



# Employee Assistance Program Usage Report

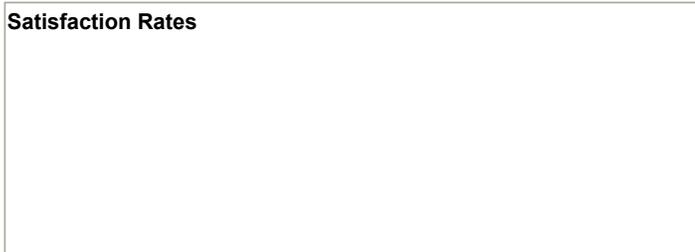
Usage Report  
**Martin County School District**

From: July 01, 2017 To: June 30, 2018

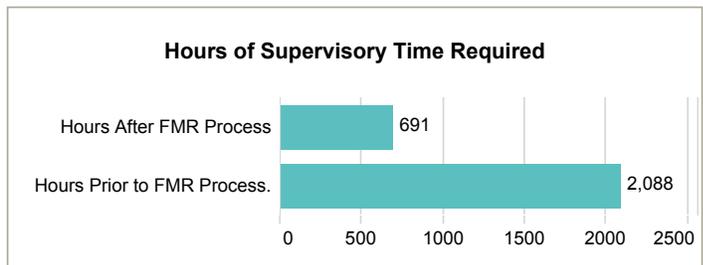
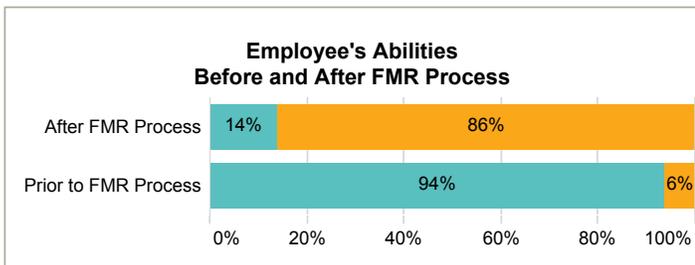
<b>Total Contacts</b>	1,169
<b>Percentage of Total Usage:</b>	49%
<b>Counseling, Legal, Financial, Work/Life</b>	705
<b>Account Management</b>	8
<b>Critical Incident</b>	0
<b>Management Consultation</b>	19
<b>Training</b>	81
<b>Website Logins</b>	356

