

State of Michigan
Employee Service Program



Get to Know ESP



Session Objectives

2

- Provide an overview of the Employee Service Program (ESP)
- Increase awareness of ESP services and resources



Employee Service Program (ESP) Mission

3

- Provide high-quality professional assistance to state employees and their families
- Promote wellness
- Prevent or resolve personal and organizational issues that may interfere with work productivity, home life, or behavioral health



Key Points

4

- Confidential
- No cost; part of your employee benefits
- Voluntary
- Available to employees and their family members (spouse and dependent children)
- Licensed Master Level Social Workers
 - Experience working with all state departments and facilities
 - Understanding of employee classifications, positions, and state resources

ESP Services are CONFIDENTIAL

5

- No one will be allowed access to information regarding your involvement with the Employee Service Program without your written consent, unless permitted or required by law.
- Four types of situations require disclosure to the appropriate persons with or without permission:
 - Suspected abuse of a child
 - Suspected abuse of a vulnerable adult
 - Threat of suicide
 - Threat of homicide

* All online resources are confidential **and** anonymous

Problems are a Part of Life

6

- 10-12% of employees in **any** work location may benefit from ESP services at any given time
- Seeking assistance is a sign of strength, not weakness



ESP can be Part of the Solution

7

- ESP counselors are a source of support and information during difficult times.
- You can confidentially discuss any concerns and get help identifying possible solutions and resources.



ESP Counselors can Help...

8

- With personal challenges such as:
 - Stress management and work/life balance
 - Family and relationship difficulties
 - Grief, depression, and anxiety
 - Health issues and substance abuse
- With work challenges such as:
 - Coping with change and workplace stress
 - Performance concerns
 - Interpersonal conflicts and communication difficulties
 - Traumatic incidents

ESP Counselors Help by...

9

- **Developing a Plan of Action**
 - Talking with you individually and listening to your concerns
 - Identifying and discussing strategies and resources to assist with your concerns
 - Helping you connect with resources and referrals if requested

- **Providing supportive follow-up**
 - To encourage follow-through with stress management and wellness strategies
 - To inquire as to whether services have been helpful
 - To see if additional resources or strategies are needed

Referral Assistance

10

- If a referral to a therapist is requested, an ESP counselor can:
 - Assist with the entire referral process; identify, screen, and contact therapists on your insurance plan network
 - Follow-up with you after 1st appointment to ensure a good connection occurred with the therapist
 - Complete another search process and locate additional referral options, if needed

**ESP does not provide ongoing counseling services*

Veterans

11

- Veterans bring a wealth of experience and knowledge to the State of Michigan
- Veterans may have unique stressors related to their experiences
- The Employee Service Program is available to veterans to:
 - Help connect to resources
 - Provide support for problem solving
 - Offer stress management tools and planning



Talking with an ESP Counselor by Phone

12

- 95% of callers speak with an ESP counselor on the same day of their initial call, and the majority at the time of call
- Urgent callers are immediately connected to an ESP counselor
- ESP counselors are available 8am-5pm, Monday–Friday (excluding State Holidays)
- Callers outside of these hours:
 - May leave a message for a return call the next business day
 - Are provided with alternative emergency contact information

Talking with an ESP Counselor in Person

13

- You can talk with an ESP Counselor by phone, or you can call to schedule an appointment to meet with a Counselor in the Lansing or Detroit office. Same day meetings are possible!
- You should allow at least an hour for your appointment. Sometimes, appointments over the telephone take less time.
- Administrative leave **may be requested** for your initial ESP assessment appointment.



ESP Provides Services to Groups

14

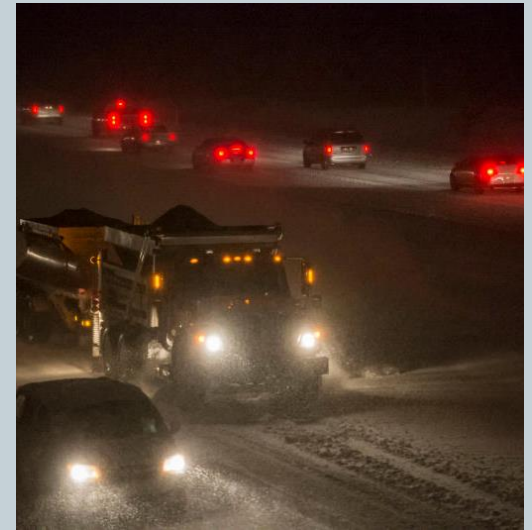
- **Wellness Presentations:**
 - Information about ESP services
 - Coping with change, communication, stress management, work life balance, and other topics
 - Customized presentations for your group's needs



Traumatic Incident Stress Management (TISM)

15

- For employees who are affected by traumatic incidents in the workplace
 - Sudden, out of the ordinary, overwhelms usual coping skills
- Goals
 - Validate and normalize stress reactions
 - Reinforce resiliency and positive coping strategies
 - Provide supportive education and resources



ESP Online Services

16

- **Systematic Stress Management Program**
 - Interactive, self-directed program
 - Provides information, education, and tools for developing your individual action plan
 - Includes 7 different stress management modules:
 - Introduction
 - Stress Management at Work
 - Type A & B Behavior Patterns
 - Thinking Differently
 - Time Management
 - Communication & Stress
 - Biofeedback Training & Relaxation

ESP Online Services

17

- **Interactive Screening Program**
 - Anonymous screening and information on:
 - Anxiety
 - Bipolar disorder
 - Depression
 - PTSD
 - Alcohol abuse
 - Eating disorders
 - Substance abuse
 - Adolescent depression
 - Employees are provided with immediate feedback and referral resources

Online Services

18

Work-Life Services

- Information and resources about a variety of life topics and resources to assist with them:
 - Childcare
 - Eldercare
 - Physical fitness/wellness
 - Mental fitness
 - Financial resources
 - Domestic violence
 - Legal resources



What Employees Say About ESP...

19

“This is a great service. The staff person that helped me was extremely helpful.”

“Very helpful and professional. I would recommend to others and would not hesitate to use again in the future. Thank-you!”

“Great compassion and service.”

“Judgment free, great way to feel normal again if you'd like to vent without being under a microscope.”

“It was exactly what I needed. I'm glad I contacted them.”

“Very helpful and just the type of assistance I needed on a very difficult personal matter at a very confusing and painful time.”

In Closing

20

Thank you for taking the time to review the services available to you and your family members.

Employee Service Program

800-521-1377

