

**EVERETT PUBLIC SCHOOLS**  
Employee Assistance Program Report

Report ID : EAOO0005D  
Report Run Date : Jan 15, 2014



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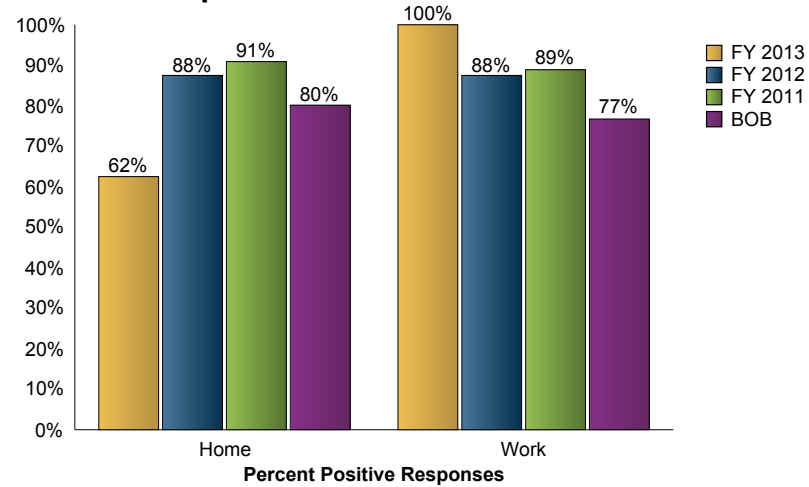
Jan 1, 2013 - Dec 31, 2013



