**NAME: SEAP GENERAL INFORMATION SESSION**

**AUDIENCE:** ALL EMPLOYEES (rank and file, supervisors, managers)

**TIME:** ONE AND ONE HALF HOURS (without video and activities/exercises)

TWO AND ONE HALF HOURS (with video and all activities/exercises)

# SESSION

**DESCRIPTION** This session is designed to:

* Familiarize employees with benefits available to them through the State Employee Assistance Program (SEAP)

**TRAINING** Large group interaction, lecture, small and large group **METHODS** discussion, small group work, Power Point slides/overheads,

handouts, flip charts, video.

**TRAINING AIDS:** • Prepared note cards (used in Appendix 2 and Appendix 9)

* Blank note cards (used in Appendix 3)
* Blank flip charts or board (used in Appendix 5)
* Newspaper/magazine articles (used in Appendix 4)
* Executive Order 1996-13 (Appendix 7 – place in participants’ handout materials)
* Mental Health quiz (Appendix 8)
* Mental Health article (Appendix 8)
* SEAP video and video player
* Power point slides/handouts (slides may also be reproduced as overheads or flipcharts)
* SEAP brochures/wallet cards (place in participants’ handout materials)
* Props (optional). Suggestions include:
* Pictures of (or actual) items from 1950’s and 1990’s (e.g., telephone)
* Individually wrapped life savers
* Quotations to be posted around room (Appendix 10)

LEARNING

**OBJECTIVES: •** Be able to list the services available through SEAP.

* Demonstrate an understanding of who is eligible for SEAP benefits.
* Be able to articulate the process for accessing SEAP benefits.
* Be able to provide the definition of an impaired employee.
* Demonstrate a general understanding of the Commonwealth’s Substance Abuse Policy, Fitness for Duty requirements, and the Conditions of Continued Employment (COCE) process.
* Demonstrate a general understanding of confidentiality.

1. **ICEBREAKER (optional activity)**

Choose one of the three icebreakers provided in the appendices.

**Appendix 1 •** Human Scavenger Hunt.

**Appendix 2 •** SEAP Acronyms.

**Appendix 3 •** SEAP Knowledge Activity.

1. OBJECTIVES

# PP Slide 1

* 1. Before we get started today, let’s take a moment to review what we hope you’ll gain from this training. We hope you’ll be able to obtain answers to the following questions which we could call the FAQs, or most frequently asked questions about SEAP:
     1. How much does SEAP cost?
     2. Is SEAP really confidential?
     3. Why should I use SEAP?
     4. Who can use SEAP?
     5. What kinds of services are available through SEAP?
     6. How do I access SEAP?

**If Appendix 3 used,**

**list additional** 7. How does SEAP work?

**Issues identified**

* + - 1. Through this training, we want to clarify your understanding of the SEAP program, so that you can feel more comfortable about using SEAP.  
         1. **MOTIVATOR (optional)**

Choose one of the three motivators provided in the appendices:

**Appendix 4 •** Newspaper Articles.

**Appendix 5 •** Issues Connection.

**Appendix 6 •** Visual Impact Exercise.

1. **SEAP VIDEO (optional activity – if used, the placement is optional here – the video can also be shown at the end of the training course)**

**Introduce video**

* 1. To introduce you to the SEAP program, we are going to watch a video. This video is about real people and how they used the services available through the SEAP program. Be sure to watch for the kinds of issues these employees were dealing with, and how the SEAP program helped them to address those.

1. **OVERVIEW OF SEAP**
   1. Now that you know more about why individuals may want or need to use SEAP, we can talk about what it is, and how you and your family can benefit from SEAP services.

# PP Slide 2

* 1. SEAP stands for the State Employee Assistance Program.
  2. It is a service that is coordinated through the Office of Administration in partnership with the Pennsylvania Employees Benefit Trust Fund. SEAP services are provided by an independent company not associated with the Commonwealth. United Behavioral Health is the current contractor, and has provided SEAP services since January 1997.
  3. SEAP is a free service available to Commonwealth employees, their families, and even some other individuals with whom they have close relationships.

PP Slide 3

* 1. Through a toll-free phone number, it provides confidential access for referrals to a variety of services. Each Intake Counselor who answers the phone is a clinician with at least a Master’s degree. The Intake Counselor can refer you to professionals licensed in a wide range of specialties. These include legal services, mediation services, financial counseling, substance abuse & family counseling, and other areas.

1. **WHO IS ELIGIBLE FOR SERVICES?**
   1. Let’s talk about who is eligible for services by looking at the story of Mary Smith, a fictional Commonwealth employee. Mary is a temporary clerical pool employee, who has just recently been assigned to our agency. She enjoys her position here very much, and she is quite hopeful that soon she will be able to get a full-time permanent position. Mary is married, and has three children, one of whom is away at college in Ohio.

Recently, Mary has become concerned about how things are going at home. She believes that her husband may be having an affair, because he is spending less time at home. She has also become worried about her daughter who is in college, because her daughter seems to be very homesick, and Mary believes that she may be depressed.

Mary is wondering whether she can call SEAP for herself, and whether her daughter in college would be able to call SEAP.

Let’s look at just who is eligible for SEAP.

**PP Slide 4**

1. Most Commonwealth employees are eligible for SEAP. The only employees who aren’t covered at this time are those who are employed by the Auditor General, Treasury, and the Turnpike Commission.
2. Full-time employees.
3. Part-time employees.
4. Temporary employees.
5. Seasonal employees.
6. Paid interns.
7. It doesn’t matter whether you are salary or wage, permanent or temporary – if you are drawing a paycheck from the Commonwealth, you are eligible for SEAP benefits (unless you work for Auditor General, Treasury or Turnpike).
8. The immediate family members of Commonwealth employees are also eligible for SEAP benefits.
9. The employee’s spouse is eligible.
10. The employee’s dependent children are eligible.  
    1. Other family members of Commonwealth employees are also eligible for SEAP benefits.
11. The definition of “family member” is very broad, and includes people you might not ordinarily think of as being part of your immediate family, for the purposes of employer-provided benefits.
12. The philosophy behind the broad definition of “family member” is that an employee’s job performance may be affected by someone with whom they live, to whom they are related or close to, and it is in our (the employer’s) best interests to get that individual assessed and referred for treatment, if there is an issue.
13. Here are some examples of persons considered to be “family members” for the purpose of eligibility for SEAP benefits.
14. An employee’s significant other.
15. An employee’s adult child living outside the household, whether married or unmarried. The residence of that adult child is not limited to Pennsylvania.
16. An employee’s adult child living in the household.
17. Other individuals living in the household, even if they are unrelated to the employee.

