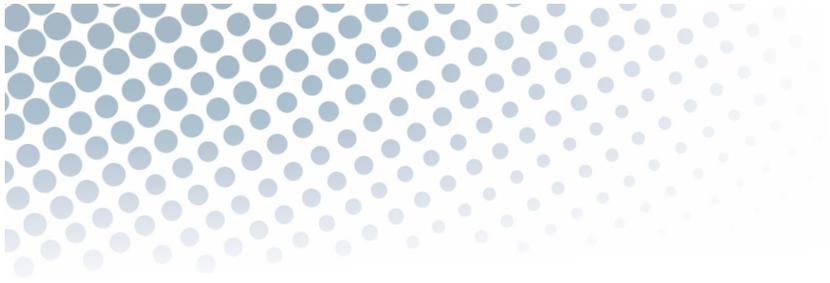




BUSINESS SURVEY

...a first-of-its-kind, statewide survey on the impact of the harmful use of substances on the workforce

PRELIMINARY HIGHLIGHTS



ABOUT THE **Working Partners[®] Drug-Free Workforce Community Initiative (DFWCI)**

The *Working Partners[®] Drug-Free Workforce Community Initiative (DFWCI)* is a public-private partnership between the Ohio Department of Mental Health and Drug Addiction Services (OhioMHAS) and *Working Partners[®]* to address the economic threat of substance abuse by employees and job seekers in our state.

GOAL: TO BUILD HEALTHIER, STRONGER, MORE PRODUCTIVE WORKFORCES AND WORKPLACES BASED ON LOCAL NEEDS AND, IN TURN, BUILD A HEALTHIER, STRONGER, MORE ECONOMICALLY-SOUND OHIO

Objectives:

- To bring together key stakeholders and employers in 17 communities throughout the state to assess local challenges and resources, and implement strategies to develop a job-ready workforce of drug-free individuals to serve employers’ needs now and in the future
- To assess the perceptions, attitudes, knowledge and practices of businesses and community leaders as they relate to preventing and addressing the harmful use of substances in the workplace/workforce
- To work with employers to equip them with the education, technical assistance and tools needed to prevent and respond to workplace substance use in a productive, legally sound and meaningful way
- To provide regular communications to leadership (local, state and national) to keep them apprised of alcohol and other drug issues and legislation that affect the workplace