**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.



**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

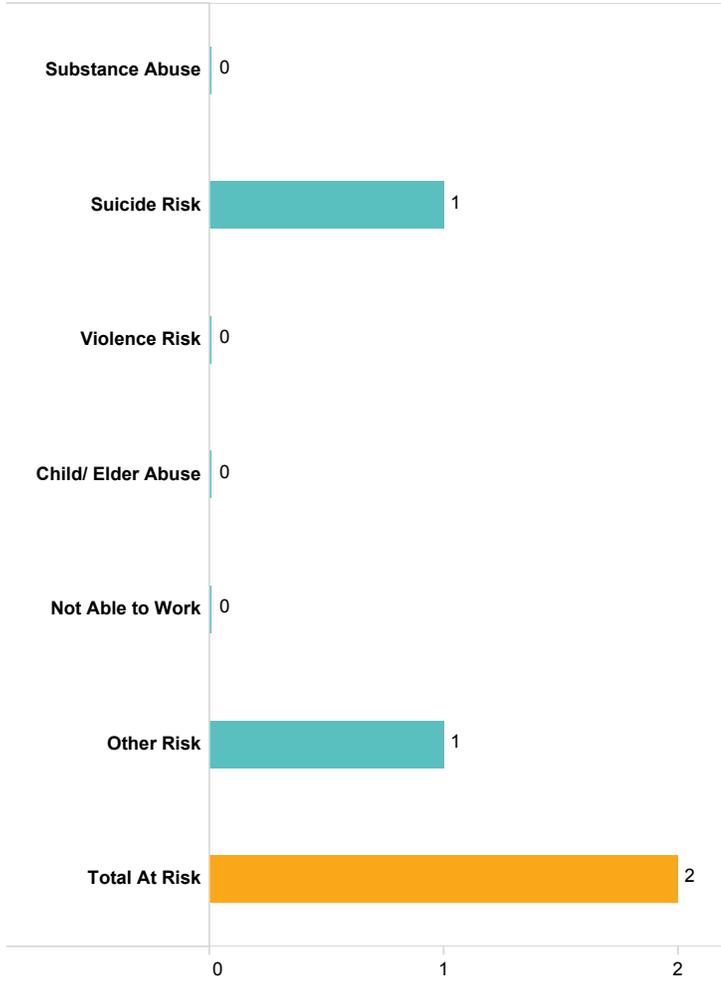


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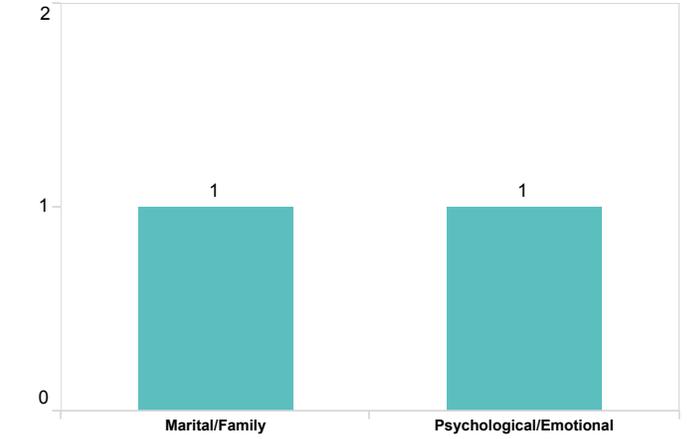
From: July 01, 2017 To: June 30, 2018