* Friends living with the employee.
* Your children’s friends who are living with you.
* The employee’s live-in housekeeper or nanny.
* Foreign exchange students.

1. Retired state employees.
2. In order for any of these individuals to receive SEAP benefits, the employee themselves must be eligible for services. When would an employee be ineligible for SEAP services?

# PP Slide 5

1. An employee is not eligible for SEAP if they are on leave without pay without benefits.
2. An employee is not eligible for SEAP if they have been suspended without benefits.
3. An employee is not eligible for SEAP after they have resigned or been discharged.
4. Did you know that United Behavioral Health, the current contractor for SEAP, maintains a listing of the social security numbers of the Commonwealth employees who are eligible to receive SEAP services?
5. The information is gathered from data supplied by the Pennsylvania Employee Benefit Trust Fund (PEBTF) and other health insurers who cover Commonwealth employees.
6. In order to access the SEAP benefits, the individual who is calling should know the employee’s social security number. However, if they don’t know the number, SEAP will attempt to locate the individual by name.
7. SEAP benefits are provided on the concept of “presumptive eligibility”. So what exactly is presumptive eligibility?
8. When an employee calls for SEAP services, the contractor will assume that the employee is eligible for SEAP benefits, even if the employee’s social security number is not on file.
9. When an individual calls and identifies themselves as a “family member”, the contractor will assume that the individual is eligible for SEAP benefits, even if the individual doesn’t know the employee’s social security number.  
   1. SEAP is a service available to employees and their families. It is a place to turn for confidential help when employees are experiencing a problem. Whether or not the problem is affecting the employee’s work, SEAP is available, 24 hours a day, 7 days a week.
10. **WHY THE COMMONWEALTH OFFERS THE SEAP PROGRAM TO ITS EMPLOYEES.**

**PP Slide 6**

* 1. SEAP began in 1980 as a drug and alcohol, (which is also called substance abuse) treatment program. Since that time, SEAP has been greatly enhanced to offer assistance to employees and family members for all sorts of problems that affect their lives and ability to function.

1. Who would like to guess what percentage of calls that come into the SEAP number are for substance abuse concerns?

# Ask class for answers

Today, fewer than 8 percent (8%) of the calls that come into the SEAP program hotline are for substance abuse concerns.

1. In fact, more than 50% of the callers are seeking help for psychological difficulties. Who can give me a few examples of what I mean by “psychological difficulties”?

Ask class for answers

* 1. Depression.
  2. Anxiety.
  3. Stress.
  4. Grief.
  5. Anger.
  6. Fear.
     1. What other types of problems aside from psychological and substance abuse might an employee experience?

Ask class for answers

* + - 1. Family problems.
      2. Marital problems.
      3. Relationship problems.
      4. Legal issues.
      5. Financial difficulties.
      6. Occupational issues.
      7. Trauma, such as a fire, a motor vehicle accident, or an assault.
      8. Gambling or other addictions.
         1. The Commonwealth recognizes that these problems exist among employees in its workforce, and has developed a program to help both employees and supervisors in resolving these problems.
         2. The Commonwealth also recognizes that supervisors are typically not qualified to give marital counseling, or substance abuse counseling, nor are they authorized to practice law or medicine without a license.

PP Slide 7

Some problems are rooted in an employee’s personal life away from the workplace.

1. SEAP is a way for the employee to address these problems without involving his or her supervisor.

**PP Slide 8**

1. The employee may voluntarily contact SEAP and request assistance without the workplace being aware of the contact or the problem.
2. SEAP provides professional assistance that is confidential, and outside the workplace.
3. Let’s take Mary Smith, for instance. Mary hasn’t told her supervisor about her marital problems, or about her concern for her daughter in college. Mary can simply call the toll free SEAP number to get assistance, and her supervisor doesn’t need to know.
4. Some employee problems do impact the workplace, and are noticeable to supervisors and co-workers.

PP Slide 9

1. In these cases, SEAP is a partnership between the Commonwealth, managers, supervisors, unions, and employees to help employees address the problem.
2. Often, disciplinary action can be avoided if an employee seeks help when problems on the job first develop.
3. Other problems are sudden, and SEAP is also available for these critical incidents.

PP Slide 10

1. Examples of such critical incidents might be the death of a co-worker on the job, an armed robbery, or a threat by a citizen who comes into the workplace.  
   1. Just in the past two years (1998 and 1999), SEAP has helped with over 80 traumatic incidents.
   2. Unfortunately, it is not unusual for liquor stores to be robbed, or for PennDOT workers to be injured or killed on highway construction sites. Employees who have been involved in or witnessed these incidents quite naturally have strong emotional reactions that can impact their ability to function at work.
2. Following such traumatic events, SEAP can be very beneficial. The SEAP program provides a critical incident stress debriefing (CISD) to ease employees through the transition from the traumatic event to a return to normalcy at work and at home.
3. Believe it or not, many employees are unaware of SEAP, or don’t see how it can benefit them. Have you been wondering how the SEAP benefits might apply to you?
4. The goal of today’s training is to provide you with information about SEAP, and to encourage you to use the program.
5. We would like SEAP to become a resource that you will consider in the future whenever a problem arises.
6. Many problems can be resolved when they are confronted early, rather than waiting until later.
7. Even if you think you don’t need the service today, please try to keep an open mind during this presentation, hold on to the brochure, and remember, this program is available to you and those you care about, at any time.
8. Again, let me restate that an employee does not have to be having problems on the job to use the services of SEAP. Anyone who is eligible can call the 800 number for a confidential consultation.
   1. **WHAT OR WHO IS AN “IMPAIRED EMPLOYEE?”**

# PP Slide 11

1. Let’s look at a specific kind of problem, called impairment. Everyone has problems, which may or may not be visible to others. Impairment begins when problems start to negatively impact our lives, or when our ability to cope fails.
2. Drinking may not be a work-related problem, for example, until it produces negative consequences such as a missing work because of a loss of a driver’s license because of a Driving Under The Influence (DUI) charge.
3. Stress is to be expected from time to time at work, but it should not cause you to feel “burned out” or strain your relationships with co-workers.
4. For many of us there never seems to be quite enough money to cover all of our needs, but when debt reaches the point where we have trouble covering the essentials, then we may need to consider asking for help.

