



# Services and Programs for Employees

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# Employee Assistance Program (EAP)

- ▶ Services provided by contracted vendor – Mygroup (McLaughlin Young)
- ▶ Employees and immediate family members receive an initial assessment and three counseling sessions per incident per year; services available 24 hours.
  - EAP is designed to help employees with marital difficulties, parenting, stress, depression, work-related concerns, alcohol and/or drug abuse, grief and loss, or preventative
  - After the three counseling sessions, if needed, employees are referred to other sources for assistance

# Employee Assistance Program (EAP)

- ▶ Supervisory and Management Directed Services
  - Supervisors or Management can refer an employee to EAP for performance and/or conduct issues
- ▶ Fitness for Duty Evaluation/Risk Assessment - referral to a qualified vendor
- ▶ Substance Abuse Professional Assessments – identification of two referral options to conduct assessments
- ▶ Critical Incident/Stress Management – Within 24 hours of a request, the vendor provides unlimited critical incident stress debriefing for employees

# Employee Assistance Program (EAP)

- ▶ Case Monitoring and Follow-Up
  - Employee Self-Referral – the vendor follows-up with the employee to ensure that the maximum benefits are being received from the assistance provided.
  - Supervisory or Management Referral – follow-up services to ensure that the employee is in compliance with the recommendations for treatment.
  - Fitness for Duty Risk Assessment – provide compliance and progress information to agency
- ▶ Monthly newsletters provided for employees and supervisors
- ▶ Participate in workplace events and conduct training upon request

# EAP - Work Life Service

- ▶ Online Services – Organized by topics in the areas of Parenting, Aging, Balancing, Thriving, Living, Working, and International
  - Searchable database and resource links
  - Streaming audio files and video files on a range health topics
  - Saving Center with up to 25% discount on name-brand items
- ▶ Legal Services – free 30 minute appointment for legal consultation
  - Legal forms available online
- ▶ Financial Services – free financial counseling appointments
  - Educational materials and financial worksheets

## DPS EAP Employee Utilization Rates

	2014	2015	2016	2017	2018
<b>Utilization Rate</b>	1.86%	2.46%	2.69%	3.38%	3.48%
<b>Work-Life Utilization Rate</b>				9.23%	3.76%
<b>Combined Utilization Rate</b>				12.61%	7.24%
<b>New Cases for the Year</b>	355	461	496	652	598
<b>Total Cases for the Year</b>	443	597	655	812	841
<b>Top Five Presenting Problems</b>	Workplace Stress	Workplace Stress	Stress	Workplace Stress	Stress
	Stress	Stress	Workplace Stress	Stress	Workplace Stress
	Marital	Depression	Depression	Depression	Depression
	Depression	Grief/Loss	Grief/Loss	Grief/Loss	Grief/Loss
	Family/Child	Marital	Anxiety	Marital	Marital
<b>Impact of Problem</b>	Presenteeism	Presenteeism	Presenteeism	Presenteeism	Presenteeism
<b>Work-Life Issues</b>				Legal in Person - Divorce and Child Support/Child Custody	Legal in Person - Divorce and Child Support/Child Custody
				Financial - Budgeting and Debt	Financial - Debt and Budgeting

# S.H.I.E.L.D.

- ▶ Staff
- ▶ Helping
- ▶ In
- ▶ Emergency
- ▶ Life changing crisis or
- ▶ Difficult situations



# The History of S.H.I.E.L.D.

- ▶ S.H.I.E.L.D. was developed in an effort to provide the employees of the North Carolina Department of Public Safety: Division of Adult Correction and Juvenile Justice with the resources and assistance that is needed to overcome traumatic life events.



# S.H.I.E.L.D.

- ▶ The impact of a crisis or traumatic event is unpredictable.
- ▶ No two people have the same reaction to stressful events.
- ▶ Research shows that 1/3rd of employees experience severe reactions after a crisis.
- ▶ We are all human and must take the steps needed to recover from critical incidents.

# S.H.I.E.L.D.

- ▶ There is now support to help staff sort through reactions experienced after a critical incident, be it on or off the job.
- ▶ The department wide S.H.I.E.L.D. program offers the needed assistance.
- ▶ S.H.I.E.L.D. offers support after personal and/or professional life-changing crises.

# S.H.I.E.L.D.

- ▶ S.H.I.E.L.D. is comprised of NCDPS professionals who are employed by various sections within DACJJ. The peer support team members have received specific training in critical incident stress management.
- ▶ Peers offer emotional support to staff in the times following traumatic incidences.

# S.H.I.E.L.D.

- ▶ Through individual and/or group peer support sessions, individuals are provided the opportunity to share trauma confidentially.
- ▶ Effective coping skills are provided.
- ▶ The program is available to all staff within the NCDPS: DACJJ.

# S.H.I.E.L.D.

- ▶ S.H.I.E.L.D. is committed to helping those they serve lead healthy and balanced lifestyles through peer support, care support, and referral resources.
- ▶ S.H.I.E.L.D.'s core mission is to help employees sort through their reactions after the impact of a life-altering tragedy.

# Integrated Behavioral Health Services (IBHS)

- ▶ The program is being established to address mental health needs of employees as a result of work-related primary and secondary victimization or stress arising out of critical incidents or their ongoing abusive work environment in correctional and law enforcement settings.
- ▶ Behavioral health professionals will be a mix of (6) senior psychologists, (6) licensed clinical social workers, and (6) social work case managers.
  - Program Director for program implementation and oversight

# Integrated Behavioral Health Services (IBHS)

- ▶ The program will be staffed with time-limited positions and grant funding has been approved for two years.
- ▶ Currently recruiting for the Program Director
  - Administrative Officer – late April
  - 18 behavioral health professionals May/June
  - July – September: recruitment/training/offices set-up
- ▶ The behavioral health professionals will be located in six offices across the State in Raleigh, Fayetteville, Greenville, Greensboro, Charlotte, and Asheville.
- ▶ Projected date for delivery of program services is October 1<sup>st</sup>.

# Questions?