

# Flight Attendant Second Chance Program

Analytics and Program Proposal

# Key Objectives

Create policies and procedures to mitigate risk associated with substance abuse within the flight attendant population that will:

- Proactively reduce safety of flight risk
- Reduce operational and administrative costs relative to flight attendant substance abuse
- Leverage an existing national peer support system

# Workplace Data

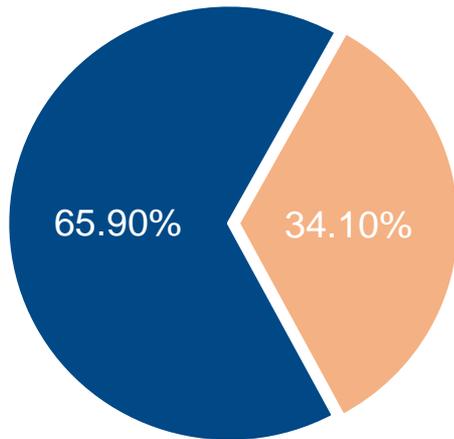
U.S. Department of Health and Human Services; Substance Abuse and Mental Health Services Administration, Results from the 2013 National Survey on Drug Use and Health: Summary of National Findings, NSDUH Series H-48, HHS Publication No. (SMA) 14-4863. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014

- In 2013, 68.9% of illicit drug users were employed.

- In 2013, 76% of people who abused alcohol were employed.

