

Report ID
Report Run Date

EAOO0005D
Oct 12, 2012

EVERETT PUBLIC SCHOOLS

Employee Assistance Program Report



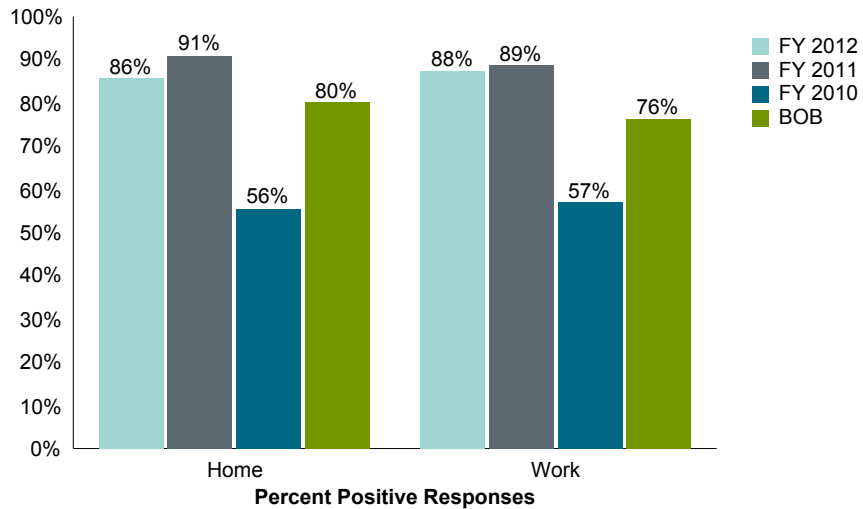
RIDDLE NITA
14100 MAGELLAN DRIVE