1. Impairment can be due to just about anything, not just drugs or alcohol.

Show telephone prop

**PP Slide 12** 1. Look at these telephones, and see how they have changed over the past 40 years. Think about how living has changed over the past 30 to 40 years, and give me some examples of everyday events that cause more stress than they may have in the past.

## Ask class for answers

* 1. Households with two working parents.

**Record on flip chart**

* 1. What happenswhen the children get sick and have to come home from school?
  2. What about the rise in the divorce rate?
  3. How do employees cope with blended families—that is, families made up of adults and children who are not all biologically related?
     1. We can usually see a behavior or mood change if we pay attention, but we don’t always know why a person acts the way he or she does.  
        + 1. Most of the time you only see the person at work from 8:30 to 5, in a very controlled type of situation.
          2. Work may seem chaotic some days, but it is generally a controlled environment, where you know pretty much what to expect from day to day.
     2. What you don’t see is a picture of someone’s life outside of work. What happens at the end of the workday – what do people do when they leave work?

Many people leave work and step into an entirely different world.

A person’s life outside of work may be quite complicated, or very stressful, and a person may be having trouble coping with factors beyond their control.

* + - 1. We all have a variety of ways to resolve problems or otherwise cope with life’s ups and downs. Some people talk to their friends, engage in exercise, or escape to the movies. Usually we can cope with problems, and at some point, the problem is resolved and we move on.
      2. With an “impaired” employee, the down days begin to outnumber the good days **over a period of time**. The usual ways of coping eventually fail to deal with the problems.
      3. As this “down” period continues, it almost always begins to show itself through changes in the person’s behavior.

1. Do you think you’ve ever witnessed impairment? Can you name a few examples of behaviors that may indicate impairment?

# Ask class for answers

* 1. Unexplained or seemingly inappropriate outbursts.

**Record on flip chart**

* 1. Increased absenteeism at work.
  2. An increase in arguments with family or coworkers.
  3. Misuse of food, alcohol, and/or drugs (including prescription drugs).
  4. Excessive sleeping or prolonged crying.
  5. Changes in job performance.
  6. Inability to concentrate.

# THE EXTENT OF THE PROBLEM IN THE WORKPLACE.

# PP Slide 13

* + - 1. Many studies have been conducted to determine how serious these and other problems are, and how they affect our personal and family lives, the workplace, and society.

1. Personal fallout.  
   1. 15% of the population experiences emotional or mental health problems that could benefit from counseling.
2. Everyone is subject to sadness or depression, anxiety or fear at some time in his or her life. In the past year, who has not been sad, depressed or anxious at some point?
3. Usually, we can prevail over these conditions. If, however, too many of these conditions occur at the same time, a person may need assistance.
4. For example, divorce, by itself, is rated as a highly stressful event in one’s life. Many people go through a divorce exhibiting signs of stress, but in time, the emotions subside and things calm down. Add to the stress of a divorce one or two additional stressful events, and you have a mixture that could sideline even the most steadfast employee. Take Mary Smith, for instance. Eventually Mary and her husband did decide to get a divorce. A few months later, Mary’s daughter dropped out of college for financial reasons and returned home. Then Mary’s mother had a stroke, and had to be placed into a nursing home. Mary found that she could no longer concentrate on her job – she was making frequent errors and wasn’t getting as much work accomplished as she used to. Mary found that she was spending most of her time worrying about the issues in her life, and it was impacting her ability to function, both at home and at work.
5. That is when the services of an employee assistance program can be a lifesaver.

**Throw lifesavers to class**

1. Consumer Reports magazine reported that nine out of ten people feel significantly better after having sought some form of help for mental health issues. Those people who received help for longer than six months felt the best of all the respondents.
2. Do you remember what I said earlier about confidentiality? One of the benefits of an employee assistance program that is voluntary and off-site is the chance for the employee to speak freely and confidentially. An employee assistance program gives the employee an opportunity to talk privately, without an impact at work, and without having the content of his or her conversation go beyond the confines of the counseling session.
3. Many people keep problems to themselves. There are times, however, when it is beneficial to find an understanding listener who will not make judgments about the employee. A trained counselor will also do more than just listen. He or she will help an employee find appropriate solutions to his or her problems.

* 1. Is turning to alcohol, drug usage, or other compulsive/destructive activities a solution to life’s problems?   
     1. Use of substances provides only a temporary escape from the reality of our problems.

**PP Slide 14**

* + 1. 10% of the population is impaired by the use of alcohol, and 8% of the population is dependent upon drugs.
    2. With those percentages, do you suppose that alcohol or drug usage is impacting the workplace?
    3. There are many misconceptions about alcohol and substance abuse.  
       - For example, did you know that 90% of individuals who abuse alcohol are working people?
       - They are not drinking on the job; they are, however, drinking heavily away from the job.
       - Their use of alcohol is also impacting the lives of at least 4 or 5 people who are close to them.

Substance abuse will cause an employee’s work performance to decline, in most cases. Did I tell you that Mary started to drink when she was going through her divorce? An employee impaired by alcohol or some other substance will miss deadlines, and will make mistakes through inattention or poor judgment. Fellow workers will likely complain about the employee’s absences and behavior when at work.

The sooner an employee becomes aware of a substance abuse problem the greater the likelihood of recovery. Earlier is always better than later.

# Ask class for answer

What do you think the SEAP success rate is for alcohol addiction? By a show of hands, how many think it is less than 25%? 26% to 50%? 51% to 75%? 76% to 100%?

**PP Slide 15**

You may be surprised to learn that the SEAP program maintains a 65% success rate in helping people with alcohol addiction. Success is much greater if the employee seeks help in the early years of addiction, rather than the later years.

Studies vary on the number of people who use illegal drugs and alcohol on the job. We do know that the substances that show up most frequently in substance tests of Commercial Driver’s License (CDL) operators are cocaine, marijuana and alcohol.