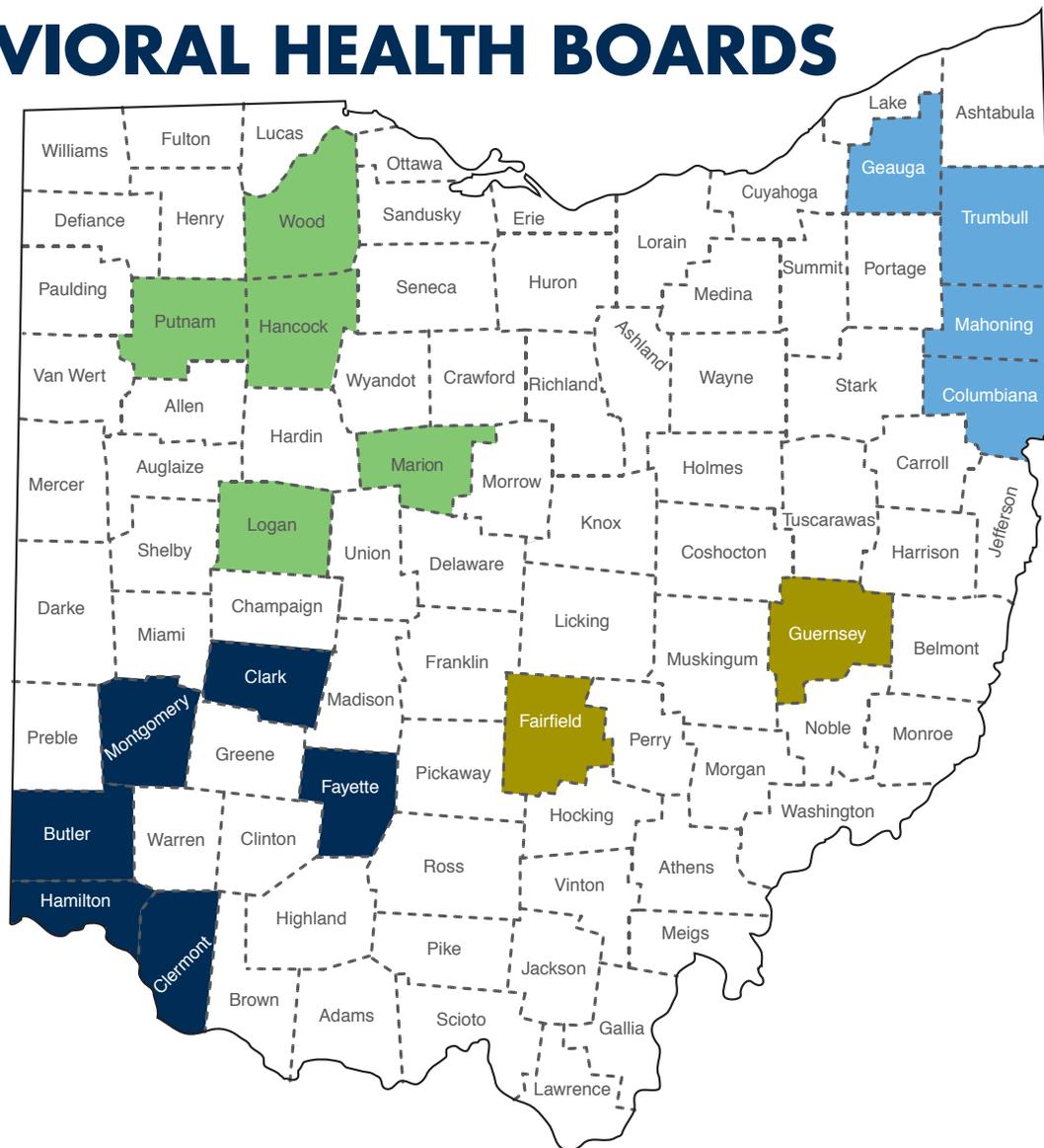
ACTIVITIES OF THE INITIATIVE



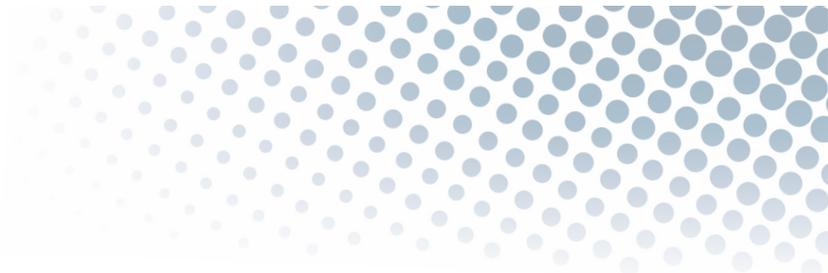
DFWCI Team

- Dee Mason
Advisor
- Karen Pierce
Director
- Katie Lemke
Coordinator
- Lauren Batzer
Marketing Manager
- Morgan Mitchell
Marketing Assistant
- Jim Diehm
Operations
- Michelle Kadisevskis
Administrative Coordinator
- Allison Sharer
Technical Assistance
- Monica Broadnax
Regional Consultant
- Alyce Jennings
Regional Consultant
- Derek Longmeier
Regional Consultant
- Chad Smock
Regional Consultant
- Jim Ryan
Trainer
- Yvonne Oliveras, Ph.D.
Survey Methodologist

PARTICIPATING COMMUNITY BEHAVIORAL HEALTH BOARDS



1. Butler County MH&ARS Board
2. MH&R Board of Clark, Greene & Madison Counties
3. Clermont County MH&R Board
4. Columbiana County MH&RS Board
5. Crawford-Marion ADAMHS Board
6. Fairfield County ADAMH Board
7. Geauga County Board of MH&RS
8. Hamilton County MH&RS Board
9. Hancock County Board of ADAMHS
10. MHD&AS Board of Logan & Champaign Counties
11. Mahoning County MH&R Board
12. ADAMHS Board of Montgomery County
13. Muskingum Area Board of MH&RS
14. Paint Valley ADAMH Board
15. MHA&DAR Board of Putnam County
16. Trumbull County MH&R Board
17. Wood County ADAMHS Board



ABOUT THE **DFWCI BUSINESS SURVEY**

GOAL: To assess the perceptions, attitudes, knowledge and practices of businesses as they relate to preventing and addressing the harmful use of substances in the workplace and workforce.

A survey of this magnitude is unique. In addition to the large sample size, the DFWCI Business Survey has a significant representation of small businesses, a group that is generally not well-represented in surveys of this kind. Furthermore, because this is a difficult subject for people to talk about and a problem many businesses don't want to acknowledge, data on the subject is hard to come by.

Stakeholders from the 17 participating counties served as “boots on the ground” to solicit opinions and perceptions and guide efforts to address the problem at the local level.

There were no significant differences in attitudes or actions based on industry, role of respondent within his/her organization, or organizations that have employees subject to Department of Transportation (DOT) mandated testing. The only significant differences were found when the data was analyzed by firm size. Smaller firms, particularly those with less than 25 employees, have different attitudes and take different actions than larger firms when it comes to a drug-free workplace.

Throughout this report, any reference to “businesses” is defined as the survey respondents from the 17 counties participating in the Initiative.

SURVEY RESPONDENTS

WHAT WE FOUND...

GENERAL INFORMATION

- Total sample size is **4,713** (3,229 business organizations and 1,484 community leaders).
- Small businesses, with **less than 25 employees**, account for nearly half of the organizations (41.6%) surveyed.
- Businesses represented in the survey are located in **17 counties**, grouped into 4 regions.

