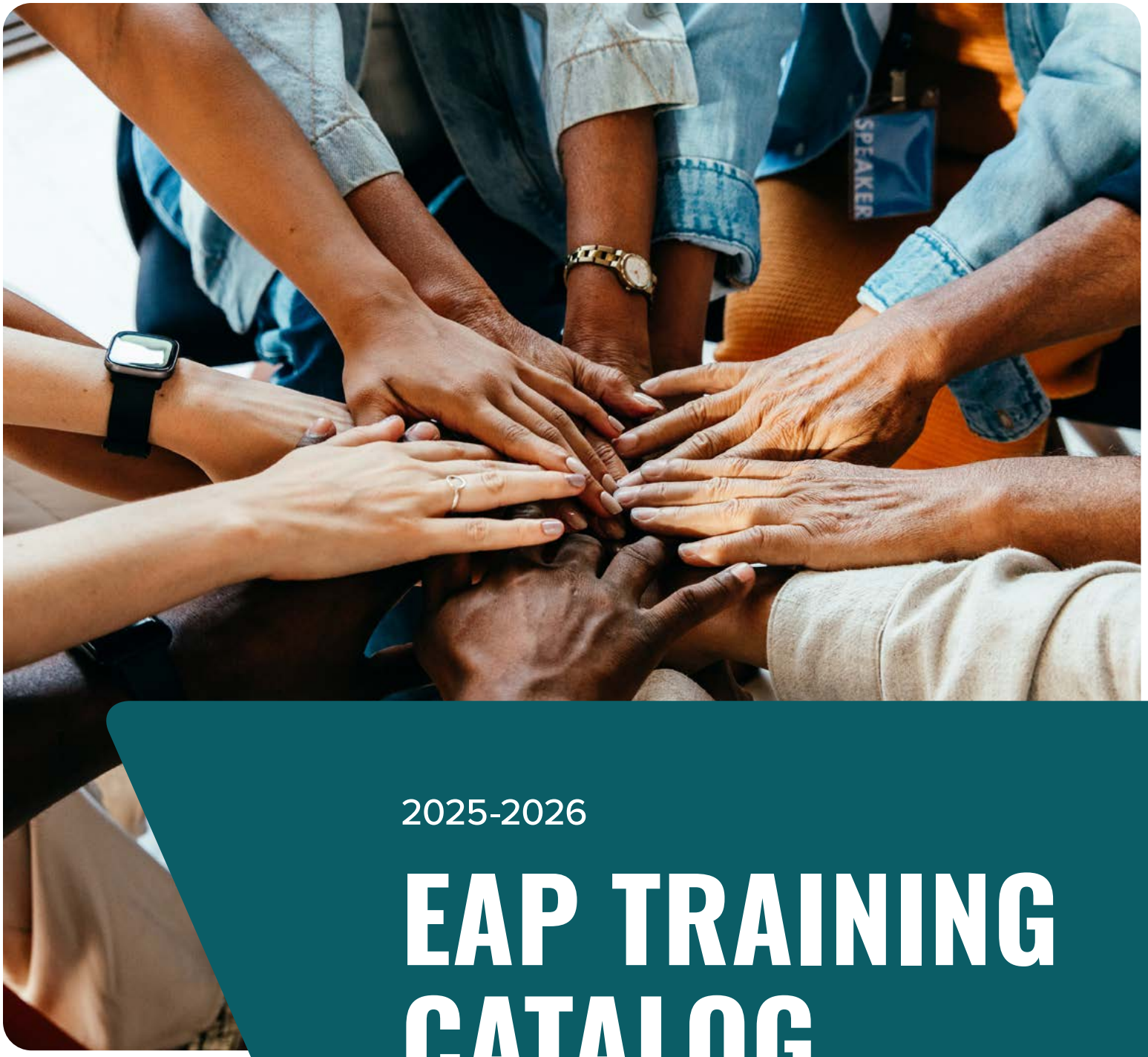

2025-2026

EAP TRAINING CATALOG

NYS Employee Assistance Program
Professional Development Programs

NEW YORK STATE | Office of Employee Relations

Connect With Us: (518) 473-4395 | www.oer.ny.gov | wodu@oer.ny.gov |

Rev 06/2026

Work-Life Services (WLS) Programs are joint labor-management programs that benefit New York State employees by enhancing employee wellbeing, increasing productivity, and improving morale in the workplace. The WLS programs include the Employee Assistance Program, Network Child Care Centers, and DIRECTIONS: Pre-Retirement Planning. The WLS programs are funded through the collective bargaining agreements between the State of New York and the public employee unions: CSEA, PEF, UUP, NYSCOPBA, GSEU, Council 82, and DC-37. The Office of Employee Relations contributes on behalf of management/confidential employees.