ST LOUIS, MO, 63043

Jan 1, 2012 - Sep 30, 2012

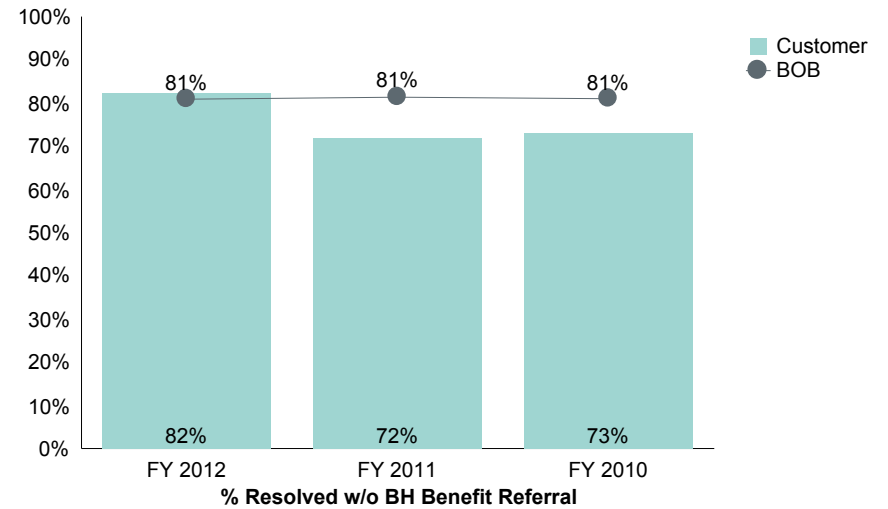


Outcomes Jan 1, 2012 - Sep 30, 2012

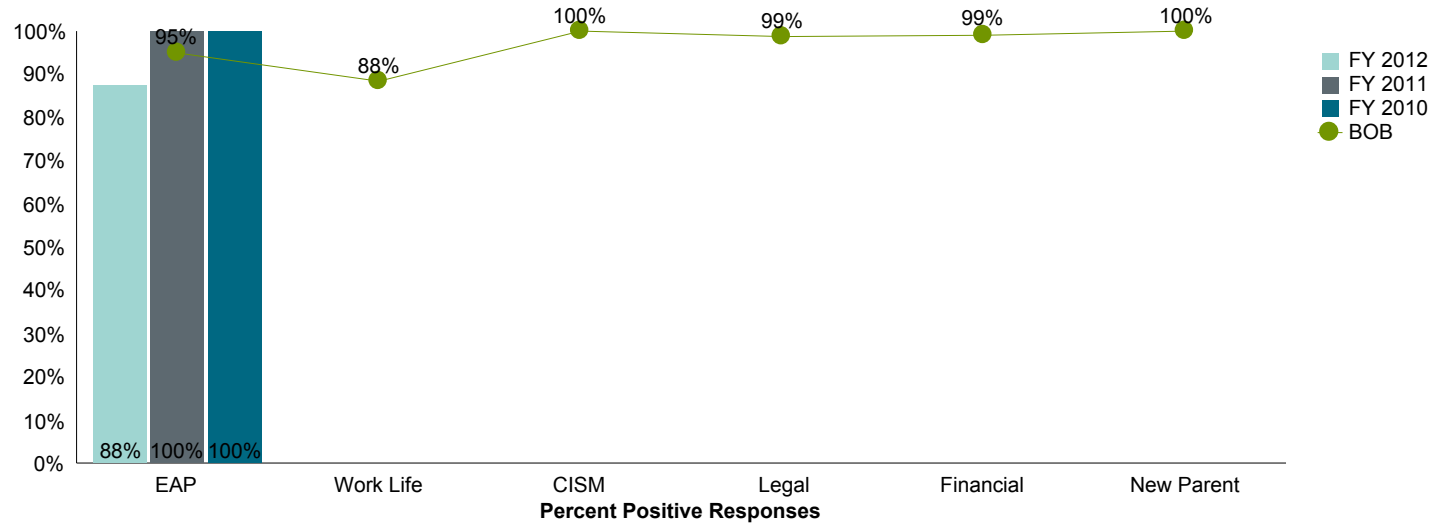
Improvement in Home and Work



