



EVERETT PUBLIC SCHOOLS

Employee Assistance Program
EVERETT PUBLIC SCHOOLS

Data Summary

	2017			2016			2015		
	Total	Annualized*	%	Total	Annualized*	%	Total	Annualized*	%
Overall Utilization	236	147.7	14.8%	464	241.3	24.1%	377	196.6	19.7%
Counseling and Consultation Cases	67	41.9	4.2%	98	51.0	5.1%	66	34.4	3.4%
EAP Counseling Cases	61	38.2	3.8%	91	47.3	4.7%	57	29.7	3.0%
Training Participants							50	26.1	2.6%
CISM Participants	87	54.5	5.4%	271	140.9	14.1%	111	57.9	5.8%
MagellanHealth.com Online User Sessions	78	48.8	4.9%	85	44.2	4.4%	146	76.1	7.6%

Please click on your selection to highlight, then click Finish to run the report.

☐ Customer Selection

Unique User Summary

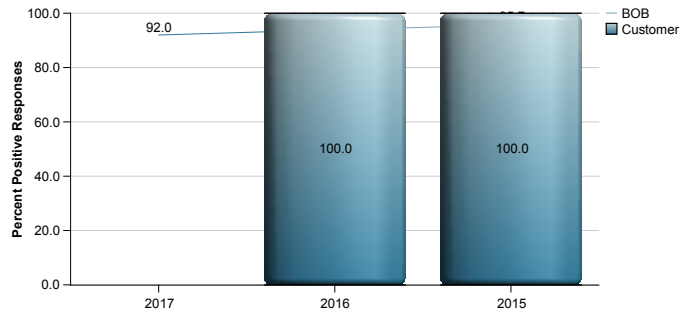
2017			2016			2015		
EE Count	Unique Users	%	EE Count	Unique Users	%	EE Count	Unique Users	%
1,918	44	2.8%	1,918	58	3.0%	1,918	40	2.1%



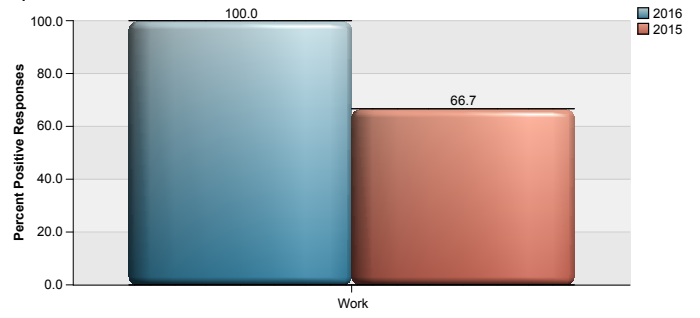
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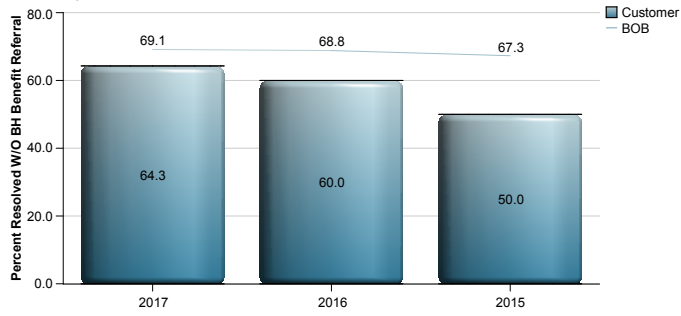
Overall Satisfaction



Improvement in Work



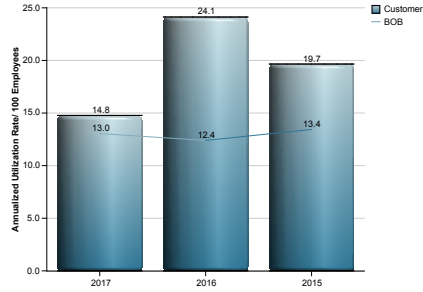
Counseling Cases Resolved Within the EAP