## At Risk Cases

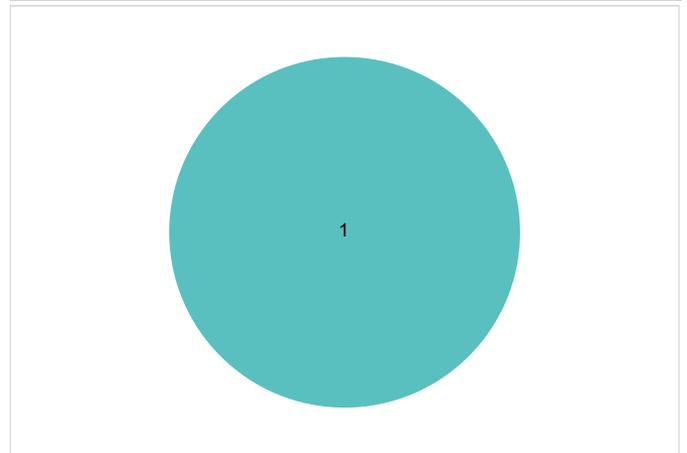
Total At Risk Cases by Type



Total At Risk Cases by Presenting Problem



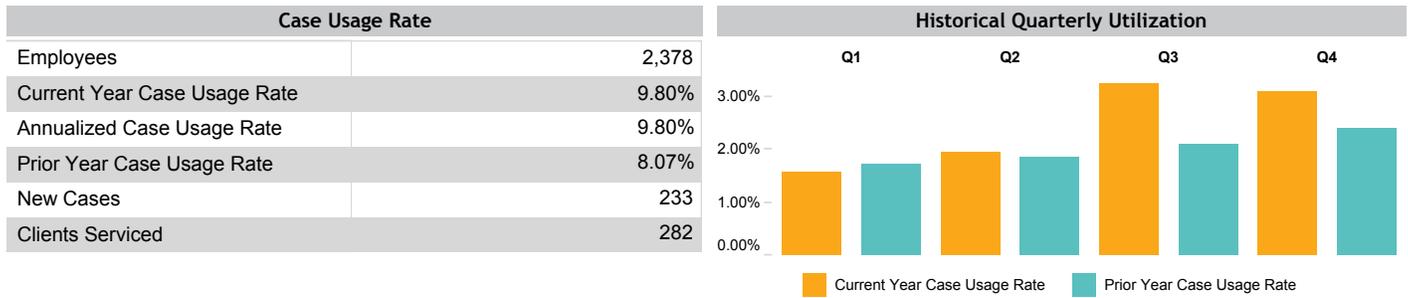
Total At Risk Cases by Resolution



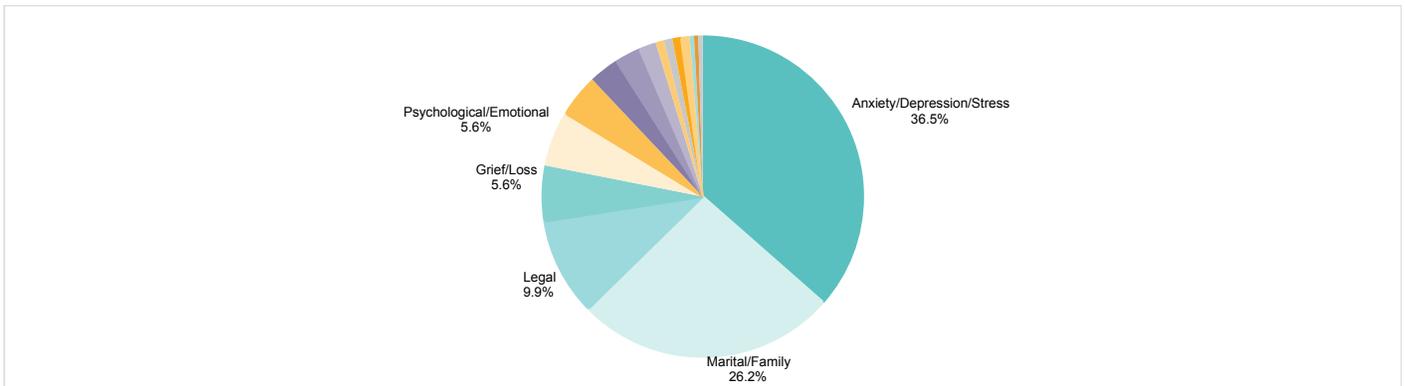
**Resolution**  
■ Discontinued Treatment

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**Primary Presenting Problem**



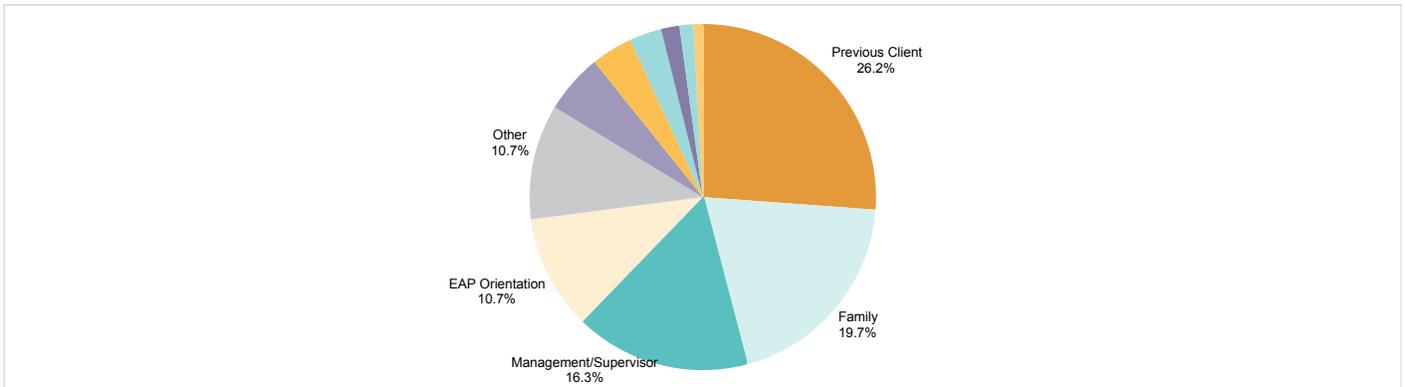
Result	Q1		Q2		Q3		Q4		YTD Total	
Anxiety/Depression/Stress	12	32.4%	17	37.0%	27	35.1%	29	39.7%	85	36.5%
Marital/Family	13	35.1%	11	23.9%	23	29.9%	14	19.2%	61	26.2%
Legal	5	13.5%	3	6.5%	9	11.7%	6	8.2%	23	9.9%
Grief/Loss	0	0.0%	5	10.9%	2	2.6%	6	8.2%	13	5.6%
Psychological/Emotional	3	8.1%	0	0.0%	7	9.1%	3	4.1%	13	5.6%
Work Related	1	2.7%	3	6.5%	2	2.6%	4	5.5%	10	4.3%
Financial	0	0.0%	0	0.0%	3	3.9%	4	5.5%	7	3.0%
Relationship	0	0.0%	3	6.5%	1	1.3%	2	2.7%	6	2.6%
Anger	1	2.7%	1	2.2%	0	0.0%	2	2.7%	4	1.7%
Alcohol/Drug	0	0.0%	0	0.0%	0	0.0%	2	2.7%	2	0.9%
Childhood Trauma	0	0.0%	0	0.0%	2	2.6%	0	0.0%	2	0.9%
Medical	1	2.7%	1	2.2%	0	0.0%	0	0.0%	2	0.9%
Trauma Related	1	2.7%	1	2.2%	0	0.0%	0	0.0%	2	0.9%
Elder Care	0	0.0%	1	2.2%	0	0.0%	0	0.0%	1	0.4%
Formal Management Referral	0	0.0%	0	0.0%	1	1.3%	0	0.0%	1	0.4%
Other	0	0.0%	0	0.0%	0	0.0%	1	1.4%	1	0.4%
Addiction	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Education	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Grand Total</b>	<b>37</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>



