The Ohio State Employee Assistance Program
An assistance program for faculty, staff and their families

OVERVIEW
Presented by the Ohio State EAP

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When you’re feeling pulled in too many directions...
we’re here for you.
Ohio State EAP
(800) 678-6269
For live, immediate assistance, 24/7
Objectives

- Explain what an EAP can do
- Explain what the Ohio State EAP is
- Introduce all the services
- Learn how easy it is to access the services
- Who would benefit from these services
- Discuss why the current EAP is part of the YPFH support programs
What is an EAP?

- Provides professional support, information and counseling when an employee or their dependents are struggling with difficult issues.
- Prompt access (48-72 hours) is key to helping address problems effectively.
- Not limited to just mental health or substance abuse issues, also includes work/life issues.
- Helps employees deal with difficult situations so they can perform well on the job instead of being distracted by complex life situations.
- Supports managers and supervisors when they are working with employees who may need specific interventions.
Typical EAP services

Prompt response for crisis issues:
- Mental health and substance abuse issues
- Family/relationship issues
- Work conflicts
- Supportive services after crisis
- Managerial and supervisor support
- Feedback to leadership as issues emerge
- Training to support any of the above areas
Additional EAP support services

• The Ohio State EAP has expanded into other areas of work/life issues, includes:
  – Legal
  – Financial
    • Employee Emergency Fund
  – Eldercare
  – Childcare
  – Wellness and health
How these services get delivered

• Service delivery has expanded
  – 5 complementary session per client per year (can get more if new incident)

• Not just face to face counseling
  – Phone services
  – Internet services
  – Even some video teleconference service

• Means more convenience for clients
How to access the services:

- 800-678-6265- Ohio State EAP intake line
- Counselor on the line will assess and refer clients to best place for service:
  - Current internal Ohio State EAP staff
  - OSU specific health, wellness or OHR programs
  - Specialty services
  - Ohio State EAP network provider
- Web Access through [osuhealthplan.com/OhioStateEAP](osuhealthplan.com/OhioStateEAP)
Alignment between EAP/OSU Health Plan

- The OSU Health Plan counseling network and the EAP counseling network overlap
- Can start with 5 EAP sessions and then stay with the same counselor but start paying their copay
- Continuity of care improved by this
Who can access services?

- All benefits-eligible employees and their dependents (over 30,000 employees)
- Includes parents and parents-in-law if they need eldercare information for instance (but they can access other services too)
- Also includes non-dependent household members
- Access online, by phone or face-to-face after an initial phone call
- Eligibility for services extends up to 90 days after leaving university employment
Services that have costs

• Some things are outside the scope of the Ohio State EAP

• Services normally provided through OSU Health Plan:
  – Psychiatric services (meds)
  – Psychological testing
  – Acute levels of facility based care

• Services beyond what is normal from IMPACT Solutions:
  – Lawyers and Certified Financial Planners
Who’s not eligible for services?

- Student employees
  - Includes graduate assistant employees not enrolled in the OSU Health Plan
  - Students should use Counseling and Consultation Services at (614) 292-5766
- Some part-time and temporary employees
- Former employees or students
We also help managers

Can help with difficult conversations
Can provide team support with trainings
  Dealing with difficult people
  Civility in the workplace
  Effective communication techniques
Formal Management Referral
  Process that requires EAP contact
  Feedback to manager provided
Who Should Access Services?

Anyone needing assistance with interpersonal or daily living challenges that include any of the following (and more):

- Stress
- Conflict within the workplace
- Conflict within the home
- Mental health or substance abuse problems
- Performance issues
- Sleeping problems
- Can’t focus
- Anger issues
- Emotional concerns
- Legal issues
- Financial issues
- Identity theft recovery
- Childcare referrals
- Eldercare referrals
- Parenting challenges
- Care-giving
Integration with Your Plan For Health

- Services are still confidential, but by being integrated within the larger system:
  - Can help clients more through collaboration
  - Can make sure that all needs are addressed
  - EAP has input into program development
  - Access to counseling and support services is improved
  - Referrals between health, wellness, medicine and EAP flow in all directions
On-line CBT Program

• Beating the Blues:
  – CBT: Cognitive Behavioral Therapy
  – Computer based program that is useful for stress, tension, anxiety or depression
  – 8 1 hour modules
  – Teach you to manage your own stress
  – You can use at a time and place convenient to you
  – If interested, just call the EAP
Resiliency Training

• Useful for individuals and departments
  – Stems from Positive Psychology Studies
    • Stress is now overwhelming some of us
    • Resiliency teaches basic skills to manage stress before it manages us
  – We have 30 minute introduction and over a dozen skill building modules recorded and on-line
  – We will come to any workplace or department and deliver in person
Any questions?

This service, provided by OSU Health Plan, is offered as a key component of Your Plan For Health by the Office of Human Resources.