

## EVERETT PUBLIC SCHOOLS

### Employee Assistance Program Report



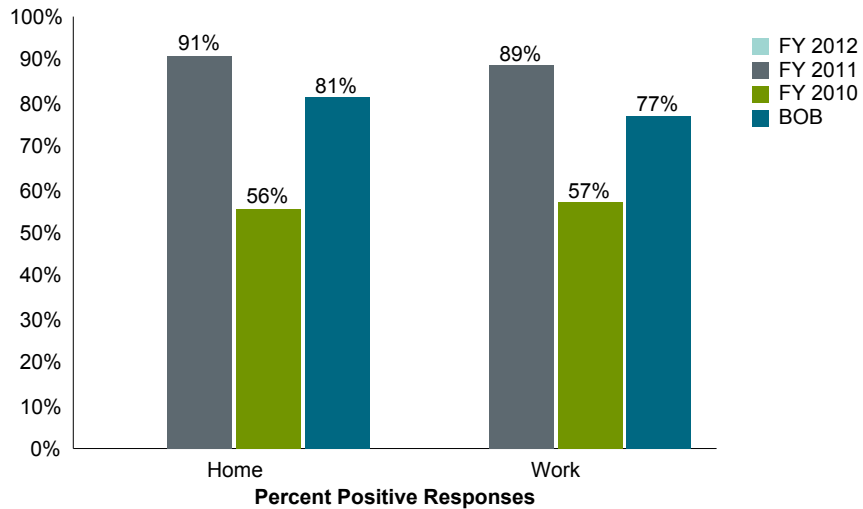
RIDDLE NITA  
14100 MAGELLAN DRIVE  
ST LOUIS, MO, 63043

Jan 1, 2012 - Mar 31, 2012

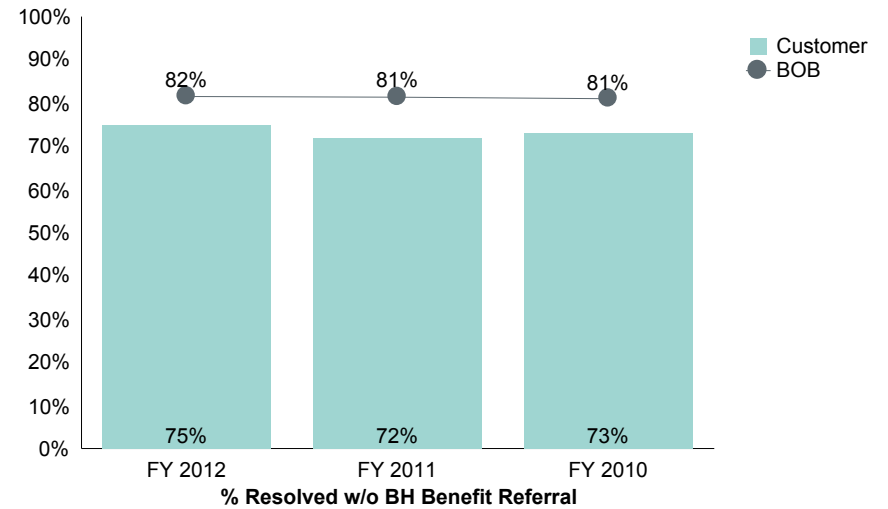


