

Report ID
Report Run Date

EAOO0005D
Apr 14, 2012

EVERETT PUBLIC SCHOOLS

Employee Assistance Program Report



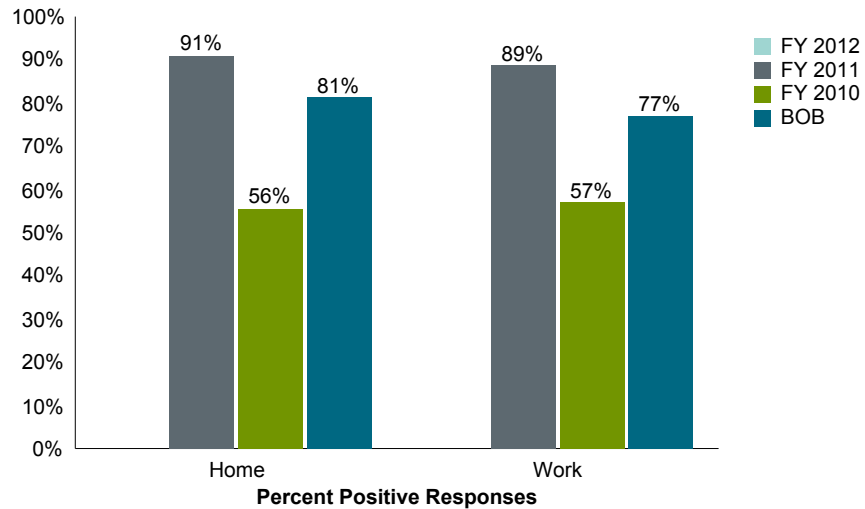
RIDDLE NITA
14100 MAGELLAN DRIVE
ST LOUIS, MO, 63043

