



Employee Assistance Program Usage Report

Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Total Contacts	185
Percentage of Total Usage:	23%
Counseling, Legal, Financial, Work/Life	156
Benefit Fair	0
Management Consultation	2
Website Logins	27

Satisfaction Rates: To better understand if employees find the EAP useful, relevant and helpful, the following aggregate satisfaction rates are available. These percentages represent **all** employees who use the program and are not specific to your company. It is measured by employees who use the EAP self-reporting through an online survey.

EAP Case Outcomes: In addition to satisfaction rates, it is helpful to understand if employees who use the EAP show long-term improvement after engaging with the program. The percentages below measure if an employee was less productive at work because of a life challenge. It also looks at the impact on employees after using the EAP, including: a) Improved productivity and performance b) Increased ability to manage stress levels c) Reduced work absenteeism. This information is gathered by employee self-assessment and is representative of all people who use the EAP, not specific to your company.

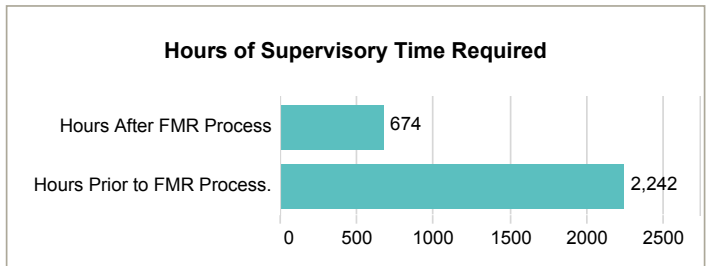
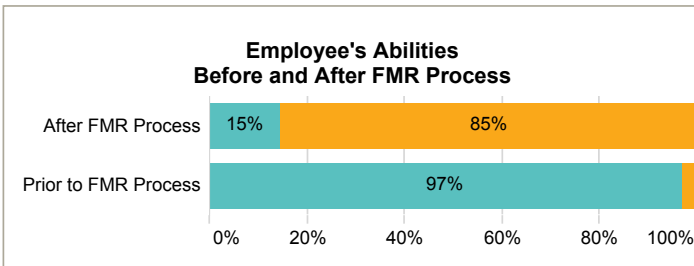
Satisfaction Rates

Overall Satisfaction	94%
Would use EAP Again	97%

EAP Case Outcomes

Present problem distracted employee from work	80%
Reported work duties improved after using the EAP	70%
Reported ability to handle stress improved after using the EAP	74%
Decrease in missed work days after using the EAP	38%

Formal Management Referral (FMR) Outcomes: For managers and supervisors partnering with New Directions on FMRs, data is available to help identify the effectiveness of the process. The percentages below help leaders measure the amount of time saved by using a FMR and whether or not the employee with performance challenges stays with the organization. These percentages represent **all** companies who use the FMR process and are not specific to your organization.



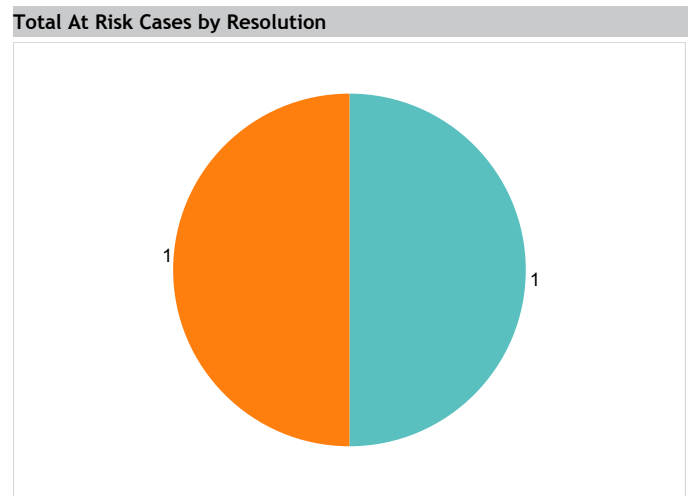
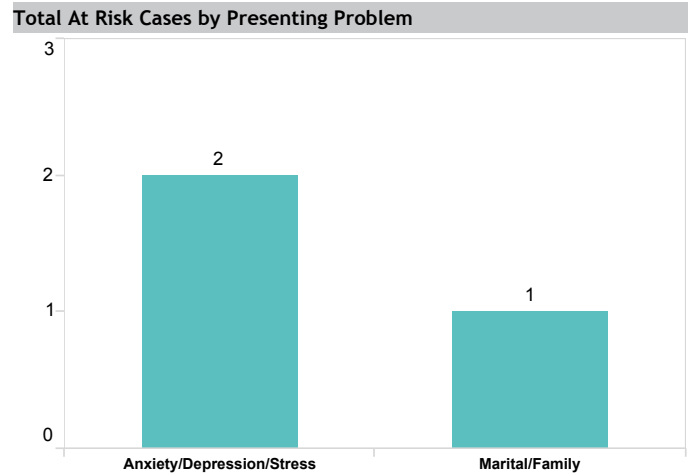
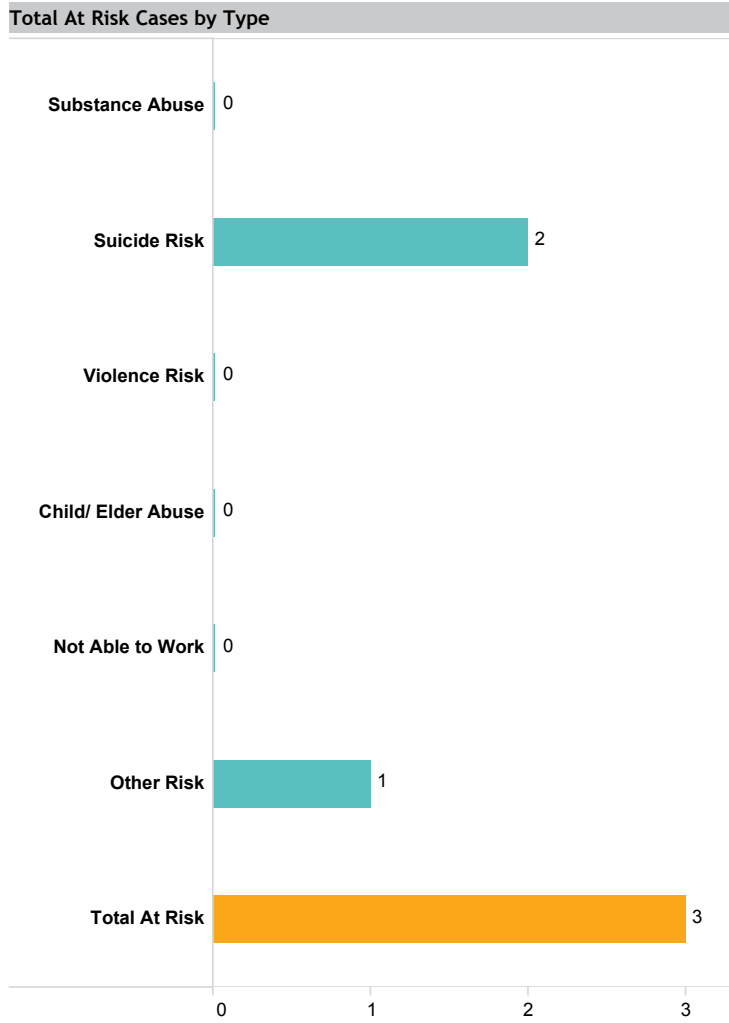
■ Does Not Meet Expectations ■ Meets Expectations



Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

At Risk Cases

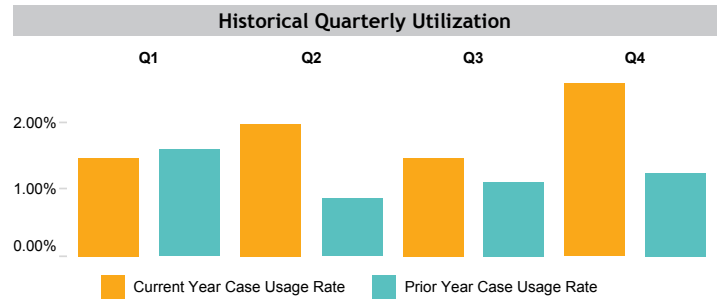


Resolution ■ Discontinued Treatment ■ Improved

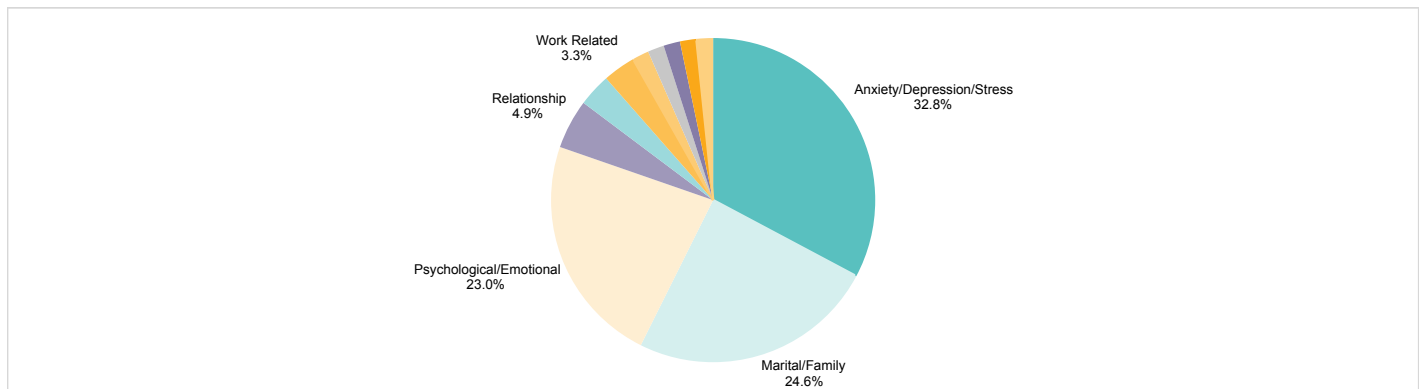
Usage Report
Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Case Usage Rate	
Employees	815
Current Year Case Usage Rate	7.48%
Annualized Case Usage Rate	7.48%
Prior Year Case Usage Rate	4.79%
New Cases	61
Clients Served	66



Primary Presenting Problem



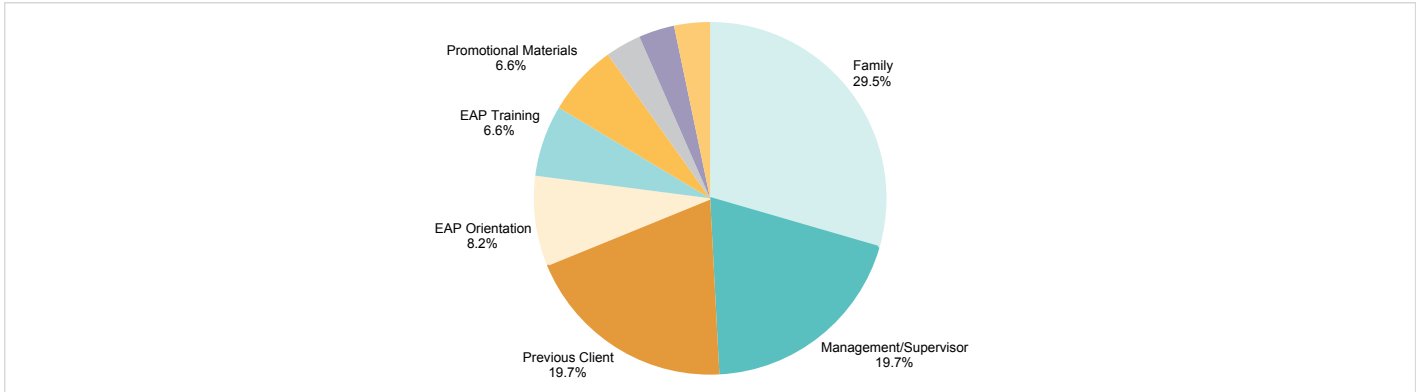
Result	Q1		Q2		Q3		Q4		YTD Total	
Anxiety/Depression/Stress	4	33.3%	5	31.3%	4	33.3%	7	33.3%	20	32.8%
Marital/Family	5	41.7%	3	18.8%	3	25.0%	4	19.0%	15	24.6%
Psychological/Emotional	2	16.7%	6	37.5%	2	16.7%	4	19.0%	14	23.0%
Relationship	0	0.0%	0	0.0%	1	8.3%	2	9.5%	3	4.9%
Legal	1	8.3%	1	6.3%	0	0.0%	0	0.0%	2	3.3%
Work Related	0	0.0%	0	0.0%	0	0.0%	2	9.5%	2	3.3%
Alcohol/Drug	0	0.0%	0	0.0%	0	0.0%	1	4.8%	1	1.6%
Childhood Trauma	0	0.0%	0	0.0%	1	8.3%	0	0.0%	1	1.6%
Financial	0	0.0%	0	0.0%	1	8.3%	0	0.0%	1	1.6%
Medical	0	0.0%	1	6.3%	0	0.0%	0	0.0%	1	1.6%
Trauma Related	0	0.0%	0	0.0%	0	0.0%	1	4.8%	1	1.6%
Anger	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Child Care	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Formal Management Referral	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grief/Loss	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	12	100.0%	16	100.0%	12	100.0%	21	100.0%	61	100.0%



Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Referral Source Summary



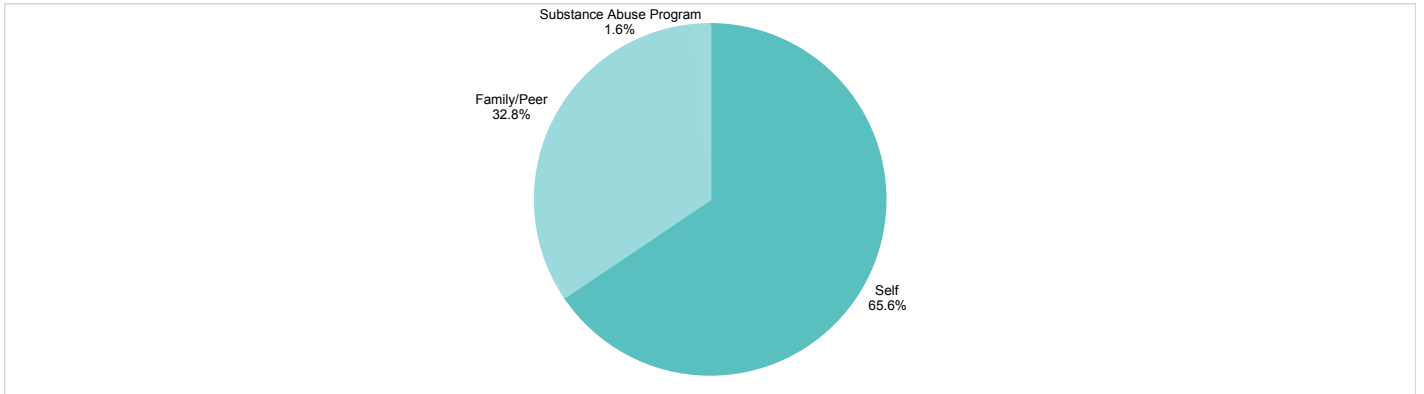
Result	Q1		Q2		Q3		Q4		YTD Total	
Family	4	33.3%	5	31.3%	2	16.7%	7	33.3%	18	29.5%
Management/Supervisor	3	25.0%	1	6.3%	3	25.0%	5	23.8%	12	19.7%
Previous Client	3	25.0%	3	18.8%	1	8.3%	5	23.8%	12	19.7%
EAP Orientation	1	8.3%	2	12.5%	2	16.7%	0	0.0%	5	8.2%
EAP Training	0	0.0%	2	12.5%	1	8.3%	1	4.8%	4	6.6%
Promotional Materials	0	0.0%	2	12.5%	1	8.3%	1	4.8%	4	6.6%
Other	1	8.3%	0	0.0%	0	0.0%	1	4.8%	2	3.3%
Peer	0	0.0%	0	0.0%	2	16.7%	0	0.0%	2	3.3%
Posters	0	0.0%	1	6.3%	0	0.0%	1	4.8%	2	3.3%
Not Indicated	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	12	100.0%	16	100.0%	12	100.0%	21	100.0%	61	100.0%



Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Referred By

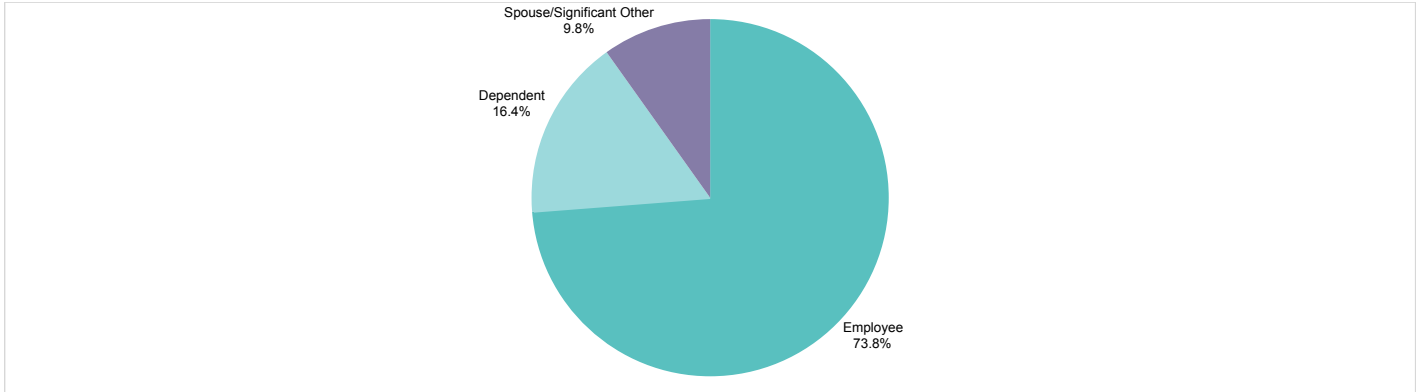


Result	Q1		Q2		Q3		Q4		YTD Total	
Self	8	66.7%	11	68.8%	8	66.7%	13	61.9%	40	65.6%
Family/Peer	4	33.3%	5	31.3%	3	25.0%	8	38.1%	20	32.8%
Substance Abuse Program	0	0.0%	0	0.0%	1	8.3%	0	0.0%	1	1.6%
Formal Management	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Supervisor/Human Resourc..	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	12	100.0%	16	100.0%	12	100.0%	21	100.0%	61	100.0%

Highlands County Board of County Commissioners

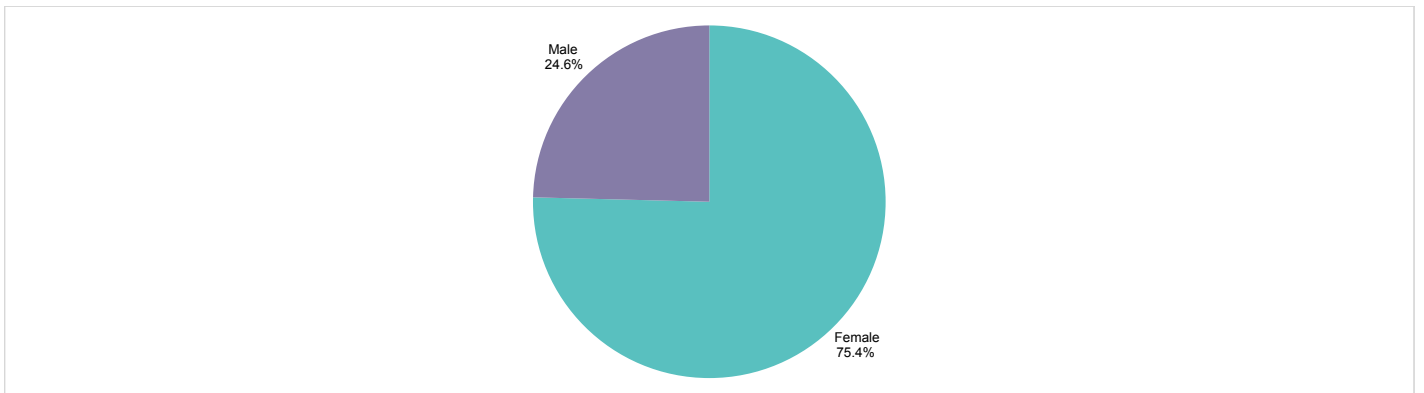
From: January 01, 2017 To: December 31, 2017

