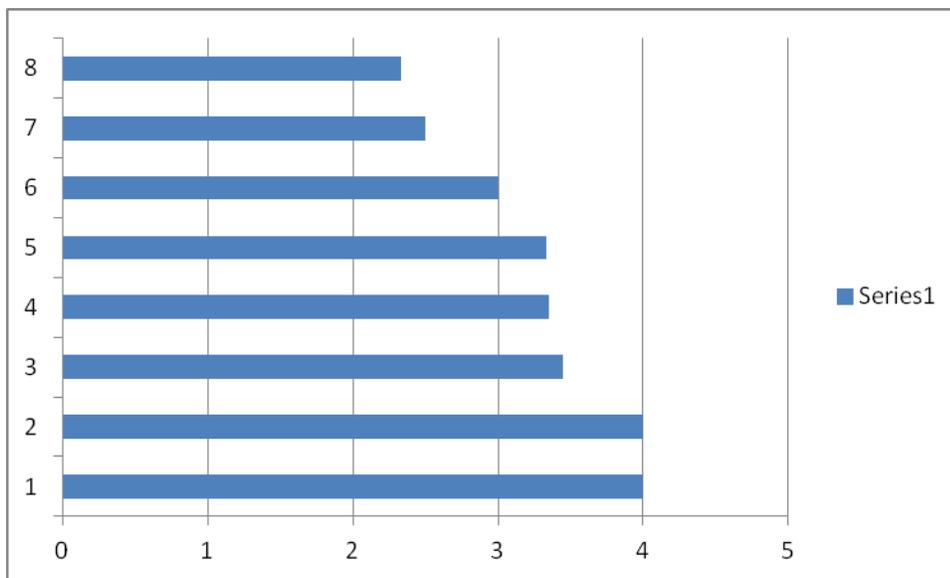
## Satisfaction with EAP-Sponsored (or Co-Sponsored) Workshops

EAP sponsored (or co-sponsored with WorkLife Balance) many programs focused toward employees and their well-being. Satisfaction with these programs was monitored following two different procedures over the past year. For the first half of the year, forms were distributed to participants at the completion of the program, and primarily collected by EAP staff while in the location the program occurred. In January 2013, we started sending a link to a web-based satisfaction survey to participants 1-2 days following program completion. Surveys administered under both formats promised respondents confidentiality, and individuals responded to the items anonymously (i.e., they did not provide their names on the form).

### January-June 2013

Results from programs offered more than once during this period (**StressBusters!**; **Guiding Young Children**) had their data combined. Overall, the data suggest that that most programs received high levels of participant satisfaction with the exception of Series 6 and Series 7 (Ask The Geriatrician, and Financial Fitness). Mean satisfaction scores (Possible Range 0-4) are presented below.

Table 1: Mean Satisfaction Level for Various EAP Programs



Key (and number of respondents per workshop): 1= Mindfulness Based Stress Reduction (n=3); 2= Integrated Amrita Meditation Technique (n=6, IAMT); 3= Guiding Children (n=17); 4 = Stressbusters! (n=24); 5 = Service Overview (n=8); 6= Medicaid Planning (n=3); 7= Ask the Geriatrician (n=16); 8 = Financial Fitness (n=3)

**Comments from the Participants:** The following comments were obtained from various program participants:

*"This was a great program. I plan to use what I've learned both personally and professionally. I intend to pursue more MBSR training. Both instructors were really great, but Dr. Dobson, is especially gifted in this area and would love to have the opportunity to take some continuing education for MBSR with her" (MSBR)*

*"The instructors worked seamlessly as a team and their warmth and humor came through to participants. The tools taught and handouts were helpful and I intend to implement some of them. As someone who worked in the mental health field for a long time, I've attended a variety of similar programs as part of regular inservice trainings and this was one of the best." (Stressbusters!)*