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Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience. You may request a reasonable accommodation for training conducted by OER by contacting wodu@oer.ny.gov or by calling (518) 473-4395.

The curricula in this series were developed with New York State funding and are intended exclusively for training New York State employees in EAP roles.

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INTRODUCTION

The New York State Employee Assistance Program (EAP) is pleased to offer this series of professional development programs for EAP coordinators and committee members to increase knowledge and build a thorough resource file. The training program included in this catalog are designed to enhance awareness, knowledge, and skills of EAP coordinators and committee members, so they can perform EAP duties effectively and professionally.

The Work-Life Services Advisory Board has emphasized the value of training for EAP coordinators and committee members. All EAP coordinators must attend the New Coordinator Institute, foundational training, and regional resources training in their entirety to become certified or recertified as EAP coordinators and earn Professional Development Hours (PDHs). In addition, orientation is offered for new committee members in each region. The NYS EAP training programs reflect the commitment of New York State and its unions to providing EAP coordinators and committee members with the tools necessary to be effective.

NYS EAP TRAINING POLICY

EAP training is delivered by subject matter experts (SME), OER/EAP staff, experienced EAP coordinators and staff from other NYS agencies. EAP training includes case studies and other experiential learning techniques. EAP coordinators learn about a broad range of topics, including alcohol and substance use disorder (SUD), domestic violence, childcare, eldercare, parenting, grief, suicide, finances, legal matters, family issues, and stress, to name a few.

EAP training also strengthens other competencies, such as developing and maintaining a local resource file, understanding NYS insurance coverage, obtaining behavioral health benefits, participating in pre-tax savings plans, and accessing the other negotiated benefits for NYS employees.

EAP training provides EAP coordinators with the tenets of ethical behavior related to EAP practice and the principles of confidentiality and neutrality in the labor/management setting. EAP training allows EAP coordinators to demonstrate that they understand the scope of their role in responding to critical incident inside and outside of the workplace.

EAP recognizes that some EAP coordinators are SME in their respective fields, and many may have advanced degrees. However, all EAP coordinators are required to attend EAP trainings, as these trainings are tailored to develop the assessment and referral skills specific to the NYS EAP coordinator role within the context of a peer model.

EAP training also helps the EAP coordinator to:

- understand the core components of NYS EAP and the relationship between NYS EAP and the NYS public workplace
- conduct training and orientation for agency staff, union representatives, and new employees
- gain a comprehensive understanding of the elements and benefits of return-to-work meetings, and other services to the agencies
- learn to promote awareness of EAP as a negotiated benefit through outreach, printed materials, and special wellness programs
- be accountable by making accurate monthly statistical reports to stakeholders
- become eligible for the Certified Employee Assistance Professional (CEAP) credential

EAP Certification

EAP coordinators are certified by the NYS Work-Life Services Employee Assistance Program as an EAP coordinator after completing all assigned NCI courses.

NYS EAP TRAINING POLICY

EAP Re-certification

EAP coordinators are recertified as an EAP coordinator by attending annual in-person foundational training for an equivalent of at least 22 Professional Development Hours (PDHs) by the end of each calendar year.

Pre and Post Assessments

EAP coordinators must complete a pre- and post-assessment for each training as part of recertification and earn PDHs.

Requirements to Attend Full-Day Webinars

If an EAP coordinator cannot attend a live in-person training, the EAP coordinator must:

- log in with a laptop or desktop computer with internet access with speakers/audio on their computer
- actively participate in the webinar
- attend the EAP training in its entirety

Class Time

Please refer carefully to the training calendar for the time each training will be held. For foundational training, sessions will begin promptly at 8:30 am and end no sooner than 3:30 pm, with a 15-minute morning break, a 60-minute lunch break and a 15-minute afternoon break. For in-person training, EAP coordinators should arrive on time for the training. If virtual, EAP coordinators should plan to log in 10 minutes before the class start time to check audio and video connections, and to be present for any announcements made by the presenter or regional representative.

