

Deer Oaks EAP Utilization Report

City of El Paso

October 01, 2011 - March 31, 2012 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%	Hours
EAP Files	105	86.8%	106	25.9%	558	87.7%	233.42
Organizational Service/CISD	15	12.4%	303	73.9%	25	03.9%	16.75
Supervisor Referral	1	00.8%	1	00.2%	53	08.3%	16.75
Total	121	100%	410	100%	636	100%	266.92

Population / Utilization Rate	Weighted Population Of:	3700
Total Current Period Rate		3.27%
Total Annualized Utilization Rate		6.49%
Clients Serviced Current Period Rate		11.08%
Total Clients Serviced Annualized Utilization Rate		21.98%

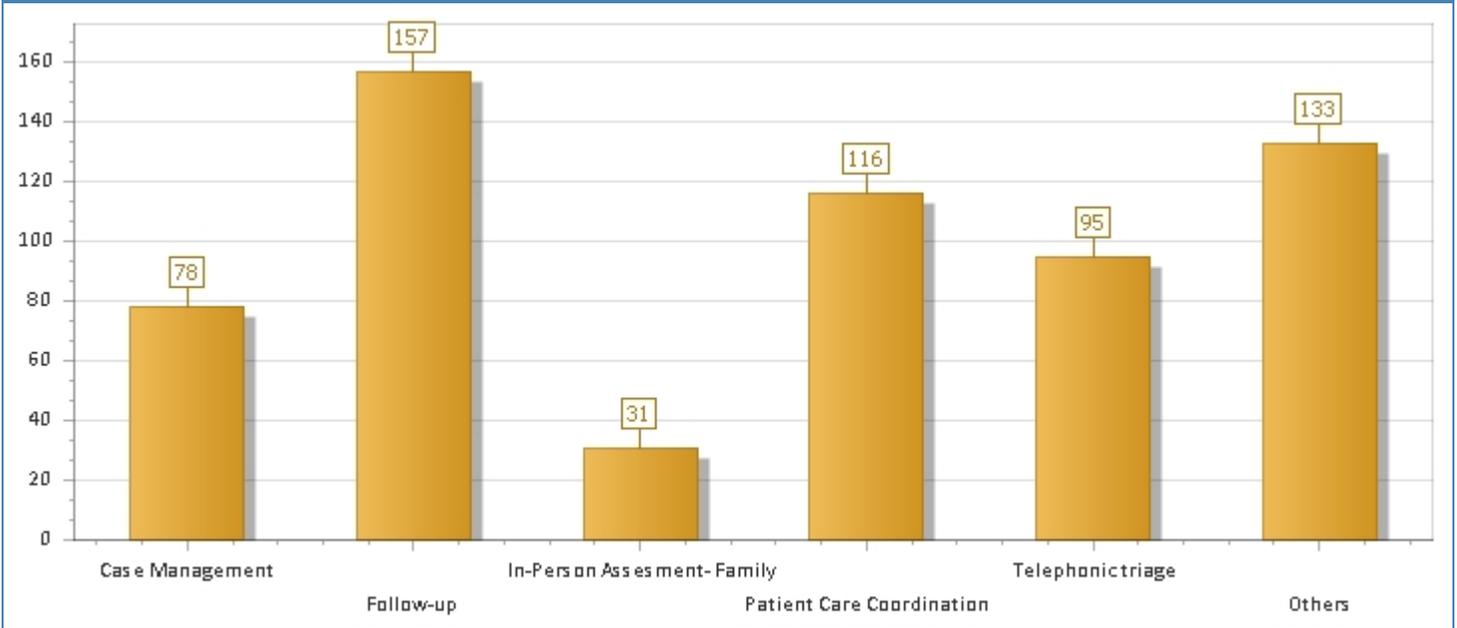
New/Ongoing Files Summary	
Total New Files	106

