

6. Employee Assistance Program

8. Age Distribution

The 40-49 year old group is over-represented in our clientele and has been so over the years to varying degrees. This is an often difficult time in one's life. This group has been referred to as the sandwich generation, caught between the needs of their growing children and their elderly parents. It is also the midlife crisis years, where some reassess their priorities and decide to make important changes, work related or personal.

9. Assessment of Primary Problem

The overall breakdown between personal and work related problems over the years has fluctuated. However, marital/family problems have remained the number one category of problems for which employees of the department use our services. This is consistent with observations in other departments of the federal government. In our department, the rotational lifestyle means constant change and change means stress, good and bad. Based on our observations, those most negatively affected by this lifestyle seem to be the teenagers.

Also, for the first time this year, employees have used our services for gambling problems and addiction to the Internet. As for work related problems, employees using our services for alleged harassment problems have complained mostly, as in past years, of abuse of authority.

2. Executive Coaching Services

We provide advice and consultation services to managers/supervisors on how to manage a difficult/ under-performing employee and/or a difficult situation, such as implementing change. We also provide one on one training sessions to managers/supervisors who need to improve their human resources management skills.

3. Noon Hour Sessions

Of the 16 sessions held, the most attended noon hour sessions were the ones on parenting and on aging.

4. Other EAP Training: 88 sessions/993 participants