Costs

EAP professional development programs are offered at no cost to EAP coordinators, chairpersons, and committee members.

Cancellation Policy

NYS EAP reserves the right to cancel or reschedule training classes due to unforeseen circumstances such as trainer illness or inclement weather. All enrolled EAP coordinators will be notified of the changes. Information will also be available on the EAP Training Hotline at (518) 474-8086.

Questions

If you have any questions about specific programs, business meetings, professional development hours, please contact your EAP regional representative.

NYS EAP COORDINATOR FOUNDATIONAL TRAINING INFORMATION

These EAP foundational training classes offer content from a variety of topics and focus on the issues most frequently faced by EAP coordinators in the areas of physical and mental health, substance use disorder, family, ethical and legal issues, community matters, financial concerns, and workplace issues. Specific topics are selected in response to feedback obtain from EAP coordinators, committees and regional representatives.

Virtual classes will be offered during this cycle. Hard copies of training materials may be sent to EAP coordinators who do not have internet access.

For all training, participants must obtain approval from their supervisor and their EAP committee chairperson for release time.

EAP coordinators will be able to monitor their own training history in Statewide Learning Management System (SLMS). The confirmation of enrollment notice may be sent to the participants through SLMS, to the email address in SLMS. A copy may also be sent to the EAP coordinator's supervisor if the EAP coordinator has set up their SLMS profile to include the supervisor. Upon completion of the training, the EAP support staff will update the training attendance, and the EAP coordinator will receive a completion notice by email and will be able to print a certificate of completion through SLMS. Please note that it may take time to enter this information in SLMS. If you require immediate confirmation, please contact your regional representative.

It is important that each EAP coordinator keep their SLMS profile up to date and notify their HR office of any contact information changes. EAP does not have access to participants' profile information and therefore, cannot make any changes.

For EAP Coordinators

COURSE DESCRIPTIONS AND WEBINAR DATES

NEW YORK STATE | Office of Employee Relations

NYS GENDER-BASED VIOLENCE AND THE WORKPLACE

(5.5 PDHs)

The Office of the Prevention of Domestic Violence (OPDV) is providing a mandatory customized refresher training to EAP coordinators. EAP coordinators should complete the mandatory training *Gender-Based Violence and the Workplace* in SLMS before attending the refresher training.

The learning objectives focus on::

- Reviewing the NYS Gender-Based Violence in the Workplace model policy
- Recognizing gender-based violence
- Learning about available resources in NYS

In-Person Course Information

8:30 a.m. - 3:30 p.m. | Registration Link

Region	Date
Utica	9/5/2025
NYC	9/18/2025
Binghamton	9/24/2025
Long Island	9/30/2025
Mid-Hudson	10/7/2025
Western	10/15/2025
Rochester	10/16/2025
Central NY	10/22/2025
Capital	10/24/2025
Adirondack	10/28/2025

Virtual Make-up Session Information

9:00 a.m. - 3:30 p.m.

Date	Webex Link
1/14/2026	Registration Link

OPIOIDS/SUBSTANCE USE DISORDER IN THE WORKFORCE - PREVENTION, RECOGNITION, AND SUPPORT INCLUDING IMPACT ON FAMILIES

(5.5 PDHs)

The learning objectives focus on::

- Explaining the scope of the SUD/opioid use disorder (OUD) crisis nationally and in NYS
- Describing the science of addiction
- Reviewing opioid prevention and response strategies in the workplace and the impacts on families
- Addressing stigma and its impact on those seeking help
- Learning about available resources

In-Person Course Information

8:30 a.m. - 3:30 p.m. | Registration Link

Region	Date
Rochester	11/6/2025
Capital	11/13/2025
Western NY	11/18/2025
Central NY	11/19/2025
Utica	12/3/2025
Binghamton	12/9/2025
NYC	1/8/2026
Long Island	1/28/2026
Mid-Hudson	2/9/2026
Adirondack	4/23/2026

Webinar Information

8:30 a.m. - 3:30 p.m.

Date	Webex Link
2/12/2026	Registration Link
2/18/2026	Registration Link
4/16/2026	Registration Link

Psychological First Aid (PFA)

(5.5 PDHs)

The PFA training aims to equip individuals with the knowledge and skills to provide initial support to those experiencing mental health distress, particularly in the context of disasters or crises.