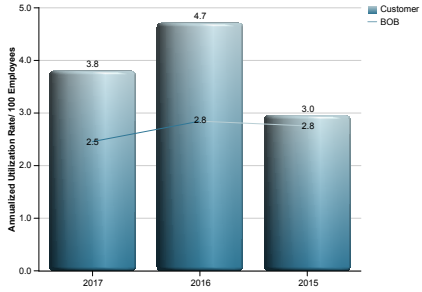


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Overall Utilization



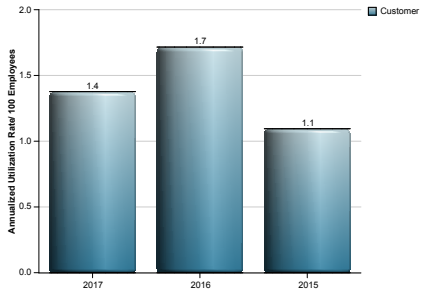
EAP Open Cases (Registrations)



Session Frequency (Closed Confirmed)

	2017		2016		2015		BOB YTD
	Count	% of Total	Count	% of Total	Count	% of Total	
001	3	13%	1	3%	1	5%	14%
002	7	30%	3	10%	4	18%	14%
003	2	9%	2	7%	4	18%	14%
004	2	9%	1	3%	1	5%	13%
005	9	39%	21	72%	12	55%	27%
006							18%
007							0%
008							0%
009			1	3%			0%
Total	23	100%	29	100%	22	100%	100%

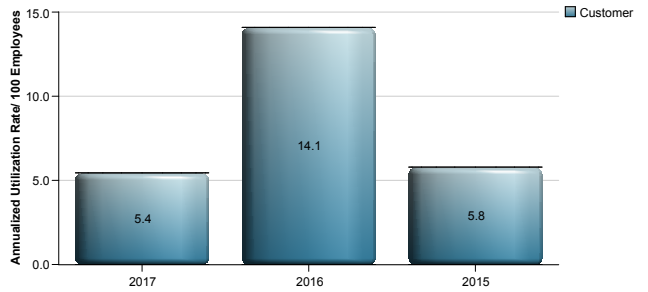
Confirmed Case Counts



Reason for Seeking EAP Services

Top 5 Company	Top 5 BOB
Depression	Eating Disorder
Anxiety	Other Compuls Disord
Marital	Psychological
Family/Children	Other's Emotional Health
Other	Emotional

Critical Incident Stress Management



CISD/Training

No Data Available



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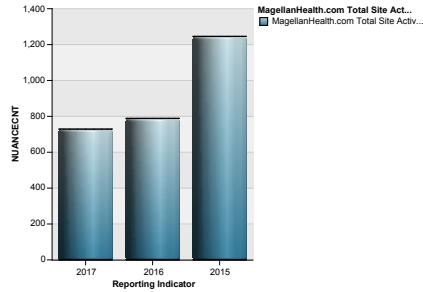
Web Utilization Library Topics

Emotional Wellness
Improving Family Communication
Discipline
Stress Management

Tools Used

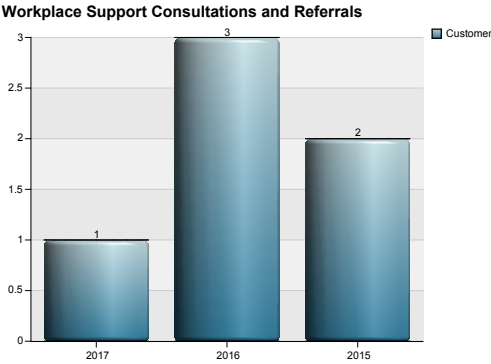
Depression Screening
Body Mass Index Calculator
Depression Screening Results
Social Readjustment Rating Scale

Page Views

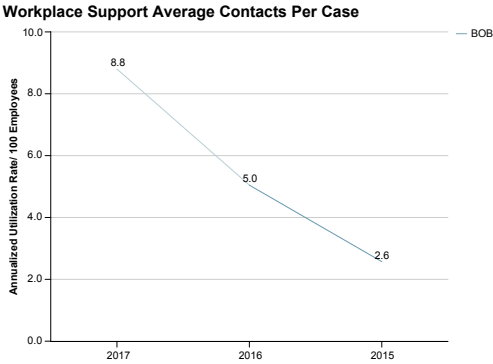




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Workplace Support Closing Resolution
No Data Available