Northwest:

- Putnam – **6.2%**
- Wood – **5.5%**
- Hancock – **7.0%**
- Logan – **5.8%**
- Marion – **6.8%**

Northeast:

- Columbiana – **7.7%**
- Geauga – **7.5%**
- Mahoning – **6.2%**
- Trumbull – **3.5%**

Southwest:

- Butler – **7.6%**
- Clark – **2.5%**
- Fayette – **1.2%**
- Clermont – **4.6%**
- Hamilton – **9.1%**
- Montgomery – **8.8%**

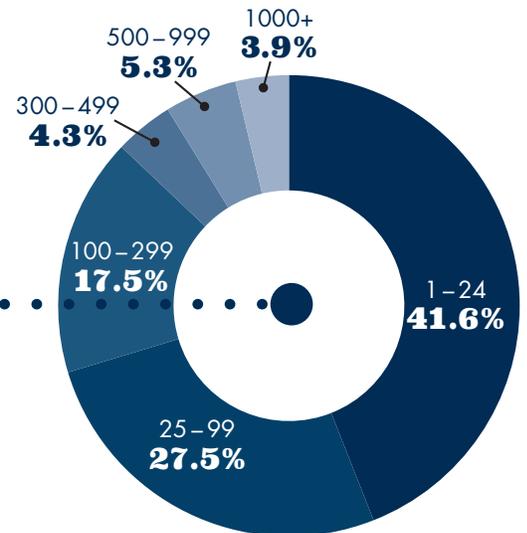
Southeast:

- Guernsey – **6.3%**
- Fairfield – **3.5%**

Consider...

Small businesses are often not represented in studies, but are the backbone of the U.S. economy.

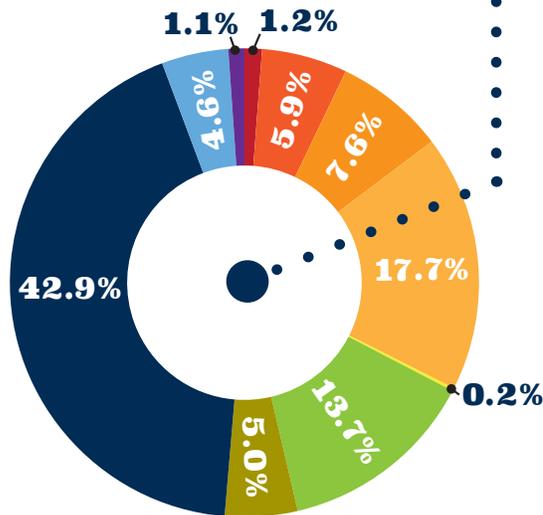
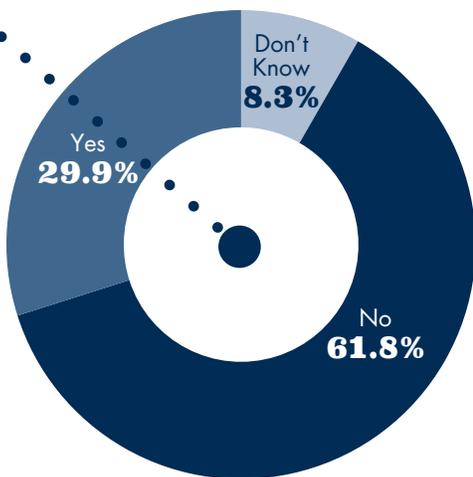
Respondents by Number of Employees



WHAT WE FOUND...

INDUSTRY TYPE

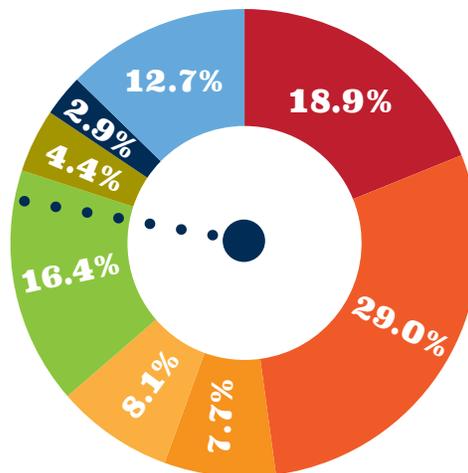
- Most businesses represented in the survey do not have employees who are subject to **DOT-mandated drug and alcohol testing**.
- Service industry accounted for the **largest share of the sample at 42.9%**.