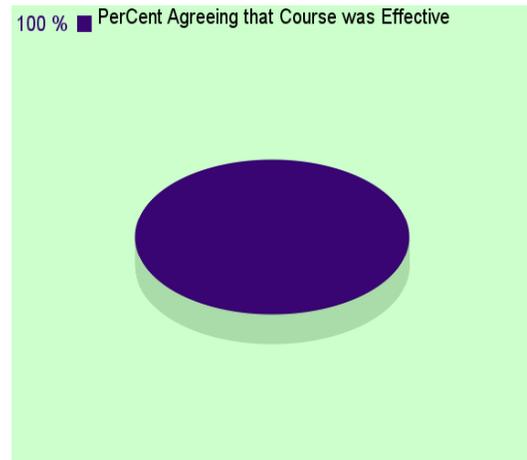
*"Christine was awesome! Great examples & stories." (Guiding the Behavior of Young Children)*

*"This was an excellent class. Both presenters did an excellent job." (Medicaid Planning)*

## July-December 2012

Programs/Workshops offered from July – December 2012 were universally rated highly. In response to the item "Overall, this was an effective course", all participants (with number of participants listed in parentheses) in the following workshops "agreed":

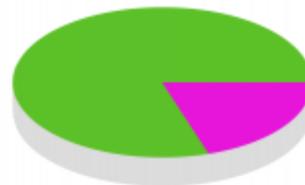
- Improve Your Eating Habits (n=41)
- IAMT Meditation Refresher (n=35)
- Financial Fair Presentations (n=23)
- LongTerm Care Insurance (n=13)
- StressBusters (n=12)
- Transitions of Care (n=10)
- Estate Planning (n=6)
- Educating You for (Work) Life (n=5)
- Medicaid Planning (n=4)
- LongTerm Care (n=4)



The following two workshops failed to obtain unanimous satisfaction, but nonetheless were rated highly (Numbers in parentheses reflect the percentage of respondents who agreed that the course was effective; and the number of respondents to the survey:

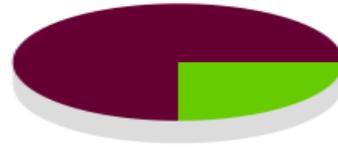
Answering Your Retirement Questions  
(80%; n=10)

80 % ■ PerCent Agreement that Course Was Effective  
Yes  
20 % ■ No



What's Your Number (75%; n=4)

75 % ■ PerCent Agreeing that Course Was Effective  
25 % ■



## Other

Participants were asked to identify other programs they would like to have offered by EAP; as can be seen, most participants are requesting programs focused on mental and physical health. Responses are provided below:

- *Continuing Education for Mindfulness Based Stress Reduction*
- *Free Yoga or Zumba sessions. (to promote exercise in the NON SUMMER months).*
- *Exercises to do at One'sDdesk*
- *Nutrition and Wellness*
- *Support Group for Those withMmigraine Headaches*
- *Coping with Chronic Disease*

## Summary

EAP sponsored or co-sponsored workshops were nearly universally well-received by participants. Our plan is to continue to provide to the UB community programs and guest speakers that provide important skills and information that may improve employee well-being at work, as well as away from work.

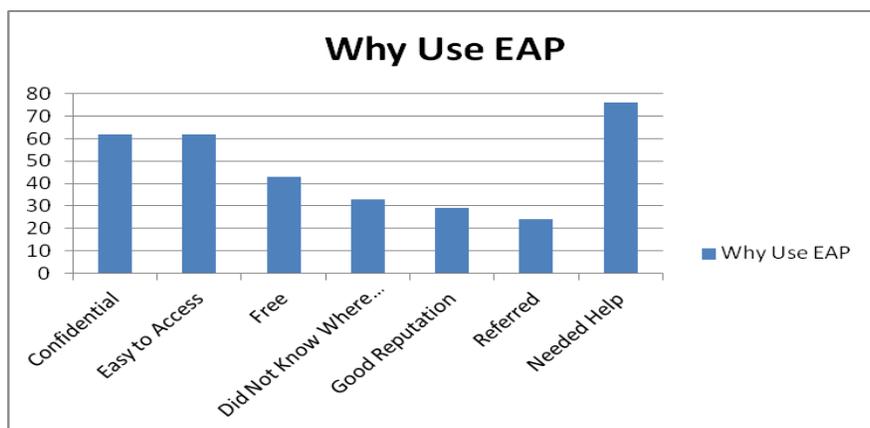
## Follow-up Survey of Employee Assistance Program (EAP) Clients (December 2012-June 2013)