Jan 1, 2012 - Mar 31, 2012

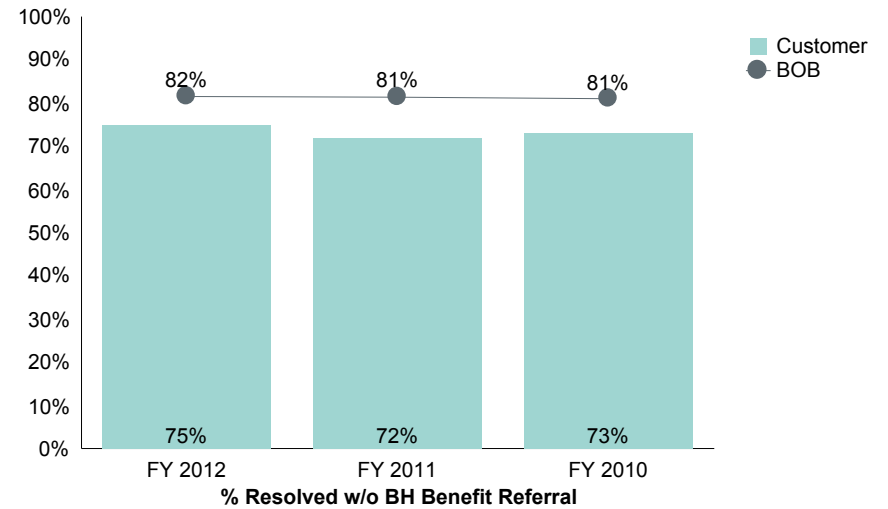


Outcomes Jan 1, 2012 - Mar 31, 2012

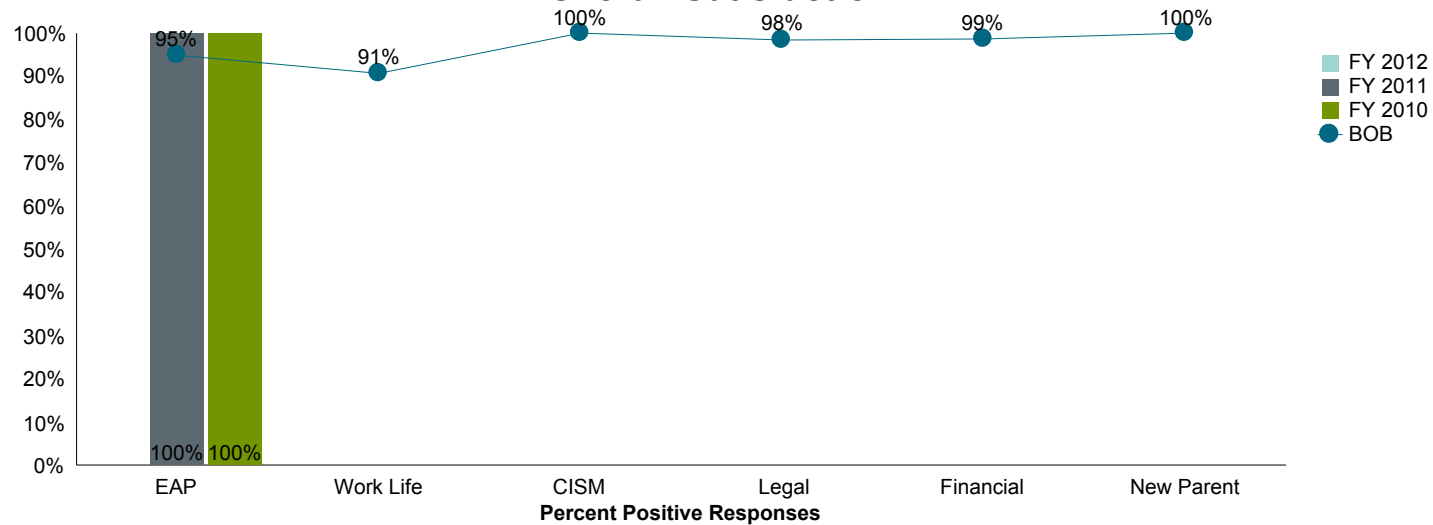
Improvement in Home and Work



Counseling Cases Resolved Within the EAP



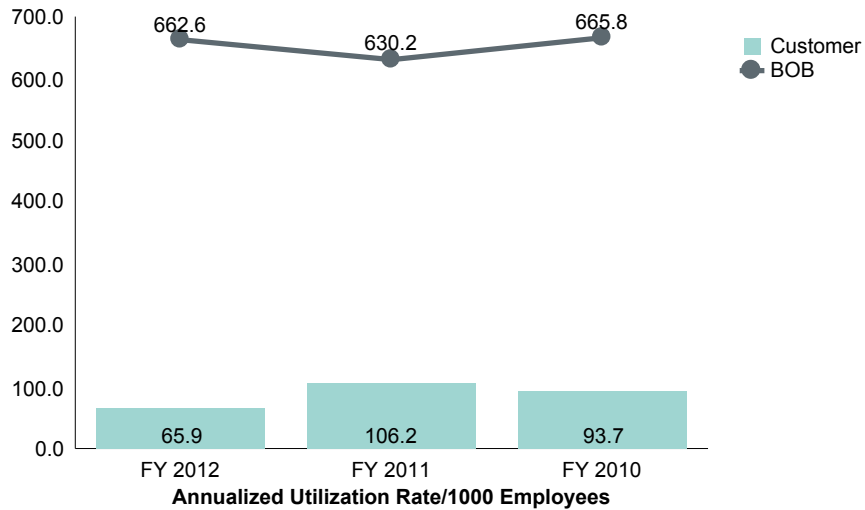
Overall Satisfaction



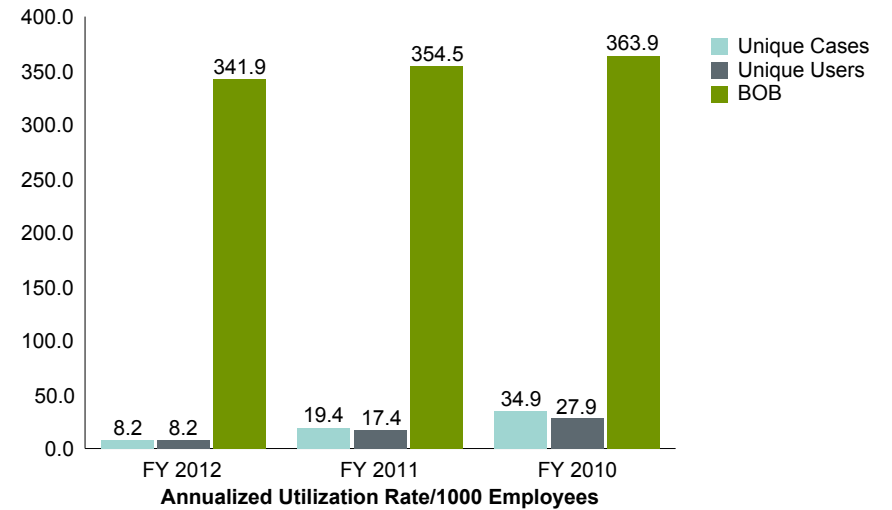
Utilization of Services - Annualized/1000