## Outcomes Jan 1, 2012 - Mar 31, 2012

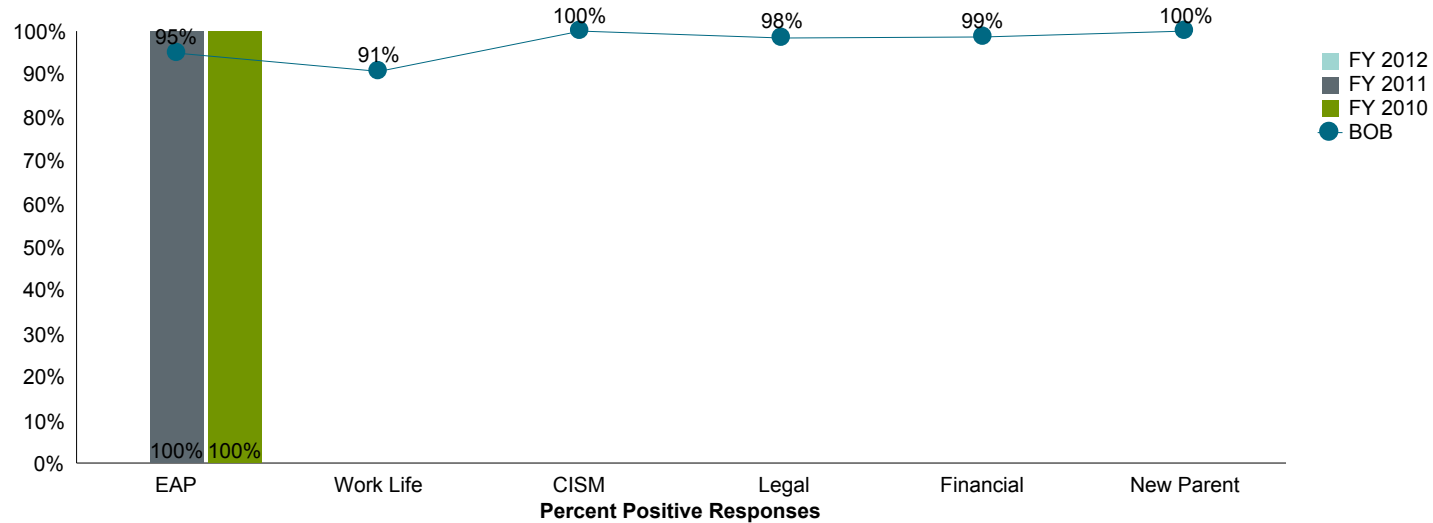
### Improvement in Home and Work



### Counseling Cases Resolved Within the EAP



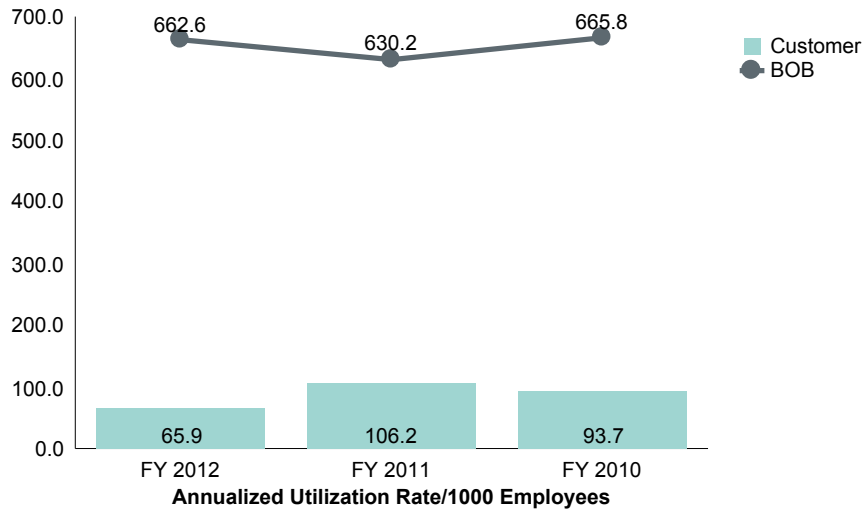
### Overall Satisfaction



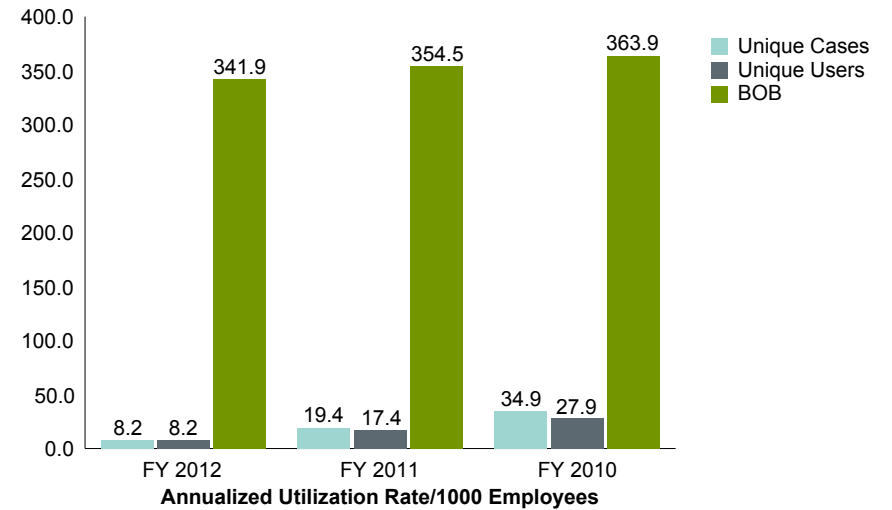
## Utilization of Services - Annualized/1000