Client Type Summary



Result	Q1		Q2		Q3		Q4		YTD Total	
Employee	9	75.0%	12	75.0%	11	91.7%	13	61.9%	45	73.8%
Dependent	1	8.3%	4	25.0%	1	8.3%	4	19.0%	10	16.4%
Spouse/Significant Other	2	16.7%	0	0.0%	0	0.0%	4	19.0%	6	9.8%
Grand Total	12	100.0%	16	100.0%	12	100.0%	21	100.0%	61	100.0%

Gender Summary



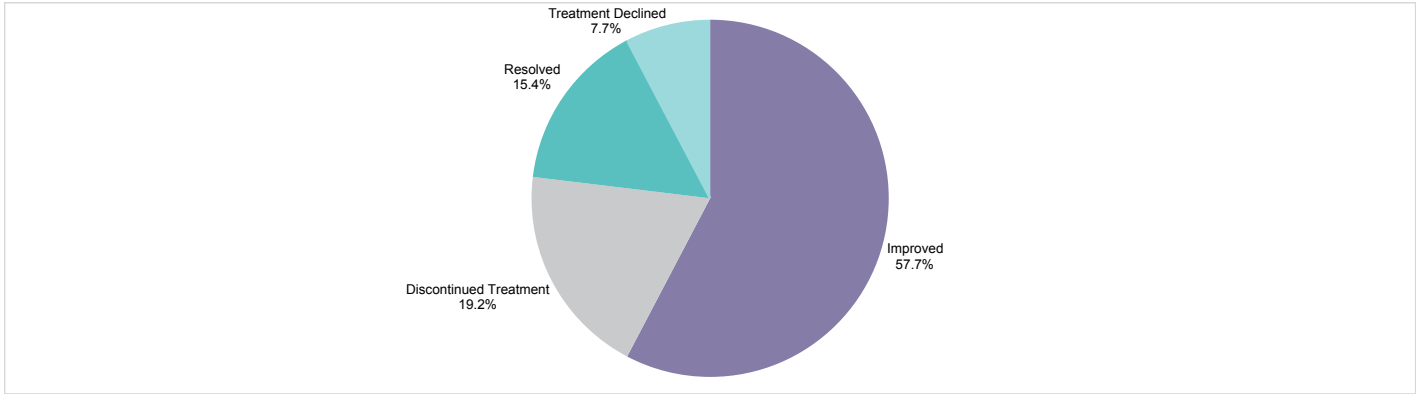
Result	Q1		Q2		Q3		Q4		YTD Total	
Female	10	83.3%	13	81.3%	7	58.3%	16	76.2%	46	75.4%
Male	2	16.7%	3	18.8%	5	41.7%	5	23.8%	15	24.6%
Grand Total	12	100.0%	16	100.0%	12	100.0%	21	100.0%	61	100.0%



Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Resolution



Result	Q1		Q2		Q3		Q4		YTD Total	
Improved / Resolved	6	75.0%	3	100.0%	3	60.0%	7	70.0%	19	73.1%
Discontinued Treatment	2	25.0%	0	0.0%	2	40.0%	1	10.0%	5	19.2%
Treatment Declined	0	0.0%	0	0.0%	0	0.0%	2	20.0%	2	7.7%
Referred Insurance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	8	100.0%	3	100.0%	5	100.0%	10	100.0%	26	100.0%

Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Event Summary

Date	Event Type	DUR (hh:mm)	Location	ATT	Details
04/26/2017	Benefit Fair	04:00		0	Benefit Fair



Usage Report

Highlands County Board of County Commissioners

From: January 01, 2017 To: December 31, 2017

Critical Incident Summary





Employee Assistance Program Usage Report

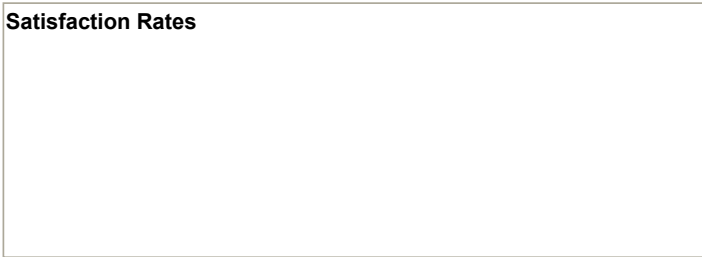
Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018

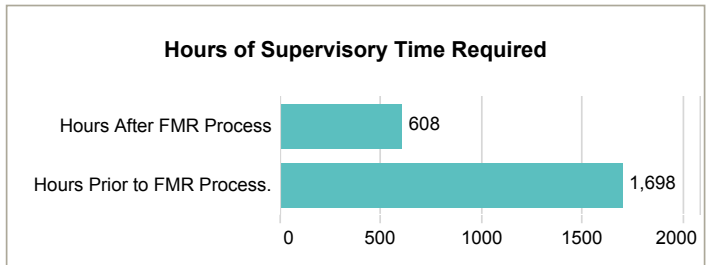
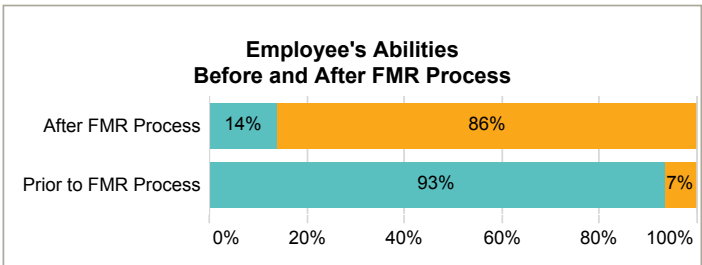
Total Contacts	1,161
Percentage of Total Usage:	142%
Counseling, Legal, Financial, Work/Life	313
Health Fair	600
Management Consultation	44
Website Logins	204

Satisfaction Rates: To better understand if employees find the EAP useful, relevant and helpful, the following aggregate satisfaction rates are available. These percentages represent **all** employees who use the program and are not specific to your company. It is measured by employees who use the EAP self-reporting through an online survey.