Counseling Cases Resolved Within the EAP

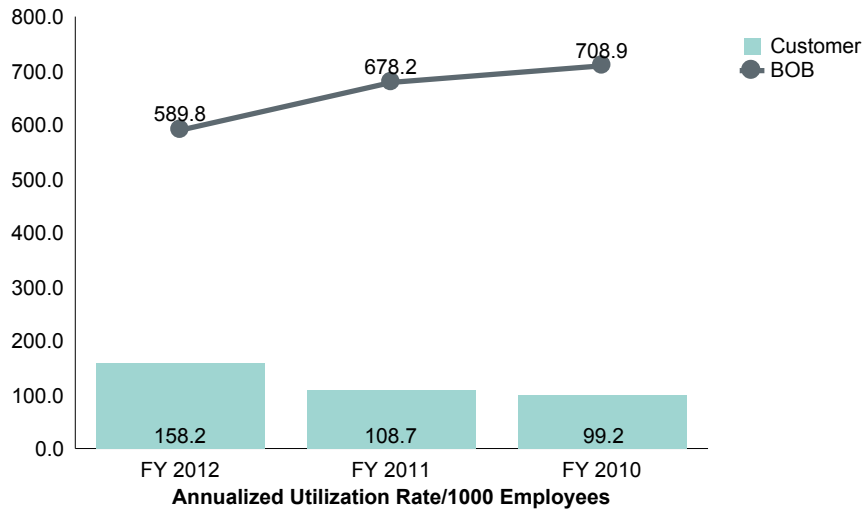


Overall Satisfaction

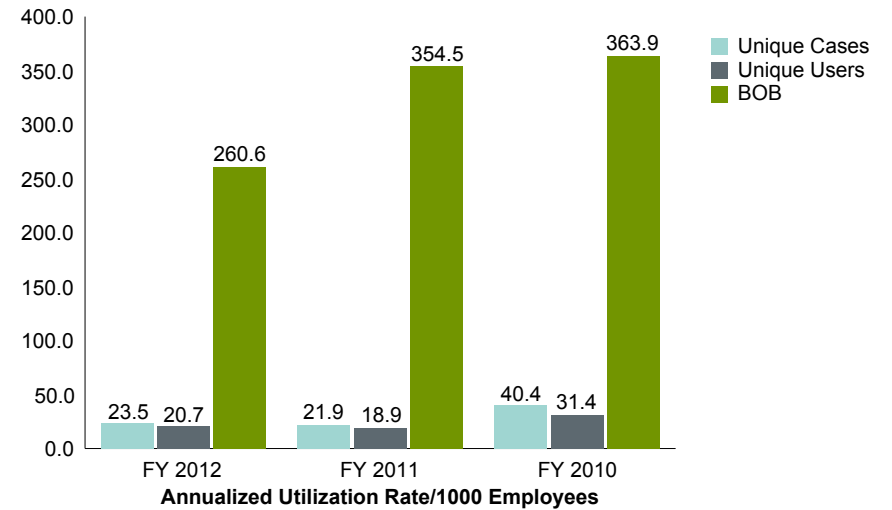