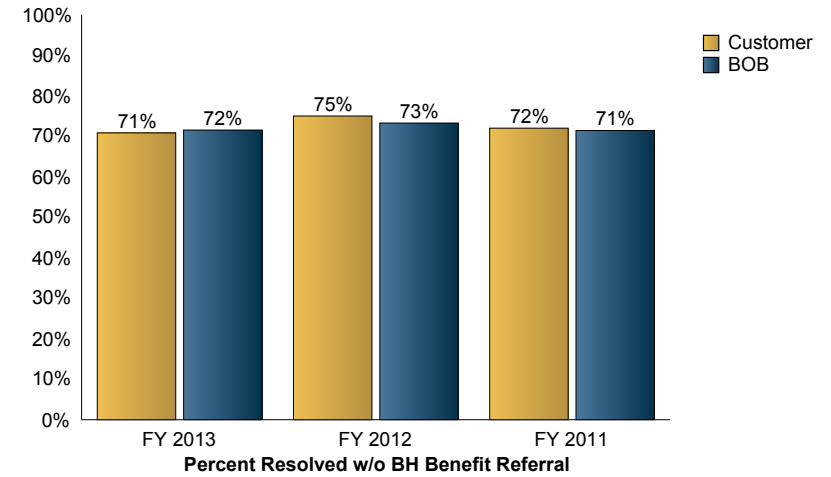
## Outcomes

Jan 1, 2013 - Dec 31, 2013

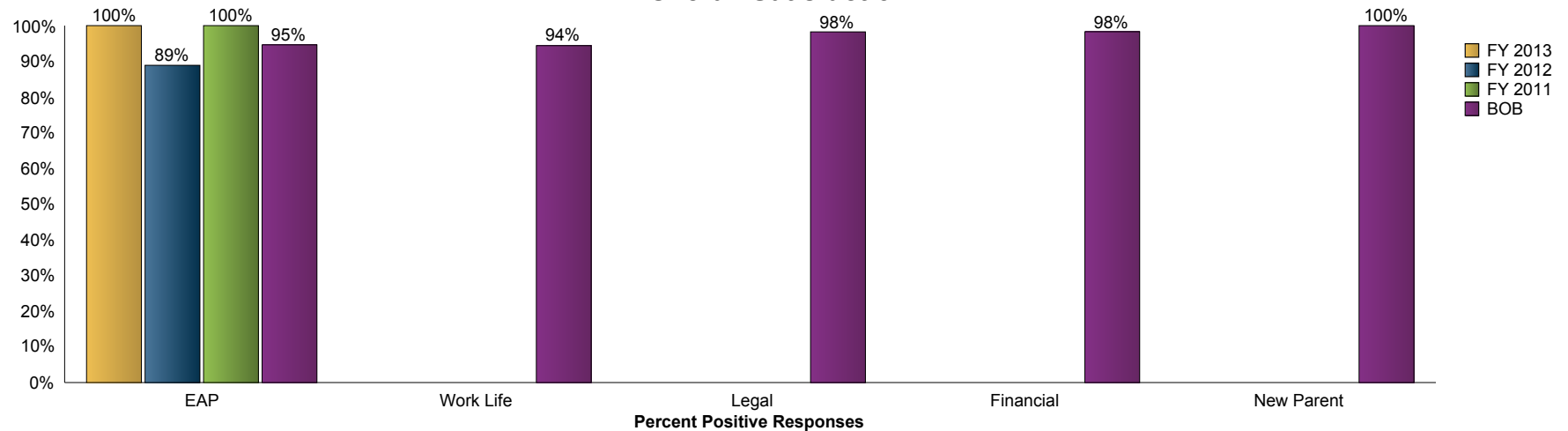
### Improvement in Home and Work



### Counseling Cases Resolved Within the EAP



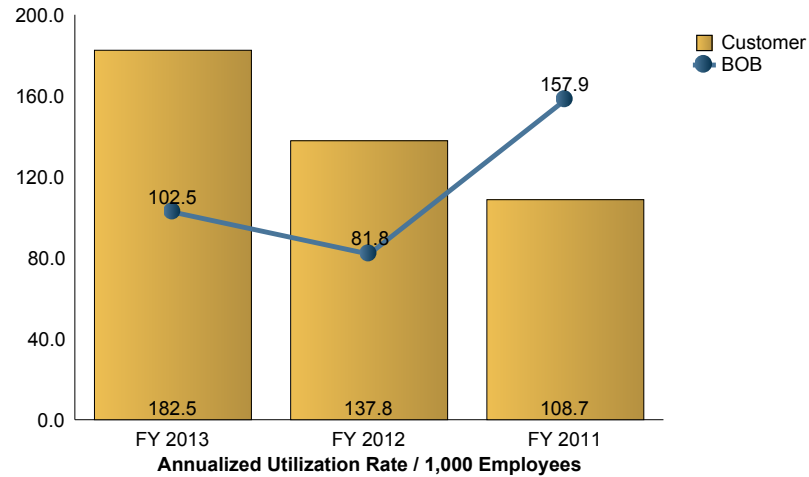
### Overall Satisfaction



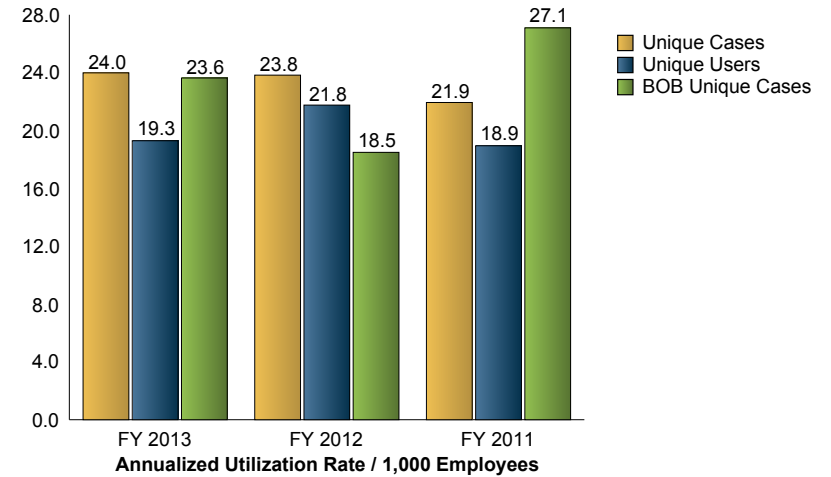
## Utilization

Jan 1, 2013 - Dec 31, 2013

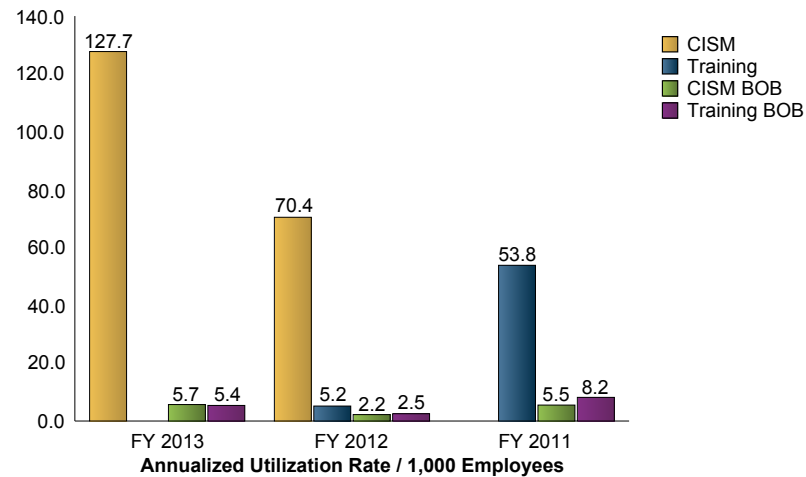
### Overall Utilization



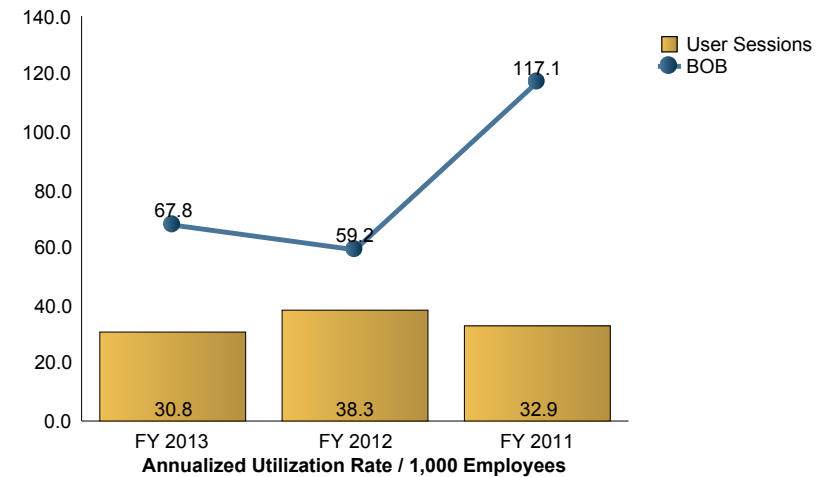
### Counseling and Consultations



### Training and CISM



### Website User Sessions



## Counseling Cases: Top 10 Problem Types and Referrals

Jan 1, 2013 - Dec 31, 2013

Top 10 Most Common Problem Types	FY 2013		FY 2012		FY 2011	
	Number	% of Problem Types	Number	% of Problem Types	Number	% of Problem Types
Other	8	26.7%	4	19.0%	1	3.3%
Depression	6	20.0%	4	19.0%	6	20.0%