Jan 1, 2012 - Mar 31, 2012

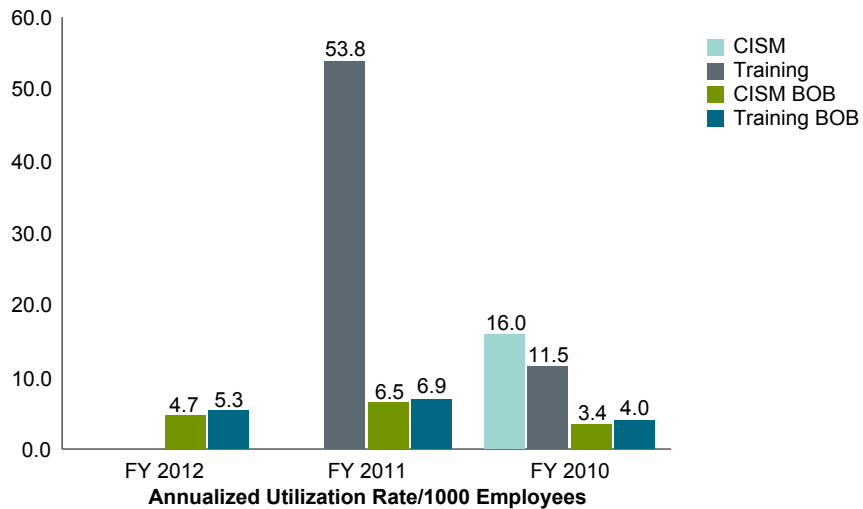
Overall Utilization



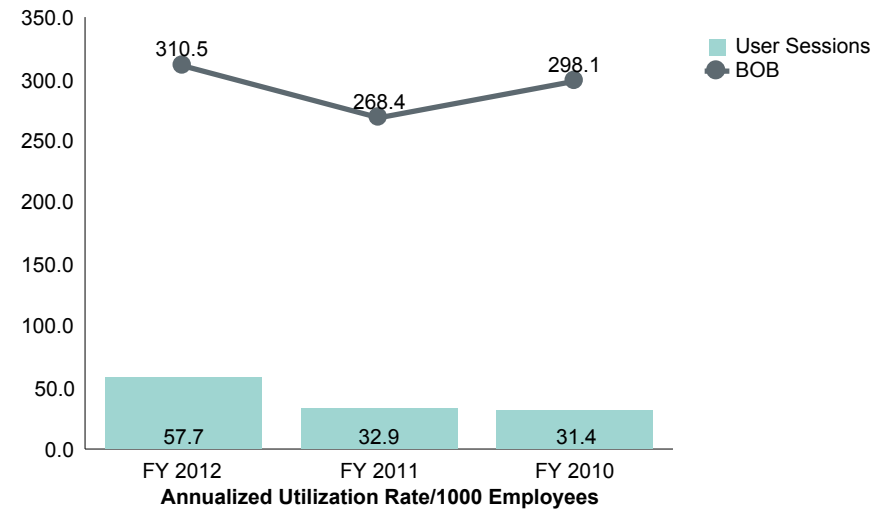
Counseling and Consultations



Training and CISM