Utilization of Services - Annualized/1000 Jan 1, 2012 - Sep 30, 2012

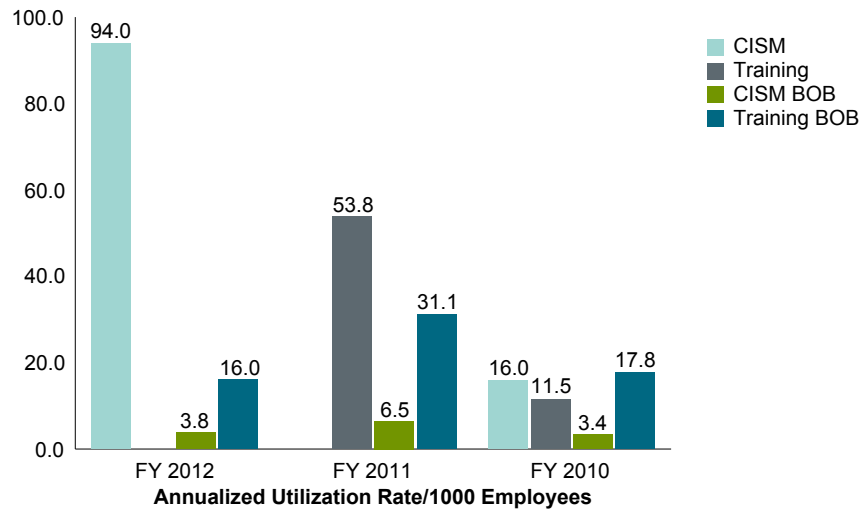
Overall Utilization



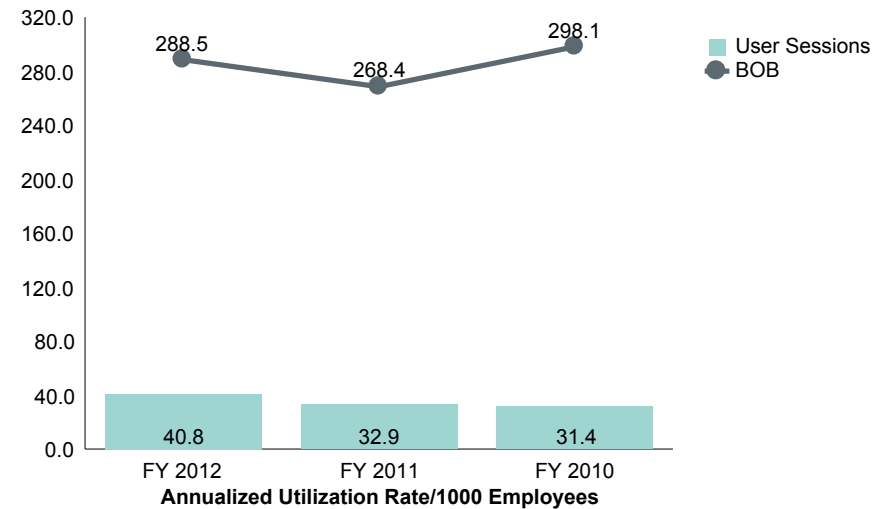
Counseling and Consultations