**PP Slide 16**

1. Because the Commonwealth is so concerned, there is a policy that prohibits the use of alcohol or illegal substances in the workplace. That policy is Executive Order 1996-13, “Commonwealth of Pennsylvania’s Policy on Substance Abuse in the Workplace,” dated December 20, 1996, and is included in your handout materials.

# Appendix 7

1. Sometimes an employee may use a legal substance to make up for lack of sleep, to decrease anxiety, or to increase performance.

PP Slide 17

* + While the misuse of prescription drugs may enhance performance temporarily, eventually, the short-term upswing ends and somewhere down the road performance will decline dramatically.
  + Most importantly, prolonged and unsupervised use of many of these medications in order to enhance performance or help cope with stress and anxiety can frequently lead to dependence.

If you or someone you know is becoming dependent on prescription medications or some other chemical substance, please contact SEAP for information, referral and assistance.

How can you make the situation worse? Ignore it. The kindest thing you can do is to be honest with the person out of concern for his or her future well-being. Encourage the person to contact SEAP before the situation deteriorates, and before it becomes mandatory for his or her survival.

* + - * 1. Fitness for duty is a concept that employees should be familiar with, and this is not an issue related only to substance abuse.

**PP Slide 18**

Every employee is expected to represent the Commonwealth to the best of his or her ability. What would reasonable expectations be? That means coming to work on time, awake, alert, and ready to perform the job in a safe and competent manner, from the time you arrive until the time your work hours end.

# PP Slide 19

Employees who are determined to be unfit may face discipline, be sent home, and/or become part of the SEAP program, voluntarily or not.

In the most severe case, an employee might be required to sign a COCE or “Condition of Continued Employment,” wherein participation in the SEAP program will be a requirement to maintain his/her Commonwealth employment. We’ll talk a little more about COCEs later.

Supervisors have been instructed to take fitness for duty situations very seriously, lest the Commonwealth be held liable for employee actions or misconduct.

1. **MENTAL HEALTH QUIZ (optional activity)**

# Appendix 8

1. **EMPLOYER CONCERNS**

**PP Slide 20**

* 1. We’ve talked about how the SEAP program can help employees and their families – but what is in it for management? The Commonwealth is concerned about employees, of course, but the Commonwealth is also concerned about the costs that the impaired employee exacts on the workplace.
     1. For example, on average, the impaired employee uses 3.5 times more sick leave than the non-impaired employee.
     2. At the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Department, our average sick leave usage per employee is \_\_\_\_ days. That means that an impaired employee may be using \_\_\_\_ sick days per year. That is \_\_\_\_ day of sick leave per pay period!
     3. The impaired employee and/or their impaired family member uses 5.5 times more medical benefits than the non-impaired family. Emotional or other psychological problems can manifest themselves in a variety of physical ailments. Alcohol addiction alone can create approximately 200 different medical conditions, which means a person could go to a doctor 3-4 times a week and be treated for something different each time, without the doctor ever discussing alcohol use.
     4. Financially, an employer effectively loses 25% in wages due to impaired employees and decreased productivity.
     5. Impaired employees are 5 times more likely to file a worker’s compensation claim. This may be due to the employee’s lack of concentration and tendency to seem “accident-prone.”
     6. Finally, there are the grievance issues. An impaired employee may face discipline at work, and the costs of responding to a grievance, or multiple grievances, can be in the thousands of dollars.

# PP Slide 21

1. There are approximately 81,000 Commonwealth employees. Each of these employees represents an investment by the Commonwealth. On average, a 20-year Commonwealth employee of average salary and benefits is a million-dollar investment.
2. Therefore, the Commonwealth has an economic motivation to support its employee investment by making an employee assistance program available, and the program we have is one of the best.
3. Commonwealth workers are fortunate to have such a comprehensive employee assistance program to turn to for themselves and their families. Very few private companies offer the array of services that we have available to us.
4. **BASIC QUESTIONS & ANSWERS ABOUT SEAP**
5. Do you remember the objectives that we talked about at the beginning of the course? Let’s go over some details to fill in the gaps, especially to address the three things that usually get in the way of people seeking help through SEAP:  
   * 1. Concerns about confidentiality –not knowing who will have access to their information.
     2. Concerns about the unknown – not knowing what to expect when they make that phone call.
     3. Concerns about cost.
        1. I am going to try to provide the specific information that answers those questions and addresses those concerns, as well as others that you may have about the SEAP program.
6. **SEAP PROGRAM STRUCTURE**

**PP Slide 22**

* 1. SEAP is an assessment and referral service provided by an outside contractor not connected to the Commonwealth.
  2. The Office of Administration (OA-SEAP) oversees the SEAP program and coordinates the program with the SEAP   
     Coordinators through the state.
  3. The current contractor is United Behavioral Health (UBH.)

1. UBH is a private business that is not connected to the Commonwealth.
2. UBH also has the contract to provide the managed care behavioral health benefits that Commonwealth employees have – this makes it easy for UBH to locate and coordinate care for individuals who need longer term treatment after their SEAP assessment.
3. UBH maintains a network of clinicians, which includes psychiatrists, psychologists, licensed social workers, nurses and counselors, all of whom have at least a Master’s degree.
4. UBH also maintains a contract with a network of attorneys, mediators and financial counselors.  
   1. **SEAP COSTS AND BENEFITS**

# PP Slide 23

* + 1. Your basic SEAP benefit, which is an assessment and referral benefit, covers up to three sessions, at no charge to the individual, for each episode/event.