Beginning in December 2012, individuals who used EAP services were asked for permission to conduct a follow-up assessment with them six weeks following their EAP contact to query them about how they were doing, and their impressions of the program. The assessment was conducted over the internet, via an email link, with individuals being promised confidentiality and anonymity in their responses. Overall, 58 individuals were provided a link to the survey, with 21 individuals total (36%) completing the assessment. The information below describes the findings from this survey.

### Reasons for Program Use

Respondents were asked to indicate why they utilized the EAP program when they did by placing a checkmark next to various options; participants were permitted to check multiple reasons, if they applied. Below are the reasons that respondents indicated using EAP when they did.

- They needed help (76%)
- Easy to access (62%)
- Confidential (62%)
- It was free (43%)
- Did not know where else to go (33%)
- Good reputation (29%)
- Referred to Program (24%)

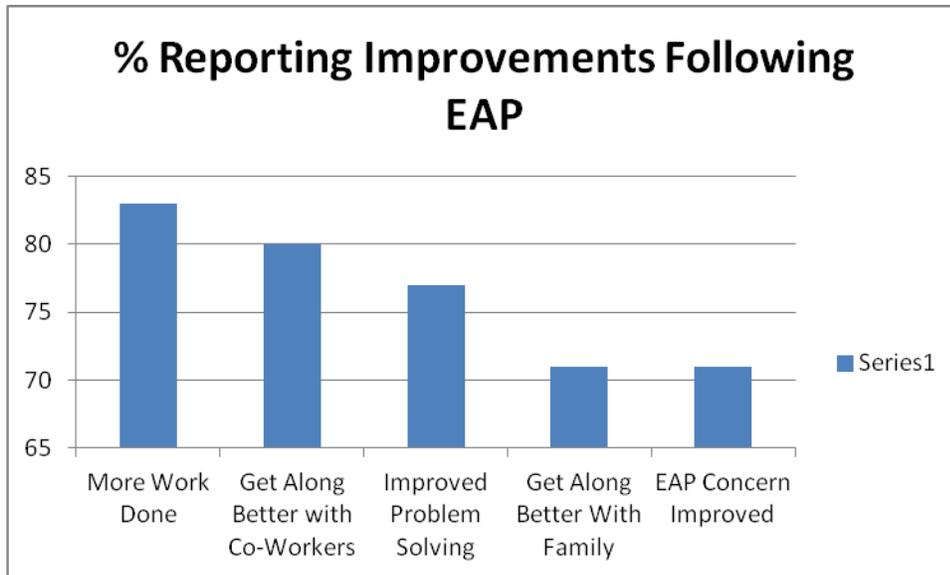


### Satisfaction

Many questions asked participants about their level of satisfaction with the program. Overall, results suggest that **95%** of the respondents were satisfied with the services they received; of these individuals,

an overwhelming majority (**85%**) indicated being “extremely satisfied”. Importantly, respondents were satisfied with the short wait time to see the coordinator (**95%**), and the amount of time the coordinator gave them to discuss their issues and concerns (**95%**). Additionally, nearly all respondents (**90%**) reported following the recommendations of the EAP coordinator.