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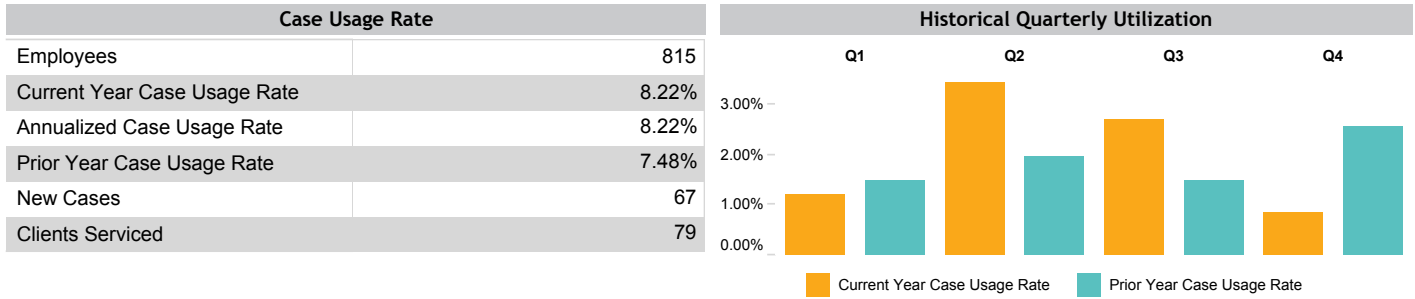


■ Does Not Meet Expectations
 ■ Meets Expectations

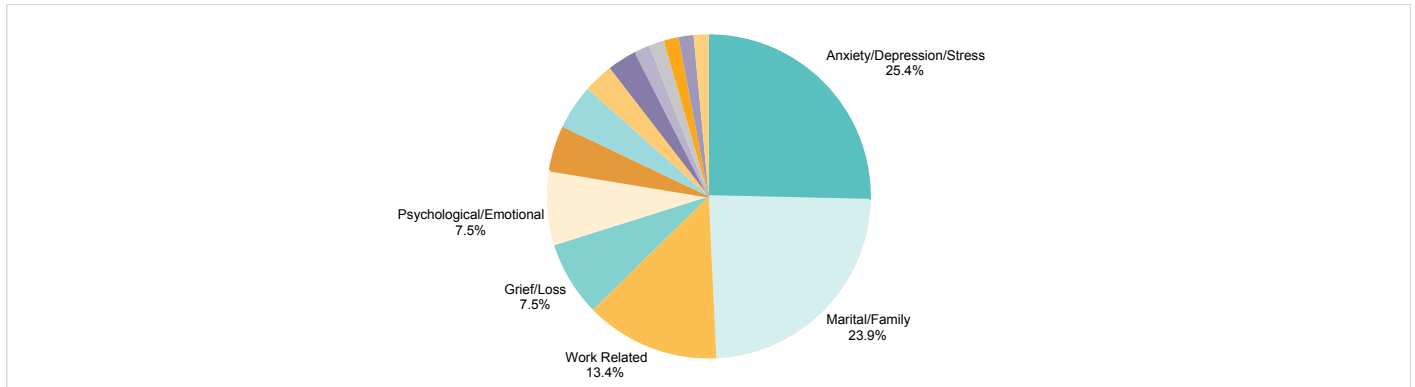


Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018



Primary Presenting Problem



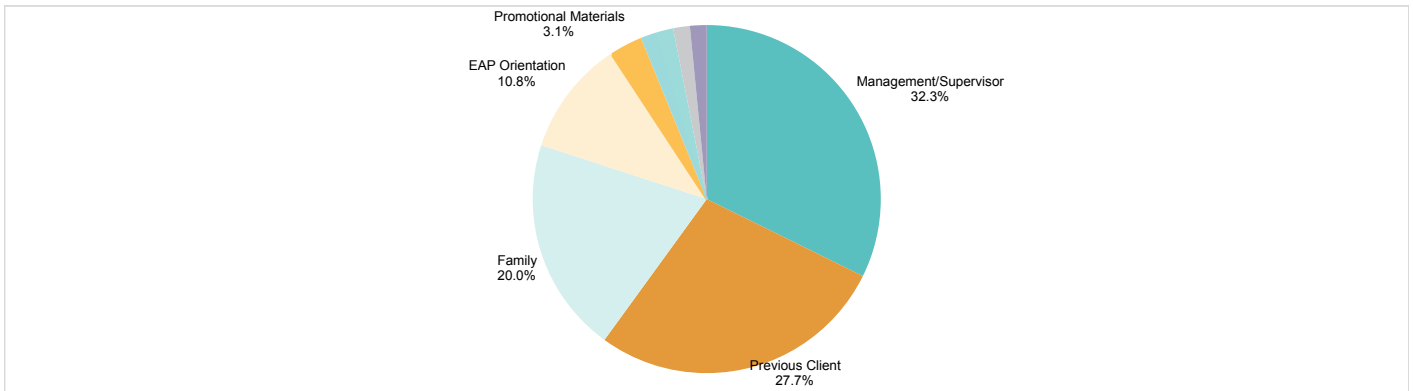
Result	Q1		Q2		Q3		Q4		YTD Total	
Anxiety/Depression/Stress	2	20.0%	4	14.3%	6	27.3%	5	71.4%	17	25.4%
Marital/Family	1	10.0%	9	32.1%	5	22.7%	1	14.3%	16	23.9%
Work Related	1	10.0%	3	10.7%	5	22.7%	0	0.0%	9	13.4%
Grief/Loss	1	10.0%	2	7.1%	2	9.1%	0	0.0%	5	7.5%
Psychological/Emotional	0	0.0%	3	10.7%	1	4.5%	1	14.3%	5	7.5%
Formal Management Referral	2	20.0%	1	3.6%	0	0.0%	0	0.0%	3	4.5%
Legal	1	10.0%	1	3.6%	1	4.5%	0	0.0%	3	4.5%
Alcohol/Drug	0	0.0%	1	3.6%	1	4.5%	0	0.0%	2	3.0%
Financial	1	10.0%	1	3.6%	0	0.0%	0	0.0%	2	3.0%
Anger	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Childhood Trauma	1	10.0%	0	0.0%	0	0.0%	0	0.0%	1	1.5%
Medical	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Relationship	0	0.0%	0	0.0%	1	4.5%	0	0.0%	1	1.5%
Trauma Related	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Child Care	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	10	100.0%	28	100.0%	22	100.0%	7	100.0%	67	100.0%



Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018

Referral Source Summary



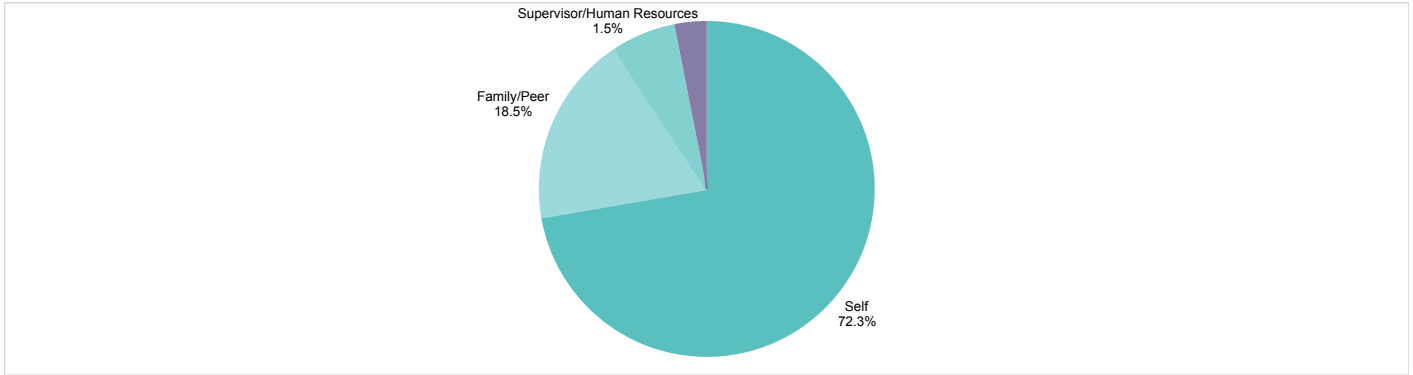
Result	Q1		Q2		Q3		Q4		YTD Total	
Management/Supervisor	5	50.0%	6	21.4%	8	38.1%	2	33.3%	21	32.3%
Previous Client	0	0.0%	9	32.1%	6	28.6%	3	50.0%	18	27.7%
Family	1	10.0%	7	25.0%	4	19.0%	1	16.7%	13	20.0%
EAP Orientation	3	30.0%	2	7.1%	2	9.5%	0	0.0%	7	10.8%
Promotional Materials	0	0.0%	1	3.6%	1	4.8%	0	0.0%	2	3.1%
EAP Training	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Newsletter	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Other	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Peer	1	10.0%	0	0.0%	0	0.0%	0	0.0%	1	1.5%
Not Indicated	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Posters	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	10	100.0%	28	100.0%	21	100.0%	6	100.0%	65	100.0%



Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018

Referred By



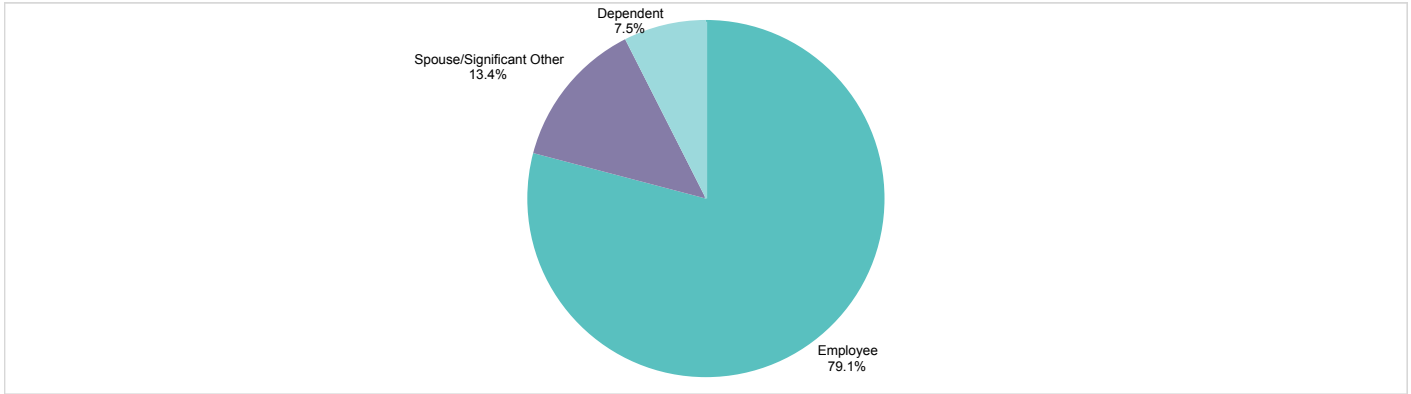
Result	Q1		Q2		Q3		Q4		YTD Total	
Self	6	60.0%	19	67.9%	16	76.2%	6	100.0%	47	72.3%
Family/Peer	1	10.0%	6	21.4%	5	23.8%	0	0.0%	12	18.5%
Formal Management	2	20.0%	2	7.1%	0	0.0%	0	0.0%	4	6.2%
Not Indicated	1	10.0%	0	0.0%	0	0.0%	0	0.0%	1	1.5%
Supervisor/Human Resourc..	0	0.0%	1	3.6%	0	0.0%	0	0.0%	1	1.5%
Substance Abuse Program	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	10	100.0%	28	100.0%	21	100.0%	6	100.0%	65	100.0%



Usage Report
Highlands County Board of County Commissioners

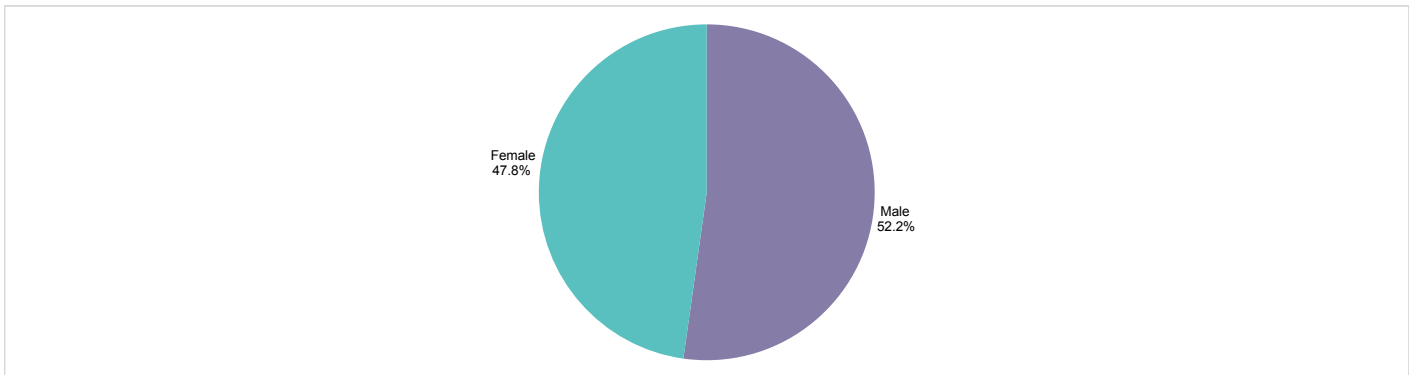
From: January 01, 2018 To: December 31, 2018

Client Type Summary



Result	Q1		Q2		Q3		Q4		YTD Total	
Employee	8	80.0%	23	82.1%	17	77.3%	5	71.4%	53	79.1%
Spouse/Significant Other	2	20.0%	2	7.1%	4	18.2%	1	14.3%	9	13.4%
Dependent	0	0.0%	3	10.7%	1	4.5%	1	14.3%	5	7.5%
Grand Total	10	100.0%	28	100.0%	22	100.0%	7	100.0%	67	100.0%