The learning objectives focus on::

- Recognizing common reactions to stress
- Learning how to implement the PFA core actions
- Promoting resilience
- Reducing distress
- Connecting individuals with appropriate professional help

In-Person Course Information

8:30 a.m. - 3:30 p.m. | Registration Link

Region	Date
Mid-Hudson	1/29/2026
Long Island & NYC	3/10/2026
Capital	3/26/2026
Utica, Binghamton, Central NY	5/6/2026
Rochester	7/30/2026
Adirondack	8/4/2026
Buffalo	8/20/2026

ETHICS IN NEW YORK STATE EMPLOYEE ASSISTANCE PROGRAM COORDINATOR PRACTICE

(1.0 PDH)

The goal of this training program is to educate NYS EAP coordinators about ethical and legal policies.

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
12/17/2025	Registration Link
2/25/2026	Registration Link

HOLIDAY SAFETY AND IDENTITY THEFT PREVENTION TIPS: A TRAINING AND RESOURCE GUIDE FOR EAP COORDINATORS

As the holiday shopping season approaches, EAP coordinators will learn:

- How to respond to employees that ask questions related to consumer protection topics
- Tips and resources on how to prevent scams and identity theft

Webinar Information

10:00 a.m. - 12:00 p.m.

Date	Webex Link
11/5/2025	Registration Link
11/17/2025	Registration Link

INTRODUCTION TO WORKSITE WELLNESS AND WELLNYS EVERYDAY FOR NEW EAP COORDINATORS

(1.0 PDH)

This webinar introduces the concept of workplace wellness programs and their benefits for both employees and employers.

Participants will learn:

- How to educate, engage, and empower NYS employees to practice health behaviors
- About the NYSHIP health insurance wellness benefits
- The advantages of being a WellNYS Ambassador

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
3/4/2026	By invitation only to new EAP coordinators

WELLNESS AS AN EAP MARKETING TOOL FOR EAP COORDINATORS AND COMMITTEE MEMBERS

(1.0 PDH)

This one-hour webinar will focus on leveraging workplace wellness initiatives to increase awareness, engagement, and utilization of EAP services.

Participants will learn about:

- The statewide wellness initiative WellNYS Everyday
- The advantages of being a WellNYS Ambassador

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
12/11/2025	Registration Link
3/3/2026	Registration Link

TALK SAVES LIVES - AN INTRODUCTION TO SUICIDE PREVENTION PROGRAM

(3.0 PDHs)

Participants will learn common risk factors and warning signs associated with suicide, and how to keep themselves and others safe.

Topics covered include:

- The scope of the problem: latest data on suicide in the U.S. and worldwide
- Information from research on what causes people to consider suicide, health, historical, and environmental factors that put individuals at risk
- Prevention: an understanding of the protective factors that lower suicide risk, and strategies for managing mental health and being proactive about self-care
- Guidance on warning signs and behaviors to look for, and how to get help for someone in a suicidal crisis

Webinar Information

12:30 p.m. - 3:30 p.m.

Date	Webex Link
12/18/2025	Registration Link

OVERVIEW OF THE CERTIFIED EMPLOYEE ASSISTANCE PROFESSIONAL (CEAP) CERTIFICATION PROGRAM

Participants will gain an understanding of:

- The value of the CEAP certification
- The eligibility requirements for CEAP certification
- The certification process
- Steps to become a CEAP

Webinar Information

2:00 p.m. - 3:00 p.m.

Date	Webex Link
11/20/2025	Registration Link

TUITION REIMBURSEMENT PROGRAMS: CEAP

Participants will gain an understanding of:

- The purpose and scope of the NYS tuition reimbursement programs
- The eligibility criteria and application steps for tuition reimbursement for CEAP- related expenses.
- The costs covered under NYS tuition reimbursement program guidelines

Webinar Information

2:00 p.m. - 3:00 p.m.

Date	Webex Link
12/16/2025	Registration Link

CARING FOR OUR NYS WORKFORCE: NYS OFFICE FOR THE AGING PROGRAMS AND SERVICES

This training will focus on helping EAP Coordinators understand the programs and services available to New York State older adults and caregivers through the network of Area Agencies on Aging (AAA) and the NYS Office for the Aging (NYSOFA).

EAP Coordinators will:

- Gain a clear understanding of the structure of NYSOFA and its network of 59 AAAs
- Learn about the programs and services available to older adults, caregivers, and families
- Receive a list of resources

Webinar Information

9:00 a.m. - 11:30 a.m.