Usage Report  
**Martin County School District**

From: July 01, 2017 To: June 30, 2018

**Referral Source Summary**



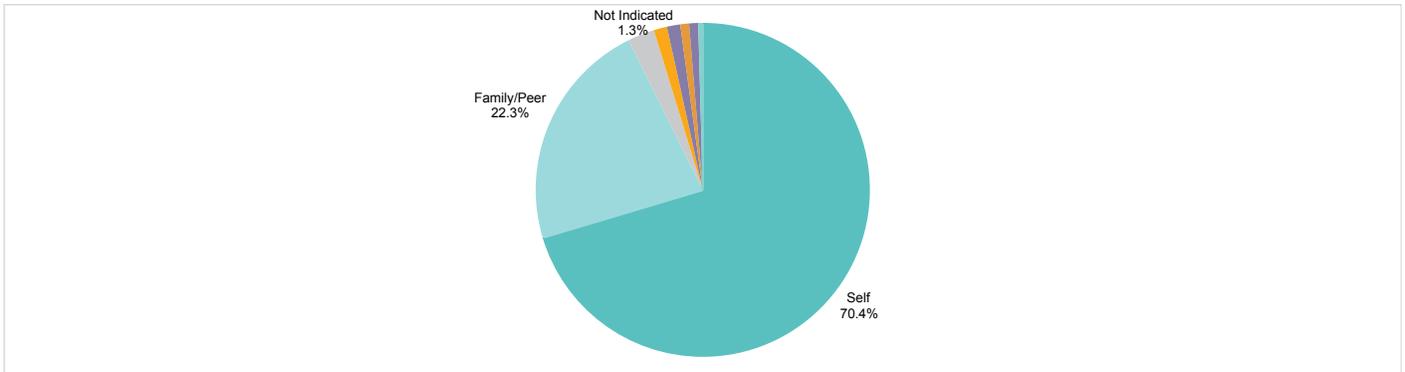
Result	Q1		Q2		Q3		Q4		YTD Total	
Previous Client	9	24.3%	11	23.9%	21	27.3%	20	27.4%	61	26.2%
Family	6	16.2%	10	21.7%	16	20.8%	14	19.2%	46	19.7%
Management/Supervisor	6	16.2%	7	15.2%	12	15.6%	13	17.8%	38	16.3%
EAP Orientation	8	21.6%	3	6.5%	8	10.4%	6	8.2%	25	10.7%
Other	5	13.5%	5	10.9%	7	9.1%	8	11.0%	25	10.7%
Peer	1	2.7%	4	8.7%	6	7.8%	2	2.7%	13	5.6%
Promotional Materials	2	5.4%	1	2.2%	2	2.6%	4	5.5%	9	3.9%
EAP Training	0	0.0%	3	6.5%	2	2.6%	2	2.7%	7	3.0%
Not Indicated	0	0.0%	2	4.3%	1	1.3%	1	1.4%	4	1.7%
Newsletter	0	0.0%	0	0.0%	1	1.3%	2	2.7%	3	1.3%
Posters	0	0.0%	0	0.0%	1	1.3%	1	1.4%	2	0.9%
Crisis Intervention	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Grand Total</b>	<b>37</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>



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From: July 01, 2017 To: June 30, 2018