1. The initial face-to-face consultation is for the purposes of assessing the problem(s), and is considered to be one session.
2. Up to 2 more assessment sessions will be held, if needed. (Total number of free sessions – three) **OR**
3. Up to two additional brief therapy sessions after the initial assessment are provided at no cost only if this will resolve the underlying problem. (Total number of free sessions – three).
4. If further treatment is recommended after the assessment session(s), the individual (if they are the employee or other individual covered by the employee’s medical benefits) will be referred to a participating provider in UBH’s network. This may be the same individual who provided the assessment, or it may be another provider.
5. There is no cost for drug and alcohol services, if they are provided in-network (meaning by a UBH participating provider).
6. Services for mental health benefits under our managed care coverage will cost $10.00 per visit, with a yearly maximum of 60 visits per individual.
7. Family and marital counseling are covered as part of the mental health benefits.
8. If an individual is covered by the SEAP benefit, but not covered by the employee’s medical benefits, a referral will be made to community resources or their own insurance carrier if further treatment is recommended after the assessment session(s).
9. The assessment and referral benefit is available to covered individuals each time they experience a different issue (called an episode).
10. There is no limit to the number of times that the SEAP benefit may be accessed for different issues.
11. Here’s a good example, and we’ll use Mary again (poor Mary!). She called SEAP initially because she believed her husband was having an affair, and she was seeking marital counseling. Mary’s daughter called SEAP from college in Ohio because she was feeling depressed. When Mary’s husband announced he wanted a divorce, she called SEAP looking for legal advice. During the process of the divorce, Mary started to drink and became concerned that she might have a substance abuse problem, so she called SEAP to be evaluated. When Mary’s mother had a stroke and went to a nursing home, all the siblings began to fight over the proper way to care for her, so Mary called SEAP to find out about mediation services. Good thing for Mary that SEAP was there to help her and her family.
12. If you want to know more about what kinds of benefits coverage you have, in addition to SEAP, you should check directly with your Personnel Office, the PEBTF (for PEBTF covered employees), your insurance carrier, and/or UBH.
    1. You heard me mention that Mary called SEAP for some services not necessarily dealing with mental health or substance abuse issues. We have additional SEAP benefits available to us through the toll-free number.

PP Slide 24

* + 1. Legal Consultation

1. This service provides free unlimited telephone consultations with an attorney from a network.
2. This service is not available for legal actions that an employee wishes to take against their employer – the Commonwealth.
3. This service also provides that any face-to-face services you choose to schedule with the attorney will be discounted at 25%, with the first 30 minutes of the first session being at no charge.

1. Financial Counseling
2. This service provides free financial counseling from a credit counseling agency.
3. The services include assistance with budgeting and debt reduction (and who hasn’t had issues with a budget at some time in their life?).
4. The services also include financial planning for the future, whether for retirement, investment, college, real estate, etc.
5. The services do not include lending money to the individual, or attempting to sell the individual any financial products.
6. Mediation  
   1. This service provides family mediation for legal issues that don’t necessarily require the services of an attorney (such as child custody and visitation in a divorce).
   2. The service provides an initial free telephone consultation with a family mediator from the network.
   3. This service also provides that any face-to-face services you choose to schedule with the mediator will be discounted at 20%.

* 1. **CONDITION OF CONTINUED EMPLOYMENT**

1. Approximately 80% of the contacts made to SEAP are from individuals whose problems have not yet had an impact on work. Let’s now take a brief look at what happens when an employee’s personal problems begin to severely affect their job performance.
2. Another 18% of the contacts made to SEAP occur because an employee’s supervisor or union representative has suggested to them that they should call SEAP. In Mary’s case, this probably happened when her supervisor noticed that she wasn’t getting her work done. If Mary is able to address her personal problems and bring her performance back up to acceptable levels, these SEAP referrals will remain voluntary.
3. But what happens if Mary’s performance continues to decline, and she receives progressive discipline up to the point where the next action will be termination? Have you heard of a Condition of Continued Employment (called a COCE)? In rare instances (only 2% of all the people referred to SEAP), a situation is so serious that an employee is required to participate in SEAP or be separated from employment.

PP Slide 25

1. A COCE is a written agreement among OA-SEAP, the agency, the union, and the employee, whereby the parties agree that the employee will contact SEAP, be evaluated, and comply with all treatment recommendations made by the evaluator, in order to retain their job.
2. Since a COCE affects the worker’s continued employment with the Commonwealth, the agency must receive OA-SEAP approval before offering the COCE option to the employee. Due to negotiated labor-management agreements, the employee’s union must sign the COCE agreement.
3. A COCE is only considered appropriate in three types of situations.

**PP Slide 26**

* + 1. An employee’s behavior poses a clear and present threat to self or others, or is so disruptive that it dramatically affects the operations of the workplace and coworkers.  
       1. An example would be a person who physically and/or verbally threatens the life of another.
       2. This is called a Fitness For Duty COCE.
          1. An employee has violated the Commonwealth’s Substance Abuse Policy. An example would be an employee who has been using alcohol or illegal drugs at work.
          2. An employee is given as a last chance for performance related issues. The employee has gone through the progressive steps of discipline, performance has continued to deteriorate and the next step is removal. The agency may offer a Condition of Continued Employment, rather than terminate, provided the appropriate approvals were given. Agencies are not required to offer a COCE to employees, however.

1. Is an employee’s confidentiality still protected under a COCE?

PP Slide 27

* + - 1. The parties who signed the agreement are also bound by the confidentiality laws.
      2. The information given by SEAP is limited to those persons who signed the COCE, and consists of the employee’s compliance with the COCE agreement; specifically, whether the employee is keeping scheduled   
         appointments and cooperating with treatment.
      3. Information on the nature or type of treatment will **NOT** be disclosed.
         1. The employee must participate in and successfully complete all phases of treatment as prescribed by SEAP. Failure to participate on the employee’s part will be considered a violation of the COCE process and will cause termination from employment.
         2. For most employees, a COCE is something you will never need to be concerned about, as the majority of contact with SEAP occurs voluntarily.
  1. **WHAT CAN YOU EXPECT WHEN YOU CONTACT SEAP?**

**PP Slide 28**

* + 1. Let’s start with the person at the other end of the SEAP 800 number. We will discuss who these people are and how they determine the type of services needed by the caller.
       1. The employee or family member calls the SEAP toll free number.