Workplace Support Reason for Referral

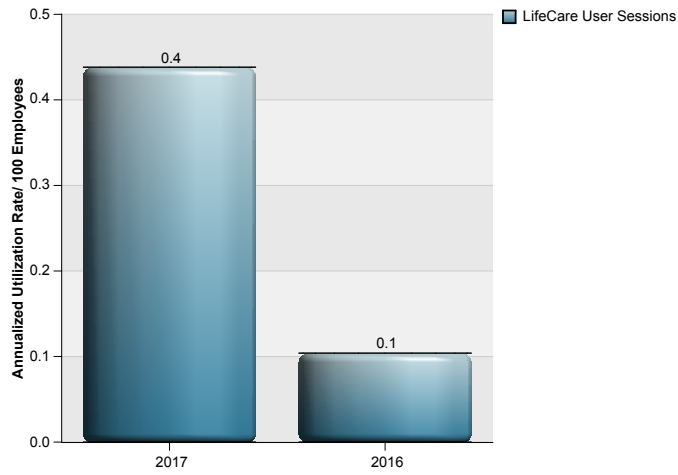
	2017
	NUANCECNT
Others	1



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Work Life Overall Utilization



**Legal/
Financial
Overall
Utilization**
No Data
Available for
Legal/Financial
Overall
Utilization

Work Life Provider Searches

No Data Available

**Legal/
Financial
Overall
Utilization**
No Data
Available

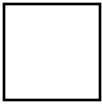
Health and Wellness Registrations

No Data Available

**Health and
Wellness
Participation**
No Data
Available

Legal/Financial

No Data Available

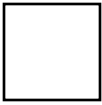


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Utilization by Division: Counseling and Consultations

	2017	2016	2015
EVERETT PUBLIC SCHOOLS	67	98	66



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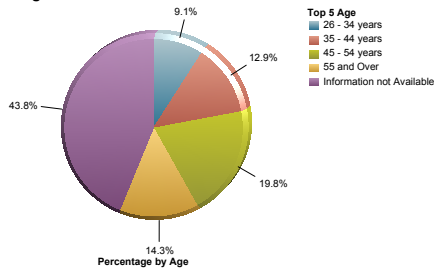
Utilization by Location: Counseling and Consultations

	2017	2016	2015
EVERETT PUBLIC SCHOOLS	67	98	66

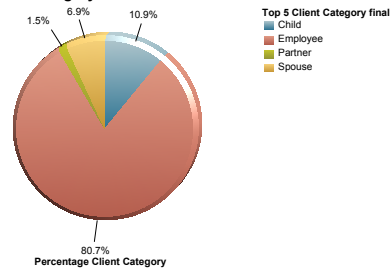


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EAP Age Distribution



EAP Client Category



Referral Tracking - Referral From
No Data Available

Referral Tracking - Referral To
No Data Available

Information Source

	2017	
	Number	% of Cases
Family/Friend	15	22%
Intranet	11	16%
Previously Seen	9	13%
Handout	8	12%
Manager/Supervisor	6	9%

How can I save this report?

Click on the HTML Page in the upper right tool bar. Choose PDF or Excel 2007 Format. Follow the instructions on your screen to open the report in the new format. Then use the native options to save as you wish.

Can I view my report for a different time period?

You can drill down or up in time on your report. Right click on the Year label (for ex., 2016) and choose drill down to view quarter over quarter for the year. Right click on a quarter and choose drill down to view month over month. Right click and choose drill up to step up to quarter, year, or all available history.

It looks like my list got cut off before the bottom?

Long lists may sometimes extend beyond the viewable portion of the page. Look for a Page Down option at the bottom left of the page.

I clicked on something and now I am lost. How do I start over?

No problem! Press F5 to refresh your browser.

Glossary

General

Book of Business/Magellan Norm

This measure provides a comparison point based on Magellan's group of customers. For measures other than Work-Life, Legal/Financial and Workplace Support, the measure includes customers with the same EAP session model type. For these three areas, the Magellan group of customers includes all customers with the specialty service. Note that at this time, the book of business may include customers of varying size, demographics, industry and practices for EAP program promotion – all factors that impact how this group of customers compares to an individual customer.

F2F/TEAP

These abbreviations refer to "Face to Face" counseling and "Telephonic Employee Assistance Program" counseling.