## Illicit Drug Use and Employment

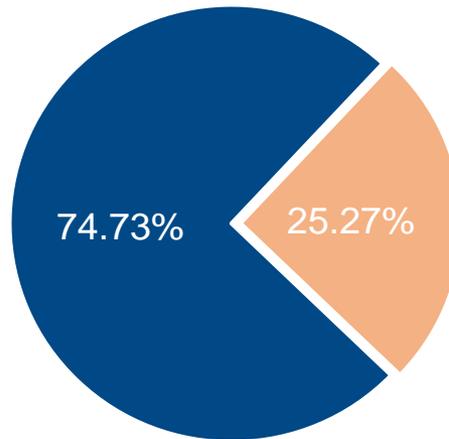
### Illicit Drug Users



■ Not Employed ■ Employed

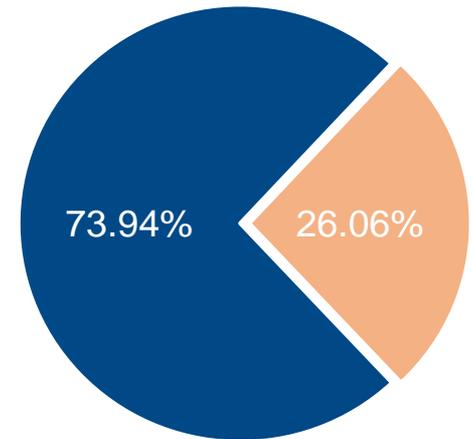
## Alcohol Use and Employment

### Binge Drinkers



■ Not Employed ■ Employed

### Heavy Drinkers



■ Not Employed ■ Employed

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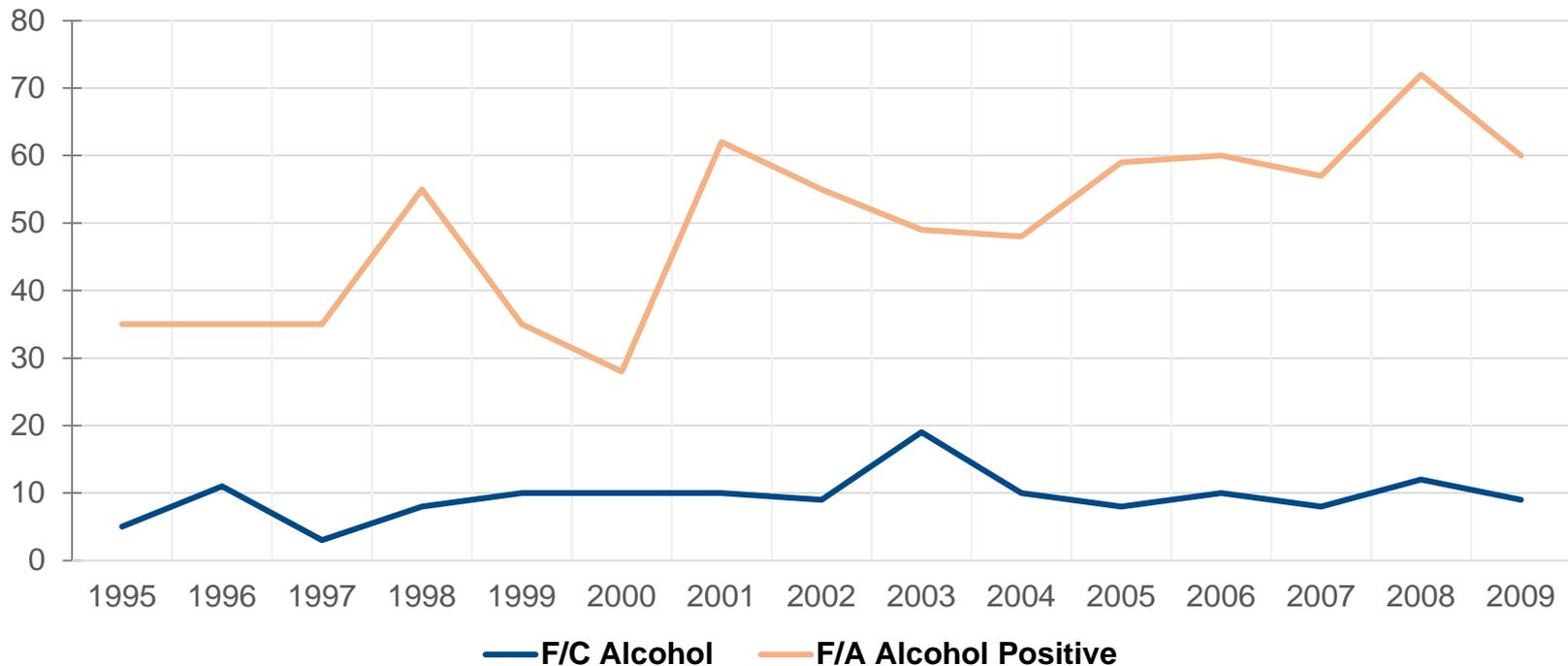
- 8.6% of Americans require treatment for drug abuse
- \_\_\_\_\_(Your FA population x.086) Flight Attendants at \_\_\_\_\_(Airline) require treatment for drug abuse.
- Workplace based initiatives that offer treatment before termination produce recovery rates 3 to 4 times higher than community/family based treatment. (HIMS Executive Summary, 2013)