Gender Summary



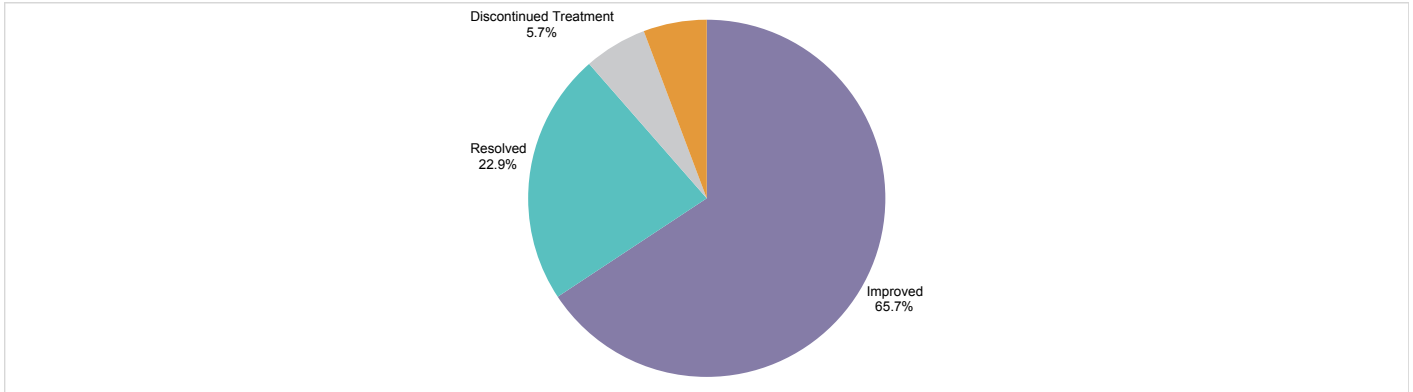
Result	Q1		Q2		Q3		Q4		YTD Total	
Male	5	50.0%	15	53.6%	12	54.5%	3	42.9%	35	52.2%
Female	5	50.0%	13	46.4%	10	45.5%	4	57.1%	32	47.8%
Grand Total	10	100.0%	28	100.0%	22	100.0%	7	100.0%	67	100.0%



Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018

Resolution



Result	Q1		Q2		Q3		Q4		YTD Total	
Improved / Resolved	5	100.0%	6	100.0%	13	92.9%	7	70.0%	31	88.6%
Discontinued Treatment	0	0.0%	0	0.0%	0	0.0%	2	20.0%	2	5.7%
Employment Ceased	0	0.0%	0	0.0%	1	7.1%	1	10.0%	2	5.7%
Referred Insurance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Treatment Declined	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	5	100.0%	6	100.0%	14	100.0%	10	100.0%	35	100.0%

Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018

Event Summary

Date	Event Type	DUR (hh:mm)	Location	ATT	Details
04/24/2018	Health Fair	06:00		200	Benefit Fair
04/25/2018	Health Fair	08:00		200	Benefit Fair
04/26/2018	Health Fair	05:00		200	Benefit Fair



Usage Report

Highlands County Board of County Commissioners

From: January 01, 2018 To: December 31, 2018

Critical Incident Summary



Employee Assistance Program Usage Report

Highlands County Board of County Commissioners

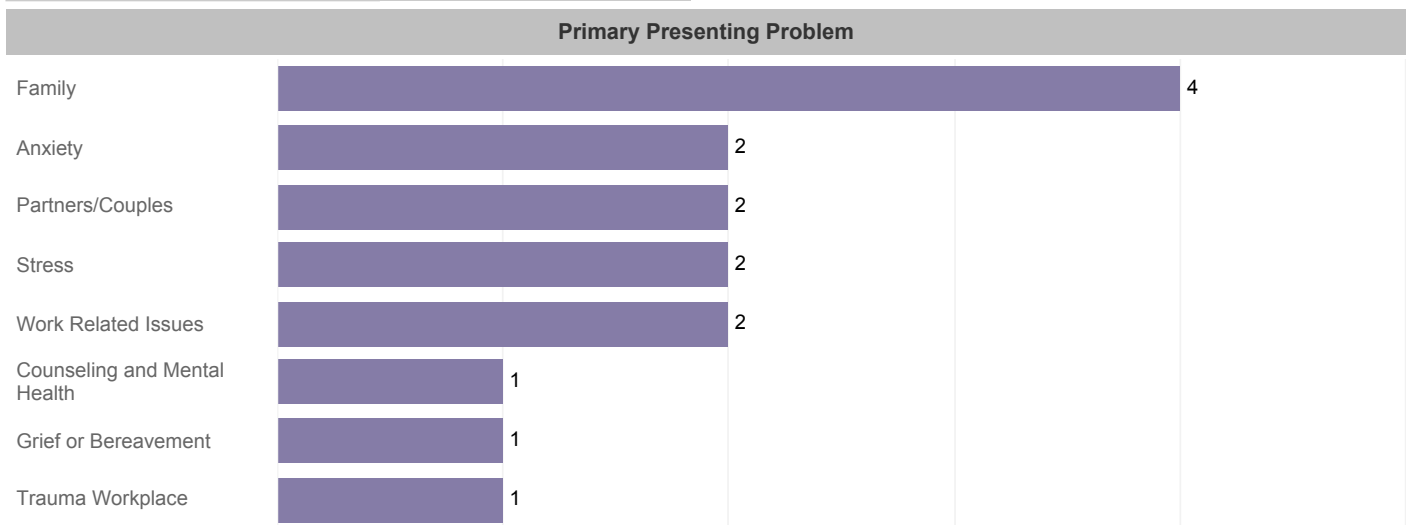
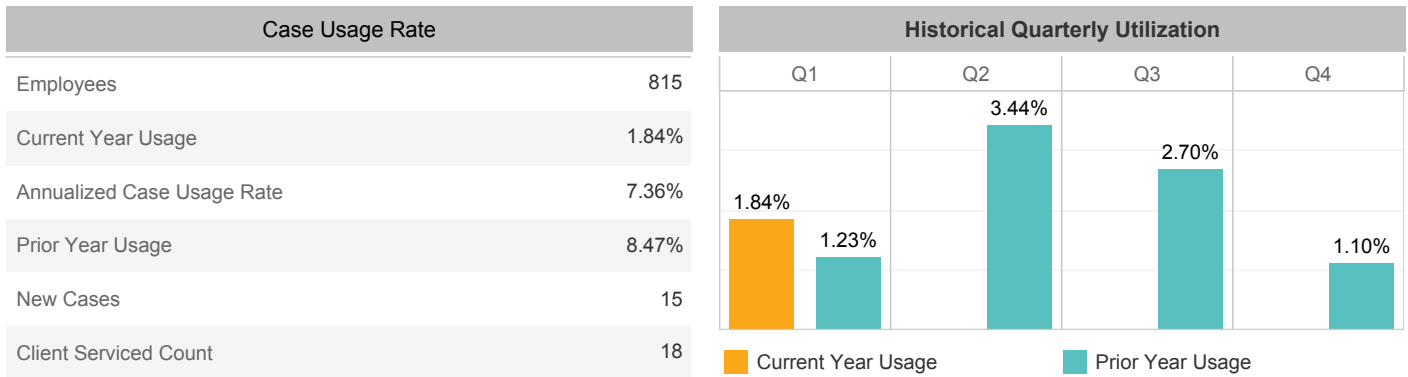
Number of Employees: 857