1. Remember, SEAP services are available 24 hours a day, 7 days a week, including weekends and holidays.
2. You will always talk to a “live” person - no phone mail or answering service is used.
3. The telephone will be answered by a SEAP intake counselor.
4. Remember, this individual is not employed by the Commonwealth, but is employed by our behavioral health contractor.
5. The SEAP intake counselor will be a licensed clinician with at least a Master’s Degree.   
   1. The intake counselor will ask questions to determine what services are needed. The counselor will do the following:
6. Screen the call for crisis. This is to determine if the individual needs immediate help (such as in suicidal or homicidal situations) and to respond accordingly.
7. Verify the individual’s eligibility by asking the caller for the Social Security Number of the covered employee.
8. Ask questions to determine the type of services the caller needs, so that an appropriate referral can be made.
9. Based on the answers to the questions, the counselor will identify local providers who would be qualified to evaluate the problem(s).
10. Setting up an appointment with the evaluator.
11. The intake counselor will ask the caller if he/she would like the counselor to contact the evaluator, or if the caller would like to do that.
12. If the caller requested that the intake counselor contact the evaluator, the evaluator will call the employee to schedule an appointment.
13. If the caller decides to contact the evaluator themselves, they will select an evaluator from the list and then contact the evaluator for an appointment.
14. SEAP has an extensive list of available evaluators with specialties ranging from alcohol abuse, family therapy, depression, adolescence, death and dying and many other areas.
15. All SEAP evaluators are screened and must meet qualifications set by the SEAP Central Coordinating Office (SEAP-CCO), which is part of UBH. Psychiatrists, psychologists, social workers, nurses, marriage and family counselors – all of them have at least 5 years post-licensure experience and are Master’s or Ph.D. level clinicians.
16. How convenient is it? The evaluator will try to accommodate the employee’s schedule. Oftentimes, appointments may be scheduled in the evenings, during lunchtime, and occasionally on weekends.

**PP Slide 29**

1. And what about accounting for the time? Employees can use sick, annual or personal leave if the appointment is scheduled during work hours. It is recommended that you simply state “doctor’s appointment” as the reason on the leave slip.
2. What takes place at an evaluation session?  
   1. The employee or family member should treat the evaluator like any other professional appointment. If they are unable to attend the session, they should give the evaluator the courtesy of a cancellation call with as much advance notice as possible. If the employee or family member cancels or fails to keep the appointment, the evaluator will notify the SEAP-CCO.
   2. The actual evaluation session is the opportunity for the employee or family member to sit down and discuss the situation with a trained professional.  
      * This session is provided at no cost to the employee or family member. The evaluator may not charge any additional fee.
      * The evaluation session is a face to face session usually lasting about one hour.
      * It is designed to assess the situation, suggest options, and assist the person in whatever way possible.

* + - 1. The employee or family member will be asked by the evaluator to sign a consent form that states the person agrees to participate in SEAP, and that permits the evaluator to communicate with the intake counselor and the SEAP-CCO.
      2. What happens next? At the conclusion of the session, the evaluator will present several options for continued treatment, if necessary.   
         * The treatment options will be explained by the evaluator so the employee/family member is aware of the type of service being recommended, costs and other considerations.
         * The employee/family member has the right to accept or refuse any recommendations made by SEAP, as long as the referral is not made as a Condition of Continued Employment (COCE).

The evaluator phones the results of the assessment to the intake counselor, along with any recommendations regarding whether further treatment is needed.

Confidentiality

PP Slide 30

* + - 1. Do you remember what I said earlier about confidentiality? You may be asking yourself who is covered under the umbrella of confidentiality in the SEAP process. The answer is simple – everyone.  
         1. SEAP Coordinators.
         2. Supervisors.
         3. Union personnel.
         4. Your medical benefits insurance carrier (in most cases, PEBTF).
         5. The SEAP contractor (United Behavioral Health).
         6. OA-SEAP.

1. Remember, the Commonwealth SEAP contractor, who is currently United Behavioral Health, is not a Commonwealth agency.
2. No information is provided to the Commonwealth (and that means your supervisor, your union representative, your agency, and OA-SEAP) without the written consent of the employee (with one important exception, which we will discuss shortly). This consent is different from the consent form we mentioned earlier – that consent form only allowed the SEAP intake clinician and the SEAP counselor to communicate with each other.
3. SEAP will:

**PP Slide 31**

* 1. Record information about an employee, relative, employer, clinician and facility. This information is for reporting purposes only and will not identify employees by name, social security number or any other identifier.
  2. Strictly adhere to all federal and state mandates and regulations governing confidentiality. Federal confidentiality laws provide for up to a $500 fine for the first offense and up to $5,000 fine for the second and subsequent breaches of confidentiality.

1. SEAP will not:

**PP Slide 32**

* 1. Provide any information without a properly signed and dated release of information (called a consent form).
  2. Verify any information other than eligibility without a written consent.
  3. Confirm whether an employee or relative has accessed a benefit or service.
  4. Divulge any diagnosis or clinical information unless required to do so under the specific provisions of Federal or State Laws or in accordance with adult and child protective services laws.
     1. What are the most common source of breaches of confidentiality?
        1. Would you have guessed that the most common source is the individual themselves? What are they doing that breaches that confidentiality?  
           + Most times employees will speak to coworkers, others will overhear and the grapevine will take over.
           + It is important to remember that if you are the person seeking the assistance of SEAP and you want it to remain confidential, that you should not speak to anyone about it.

1. The second most common source is a friend.  
   * As a friend or a coworker of a person who you are aware is participating in SEAP, it is important to realize that their decision is a personal one and that you can help by being supportive and by not sharing what you know with others.
   * The success of their treatment and the speed of their recovery may depend on your discretion.

##### When can information be shared without a consent form?

* + 1. When an individual is considered to be an imminent danger to themselves or to others.

1. By law, there are rare exceptional situations in which a person’s identity may be revealed by SEAP professionals.
2. These situations include: homicidal or suicidal threats and child abuse.
3. In these instances, action will be taken to protect the individual from harming himself/herself or others.
4. This is part of a duty to warn and protect. For example, if a person threatens to harm his supervisor, the supervisor will be notified of the threat and law enforcement agencies will also be notified.

**WHAT SHOULD I DO IF I AM NOT HAPPY WITH SEAP?**

**PP Slide 33**

We want the process to work well. The way to ensure that it works well is for individuals to tell us when it hasn’t worked quite right, so that we can address the issue.

If you are unhappy with a counselor, call the SEAP 800 number and you may be referred to another counselor.

Contact your SEAPCoordinator.

Tell him/her what part of the process didn’t work the way you had expected it to.

If needed, complete a complaint form, so that your concerns can be investigated and addressed

Remember, SEAP is there for you and your family, for confidential assistance around the clock.