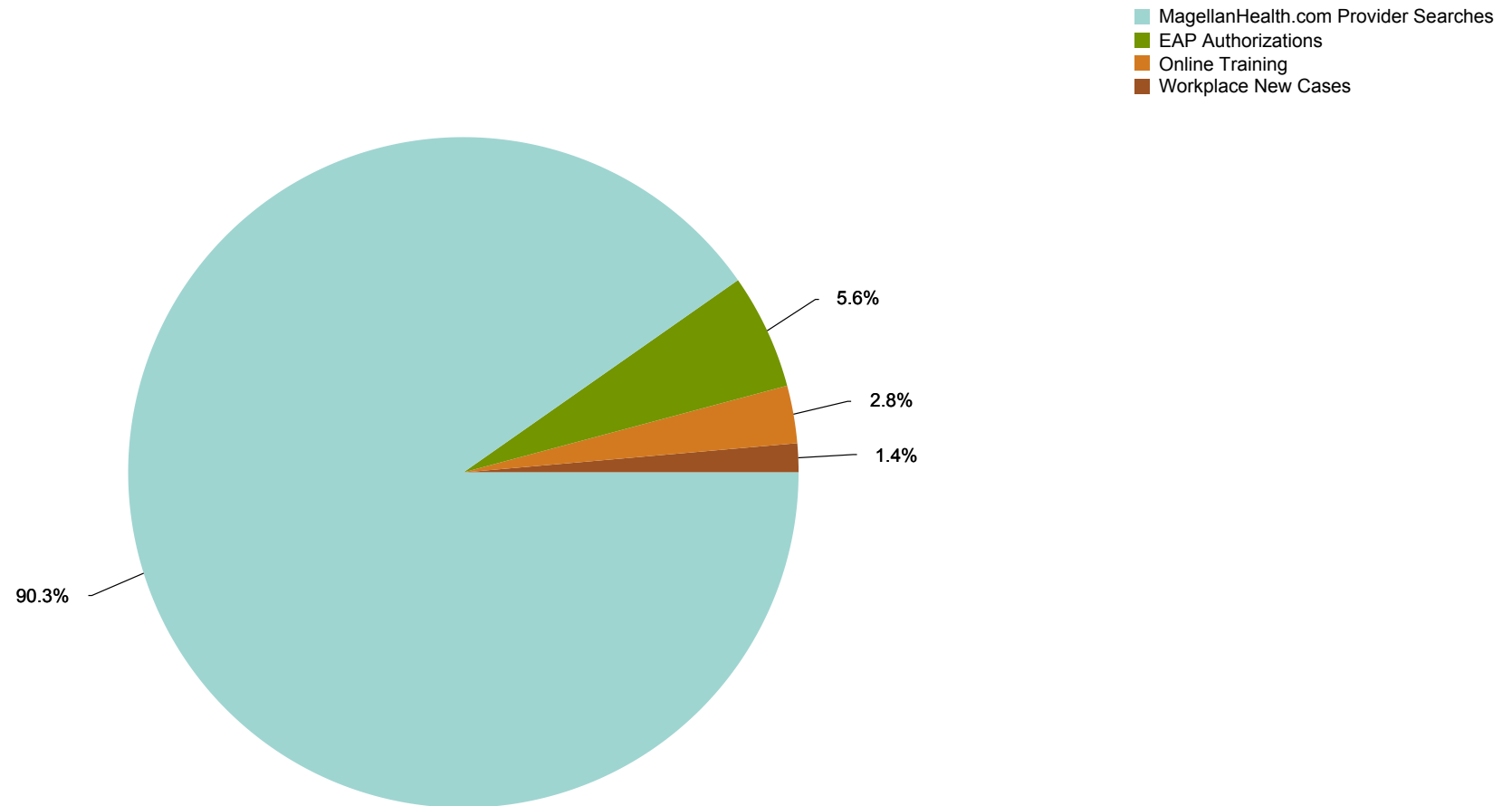


Website User Sessions



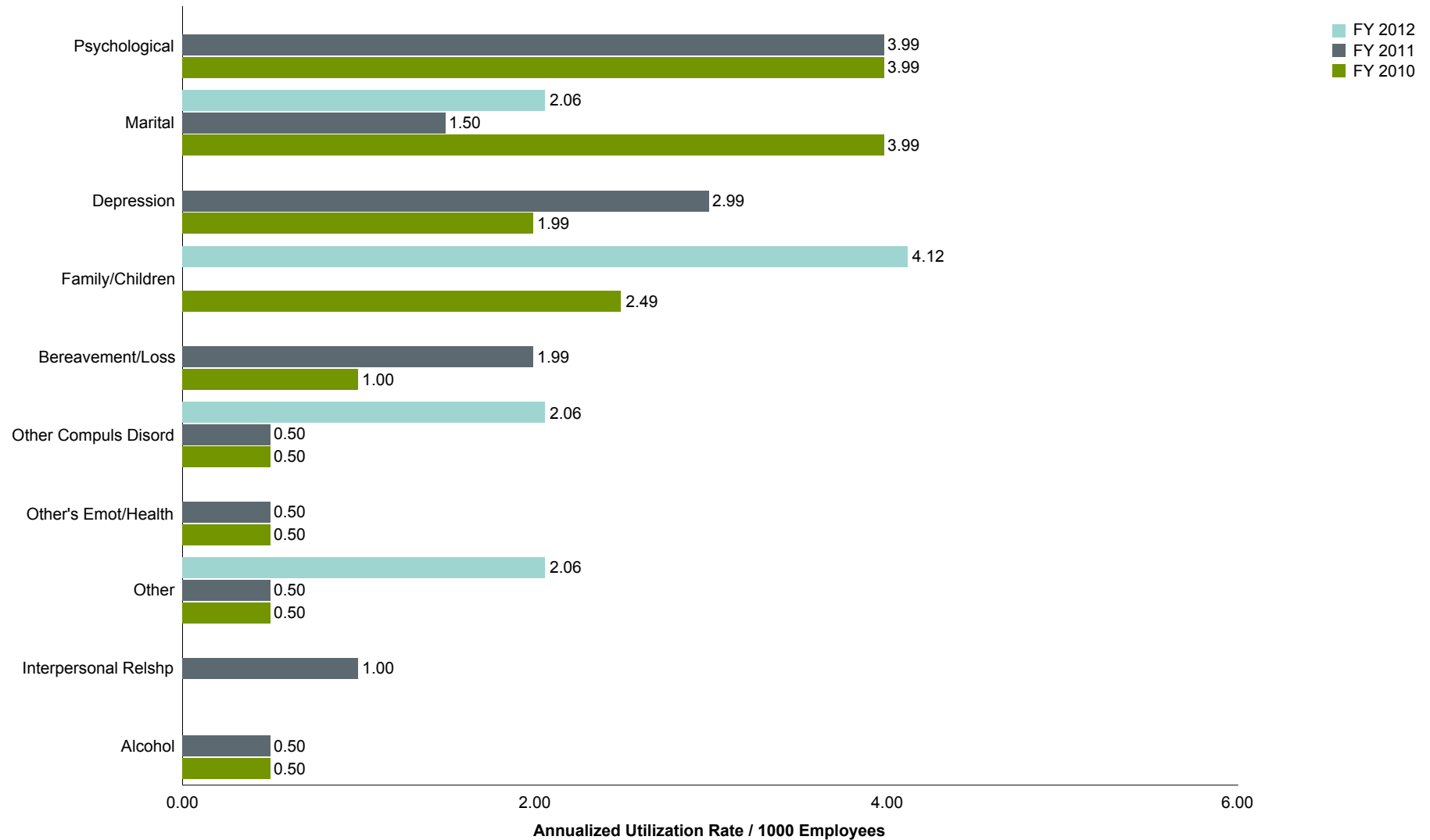
Services Accessed as Percent of Total Jan 1, 2012 - Mar 31, 2012