# Flight Attendant Data

U.S. Department of Transportation

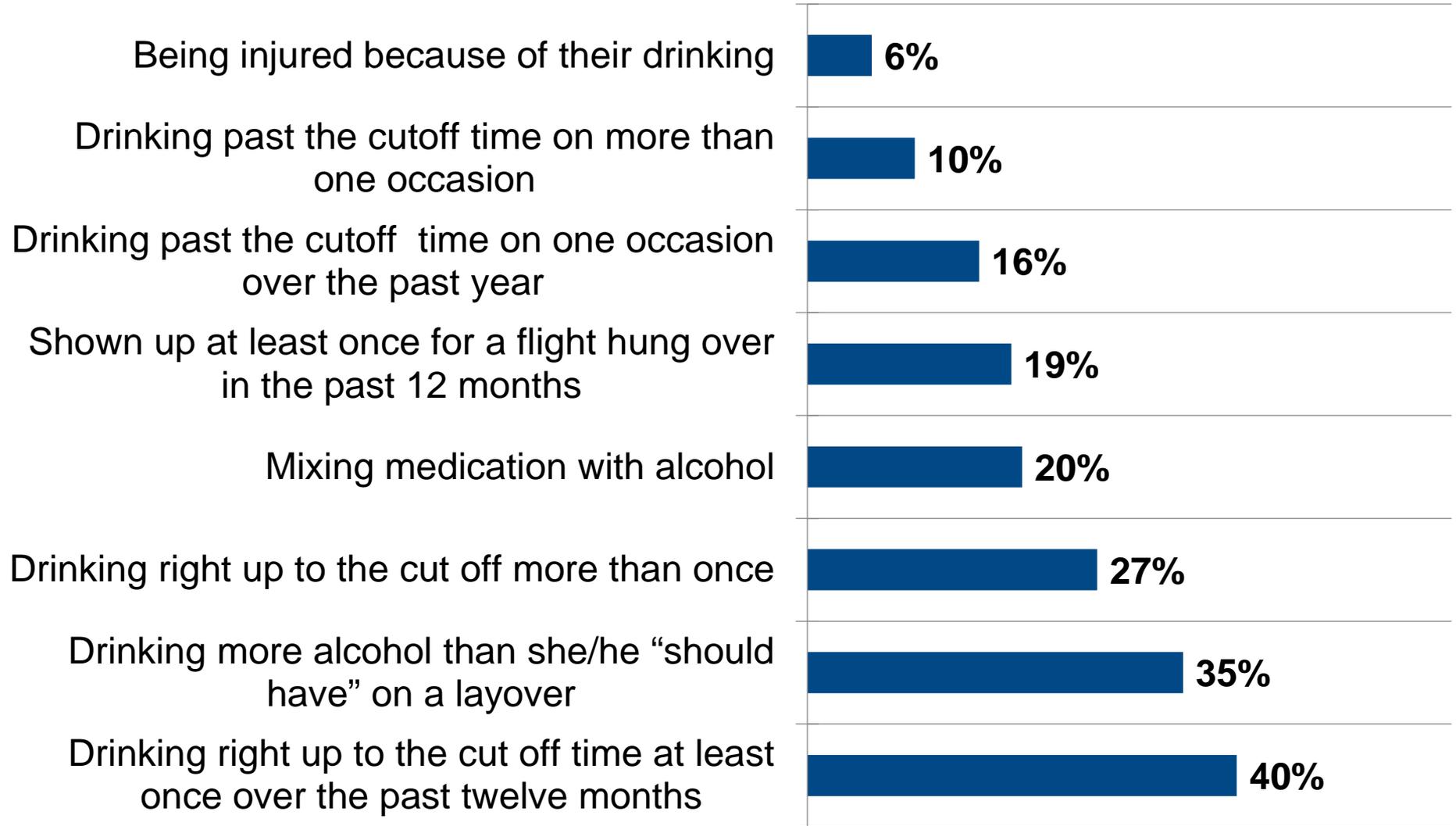
Flight Attendants have consistently higher numbers of DOT alcohol test violations as compared to Flight Crew

## Alcohol Tests => .04



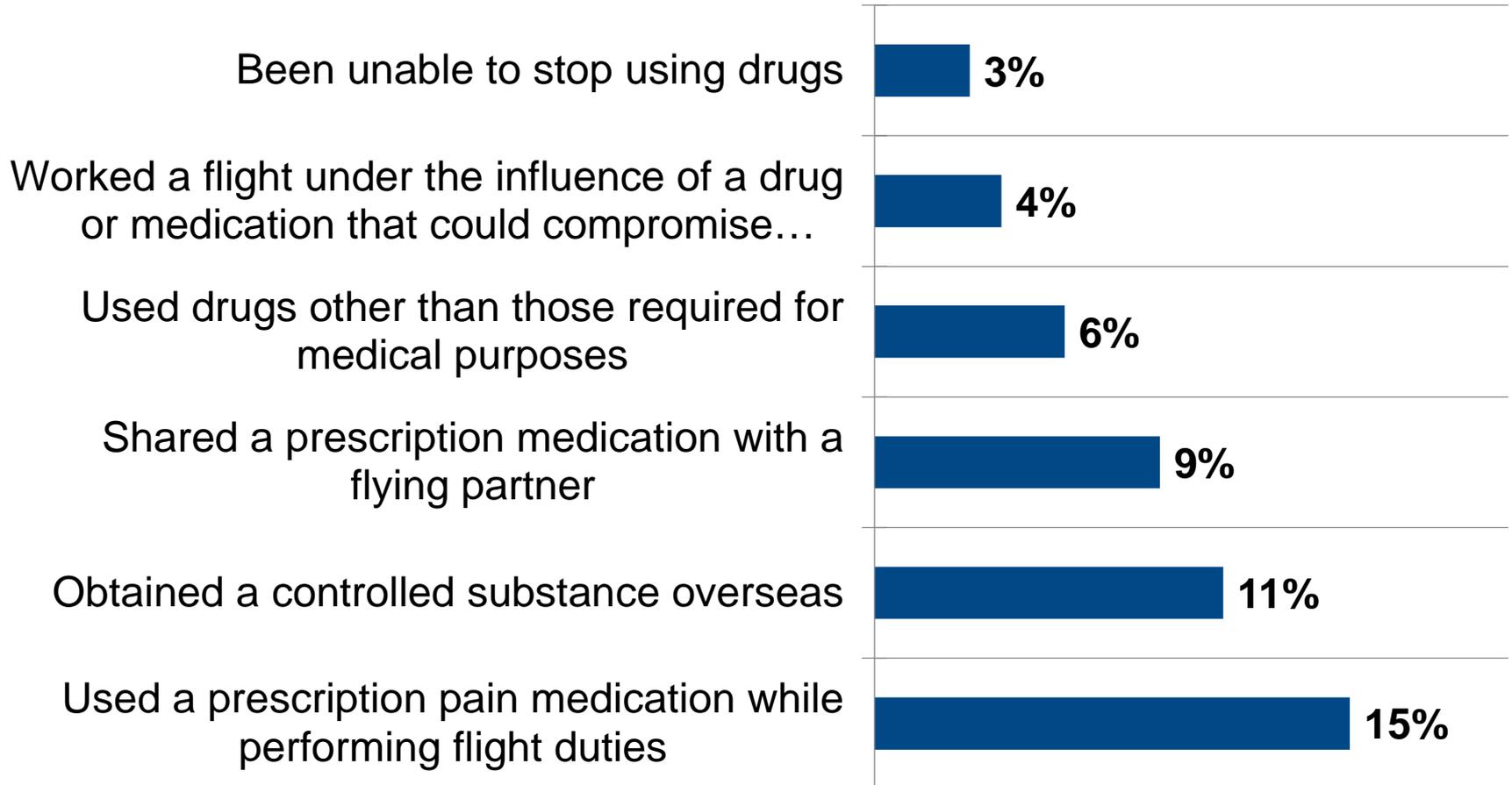
# Alcohol Use by FAs Creates Safety Risks

