



NORTH CAROLINA
Department of Transportation

NCDOT Employee Assistance Program

John Eley, Assistant HR Director - HR Services

January 3, 2024

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
- Agencies pay for EAP for all permanent employees



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 cost-effective 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



NC EAP

Call: 888.298.3907

Available 24/7

Online Work-Life Resources mygroup.com



Please enter your
Username and Password to
access Work Life Services.

Username:
ncdot

Password:
guest



LOGIN

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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Thank you!