PP Slide 34

1. **QUESTIONS???**
2. **SEAP VIDEO (optional activity – if used, the placement is optional here – the video can also be shown at the beginning of the training course)**

**Introduce video**

To wrap up what we’ve discussed today about the SEAP program, we are going to watch a video. This video is about real people and how they were able to use the services available through the SEAP program to deal with issues in their lives. Be sure to watch for real life examples of some of the issues we’ve talked about today.

1. **CARD SORT KNOWLEDGE ACTIVITY (optional activity)**

# Appendix 9

Appendix 1 – Human Scavenger Hunt

# NUMBER OF

**PARTICIPANTS:** UNLIMITED

1. **PREPARATION:**
2. Prepare a list of instructions similar to the one below that challenges the individual to “Find someone who…”
3. Prepare enough copies of the list for the entire group.
4. **INSTRUCTIONS:**
5. Distribute the list to the group.

1. Instruct participants to mingle among the group in search of the answers to the questions on the list. When they get an answer they should write that answer on their sheet, as well as the name of the person who provided the information.

1. Allow the group to mingle for three to four minutes.
2. At the end of the time period, instruct the participants to return to their seats.
3. Ask the group, by a show of hands, how many were able to answer 3 or more questions, 4 or more questions, and so on. For the individual(s) who were able to answer the highest number of questions (so long as that was less than 13) ask them what question(s) they were not able to obtain the answer to. Then ask the group as a whole if anyone else was able to find someone with that answer.
4. **LIST –“Find someone who . . .”**
   1. Knows the number of the SEAP management directive.
   2. Can name both their local and agency SEAP Coordinators.
   3. Knows when SEAP clinicians are available on the telephone.
   4. Knows 2 types of clinicians available through SEAP.
   5. Has worked for the Commonwealth for \_\_\_ years.
   6. Has worked in \_\_\_ number of state agencies.
   7. Lives in a county other than yours.
   8. Works in a deputate/program office other than yours.
   9. Has been to SEAP training before.
   10. Has the same middle initial as yours.
   11. Has the same shoe size as you.
   12. Knows how many free sessions are available through SEAP.
   13. Knows what COCE stands for.

**Appendix 2 – SEAP Acronyms**

# NUMBER OF

**PARTICIPANTS:** 10-40

1. **PREPARATION:**
2. Prepare a stack of note cards by printing a different SEAP acronym on each card. (e.g., SEAP, CCO, COCE, PEBTF, UBH, PBI, CDL, CISD).
3. Include the actual meaning of the acronym on the note card.
4. Prepare enough note cards so that each participant will receive one card. There will be duplicates of the acronyms.
   1. **INSTRUCTIONS:**
      1. Pass out one note card to each participant.
      2. Instruct the participants to think of another meaning for the acronym, possibly one which has something to do with them, and write it down (not on the note cards).
      3. After two to three minutes, instruct the participants to separate into groups of three to five persons.
      4. Have the participants read their acronyms to each other within their groups, and choose the one they like the most (based on most creative, funniest, most realistic, etc.)
      5. Have groups read out loud to the entire group the alternate meanings for their favorite acronym, and to whom it applies.

**Appendix 3 – SEAP Knowledge Activity**

# NUMBER OF

**PARTICIPANTS:** UNLIMITED

1. **PREPARATION:**
2. Have a sufficient quantity of blank note cards so that each participant will receive one.
   1. **INSTRUCTIONS:**
      1. Give a blank note card to each participant.
      2. Instruct the participants to write down one thing they already know about SEAP, and one thing they would like to learn about SEAP.
      3. Separate participants into small groups to discuss questions.
      4. After two to three minutes, instruct small groups to report to the entire group what the group knows, and what the group would like to learn.
      5. Alternately, rather than breaking the participants into groups, the instructor may gather the cards, place them in a bowl, and randomly pick cards out to read and answer.
      6. Record the topics identified on a blank flip chart or board.
      7. Indicate what topics identified as “would like to learn” will be covered in today’s session.

**Appendix 4 – Articles**

**Number of**

**PARTICIPANTS:** UNLIMITED

1. **PREPARATION:**
2. Make sufficient copies of the provided articles so that each participant receives one. More than one participant can receive a copy of the same article.
3. Alternately, locate appropriate newspaper or short magazine articles and make sufficient copies of them to distribute. A minimum of two articles is needed.
4. Make sure that participants sitting next to each other do not have a copy of the same article.  
   1. **INSTRUCTIONS:  
      Distribute articles**
5. INTRODUCTION:Some of you may have wondered why the Commonwealth places such emphasis on SEAP awareness for its employees. The sheets being passed around describe some situations where an employee assistance program might be indicated.
6. Instruct the group to take a few moments to review the readings.
7. Allow the participants 1 to 2 minutes to read the articles.
8. Instruct the group to partner with the person seated next to them to discuss their articles, and to consider how SEAP could have been useful in these situations.
9. If time allows, solicit responses from the group, and encourage discussion. Record the responses on a flip chart.

**Appendix 5 – Issues Connection**

**Number of**

**PARTICIPANTS:** UNLIMITED

1. **PREPARATION:**
2. Have blank flip chart at front of room.
3. Use the sample “Issues Connection” as a model for recording information on the flip charts.

* 1. **INSTRUCTIONS:**
     1. INTRODUCTION:Some of you may have wondered why the Commonwealth places such emphasis on SEAP awareness for its employees.
     2. I’m sure you are all aware that there are many stressors in our lives today that just weren’t there forty or fifty years ago. These problems can be broken down into a few categories.

List several categories

**on flip chart**

* + 1. Can anyone tell me, for example, what’s more stressful about raising a family or holding down a job today, that was not an issue for previous generations?

Ask class for answers

* + 1. As people respond, list the contributions on the flip chart. Connect the responses to the main issue with straight lines as shown in the example.
    2. Thank you. I think we have plenty of thoughts and ideas here. How might these issues impact in the workplace? How about if your child gets sick? Do you try to find other care, call off sick, or bring the child to work with you? And where are you, usually, when such a decision must be made?

Discuss

* + 1. Continue the exercise connecting other issues to topics such as employment and the job market, single parenting, education, etc.

**Appendix 6 – Visual Impact of the Need for SEAP**

**Number of**

**PARTICIPANTS:** UNLIMITED

1. **INSTRUCTIONS:**
2. Have participants count off by fours.
3. Ask everyone who was a number 1 to stand.
4. Ask the group to look around.
5. Instructor makes the following statement while the group is still standing: Studies show that 1 in 4 people have some problem or difficulty in their life that could be eased or resolved by getting involved in SEAP. One out of every four people in this room today may well have a need for SEAP services for themselves or a family member.