Date	Webex Link
2/11/2026	Registration Link
3/31/2026	Registration Link

New Coordinator Institute (NCI)

COURSE DESCRIPTIONS AND MEETING DATES

NEW YORK STATE | Office of Employee Relations

NEW COORDINATOR INSTITUTE (NCI)

In addition to an individual orientation provided by the EAP regional representative, each new EAP coordinator will attend the NCI. The NCI is a mandatory “blended model” of online training with a three-day in-person training that provides EAP coordinators with the core to effectively perform their role and responsibilities. Additionally, EAP coordinators will earn PDHs and 7.5 hours of NCI training per day for a total of 22.5 hours. **(Please note that travel and overnight stays may be required.)**

The training includes knowing how to assess situation when meeting with employees or their family members, assess the individual’s situation, and assist with resolving issues by making appropriate referrals to community resources, with the intent that the employee can resume a happier, healthier, and more productive life.

Skills learned at the NCI increase the EAP coordinator’s competence and the ability to work with employees. Topics covered at the NCI include:

- EAP best practices
- Interview, assessment, and referral skills
- EAP policies and procedures
- EAP networking and resource development
- Responding to critical incidents among others

In-Person Training for New EAP Coordinators - March 11-13, 2026

New Coordinator Institute | Albany, NY

Registration Link

DESCRIPTION OF THE NCI TRAINING

Coordinator Best Practices (1.5 PDHs)

This training will provide new EAP coordinators with an overview of EAP policy and program guidelines. The learning objectives focus on:

- The EAP coordinator role and responsibilities
- The monthly reporting requirements
- The professionalism as an EAP coordinator in accordance with EAP policy

Interviewing and Assessment Skills (3.0 PDHs)

This training will enhance the core competencies of the EAP coordinator by providing new EAP coordinators with the knowledge, skills, and awareness necessary to effectively conduct an assessment interview to mitigate issues that may be negatively impacting job performance. The learning objectives focus on:

- Minimizing the distress of the client
- Communicating effectively by demonstrating interviewing techniques
- Identifying appropriate interviewing strategies and the application in EAP practice
- Gathering relevant information
- Assisting the client in developing an action plan
- Linking clients with appropriate resources

Critical Incident Response (1.5 PDHs)

New EAP coordinators will understand how critical incidents have a profound impact and can cause significant disruption and stress to clients and the agencies' operation. Whether it is a natural disaster or the death of a co-worker, the EAP coordinator will be able to assist with an effective critical incident response. Learning objectives include understanding of:

- A crisis
- A critical Incident
- The NYS EAP Policy critical incident response
- The critical incident response strategies
- The steps for an effective critical incident response

EAP Statistical Report (1.0 PDH)

This training will provide new EAP coordinators with the necessary tools to complete the required monthly statistical report. EAP coordinators will learn:

- Why the EAP data is essential
- What key role EAP coordinators play in providing accurate data

DESCRIPTION OF THE NCI TRAINING

NYS EAP Networking and Resource Development (1.5 PDHs)

This training will allow EAP coordinators to learn how to:

- Connect with other EAP professionals
- Gather and organize essential information and resources
- Build a circle of connection for networking success
- Build rapport with new connections
- Maintain a circle of connection

Panel of EAP Coordinators: Shared Experiences (1.5 PDHs)

This is a panel discussion that brings together EAP coordinators to share:

- Experiences
- Challenges
- Accomplishments

NYS EAP Training Policy (1.0 PDH)

This training will provide EAP coordinators with a better understanding of:

- Guidelines and procedures that govern the NYS EAP training and development
- The steps for an effective critical incident response

EAP Committee Members Training

COURSE DESCRIPTIONS AND WEBINAR DATES

NEW YORK STATE | Office of Employee Relations

EAP COMMITTEE MEMBERS TRAINING

EAP committee training is provided to all EAP committee members to provide them with the skills and knowledge necessary to perform their role effectively. EAP training also offers new committee member orientation in all training regions and is presented by EAP regional representatives at either the regional office, or onsite at the agency or facility. This orientation is mandatory for all new committee members and chairpersons.

(Please note: EAP committee members do not need to attend EAP coordinator training; the EAP coordinator training content is designed specifically to build EAP coordinator assessment and referral skills, which is not within the scope of the role of a committee member. Training opportunities are offered to committee members to assist them fulfill their role.

