

# **NCDOT Employee Assistance Program**

John Eley, Assistant HR Director - HR Services

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Connecting people, products and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina

## **HR Services Overview**

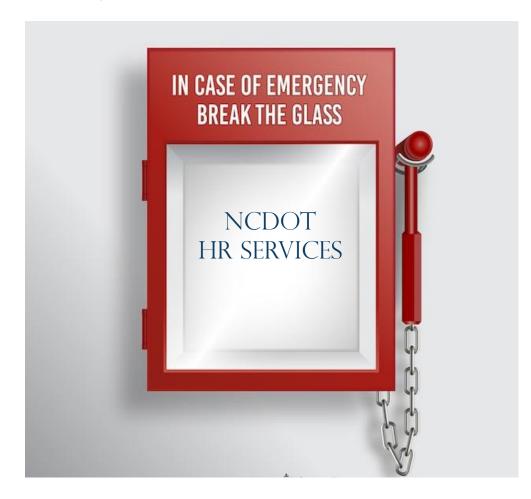
#### **HR Services Overview**

**Employee Performance – addressing deficiencies fairly, effectively, and defensibly** 

Disciplinary Action

Grievance Process

Employee Assistance Program



# **Employee Assistance Program and Process**

## **Employee Assistance Program Administration**

Purpose: to maintain and restore individual health and well-being, improve productivity and retain valued employees

- Administered by the Office of State Human Resources
- EAP vendor must offer confidential:
  - self-referrals
  - supervisory referrals
  - management directed referrals, and
  - fitness for duty evaluations; as well as
  - critical incident response,
  - workplace training events, and
  - work-life resources





## **MYgroup McLaughlin Young Employee Assistance Program**



## **NCDOT EAP Program Delivery**

#### WHO

- Employees may access EAP directly and confidentially
- Supervisors may suggest EAP to employees
- Employee Relations Representative
- EAP Coordinator
- MYgroup

## WHAT (Services Recap)

- Up to three sessions prior to referral
- Life management concerns
- Emotional problems and mental health issues
- Alcohol and drug abuse
- Job-related problems
- Online resources
- Financial issues
- Legal advice

## EAP process from the time employee reaches out

- Employee contacts EAP
- EAP offers employee a needs assessment by an experienced, licensed counselor
- If the concern can be resolved through problem-solving sessions, EAP staff will assist in resolution
- If a referral is needed for ongoing support, EAP will connect employee with costeffective resources for care
- EAP will continue to offer employee and immediate household members access to 24-hour emergency coverage



## EAP contact information/methods for employees to reach out



# Online Work-Life Resources

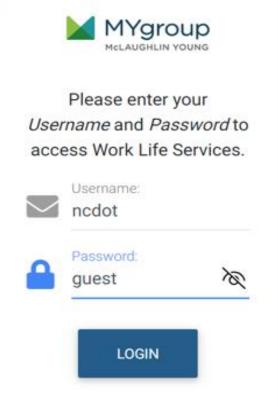
mygroup.com

NC EAP

Call: 888.298.3907

Available 24/7





# **Suicide Prevention Emphasis**

#### **Suicide Prevention Emphasis**

**NCDOT Support Strategies** 

 According to the World Health Organization, during the first year of the COVID-19 pandemic, the global prevalence of anxiety and depression increased by 25%—and it has continued to grow.

• NCDOT is committed to provide the resources and support employees need to address personal or work-related challenges and concerns

#### **Suicide Prevention Emphasis**

**NCDOT Support Strategies** 

- Created InsideNCDOT web presence for suicide prevention resources
- Sharing monthly communications to all employees
- Identifying training resources for employees through Mygroup
- Contracting with MYgroup for suicide pre- and post-vention training
- Provide first-responder trauma training
- Continue MDR, FFDEs, and Critical Incident Response
- Personal contact from Human Resources with employees and family members

#### **Suicide Prevention Emphasis**

**Tips for Managers and Supervisors** 

- It is important to understand warning signs and intervene
  - Reach out to the person in distress
  - Ask the employee how they are doing
  - Listen without judgement
  - Mention changes you have noticed and that you're concerned
  - Suggest the employee talk with someone at EAP
  - Stay in contact with the employee

## **NCDOT Utilization**

#### UTILIZATION REPORT

#### **NC DOT Comprehensive Report**

January 01, 2023 - September 30, 2023 on New and Open Files

#### **UTILIZATION BY THE NUMBERS**

Utilization Summary	Count	%	Serviced	%	Activities	%	Hours
Cases	156	85.2%	176	67.4%	293	66.0%	165.7
Information Calls	7	03.8%	7	02.7%	7	01.6%	0.75
Organizational Services/Critical Incident	12	06.6%	70	26.8%	14	03.2%	14.92
SAP/Student Assistance Cases	0	00.0%	0	00.0%	0	00.0%	0
Formal Management Referrals	8	04.4%	8	03.1%	130	29.3%	26.47
Management Consultation	0	00.0%	0	00.0%	0	00.0%	0
Total	183	100%	261	100%	444	100%	207.83

#### Count

The total number of Cases,
Information Calls, Organizational
Services, etc. that have an
open/service date that falls
between (and includes) the
reporting period date range.

#### Serviced

The total number of service users (attendees) within Cases or Organizational Services that have an open/service date that falls between (and includes) the reporting period date range.

#### **Activities**

The total activities (contacts) from Cases, Information Calls,
Organizational Services, etc. that have an activity date that falls between (and includes) the reporting period date range.

#### Hours

The total duration from all activities that have an activity date that falls between (and includes) the reporting period date range.

## **Contact Us**

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in NCDOT



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Thank you!