**Referred By**



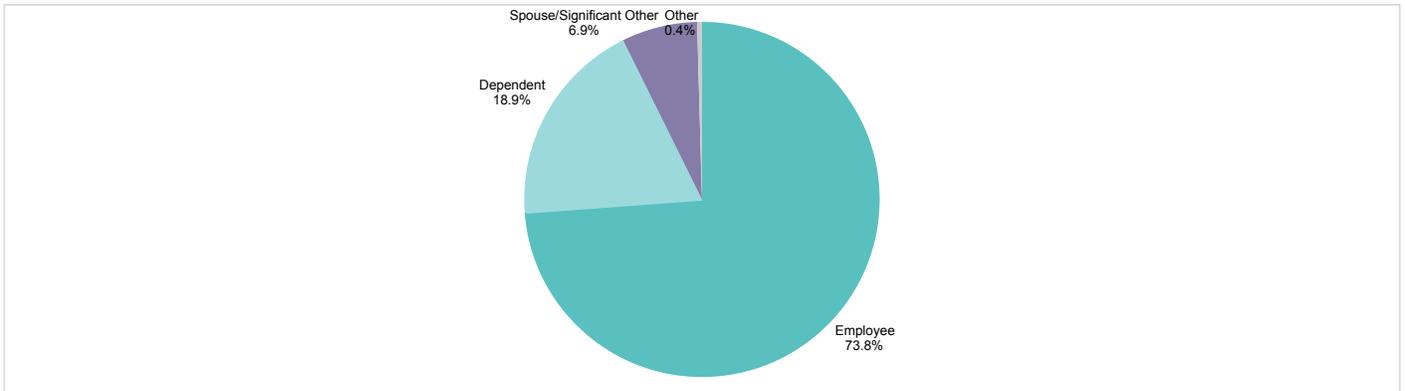
Result	Q1		Q2		Q3		Q4		YTD Total	
Self	25	67.6%	34	73.9%	51	66.2%	54	74.0%	164	70.4%
Family/Peer	9	24.3%	11	23.9%	18	23.4%	14	19.2%	52	22.3%
Other	1	2.7%	0	0.0%	1	1.3%	4	5.5%	6	2.6%
Medical	1	2.7%	1	2.2%	0	0.0%	1	1.4%	3	1.3%
Not Indicated	1	2.7%	0	0.0%	2	2.6%	0	0.0%	3	1.3%
Affiliate Referral	0	0.0%	0	0.0%	2	2.6%	0	0.0%	2	0.9%
Supervisor/Human Resourc..	0	0.0%	0	0.0%	2	2.6%	0	0.0%	2	0.9%
Formal Management	0	0.0%	0	0.0%	1	1.3%	0	0.0%	1	0.4%
Substance Abuse Program	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Grand Total</b>	<b>37</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>



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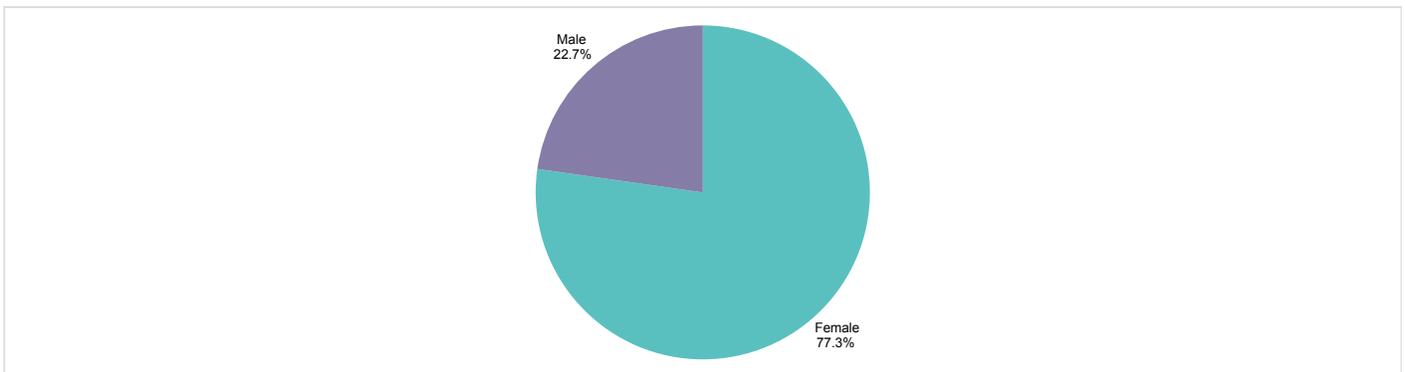
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**Client Type Summary**



Result	Q1		Q2		Q3		Q4		YTD Total	
Employee	26	70.3%	36	78.3%	58	75.3%	52	71.2%	172	73.8%
Dependent	6	16.2%	9	19.6%	14	18.2%	15	20.5%	44	18.9%
Spouse/Significant Other	5	13.5%	1	2.2%	4	5.2%	6	8.2%	16	6.9%
Other	0	0.0%	0	0.0%	1	1.3%	0	0.0%	1	0.4%
<b>Grand Total</b>	<b>37</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>