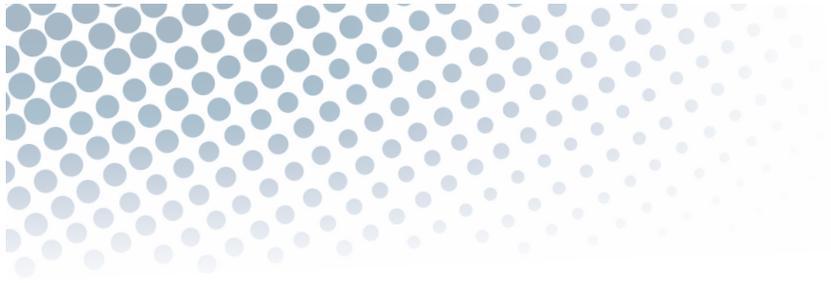
- Agriculture, Forestry and Fishing
- Construction
- Finance, Insurance and Real Estate
- Manufacturing
- Mining
- Public Administration
- Retail Trade
- Service
- Transportation, Communications, Electric, Gas, Sanitary Services
- Wholesale Trade

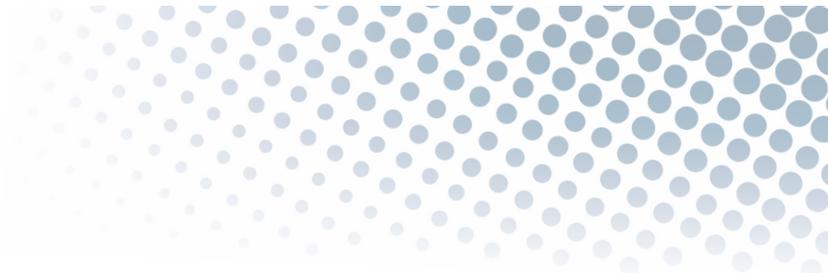
JOB TITLE

- **Nearly half** of the survey respondents (47.9%) are owner/operators or upper management.



- Owner/Operator
- Upper Management
- Supervisor
- Front-line Employee
- Human Resources
- Finance Management
- Safety
- Other





EMPLOYERS COULD DO MORE TO GROW AND MAINTAIN OHIO'S EMPLOYABLE, DRUG-FREE WORKFORCE.

- Most employers are not administering best-practice drug-free workplace (DFWP) programs
 1. Written Policy and Operations
 2. Employee Education
 3. Supervisor Training
 4. Drug and Alcohol Testing
 5. Assistance for Employees
- Businesses have limited connections to helping resources



MOST EMPLOYERS ARE NOT ADMINISTERING BEST-PRACTICE DFWP PROGRAMS



WHAT WE FOUND...

1 IN 3 BUSINESSES DO NOT ADMINISTER ANY COMPONENTS OF A DRUG-FREE WORKPLACE PROGRAM OR DON'T KNOW IF THEY DO.



- Most businesses who do not administer drug-free workplace programs are firms with less than 25 employees.

1. WRITTEN POLICY AND OPERATIONS

- Only about half of surveyed workplaces have a significant written substance abuse policy (i.e., more than one page).

Business Insights

“Our organization is small and we know drug and alcohol problems exist. Our close contact with each other would force us to take the steps necessary to deal with the problems we may come up against, at least I hope so.”

“We have the same regulations as a big company, but we have a staff that multi-tasks. We don't have anyone dedicated to just HR ... or just drug-free workplace ... or just safety and health. Our HR person does a lot of things, but one thing she isn't qualified to do is write a drug-free workplace policy.”

An evidence-based, best-practice drug-free workplace (DFWP) program has five elements:

1. Written Policy and Operations
2. Employee Education
3. Supervisor Training
4. Drug and Alcohol Testing
5. Assistance for Employees

EXPERT INSIGHT

Dealing with substance issues can be litigious. It is not prudent to test without giving employees fair notice – the purpose of a legally sound, written substance abuse policy and acknowledgement by the employee.

A policy should serve as a playbook, providing operational guidelines for things like:

- How an accident is defined
- Handling medical care, if needed
- Employee's return to work before or after results are received
- Compensation during waiting period

EXPERT INSIGHT

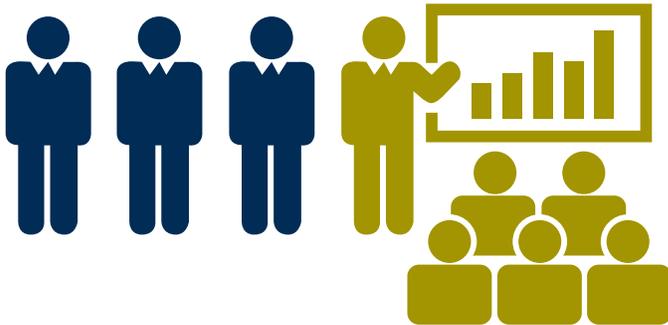
MOST EMPLOYERS ARE NOT ADMINISTERING BEST-PRACTICE DFWP PROGRAMS



WHAT WE FOUND...

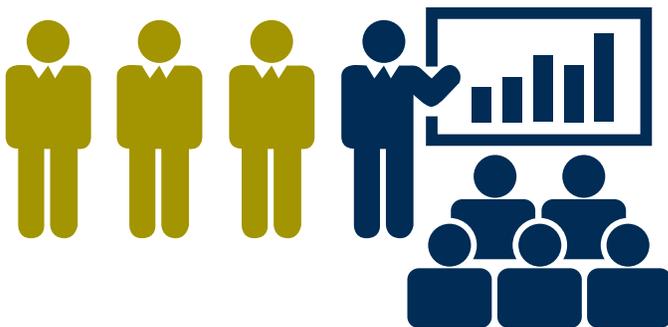
2. EMPLOYEE EDUCATION

- Only about 1/4 (26.4%) of businesses conduct annual drug-free workplace (DFWP) employee education.