Training and CISM

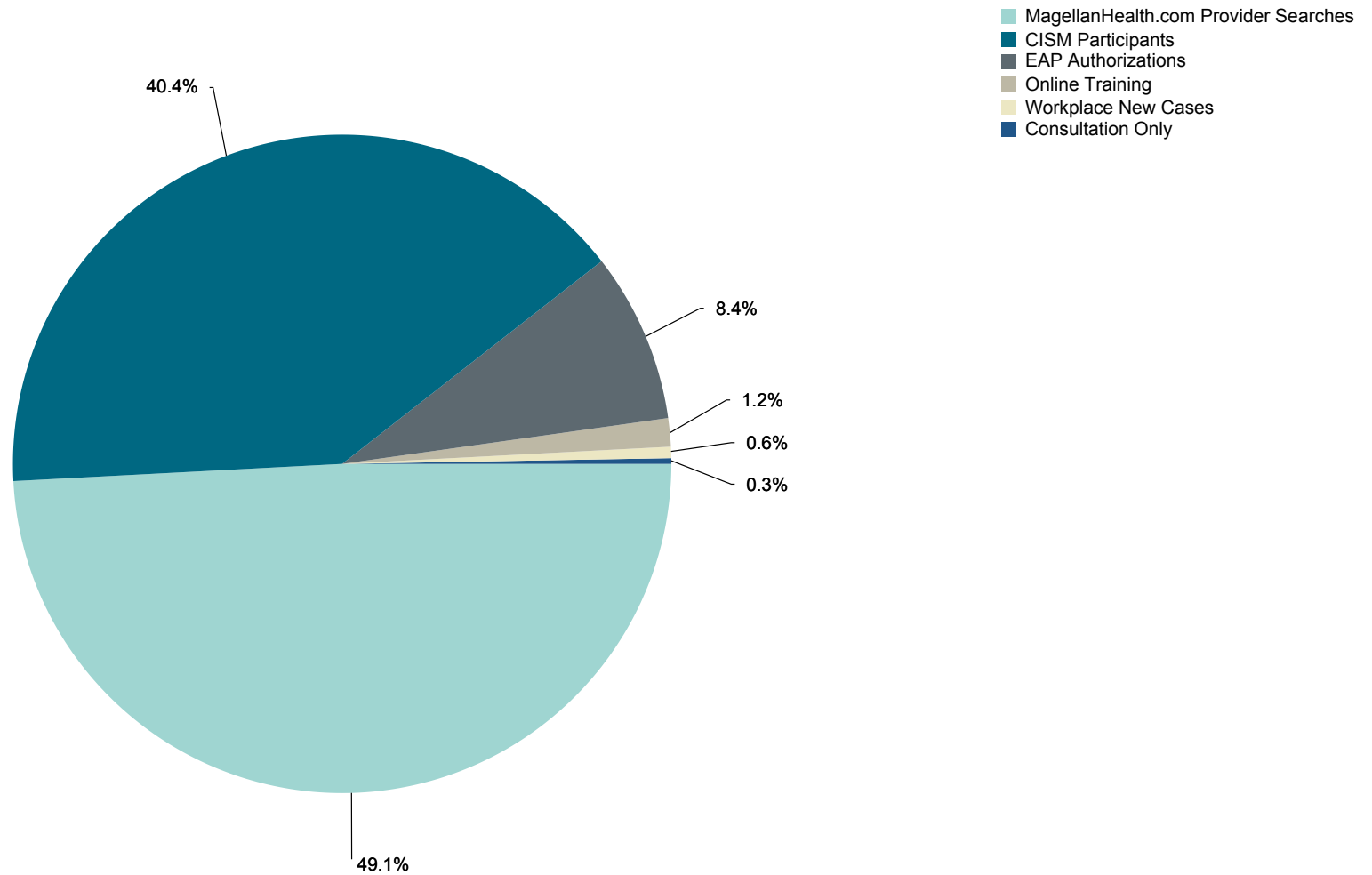


Website User Sessions



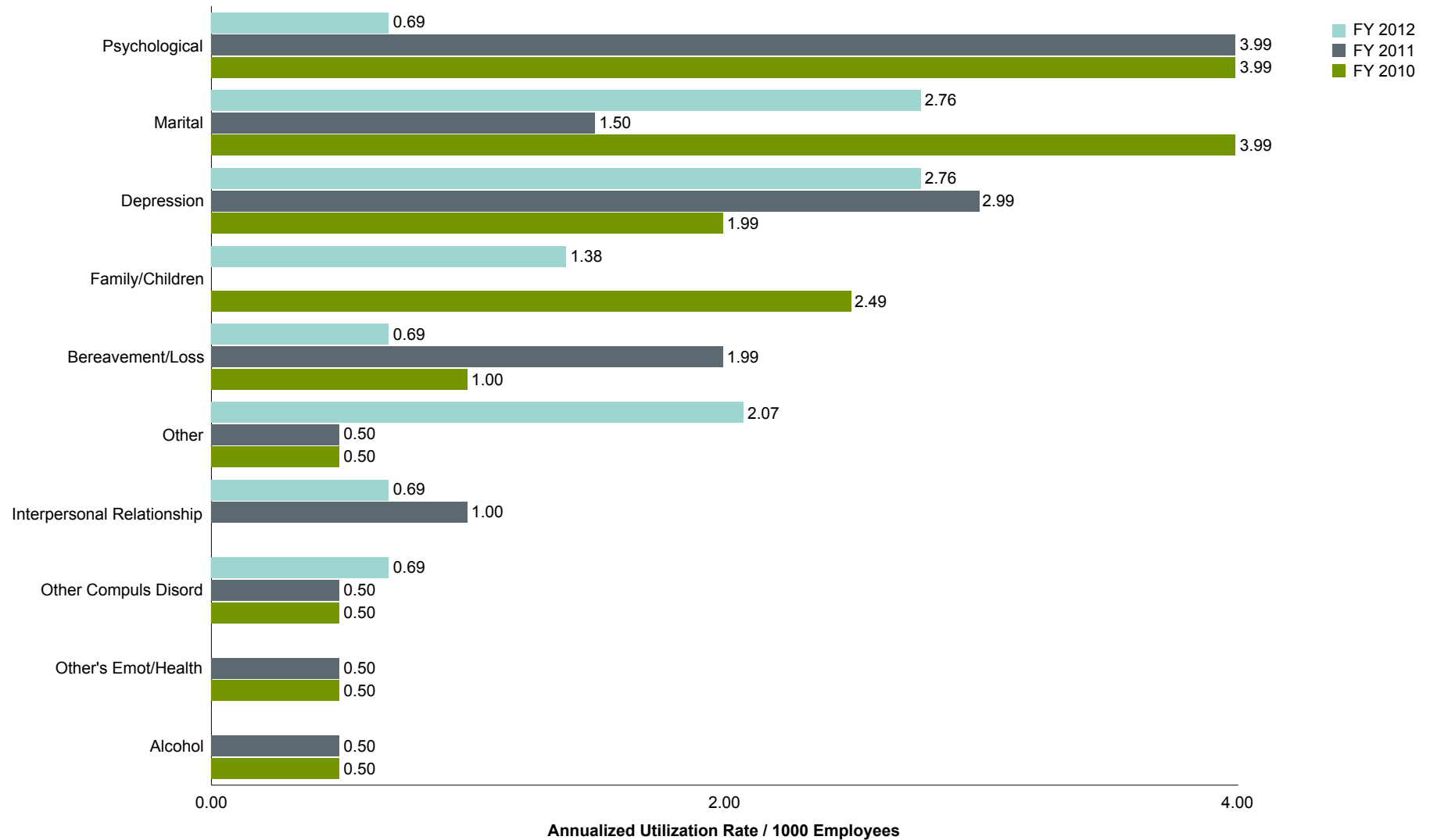
Services Accessed as Percent of Total Jan 1, 2012 - Sep 30, 2012