Date Range of Report: 1/1/2019 to 3/31/2019

Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019



	Q1		Grand Total	
Family	4	26.7%	4	26.7%
Anxiety	2	13.3%	2	13.3%
Partners/Couples	2	13.3%	2	13.3%
Stress	2	13.3%	2	13.3%
Work Related Issues	2	13.3%	2	13.3%
Counseling and Mental Health	1	6.7%	1	6.7%
Grief or Bereavement	1	6.7%	1	6.7%
Trauma Workplace	1	6.7%	1	6.7%
Grand Total	15	100.0%	15	100.0%



Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019

Contacts

Total Contacts	48
Counseling, Legal, Financial, Work/Life	27
Total Website Logins	21

Total at Risk Cases by Type



Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019

**EAP Utilization by Location Dispersion
Annualized Usage Rate**

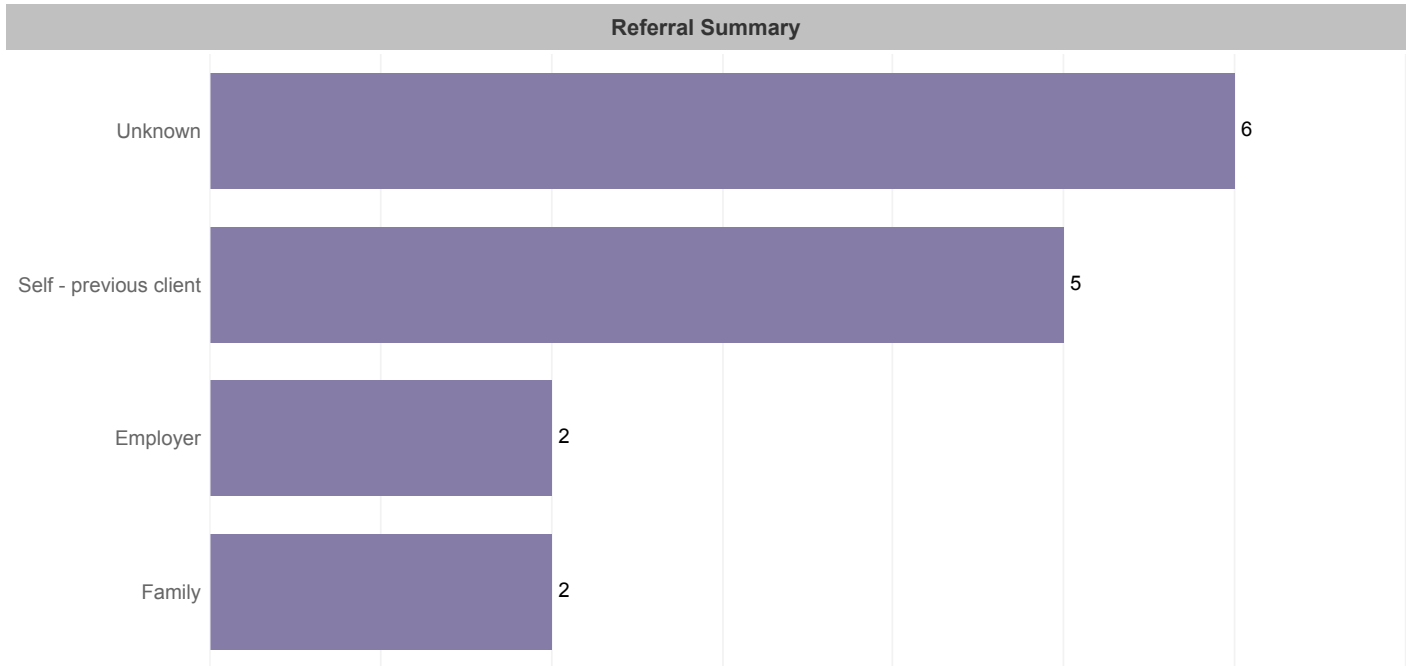
No data to display for this period



Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019



Referral Summary

	Q1		Grand Total	
Unknown	6	40.0%	6	40.0%
Self - previous client	5	33.3%	5	33.3%
Employer	2	13.3%	2	13.3%
Family	2	13.3%	2	13.3%
Grand Total	15	100.0%	15	100.0%

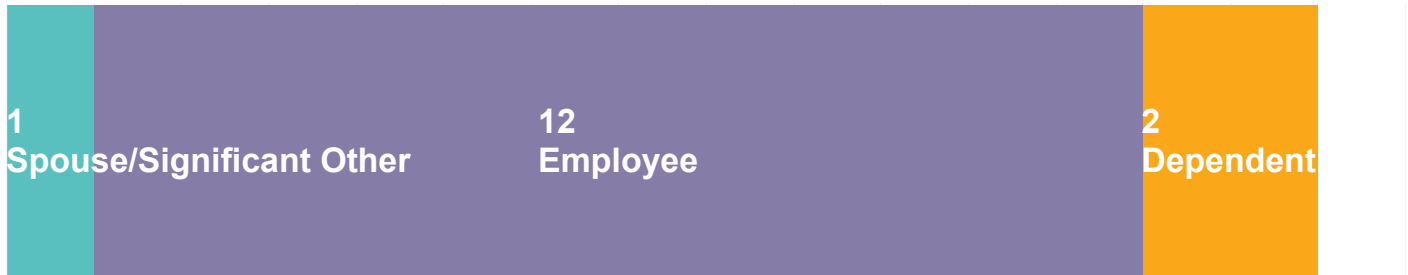


Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019

Client Type Summary



	Q1		Grand Total	
Employee	12	80.0%	12	80.0%
Dependent	2	13.3%	2	13.3%
Spouse/Significant Other	1	6.7%	1	6.7%
Grand Total	15	100.0%	15	100.0%

Gender Summary



	Q1		Grand Total	
Female	8	53.3%	8	53.3%
Male	7	46.7%	7	46.7%
Grand Total	15	100.0%	15	100.0%



Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019

Resolution

No data to display for this period



Usage Report

Highlands County Board of County Commissioners

1/1/2019 through 3/31/2019

Event Attendance Summary

No data to display for this period

Critical Event Summary

No data to display for this period