3. SUPERVISOR TRAINING

- Even fewer businesses (23.7%) conduct annual supervisor training.



- 1 in 8 businesses don't know if their organization conducts yearly DFWP employee education and/or supervisor training.

- Benefits of education & training:
 - A written policy *plus* employee education serves to offer fair notice to employees about their responsibilities and outlines protections for both the employee and the employer.
 - Education can prevent problems if employees know the rules.
- Education is an evidence-based youth *and* adult prevention strategy.
- According to the Start Talking website, children of parents who talk to their teens about drugs are up to 50% less likely to use.¹

EXPERT INSIGHT



Business Insights

We carve out a piece of every single annual education and training program for employees and really key in on something important or urgent about what's happening out there in the community.”

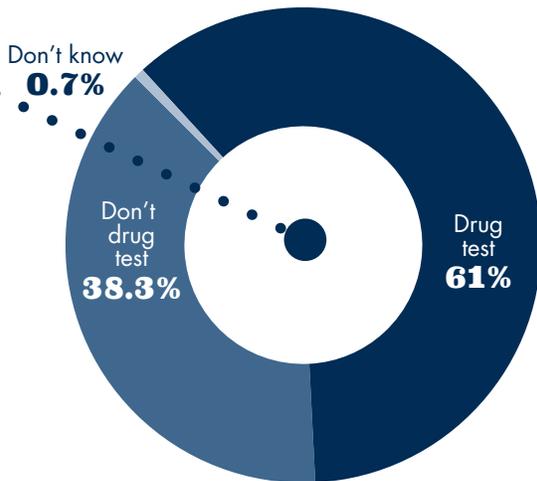
MOST EMPLOYERS ARE NOT ADMINISTERING BEST-PRACTICE DFWP PROGRAMS



WHAT WE FOUND...

4. DRUG AND ALCOHOL TESTING

- Most businesses (61%) currently drug test. This number is even higher (78.3%) when we remove workplaces with fewer than 25 employees.



- Certain industries are more likely to drug test their employees than others.



- Most businesses (69.3%) primarily rely on lab-based urine tests for their drug testing.

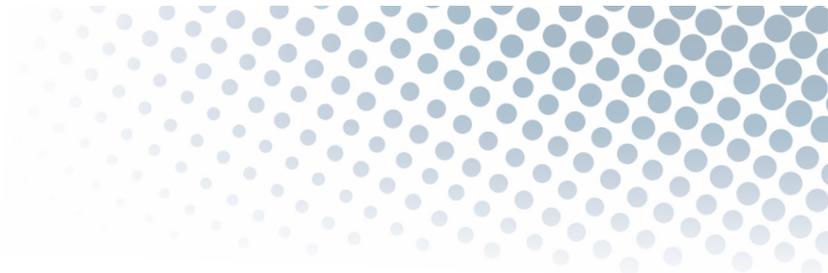
Consider...

Testing increases safety

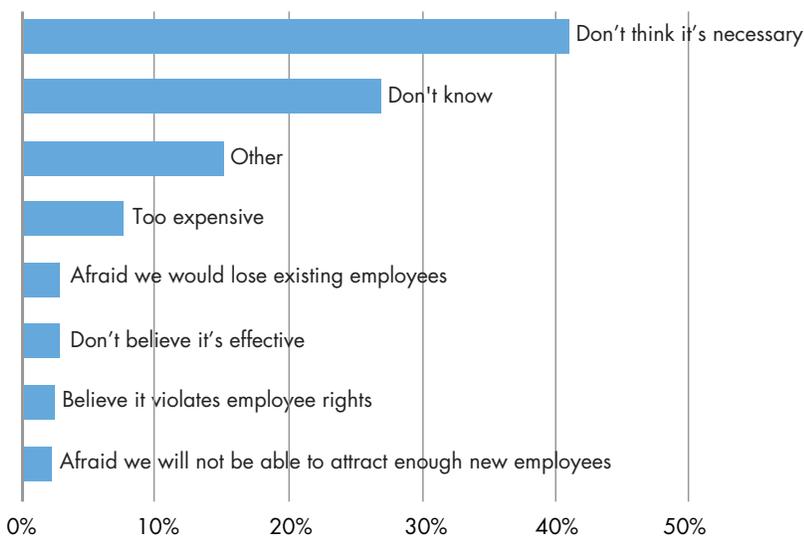
"A number of workplace studies measuring the incident rates of companies before and after implementing drug testing programs indicate that drug testing is an important safety factor. One of the most prominent of these studies involved the Southern Pacific Railroad. Following the implementation of drug testing, incidents resulting in injuries dropped from 2,234 in the year before drug testing was introduced to just 322 after drug testing, representing a 71.2% decrease in incidents."²