**Gender Summary**



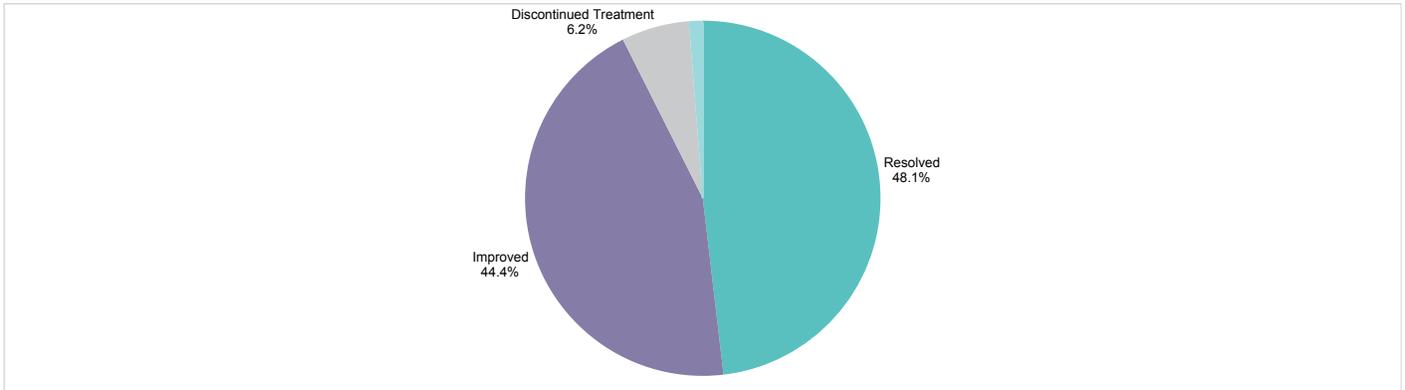
Result	Q1		Q2		Q3		Q4		YTD Total	
Female	26	70.3%	39	84.8%	56	72.7%	59	80.8%	180	77.3%
Male	11	29.7%	7	15.2%	21	27.3%	14	19.2%	53	22.7%
<b>Grand Total</b>	<b>37</b>	<b>100.0%</b>	<b>46</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>233</b>	<b>100.0%</b>



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**Resolution**



Result	Q1		Q2		Q3		Q4		YTD Total	
<b>Improved / Resolved</b>	13	92.9%	20	90.9%	18	94.7%	24	92.3%	<b>75</b>	<b>92.6%</b>
<b>Discontinued Treatment</b>	1	7.1%	1	4.5%	1	5.3%	2	7.7%	<b>5</b>	<b>6.2%</b>
<b>Treatment Declined</b>	0	0.0%	1	4.5%	0	0.0%	0	0.0%	<b>1</b>	<b>1.2%</b>
<b>Employment Ceased</b>	0	0.0%	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>Referred Insurance</b>	0	0.0%	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	<b>0.0%</b>
<b>Grand Total</b>	<b>14</b>	<b>100.0%</b>	<b>22</b>	<b>100.0%</b>	<b>19</b>	<b>100.0%</b>	<b>26</b>	<b>100.0%</b>	<b>81</b>	<b>100.0%</b>



# Martin County School District

From: July 01, 2017 To: June 30, 2018

## Event Summary

Date	Event Type	DUR (hh:mm)	Location	ATT	Details
08/09/2017	Account Management	01:20		5	
11/16/2017	Training	01:00		6	Communicating Professionally..
12/07/2017	Training	01:00		5	Caring for Aging Parents..
	Account Management	00:45		3	
01/10/2018	Training	01:00		21	Dealing Successfully with Difficult People
01/12/2018	Training	01:00		5	Emotional Aspects of Weight Managemen
01/22/2018	Training	01:00		20	Dealing with Difficult People
01/23/2018	Training	01:00		0	1/23 CANCELLED Trainer SICK..
03/08/2018	Supervisory Training	01:00		0	Supervisory Training
03/21/2018	Training	01:00	WEBINAR	0	Activley Managing Conflict
04/03/2018	Training	01:00		0	Leading Through Change (cancelled)
04/25/2018	Training	01:00		2	Negotiating through Conflict
05/07/2018	Training	01:00		0	Leading Through Change - WEBINAR
05/16/2018	Training	01:00		15	Negoitating Through Conflict
06/25/2018	Training	01:00		7	Generational Communication - Webinar

# Martin County School District

From: July 01, 2017 To: June 30, 2018

## Critical Incident Summary

Date	Event Type	DUR (hh:mm)	Location	ATT	Details
03/22/2018	Grief	04:00	Stuart, FL	0	