Marital	6	20.0%	4	19.0%	3	10.0%
Bereavement/Loss	2	6.7%	1	4.8%	4	13.3%
Interpersonal Relationship	2	6.7%	1	4.8%	2	6.7%
Eating Disorder					1	3.3%
Other Compuls Disord			1	4.8%	1	3.3%
Psychological			1	4.8%	8	26.7%
Other's Emot/Health	1	3.3%			1	3.3%
Trauma			1	4.8%		
All Others	5	17%	4	19%	3	10%

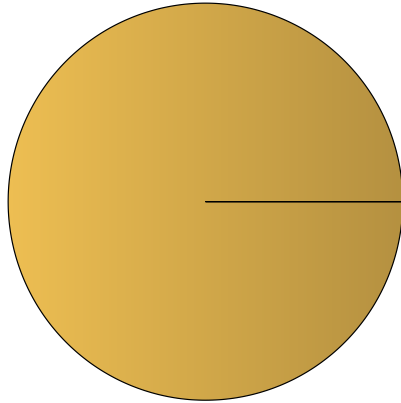
Top 10 Referral Types	FY 2013		FY 2012		FY 2011	
	Number	% of Referrals Made	Number	% of Referrals Made	Number	% of Referrals Made
Behavioral Health: Outpatient	5	35.7%	4	33.3%	6	42.9%
Self-Help:Other	2	14.3%				
Medical/Physical	2	14.3%	2	16.7%	2	14.3%
Community Social Services			2	16.7%	1	7.1%
Referral Not Listed	2	14.3%				
Psychiatric: Psychiatrist	1	7.1%	1	8.3%		
Legal Services					1	7.1%
Career Counseling					1	7.1%
Educational System			1	8.3%		
All Others	2	14%	2	17%	3	21%