A Cornell University study of drug testing in the workplace for the construction industry found similar results:

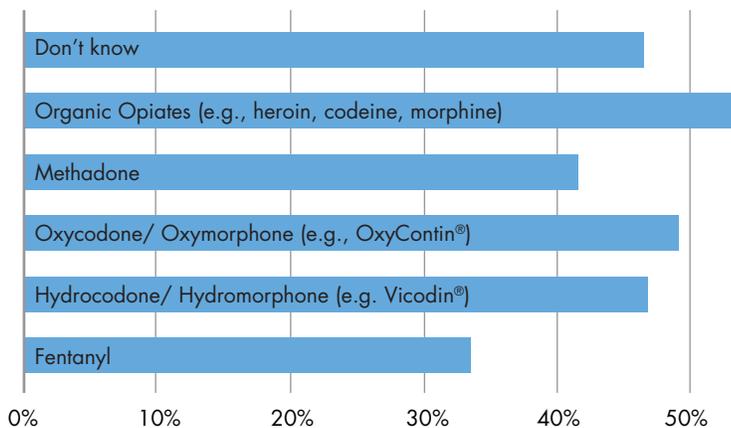
- Within two years of implementing drug testing programs, construction companies experienced a 51% reduction in injury rates compared to a 14% decline in the average construction company.
- Specifically, the injury rate at companies that tested for drug use dipped from 8.92 incidents per 200,000 work-hours before program implementation to 4.36 incidents after.
- As a result, the companies with testing programs saw an 11.41% reduction in workers' compensation experience-rating modification factor.
- Larger construction companies were significantly more likely to drug test, suggesting that small firms are particularly vulnerable as drug users may intentionally seek out employment at companies where their substance use is not likely to be detected.³



- Primary reason businesses give for not testing is that they believe it is not necessary. This reason holds true across all industries (except mining).



- Nearly half of businesses do not know what narcotics are being tested.



“Our workforce is a very tight-knit, family-type community. We have personal relationships with our employees and their families, we have no need to do additional testing for people who we are so close to.”

“Afraid we would lose long-time employees.”

Business Insights

MOST EMPLOYERS ARE NOT ADMINISTERING BEST-PRACTICE DFWP PROGRAMS



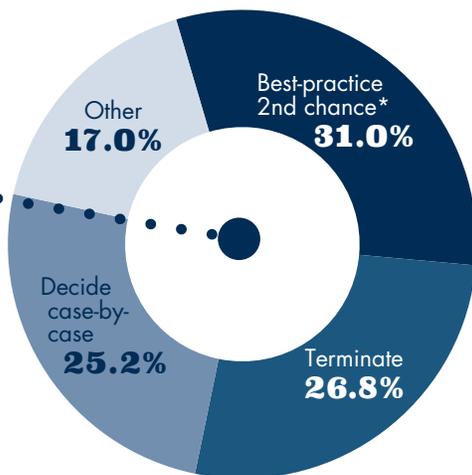
WHAT WE FOUND...

5. ASSISTANCE FOR EMPLOYEES

- Less than half of the businesses (45.2%) believe treatment works for substance abuse problems.
- **APPLICANTS:** Only 1 in 12 employers would consider hiring an applicant who tested positive, then came back later after testing negative and being cleared by a counselor.



- **CURRENT EMPLOYEES:** Disciplinary action for current employees who test positive varies from providing a second chance, termination or action decided on a case-by-case basis.



*Best-practice second chance = clearance by a counselor and a negative return-to-duty test

Consider...

Well-supported scientific evidence shows that substance use disorders can be effectively treated with recurrence rates no higher than those for other chronic illnesses such as diabetes, asthma and hypertension.⁴

There are many factors that contribute to the success of offering a second chance to an employee who tests positive, including:

- The readiness of the **employee** to accept the second chance and follow through with recommendations from the assessment/treatment provider.
- **Provider** effectiveness in delivering assessment/treatment and support services to the employee and case management to the employer.
- The effectiveness of the **employer's** policies and operations to protect their business interests (e.g., safety, productivity) while providing accountability and support to the employee upon returning to work.

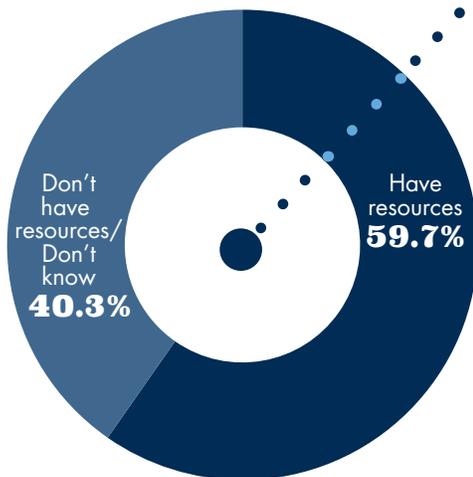
EXPERT INSIGHT

MOST EMPLOYERS ARE NOT ADMINISTERING BEST-PRACTICE DFWP PROGRAMS

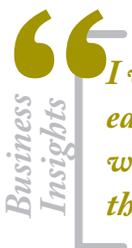


WHAT WE FOUND...