EAP COMMITTEE MEMBERS TRAINING COURSES

Committee Leadership Module 1: Support and Supervision of the EAP Coordinator

This workshop outlines the responsibility of the committee members and the chairperson in providing supervision to the coordinator's EAP work.

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
12/18/2025	Registration Link
3/24/2026	Registration Link

Committee Leadership Module 2: Promoting Your EAP Program

This workshop outlines the responsibility of the committee members and the chairperson to provide leadership in promoting their EAP to employees and management.

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
1/7/2026	Registration Link
5/28/2026	Registration Link

Writing an Annual Report

This instructional workshop prepares committee members to successfully complete an annual report for stakeholders.

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
1/13/2026	Registration Link

Creating and Maintaining Committee Bylaws

This workshop outlines the elements of committee bylaws and provides a simple template for creating and updating the document.

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
1/27/2026	Registration Link
5/12/2026	Registration Link

EAP COMMITTEE MEMBERS TRAINING COURSES

The Grant Application

This interactive workshop is designed to help EAP coordinators and committee members successfully complete the grant application process.

Webinar Information

11:00 a.m. - 12:00 P.m.

Date	Webex Link
4/9/2026	Registration Link

Do it on a Dime

This workshop provides strategies for promoting your agencies' EAP with little or no budget by:

- Engaging the EAP committee
- Hosting Meet and Greet and wellness events to introduce EAP services
- Planning a resource fair
- Creating a newsletter

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
11/14/2025	Registration Link

How to Start a Workplace Book Club

This workshop helps to frame facilitated structured discussions for book clubs and will allow employees to put key ideas into practice, collaboratively tackle challenges, and cultivate a culture of continuous learning, empathy, and professional growth.

Webinar Information

10:00 a.m. - 11:00 a.m.

Date	Webex Link
4/15/2026	Registration Link

NYS EAP Health Fair toolkit for EAP Committees

This training will assist the EAP committee members to gain the skills and knowledge required to plan, design, and execute health fairs. Learning objectives focus on learning:

- The steps for planning, promote and evaluate a NYS health fair
- What to do before, at, and after a NYS health fair

Webinar Information

11:00 a.m. - 12:00 p.m. | 10:00 a.m. - 11:00 a.m.

Date	Webex Link
11/20/2025	Registration Link
1/20/2026	Registration Link

EAP COMMITTEE MEMBERS TRAINING COURSES

NYS EAP Networking and Resource Development (1.5 PDHs)

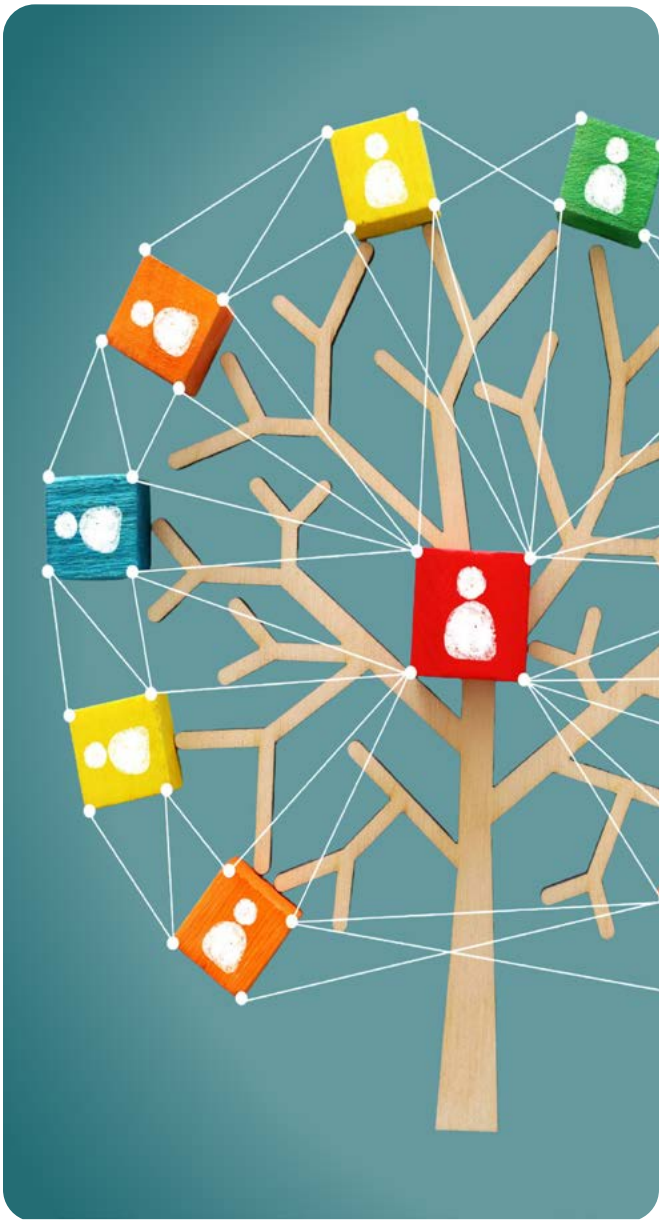
This training will allow EAP coordinators to learn how to:

- Connecting with other EAP professionals
- Gathering and organizing essential information and resources
- Building a circle of connection for networking success
- Building rapport with new connections
- Maintaining a circle of connection

Webinar Information

10:00 a.m. - 11:30 a.m.

Date	Webex Link
2/26/2026	Registration Link



GUIDELINES FOR THE CERTIFIED EMPLOYEE ASSISTANCE PROFESSIONAL (CEAP) CREDENTIAL

NEW YORK STATE | Office of Employee Relations

GUIDELINES FOR THE CERTIFIED EMPLOYEE ASSISTANCE PROFESSIONAL (CEAP) CREDENTIAL

The Work-Life Advisory Board and NYS EAP support professional accreditation for NYS EAP coordinators and encourage EAP coordinators to obtain the Certified Employee Assistance Professional (CEAP) credential.

The CEAP credential is a formal, nationally recognized, professional credential awarded by the Employee Assistance Certification Commission (EACC). NYS EAP offers annual training that gives EAP coordinators the opportunity to increase their skill level and professionalism and meet EACC training requirements for CEAP certification

Professional Development Hours (PDHs)

PDHs will be awarded to each EAP coordinator who completes each class. PDHs are awarded based on the number of clock-hours of training, so EAP coordinators must attend the EAP training in its entirety to receive a Certificate of Completion and be awarded PDHs.

Effective January 1, 2026

Work-Life Services (WLS) will continue to offer Employee Assistance Professional Association (EAPA) membership for CEAP candidates and PDHs. To support professional development and certification standards across our statewide EAP network, the following responsibilities apply to all EAP coordinators beginning January 2026:

Certification Costs

- CEAP Certifications are the responsibility of each EAP coordinator
- These costs may be reimbursed through the NYS OER Tuition Reimbursement Program
- EAP coordinators are encouraged to apply promptly and retain all relevant documentation for reimbursement

Tracking PDHs

- EAP coordinators are responsible for tracking their PDHs to ensure their eligibility for CEAP certification and recertification
- PDH totals and training history can be accessed through SLMS (Statewide Learning Management System). EAP coordinators should log in regularly to review their records and plan accordingly
- EAP coordinators are also responsible for tracking PDHs in the EAPA summary log

GUIDELINES FOR THE CERTIFIED EMPLOYEE ASSISTANCE PROFESSIONAL (CEAP) CREDENTIAL

Professional Development Hours (PDHs)

PDHs will be awarded to each EAP coordinator who completes each class. PDHs are awarded based on the number of clock-hours of training, so EAP coordinators must attend the EAP training in its entirety to receive a Certificate of Completion and be awarded PDHs.

Summary of Responsibilities

Requirement	EAP Coordinator Responsibility	Resources Available
CEAP Certifications	Pay upfront; apply for NYS OER reimbursement	NYS OER Tuition Reimbursement Program
PDH Tracking for Recertification	Monitor PDHs and training history via SLMS	SLMS Access and Training Records
PDH Tracking in the EACC log	Track PDHs, title and dates of trainings	PDH Summary Log
CEAP Recertification by PDHs Application	Apply for recertification	CEAP Recertification

SUMMARY

The EAP training team is committed to coordinating professional development trainings to improve retention, productivity, and satisfaction of EAP coordinators and committee members. The program will continue to include specialized training, both in-person and virtual, to apply and reinforce new and learned concepts using local resources and innovative methods. The EAP training will continue to periodically review the pre- and post-assessments to monitor progress and identify areas for improvement, ensuring that EAP coordinators and committee members remain up-to-date and can perform their roles effectively.