FADAP commissioned survey by University of Maryland, School of Social Work. 2013. 900+ Respondents



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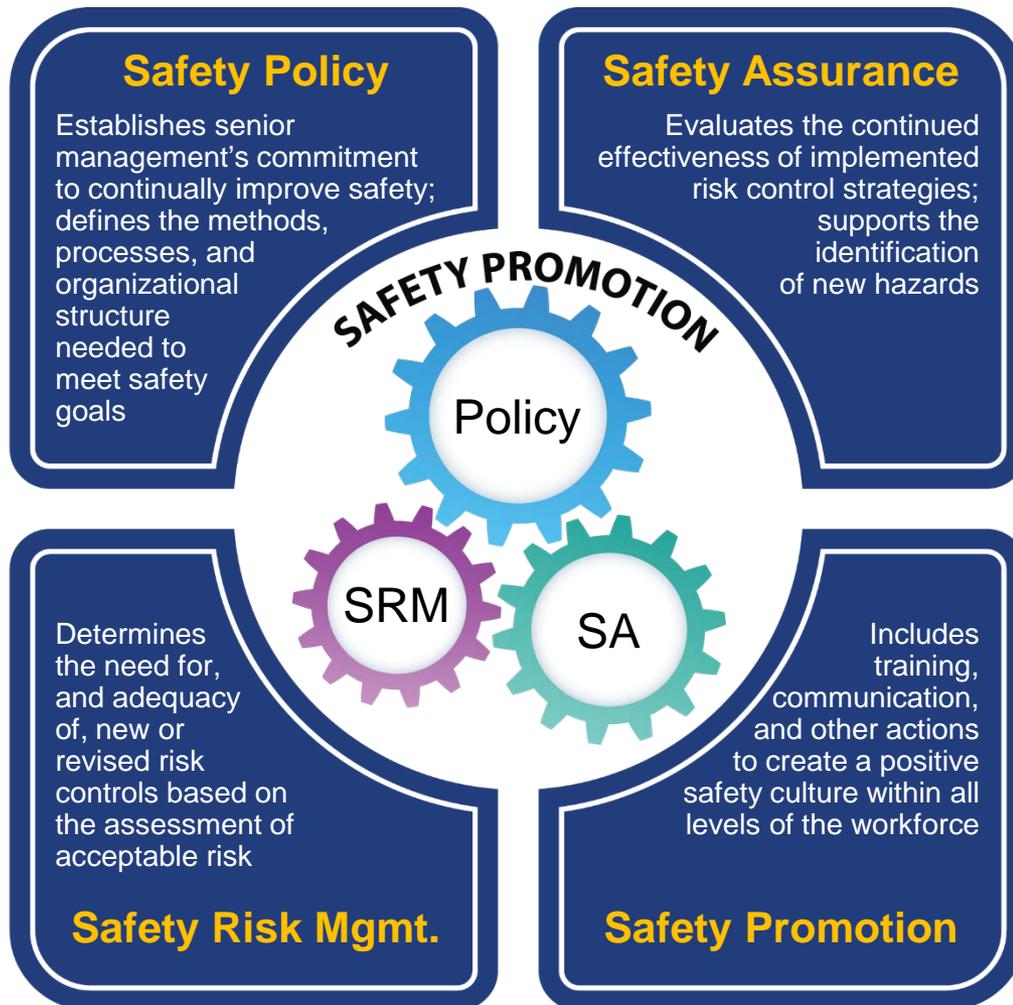
# Making the Case for a Second Chance Program