40% OF BUSINESSES DO NOT HAVE (OR DON'T KNOW IF THEY HAVE) A PROFESSIONAL RESOURCE IDENTIFIED WHEN AN EMPLOYEE NEEDS HELP WITH A DRUG AND/OR ALCOHOL PROBLEM.



- 1 in 3 businesses are not familiar with the alcohol/drug services in their county that are funded by state and local tax dollars.



I wish the general information on getting help was more easily obtained and able to have on hand when needed. It was a struggle figuring out where to go and how to handle the situation.”



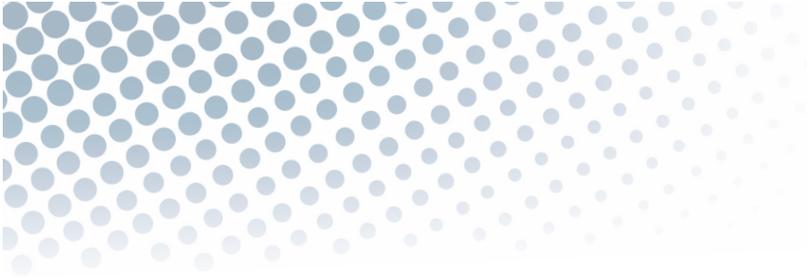
Business Insights

Businesses have a responsibility to address substance use in the community and workplace. There is a logical, business-minded way of handling second chances instead of continuing the vicious cycle of sending someone down the road to the next business. If they could just understand it's a disease that can be treated, they could truly be giving back to the community by helping their employees.”

“If I can get an employee into treatment early, I have a 100% better chance of returning them to the workplace drug-free than if they get fired, get passed on to another employer who then fires them and they never get treatment. I divert all these people from a criminal justice system.”

Mike Schoenhofer, executive director, MH&RS Board of Allen, Auglaize & Hardin Counties

EXPERT INSIGHT



BENEFITS OF OFFERING ASSISTANCE

DID YOU KNOW?

Good for business

- **The one-year cost savings for each worker who recovers from substance use disorder is more than \$3,200.**⁶
- Number of missed days per year:⁶
 - General workforce: 10.5 days
 - Workers with substance use disorders: 14.8 days
 - **Workers in recovery: 9.5 days**
- Healthcare costs per year (including hospital and emergency room use and ambulatory/primary medical care):⁶
 - General workforce: \$1,741
 - Workers with substance use disorders: \$2,197
 - **Workers in recovery: \$1,661**
- Replacing an employee costs an employer between 25% and 200% of the annual compensation for that position. These costs do not include the loss of company knowledge, continuity and productivity.⁵

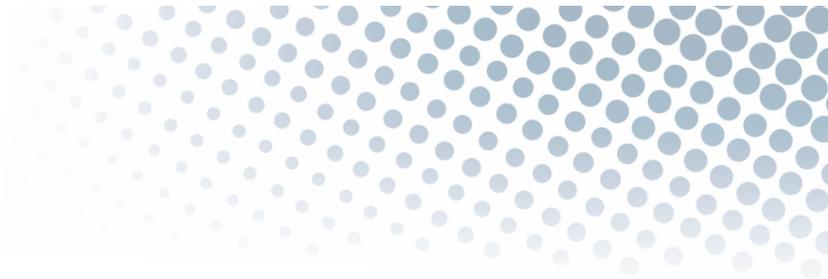
Good for the employee

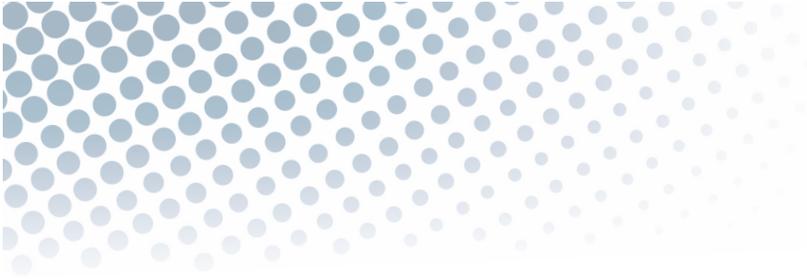
- Research indicates that employer supported and monitored treatment yields better sustained recovery rates than treatment initiated at the request of friends and family members.⁷

“If you get rid of the problem and not the person, it makes more sense long-term, and it’s better cost savings for the company moving forward.”

“We’ve chosen not to throw somebody out of our employment if they test positive, because it’s so hard to get good employees today. It costs us an awful lot less money if we can keep an employee instead of trying to retrain an employee. We’ve had real good success with it. I’d say we’ve had close to, if not 100% success in doing this.”