Jan 1, 2012 - Mar 31, 2012

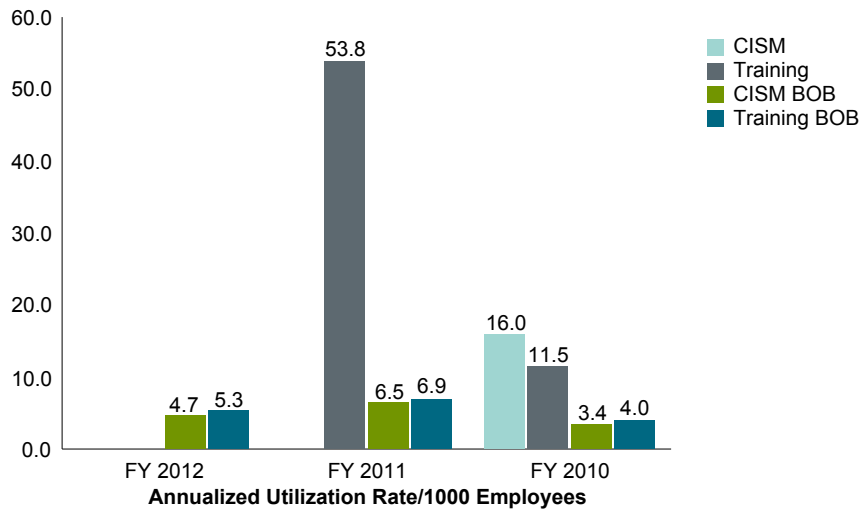
### Overall Utilization



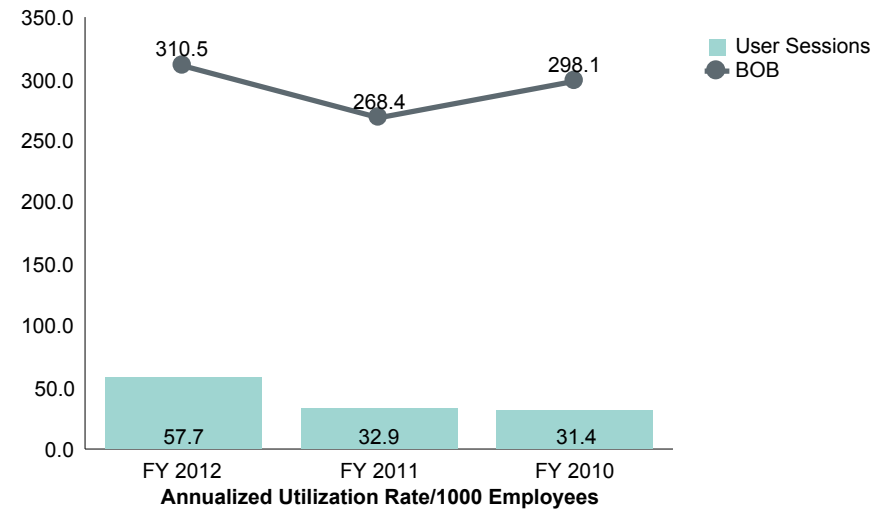
### Counseling and Consultations



### Training and CISM

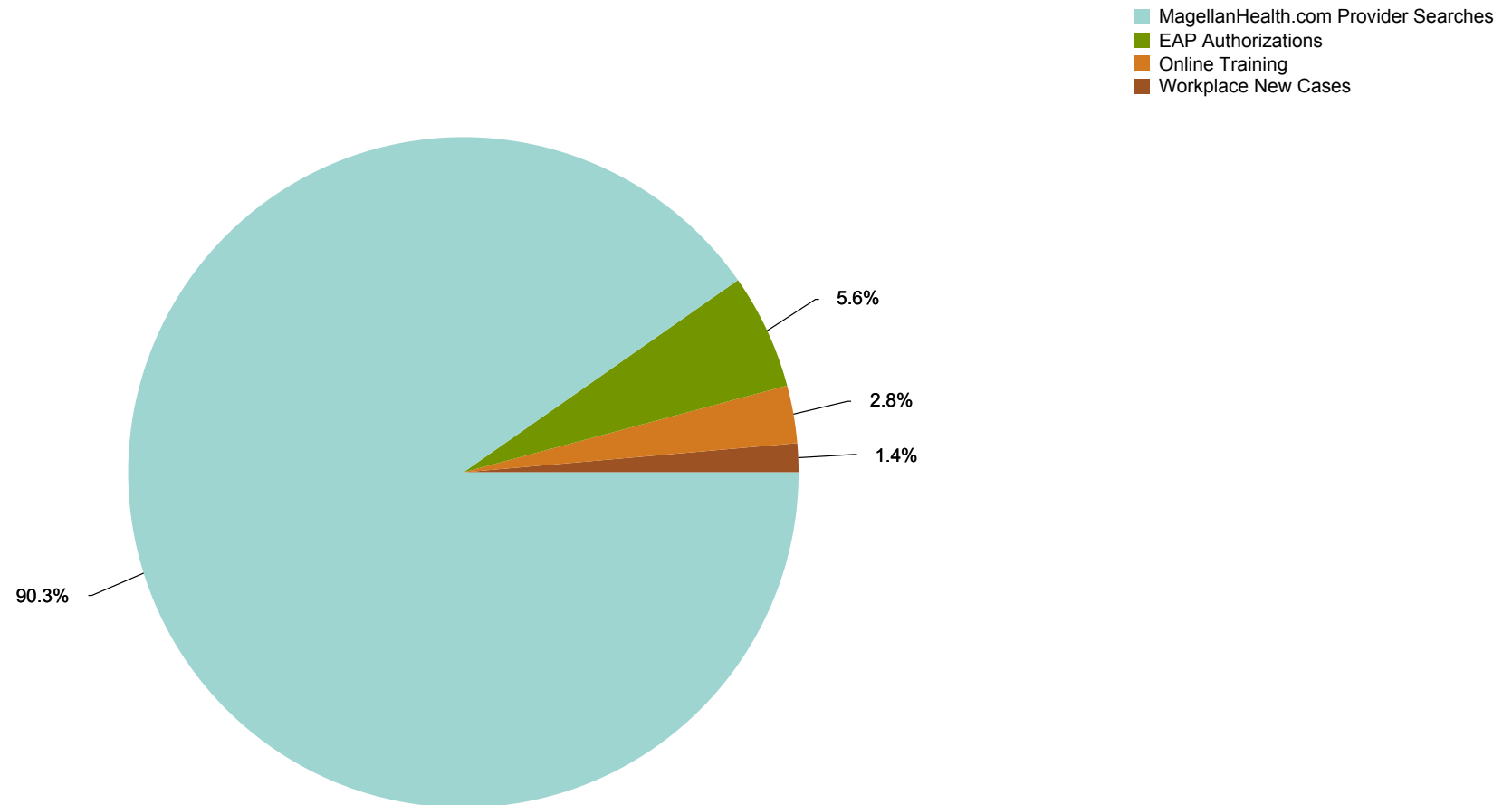


### Website User Sessions



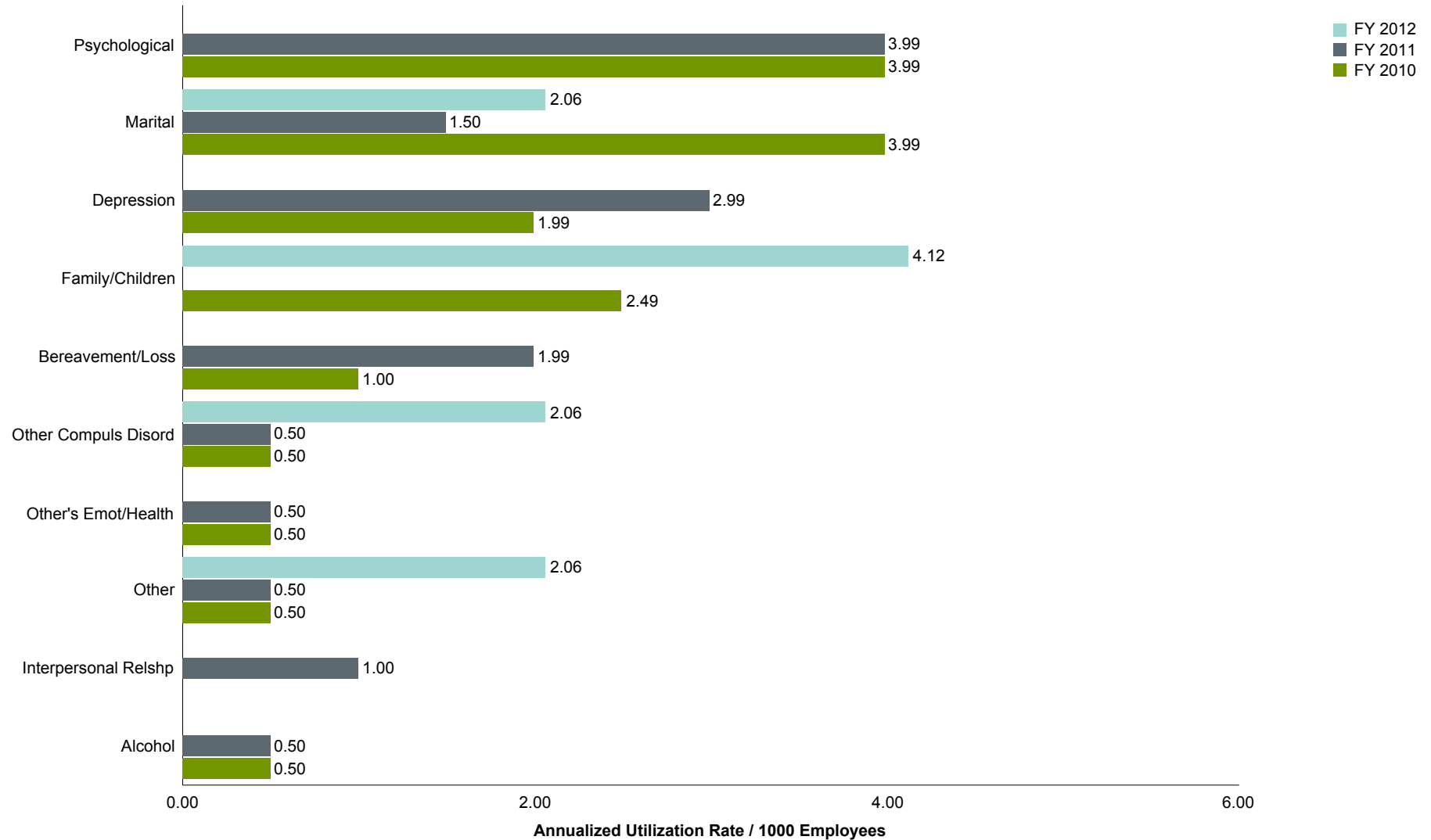