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

Jan 1, 2013 - Dec 31, 2013

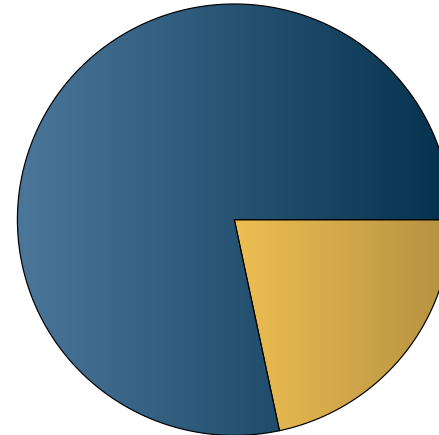
### Age

■ INFORMATION NOT AVAILABLE 100.0%



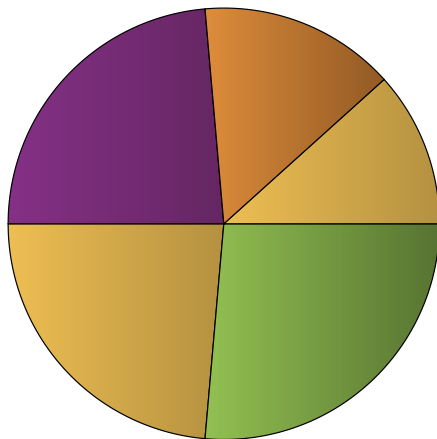
### Gender

■ Male 21.7%  
■ Female 78.3%



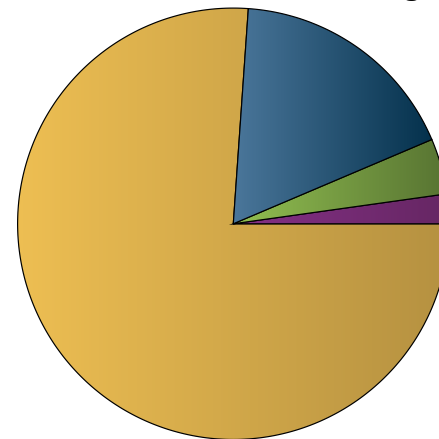
### Information Source

■ Family/Friend 19.6%  
■ Manager/Supervisor 17.4%  
■ Other 17.4%  
■ Medical Benefit Program 10.9%  
■ Previously Seen 8.7%



### Client Category

■ Employee 76.1%  
■ Child 17.4%  
■ Spouse 4.3%  
■ Partner 2.2%



## Data Summary

Jan 1, 2013 - Dec 31, 2013

	FY 2013			FY 2012			FY 2011		
	Total	Annualized*	%	Total	Annualized*	%	Total	Annualized*	%
Overall Utilization	350	182.5	18.2%	266	137.8	13.8%	218	108.7	10.9%
<b>Utilization</b>									
Counseling and Consultation Cases	46	24.0	2.4%	46	23.8	2.4%	44	21.9	2.2%
Training Participants				10	5.2	0.5%	108	53.8	5.4%
CISM Participants and Event Consultations	245	127.7	12.8%	136	70.4	7.0%			
Website User Sessions	59	30.8	3.1%	74	38.3	3.8%	66	32.9	3.3%
<b>Service Activity</b>									
Legal/Financial Services	1	0.5	0.1%						

## Unique User Summary

FY 2013				FY 2012				FY 2011			
EE Count	Unique Users	Annualized EEs / 1,000*	%	EE Count	Unique Users	Annualized EEs / 1,000*	%	EE Count	Unique Users	Annualized EEs / 1,000*	%
1,918	37	19.3	1.9%	1,925	42	21.8	2.2%	2,006	38	18.9	1.9%

\*Annualized rates are based on 1,000 Employees

**Thank You for Partnering with Magellan**