**Appendix 8 – Mental Health Quiz**

**Number of**

**Participants:** UNLIMITED

1. **PREPARATION:**
2. Make sufficient copies of the Mental Health Quiz (Attachment 1) so that each participant will have a copy to fill out.
3. Make sufficient copies of the article entitled “Mental Health Disorders Are Treatable” from Keystone Health Plan Central (Attachment 2) so that each participant will have a copy.
   1. **INSTRUCTIONS:**
      1. INTRODUCTION:Some of you may have wondered why the Commonwealth places such an emphasis on SEAP awareness for its employees. We’re going to take a little quiz to see how familiar we are with mental health issues.

**Distribute Attachment 1**

* + - 1. Instruct participants to take their best guess on each question. Tell the participants that you will give them the correct answers when they are finished.
      2. Allow 4 to 5 minutes for participants to complete quiz.
      3. Ask the participants to exchange their paper with the person next to them.
      4. Have participants mark the answers as correct or incorrect as you provide the correct answers.
      5. Correct answers  
         1. **One** in three Americans suffers from a mental health disorder annually.
         2. **All of the factors listed** are symptoms of depression.
         3. Having **several** of the symptoms for **two weeks or more** may indicate depression.
         4. **75 percent** of those polled had experienced severe depression at least once in their life.
         5. **Seven** out of 10 people do not seek help with their depression.
         6. **80 to 90 percent** of those who seek help with their depression feel much better in a few weeks.
         7. **Medication and therapy** are the two main treatment options for depression.
         8. **True.** Mental health disorders **do** take time to heal.

Ask participants to score the number of questions answered correctly, and return the papers to the person who completed it.

Ask participants, by a show of hands, the number of questions they answered correctly. Start with 2, and work upward.

Make the following statement to the participants: Hopefully, this quiz didn’t depress all of you too much! I would like you to look at a brief article about mental health.

**Distribute Attachment 2**

According to this survey, a majority of people has suffered from severe depression at least once. What does this statistic show?

**Discuss**

The survey also states that seven out of 10 people do not seek help. What might this mean in terms of employees’ mental health and possibly SEAP?

# Discuss

**Appendix 8 - Attachment 1**

**(Mental Health Quiz)**

1. **\_\_\_\_\_\_** percent of Americans suffers from a mental health disorder annually.
2. Check the factors listed below whichare symptoms of depression.

* Inability to concentrate, remember things, or make decisions
* Thoughts of death or suicide
* Changes in weight or appetite
* Feeling guilty, hopeless, or worthless
* Feelings of sadness or irritability
* Restlessness or decreased activity
* Changes in sleeping pattern

1. Having **\_\_\_\_\_\_\_\_** (number) of the symptoms above for **\_\_\_\_\_\_\_\_\_\_ (**number) weeksmay indicate clinical depression.
2. **\_\_\_\_\_\_** percent of people polled had experienced severe depression at least once in their life.
3. \_\_\_\_\_\_ percent of people do not seek help with their depression.
4. **\_\_\_\_\_\_** percent of those who do seek help with their depression feel much better in a few weeks.
5. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_** and **\_\_\_\_\_\_\_\_\_\_\_\_\_** are the two main treatment options for depression.
6. True or False: Mental health disorders take time to heal.

Adapted from *DSM IV* (Washington, DC: APA, 1994) and from the National Institute of Mental Health survey, quoted in *Living Healthy* (Keystone Health Plan Central, Summer 1999, p. 6. (c) 1999 by the StayWell Company.)

Appendix 9

## Card Sort Knowledge Activity

## NUMBER OF

**PARTICIPANTS:**  20-100

1. **PREPARATION:**
2. Choose groups of questions/phrases from the list below, or prepare similar questions/phrases.
3. Write one item or statement from a question group on a note card. If using colored cards, use all the same color or randomly use colors (do not arrange question groupings by color).
4. Post blank flip charts in the corners of the room.
   1. **INSTRUCTIONS:**
5. Divide the number of participants scheduled for your class into small groups (4 to 10 participants per group).
6. Give one note card to each participant.
7. Instruct participants that the statement/question on each card is part of a group of related statements about a SEAP topic.
8. Instruct the group that they must find other participants in the room who have cards with similar statements that would be part of that group of related statements.
9. Give participants 5-7 minutes to find their group.
10. Explain that once participants feel they have found the right group, they should proceed to a corner and write the topic theme of their group on a blank flip chart.
11. After participants have completed the exercise, have each group explain how they determined their common relationship and the title of their topic.
    1. **Suggested Groupings:**
12. Substance Abuse

* Executive Order 1996-13
* CDL Testing
* Cocaine
* Marijuana
* Alcohol
* Chemically dependent
* Enabling
* Can lead to poor job performance
* Fitness For Duty can be used in this situation
* Impaired employee

1. Who’s Who in SEAP.

* Office of Administration
* Agency SEAP Coordinator
* Local SEAP Coordinator
* Supervisor
* Clinician
* PEBTF
* United Behavioral Health
* SEAP-CCO

1. SEAP Can Help With
   * Drug/Alcohol Problems

* Financial Problems
* Legal Problems
* Relationship Difficulties
* Single-Parenting Struggles
* Stress
* Depression
* Anxiety
* Physical Abuse
* Eating Disorders
* Mental Health Issues

1. SEAP Benefits

* Clinicians available 24/7
* Up to 3 Free assess and refer sessions
* Toll-Free Number
* Consultation with initial call
* Confidential
* Legal Consultation
* Financial Consultation

**Appendix 10**

**Quotations**

Anyone can hold the helm when the sea is calm.

Publilius Syrus (first century B.C.), Maxim 358

The first wealth is health.

Ralph Waldo Emerson

And in the end, it’s not the years in your life that count. It’s the life in your years.

Abraham Lincoln

# What sane person can live in this world and not be crazy?

Ursula K. LeGuin

Difficulties are meant to rouse, not discourage.

William Ellery Channing

People seldom refuse help, if one offers it in the right way.

A. C. Benson

The best way to escape from a problem is to solve it.

Alan Saporta