In addition, the following improvements were noted by respondents during the follow-up assessment, compared to the period preceding their visit to EAP:



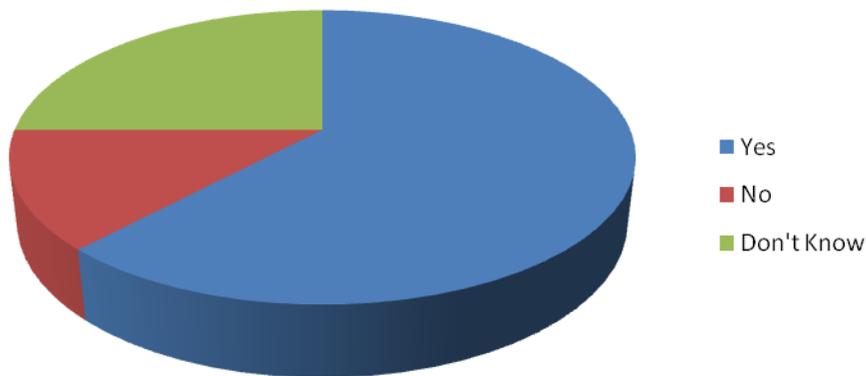
Finally **95%** of respondents report that they would refer EAP to a friend with a similar problem, and **71%** of respondents reported improvement on the problem brought to EAP. Overall, these results suggest that EAP was effective in assisting respondents, and that respondents were highly satisfied with the program.

## Expanded Services

**67%** of the respondents reported that the EAP coordinator had referred them to resources outside of the EAP program for assistance, and of that total, **86%** reported that they had already followed through on the coordinator’s recommendation.

Respondents were further asked whether they would utilize UB-EAP for services they had been referred to, if the service were available through the university’s Employee Assistance Program. Altogether, **62%** of respondents indicated that they would receive the services from UB-EAP if they were available, with an additional **25%** of respondents being unsure (only **13%** of respondents indicated that they would not utilize UB-EAP if the service were provided within that department).

## Reponses To Whether UB-EAP would be used in place of Referred Service



Overall, this suggests that respondents would utilize additional services if they were provided by UB-EAP.

## OTHER

Participants were asked to write what it was that they liked most about EAP. Responses could be categorized into the categories of caring staff, confidential, and helpful. Below are some of the statements provided:

- *Very friendly and helpful service; very knowledgeable. I felt comfortable talking about my concern and felt like I was talking with someone who truly understood my issue and offered excellent suggestions. Its not easy opening up about personal issues - I truly appreciated that the person I spoke with conveyed a sense of care and kindness. I would use this service again!*
- *Friendly, caring staff.*
- *Free, easy to use, accessible resource. Very nice counselors.*
- *It was great to have a confidential place to go to discuss issues that I was dealing with. It was very helpful and I was better able to understand what was happening in my workplace.*
- *The genuine concern of the staff. The immediate access. The good advice.*
- *Great and supportive staff who works hard to get you answers to your questions and who is very responsive to your concerns.*

Finally, participants were asked to provide recommendations for how they would improve the program. Of the 21 respondents, only four provided suggestions, as most either left this item blank, or indicated that they had no suggestions.

Overall, the suggestions for improvement are focused on publicity and expansion of EAP knowledge (people not knowing that EAP was on all three campuses, that EAP provides information and referral services only, etc). Below are the individual suggestions for improvement:

- *Need to get more exposure to the university. I knew it was there but didn't know much about it and I didn't know enough about it to go there.*
- *Other than handing out referrals to UB and off campus resources, EAP really didn't help me. When my bullying situation was at its worst I went to EAP for help but only received referrals and the advice to go to Personnel. Nobody put a stop to the bullying. I needed the bullying to stop. The counseling I received helped me cope with the bullying situation but didn't stop it. I had hoped for an intervention which I didn't get.*
- *It would have been nice to not have to go off campus for assistance; what I needed wasn't that difficult*
- *Meeting spot on the North Campus so that I do not have to lose my parking spot.*

## **Summary**

Overall, this data suggests that the program has been effective in helping employees deal with the problems for which they were seeking assistance. For the most part, employees reported high levels of satisfaction with the program, and provided positive remarks regarding the process and the coordinators. Recommendations for improvement mostly centered on factors related to the need for additional outreach, as concerns centered on issues of program knowledge (not knowing that program referral-based, and on multiple campuses. In the next fiscal year, we intend to improve our outreach efforts, while continuing to provide services to the university community.