Participants per Service Type



Counseling Cases - Top 10 Assessed Issues Jan 1, 2012 - Mar 31, 2012

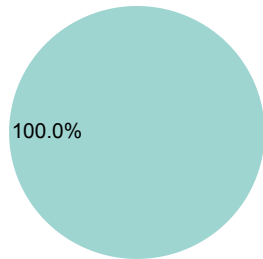
Top 10 Most Common Problem Types



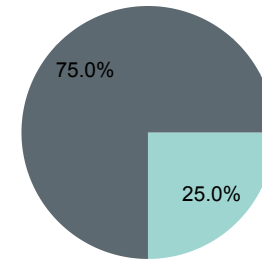
Demographics and Referral Source - Top 5 Percent of Total

Counseling and Consultations Jan 1, 2012 - Mar 31, 2012

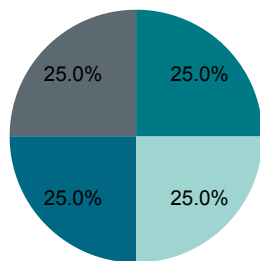
Age



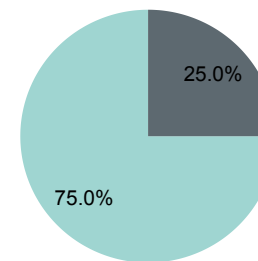
Gender



Information Source



Client Category



Data Summary

Jan 1, 2012 - Mar 31, 2012

	FY 2012		FY 2011		FY 2010	
	Total	Annualized	Total	Annualized	Total	Annualized
Overall Utilization	32	65.9	213	106.2	188	93.7
Counseling and Consultation Cases	4	8.2	39	19.4	70	34.9
EAP Counseling Cases	4	8.2	38	18.9	65	32.4
TEAP Counseling Cases						
Disability Cases						
New Parent Cases						
Training Participants	2	4.1	111	55.3	23	11.5
CISM Participants					28	14.0
Website User Sessions	28	57.7	66	32.9	63	31.4
Legal/Financial Services						
Work-Life Services						
Nurse Access Services						

Overall Utilization: Includes counseling and consultation cases, CISM and training participants, and website user sessions.

Counseling and Consultation Cases: Opened cases including counseling, consultation, disability, new parent, and special program cases such as legal/financial, work-life, nurse access. At this time, because of the way cases are opened, we are unable to separate the legal/financial and work life cases as individual subtotals but this is planned for a future enhancement.

FY 2012		FY 2011		FY 2010	
Member Count	Unique Users	Member Count	Unique Users	Member Count	Unique Users
1,947	4	2,006	35	2,006	56

Thanks for Partnering with Magellan

