



HELPEOPLE HAPPENINGS

January 2009

25 years of helping employees live more productive and meaningful lives
1985-2009



Andy Ohstrom, SPHR
Director

About our New Director

Andy is a Senior Professional in Human Resources (SPHR) with comprehensive experience with a variety of sectors, including union and non-union environments, private firms and Fortune 200 companies. Andy completed his B.S. in Industrial Labor Relations / Human Resource Management from Lemoyne College. He also holds a certificate from the New York School of Industrial Relations at Cornell University. Andy is active in the community serving on the board of Consumer Credit Counseling Services of Central New York and President of Optimist International—LaFayette Chapter. Andy has also provided trainings on several workplace topics including Diversity, Conflict, Change, and Addressing Job Performance Issues.

Quick Facts about Your HelpPeople Employee Assistance Program

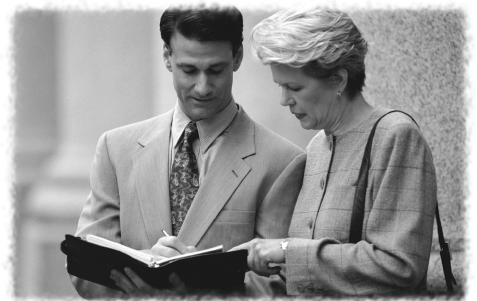
FACT #1 Your EAP is a free, voluntary and confidential service for employees and their dependent family members who are experiencing personal and/or work related problems.

FACT #2 Your EAP provides Management/Supervisors both a telephone consultation or if they desire they can come in for a face to face consultation.

FACT #3 Your EAP is available for Critical Incidents (i.e.: death of an employee, traumatic event in the workplace)

FACT #4 Your EAP is available for help through the process of downsizing or closing of a company

FACT #5 Your EAP provides both on-site and off-site Management/Supervisor Trainings





Please call 470-7447 or email pamcoleman@crouse.org if the following occurs:

- ⇒ You need additional orientation packets (envelopes with a letter & wallet card)
- ⇒ You need additional posters or brochures
- ⇒ There is a question regarding your billing
- ⇒ If you have a problem registering for a Supervisor Training on-line

Please look for our next promotional handout in March.

Management / Supervisor Survey Results for January 1 to December 31, 2008

As we have done with the Client Satisfaction Surveys, this past year HelpPeople decided to survey the Managers/Supervisors who did a **formal** referral to our program. Here are the results of the returned surveys. We hope that this will give you an idea of how important the referrals are to your management staff and to your organization.

	Agree & Strongly Agree	Strongly Agree Only
	%	%
1. I was treated courteously and professionally over the phone or during an in-person session consultation:	100	75
2. If you spoke with a counselor prior to the referral, was the consultation helpful?	100	86
3. Counselor understood my concerns with the employee's job performance:	100	66.7
4. Counselor offered specific suggestions and/or a plan to address the employee performance problems:	89	77.8
5. I would recommend HelpPeople to my colleagues:	100	77.8
6. I would refer another employee to HelpPeople:	100	79.8
7. Overall, I was satisfied with the services I received from HelpPeople:	100	77.8

Client Satisfaction - Using Control Charts to Improve Indicators

HelpPeople EAP is one of the few EAP's that uses a reliable data collection process that delivers valid, measurable client satisfaction ratings. Since 1988, HelpPeople has provided organizations with copies of client surveys as part of their review process.

In 2005, HelpPeople implemented a formal, six-sigma quality improvement program that uses results to construct a control chart for each question/indicator on the survey. Each month, the charts are analyzed to look for trends and opportunities for process improvement. The charts then provide a benchmark for monitoring outcomes of improvement strategies.

Program evaluation extends beyond the conventional focus on "agree" and "strongly agree" responses. Although the combined scores are high for many of the indicators, HelpPeople staff look to improve the percentage of "strongly agree" responses. Emphasis on process improvement at this level is designed around the "loyalty factor", or the percentage of clients who feel a strong connection to HelpPeople in using the services again if needed in the future or referring other coworkers to use the services. We do realize that several of the questions are subjective to the client's point of view but HelpPeople continues to look toward achieving greater than 60% satisfaction (the loyalty factor) with key indicators.

Here are the client satisfaction results for the period January 2008 - December 2008:

	Agree & Strongly Agree	Strongly Agree Only
	%	%
1. I was treated courteously and professionally over the phone:	99.2	85
2. I received an appointment in a timely manner:	97.7	77
3. I feel my confidentiality was respected:	97.7	86.5
4. Counselor understood my concerns:	98.5	81
5. Counselor offered alternate ways of looking at my problems:	99.2	72
6. Counselor offered specific techniques to address my problems:	97.6	72.7
7. I feel better about myself:	93	54
8. I see my problems in a different light:	89.2	45
9. My partner/family members have noticed a positive change in me:	88.2	50.5
10. My job performance has improved:	89.7	41.7
11. Relationships with my co-workers have improved:	83.1	42.2
12. I would recommend HelpPeople to my co-workers:	97.6	77
13. Overall, I was satisfied with the services I received from HelpPeople:	99.2	79.4
14. Counselor identified community resources for accessing additional help:	94.1	60

HelpPeople Employee Assistance Program (EAP) provides free, voluntary and confidential counseling to employees and their family members whose personal problems /issues could adversely affect work performance. The EAP is provided by **you**, the employer.

HelpPeople offers individuals confidential and timely support to solve problems that affect health, well-being and job performance.

Our counselors specialize in assisting people who might otherwise not seek help or know how to find it. Our proactive approach to helping individuals solve problems includes defining the problem(s), outlining a course of action to handle that problem, and accessing the necessary support to manage the problem.



HelpPeople covers a full spectrum of issues. They include:

- Anxiety and panic
- Blended families
- Conflicts in relationships
- Depression
- Separation / Divorce
- Domestic Violence
- Eldercare
- Grief and loss
- Family and parenting issues
- Internet addiction
- Marital issues
- Misuse of alcohol and drugs
- Stress management
- Time management
- Working families
- Workplace change

Supervisor Trainings on site and at the Marley Education Center, Syracuse or the Oswego Falls Business Center, Fulton
Educational Programs on site for 10 or more employees

Appointments are available in two convenient locations
600 East Genesee Street, Suite 325, Syracuse, NY 13202
163 South 1st Street, Fulton, NY 13069

Services are provided in-person, by phone and/or through workshops, literature, and our comprehensive web site



Office Hours: 8:30 a.m. to 5:00p.m. weekdays • *Evening appointments available*

600 East Genesee St.
Suite #325
Syracuse, NY 13202

HelpPeopleSM
Employee Assistance Program

315-470-7447
1-800-777-6110
www.helppeople-eap.org