## Services Accessed as Percent of Total Jan 1, 2012 - Mar 31, 2012

### Participants per Service Type



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

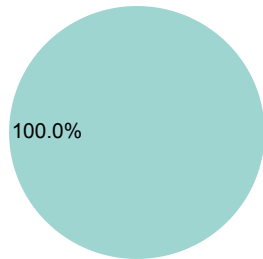
### Top 10 Most Common Problem Types



## Demographics and Referral Source - Top 5 Percent of Total

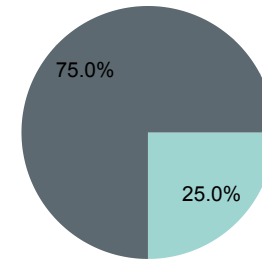
### Counseling and Consultations Jan 1, 2012 - Mar 31, 2012

**Age**



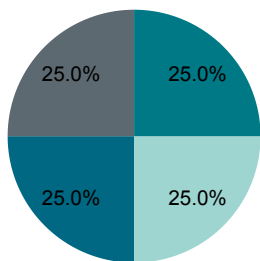
Information Not Avail...

**Gender**



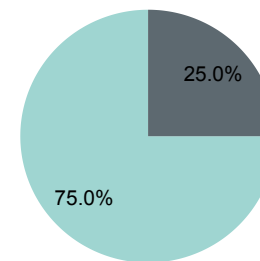
Male  
Female

**Information Source**



Manager/Supervisor  
Family/Friend  
Handout  
Co-Worker

**Client Category**



Employee  
Spouse

## 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

