

Employee Assistance Program Utilization Report

**Sample Company**

From: January 01, 2014 To: March 31, 2014

**General Summary**

**New/Ongoing Case Summary**

| Description                   | Total |
|-------------------------------|-------|
| Open Cases At Start Of Period | 2     |
| Open Cases At End Of Period   | 2     |
| Total Cases To End Of Period  | 24    |
| Total New Cases               | 1     |

**Population/Utilization Rate**

| Description                           | Total |
|---------------------------------------|-------|
| Employee Population (Weighted)        | 141   |
| Clients Served Utilization Rate       | 2.13% |
| Total Clients Served                  | 3     |
| Total No Shows                        | 0     |
| Total Events                          | 0     |
| Total CISR                            | 0     |
| Total Workplace Consultation/Coaching | 0     |

**Contacts/Hours Summary**

| Description              | Total  |
|--------------------------|--------|
| Total Contacts           | 17     |
| Contact Utilization Rate | 12.06% |
| Total Contact Hours      | 8.50   |

**Case Status**

| Description         | 1/1-3/31  | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|---------------------|-----------|----------|----------|------------|---------------|
| New User            | 2   66.7% |          |          |            | 3   75.0%     |
| Re-User New Problem | 1   33.3% |          |          |            | 1   25.0%     |
| <b>TOTAL</b>        | <b>3</b>  |          |          |            | <b>4</b>      |

**Client Type**

| Description  | 1/1-3/31   | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|--------------|------------|----------|----------|------------|---------------|
| Employee     | 3   100.0% |          |          |            | 3   75.0%     |
| Spouse       | 0   0.0%   |          |          |            | 1   25.0%     |
| <b>TOTAL</b> | <b>3</b>   |          |          |            | <b>4</b>      |

**Contact Type Summary**

| Description                 | 1/1-3/31     | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|-----------------------------|--------------|----------|----------|------------|---------------|
| Cancellation                | 1.00   11.8% |          |          |            | 1.00   4.1%   |
| Cancellation by Counselor   | 1.00   11.8% |          |          |            | 1.00   4.1%   |
| Case Closing                | 0.17   2.0%  |          |          |            | 0.50   2.1%   |
| Case Management             | 0.03   0.4%  |          |          |            | 0.03   0.1%   |
| Case Reactivated            | 0.00   0.0%  |          |          |            | 0.03   0.1%   |
| Confirmed Appointment       | 0.13   1.6%  |          |          |            | 0.13   0.6%   |
| Initial Evaluation/Visit    | 1.00   11.8% |          |          |            | 3.00   12.4%  |
| Initial Telephone Intake    | 0.13   1.6%  |          |          |            | 0.40   1.7%   |
| Late Cancel < 24 hrs notice | 0.00   0.0%  |          |          |            | 3.00   12.4%  |
| Left Voice Mail Message     | 0.03   0.4%  |          |          |            | 0.50   2.1%   |
| Session                     | 5.00   58.8% |          |          |            | 14.50   60.2% |
| <b>TOTAL</b>                | <b>8.50</b>  |          |          |            | <b>24.10</b>  |

**Activity Type Summary**

| Description  | 1/1-3/31 | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|--------------|----------|----------|----------|------------|---------------|
| <b>TOTAL</b> | <b>0</b> |          |          |            | <b>0</b>      |

## Employee Assistance Program Utilization Report

**Sample Company**

From: January 01, 2014 To: March 31, 2014

**Primary Presenting Problem**

| Description           | 1/1-3/31  | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|-----------------------|-----------|----------|----------|------------|---------------|
| Family Problems       | 0   0.0%  |          |          |            | 1   25.0%     |
| Grief Counseling      | 1   33.3% |          |          |            | 1   25.0%     |
| Intrapsychic Distress | 1   33.3% |          |          |            | 1   25.0%     |
| Marital/Relationship  | 1   33.3% |          |          |            | 1   25.0%     |
| <b>TOTAL</b>          | <b>3</b>  |          |          |            | <b>4</b>      |

**Occupation**

| Description    | 1/1-3/31   | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|----------------|------------|----------|----------|------------|---------------|
| Admin/Clerical | 0   0.0%   |          |          |            | 1   25.0%     |
| Professional   | 3   100.0% |          |          |            | 3   75.0%     |
| <b>TOTAL</b>   | <b>3</b>   |          |          |            | <b>4</b>      |

**Closing Recommendation**

| Description                               | 1/1-3/31   | 4/1-6/30 | 7/1-9/30 | 10/1-12/31 | 7/2013-3/2014 |
|---|------------|----------|----------|------------|---------------|
| Case closed - no contact from client      | 0   0.0%   |          |          |            | 1   50.0%     |
| Goal Achieved - No Further Recommendation | 1   100.0% |          |          |            | 1   50.0%     |
| <b>TOTAL</b>                              | <b>1</b>   |          |          |            | <b>2</b>      |