Utilization Percentage

A utilization percentage or rate is a calculation of utilization based on users/100 employees. The calculation is detailed below. This calculation is used as a means of leveling the data to make comparisons across different sample sizes and time periods. $(\text{Sum of Utilization Requests in Report Period}) / (\text{Sum Employee Count in Report Period}) * 365 / (\# \text{ of Days in Report Period}) * 100$

Outcomes

Overall Satisfaction

Positive responses to the Overall Satisfaction question for each program divided by the total number of surveys returned for each program, displayed as a percent. Data is included based on receipt of the survey results during the reporting period, regardless of service date. Surveys are distributed to all EAP registered users via email blast from Magellan, hard copy authorization packet, and surveys submitted via the Magellan website. The Summary View is all positive responses for all programs divided by the total number of all survey responses for all programs. The Detail and Crosstab views show each program's positive responses divided by each program's survey responses.

Improvement in Work and Home

Percent of members reporting Improved or Much Improved ability to function at work or home as indicated by participant survey response. Members who agree to participate receive an email with a link to the survey after their initial contact and then 30 days later.

Counseling Cases Resolved within EAP

Percent of completed counseling cases resolved without referral to benefit covered behavioral health treatment such as outpatient counseling. Number of completed counseling cases resolved without benefit covered referral/Total number of counseling cases where resolution was identified.

Utilization

Overall Utilization

Overall Utilization will be displayed as an annualized utilization rate per 100 for comparison purposes. Overall utilization includes the following data points:

Counseling and Consultation (Cases)

Count of requests for assistance with emotional, family, relationship or work-related issues including counseling cases, computerized cognitive behavioral therapy (CCBT) cases, supervisor consultations, legal/financial cases, health and wellness participants, work-life cases and any other specialty program cases except International.

Training and CISM

Count of participants attending Critical Incident Stress Management (CISM) or Training events.

Website User Sessions

Count of unique user initiated sessions.

Legal

Count of services related to personal legal issues.

EAP Open Cases(Registrations)

Count of active counseling cases with at least one request for EAP Services.

Session Frequency Distribution

Count of total number of F2F or TEAP sessions attended per counseling case for cases closed during the reporting period. Data is displayed as a percent of the whole for clarity.

Confirmed Case Counts

The number of cases where the first face-to-face or telephonic counseling session occurred within the reporting period.

Web Utilization Library Topics

Count of page views for the fiscal year to date aggregated by library topic.

Reason for Seeking Services

Self-reported reason for initial call to the EAP. Includes counseling, legal, financial, and other services offered via the EAP.

Critical Incident Stress Management

Annualized utilization of employees attending CISM group and individual sessions plus management consultations as part of a coordinated CISM response.

Workplace Support Services

Workplace Support Consultations and Referrals

Open counseling cases with an initial contact via management consultation or employee mandatory or voluntary referral.

Workplace Support Average Contacts per Case

The average of all types of workplace support contacts, including face-to-face counseling sessions, TEAP sessions, management consultations, follow-up calls, and others, divided by the number of workplace support cases closed during the reporting period. Workplace support cases generally require more contacts per case than other types of counseling cases.

Workplace Support Reason for Referral

Count of workplace support cases displayed by reason for initial referral for workplace support cases opened within the reporting period.

Workplace Support Closing Resolution

Count of workplace support cases, as a percentage of the whole, by reason for discharge. Cases must be discharged within the reporting period.

Special Services

Work Life Overall Utilization

Annualized utilization rate of all telephonic work life service requests and web user sessions.

Work Life Provider Searches

Annualized utilization rate of work life provider searches by provider type.

Wellness Registrations

Total of users registered for the wellness website since inception.

Wellness Participation

Annualized utilization rate of users who enrolled in a module or participated in an online group coaching session on the wellness website. Examples of modules include The Read a Book Challenge, The Stair Step Challenge, and The Eight Glasses of Water per Day challenge.

Demographics

Demographic Data may be suppressed based on membership count and/or utilization level to protect members' personal health information.

Age

The self-reported age of the member at initial request, as a percentage of all. Members may opt out.

Client Category

The self-reported type of member (employee, child, etc.) collected at initial request, as a percentage of all.

Information Source

Count of how the member learned of the EAP.