Participants per Service Type



Counseling Cases - Top 10 Assessed Issues Jan 1, 2012 - Sep 30, 2012

Top 10 Most Common Problem Types



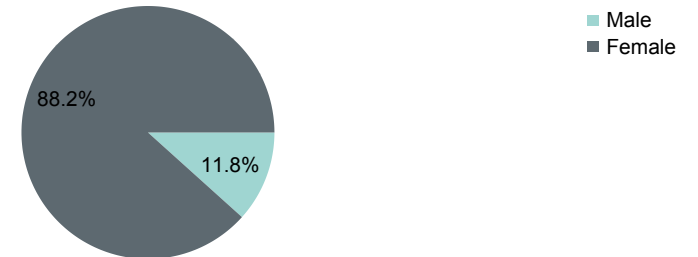
Demographics and Referral Source - Top 5 Percent of Total

Counseling and Consultations Jan 1, 2012 - Sep 30, 2012

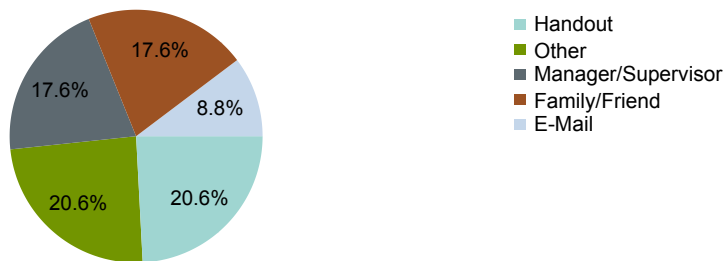
Age



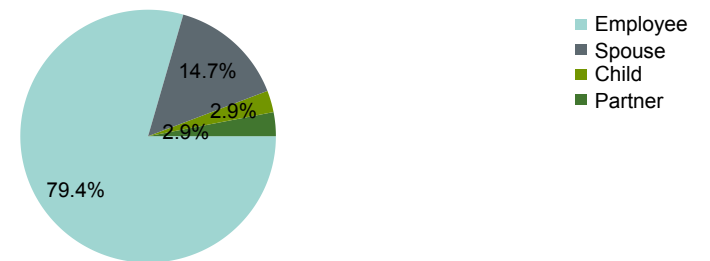
Gender



Information Source



Client Category



Data Summary Jan 1, 2012 - Sep 30, 2012

	FY 2012		FY 2011		FY 2010	
	Total	Annualized / 1000	Total	Annualized / 1000	Total	Annualized / 1000
Overall Utilization	229	158.2	218	108.7	199	99.2
Utilization						
Counseling and Consultation Cases	34	23.5	44	21.9	81	40.4
EAP Counseling Cases	28	19.3	38	18.9	65	32.4
TEAP Counseling Cases						
Specialty Cases (ex: Legal/Financial, Work-Life, etc)	6	4.1	6	3.0	16	8.0
Disability Cases						
New Parent Cases						
Training Participants			108	53.8	23	11.5
CISM Participants and Event Consultations	136	94.0			32	16.0
Website User Sessions	59	40.8	66	32.9	63	31.4
Service Activity						
Legal/Financial Services						
Work-Life Services						
Nurse Access Services						

FY 2012			FY 2011			FY 2010		
Member Count	Unique Counseling and Consultation Users	Annualized / 1000	Member Count	Unique Counseling and Consultation Users	Annualized / 1000	Member Count	Unique Counseling and Consultation Users	Annualized / 1000
1,928	30	20.7	2,006	38	18.9	2,006	63	31.4

Annualized rates are based on 1000 Employees

Thanks for Partnering with Magellan