## **Providing a second chance program accurately acknowledges disease state of substance abuse**

- Neurobiological research has increasingly supported the view that addiction is marked by profound disruptions in decision-making ability and alters voluntary behavioral control.
- In zero tolerance policy environments, the denial, shame, and paranoia of the disease drive addicted flight attendants to further hide and cover-up their illness---while continuing to work.
- Second chance programs encourage a reporting culture when peers understand that they won't necessarily end a career by reporting substance abuse.

# Second Chance Programs and SMS

## The Four SMS Components



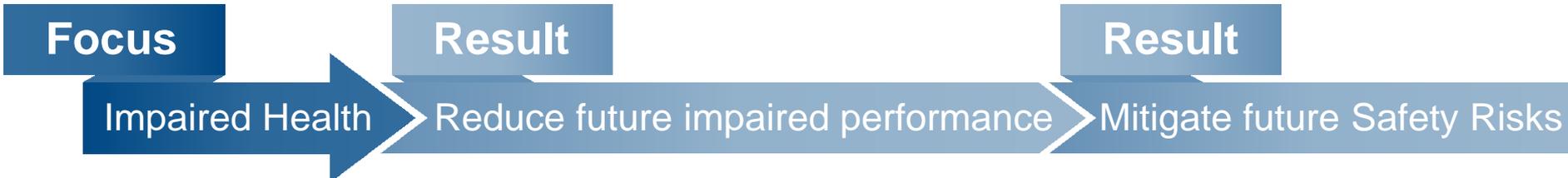
- Employees, particularly peers, are more likely to promote safety and report peers if there is and understanding that a report will not end their career.
- Non-punitive policies extend trust to the workforce; increasing communication and fostering a safety culture

# Terminate Vs. Return to the Cabin Policy

**A Terminate Policy is a Reactive Model:** Responds to Safety Risks by focusing on impaired performance that has already jeopardized safety.



**A Return to the Cabin Policy is a Predictive Model:** Employees will suffer substance abuse issues. The afflicted and the affected can safely address a health issue that predictably will impair performance and thus mitigate future predictable safety risks.



# The ROI for a Second Chance Program

- **\$3.30 for Transportation Industry**

- U.S. Department of Transportation Drug Detection Report, April 2006

- **\$9.00 for Pilot HIMS Programs**

- FAA HIMS XXXXX

- **\$5-\$16 for Workplace based recovery initiatives**

- US Department of Labor study, 2011

- **American Airlines**

- \$7.33 direct ROI with Pilot HIMS Program

- **United Airlines**

- \$16.95 return on EAP and Peer Program investments
- US Department of Labor study, 2011

# The Industry and Second Chance Programs

- Based on a population of 97,000 commercial flight attendants, nearly 52% of the flight attendant population has a second chance available to them.
- Airlines that offer a second chance include:

American	Alcohol-Continuing Employment Drugs- Termination with Reinstatement
Hawaiian	Continuing Employment
Horizon	Continuing Employment on a Case by Case Basis
SkyWest	Continuing Employment or Automatic Reinstatement
United	Continuing Employment

# Exploratory Study on FADAP

EASNA RESEARCH NOTES Volume 5, Number 2, November 2015

- “Flight Attendants treated through FADAP intervention reported that both they and their employers noticed an improvement in the following workplace outcomes: attendance, on-duty performance, rapport with management, attention to safety duties, professionalism, compliance with company policy, compliance with FAA regulations, and overall work record”.
- Flight Attendants reported being very satisfied with FADAP services. The vast majority said they were “extremely likely” or “very likely” to ask FADAP for help in the future, if needed, and would also recommend FADAP to another Flight Attendant.