Business Insights





ABOUT **WORKING PARTNERS**

Working Partners® is a consulting and training firm offering full-service drug-free workplace (DFWP) consultations, training and support services. With more than 28 years of experience and servicing 1,700 clients annually, they are a recognized leader in the field of DFWP. The firm's mission is to assist in the implementation of measures to protect company productivity and profitability and improve the quality of life for their workforces.

Working Partners® services all types and sizes of businesses, including manufacturing, construction, service and government, with and without union workforces, with and without compliance issues (e.g., Department of Transportation) and those qualifying for workers' compensation and insurance discounts. They were responsible for facilitating the Bureau of Workers' Compensation process for the original DFWP premium discount program in Ohio, resulting in the deepest discounts in the nation for 13 years. *Working Partners*® continues to provide technical assistance to several state departments throughout Ohio.

Working Partners® products and services are:

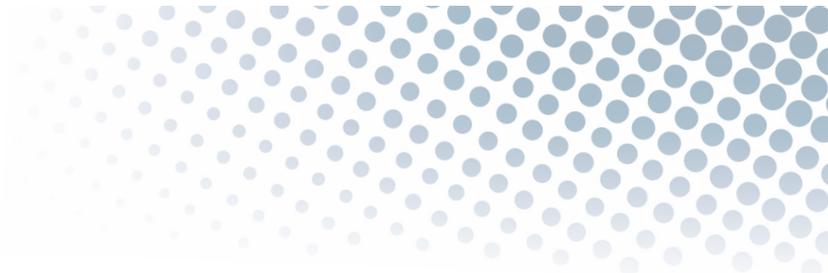
- **Comprehensive**—encompassing all five essential elements of an effective drug-free workplace program.
- **Innovative**—developing new products and services to fit ever-changing cultural, legal, legislative and economic circumstances.
- **Practical**—spanning the range of client needs; offering products and services from policy and program development to employee education and supervisor training, as well as consultation, ongoing technical assistance services and access to discounts.
- **Easy to Implement**—providing turn-key solutions, including out-of-the-box training materials that are ready for quick and simple implementation, supported with training and technical assistance.

614-337-8200

866-354-3397

Mail@WorkingPartners.com

www.WorkingPartners.com



ABOUT THE **METHODOLOGY**



Primary respondents. Key representatives from every size business and industry within each of the 17 participating counties – this defines “businesses” throughout the report

Sample size targets. Calculated using the Statistics of U.S. Businesses (SUSB), as compiled by the U.S. Census Bureau

Primary distribution. Facilitated by local Chambers of Commerce in each of the 17 counties

Distribution to other affiliated groups. Coordinated by DFWCI stakeholder groups



Electronic. Collected online through a survey platform

Paper. Made available to administer survey at meetings and gatherings

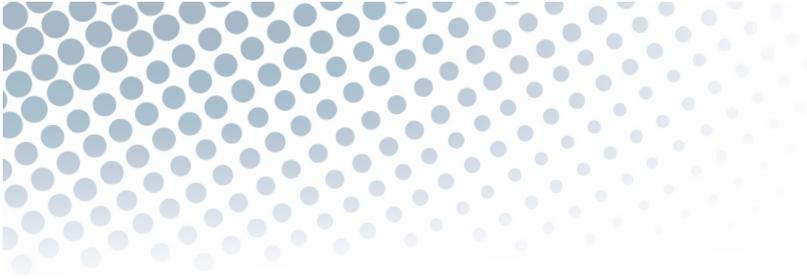
Brief. 7-12 minutes to complete

Confidential. No individual responses or business information were collected



Oversight. Provided by Yvonne Olivares, Ph.D., founder of Services for Data Driven Solutions (S4DDS, LLC), a minority, female-owned consulting firm providing custom research, evaluation and data services

Analysis. Data was analyzed across firm size, industry, respondent’s role with his/her organization, and employees subject to Department of Transportation (DOT) mandated testing



BIBLIOGRAPHY

1. Start Talking! Building a Drug-Free Future, www.StartTalking.ohio.gov.
2. Taggart, R. (1989). Results of the drug testing program at Southern Pacific Railroad. In S. W. Gust and J. M. Walsh (Ed.) *Drugs in the Workplace: Research and Evaluation Data. NIDA Research Monograph, Number 91* (pp. 97-108).
3. Gerber, J. (2000). *An evaluation of drug testing in the workplace: A study of the construction industry*. Cornell University School of Industrial and Labor Relations.
4. U.S. Department of Health and Human Services (HHS), Office of the Surgeon General. (November 2016). *Facing addiction in America: The Surgeon General's report on alcohol, drugs, and health*. Washington, DC: HHS.
5. Branham, F. (2004). *Six truths about employee turnover*, NY: American Management Association.
6. *A Substance Use Cost Calculator for Employers – Methodology*. Eric Goplerud, Vice President Public Health Department NORC at the University of Chicago.
7. Ohio Department of Mental Health and Addiction Services, Ohio Substance Abuse Monitoring (OSAM) Network, Office of Quality, Planning and Research. (September 2016). *Employment and persons with substance use disorder: A targeted response initiative, July 2015 - June 2016*.