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City of El Paso

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Activity Type



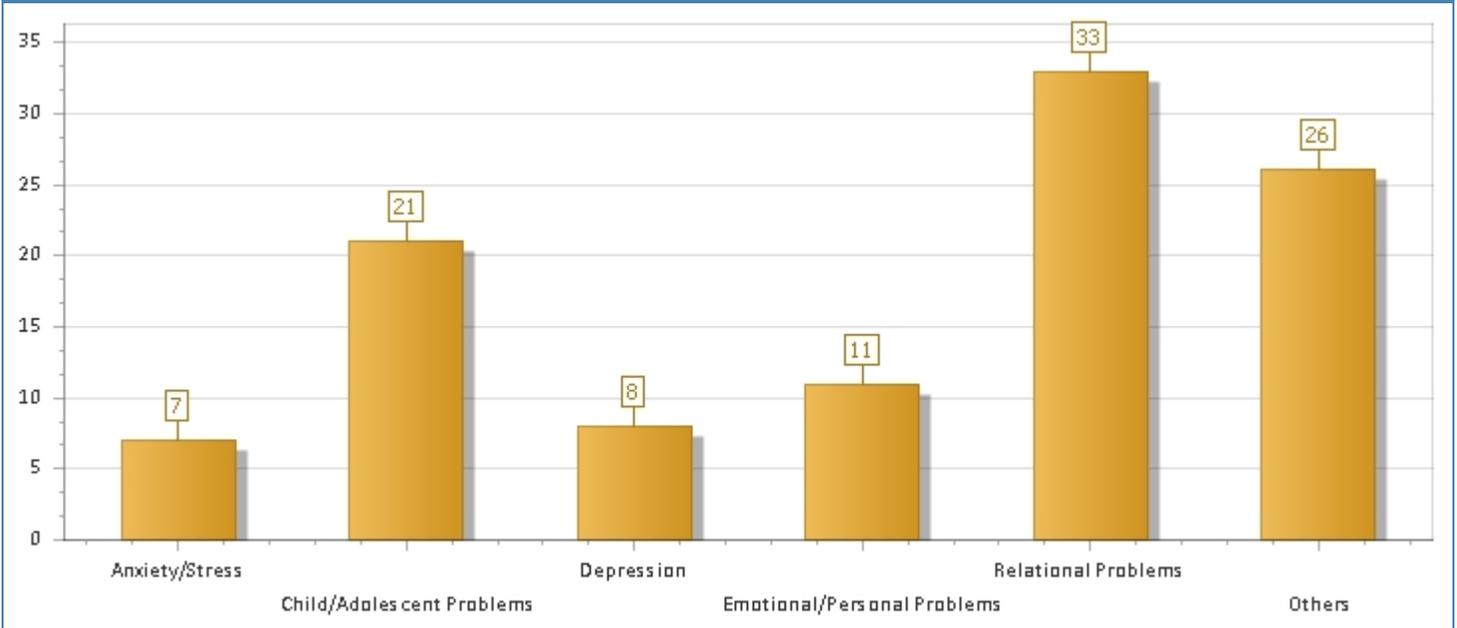
Activity Type	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Case Management	27	9.41%	51	15.79%	78	12.79%
Crisis Call	12	4.18%	2	0.62%	14	2.30%
Follow-up	92	32.06%	65	20.12%	157	25.74%
In-Person Assessment- Family	11	3.83%	20	6.19%	31	5.08%
In-person Assessment-Individual	8	2.79%	12	3.72%	20	3.28%
In-Person Counseling- Individual	10	3.48%	16	4.95%	26	4.26%
In-Person Counseling- Marital/Couples	7	2.44%	6	1.86%	13	2.13%
In-Person Counseling-Family	13	4.53%	14	4.33%	27	4.43%
Legal Access Plan	4	1.39%	5	1.55%	9	1.48%
Patient Care Coordination	55	19.16%	61	18.89%	116	19.02%
Satisfaction Surveys	8	2.79%	12	3.72%	20	3.28%
Telephonic Counseling	0	0.00%	4	1.24%	4	0.66%
Telephonic triage	40	13.94%	55	17.03%	95	15.57%
Total	287	100%	323	100%	610	100%

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Primary Presenting Problem



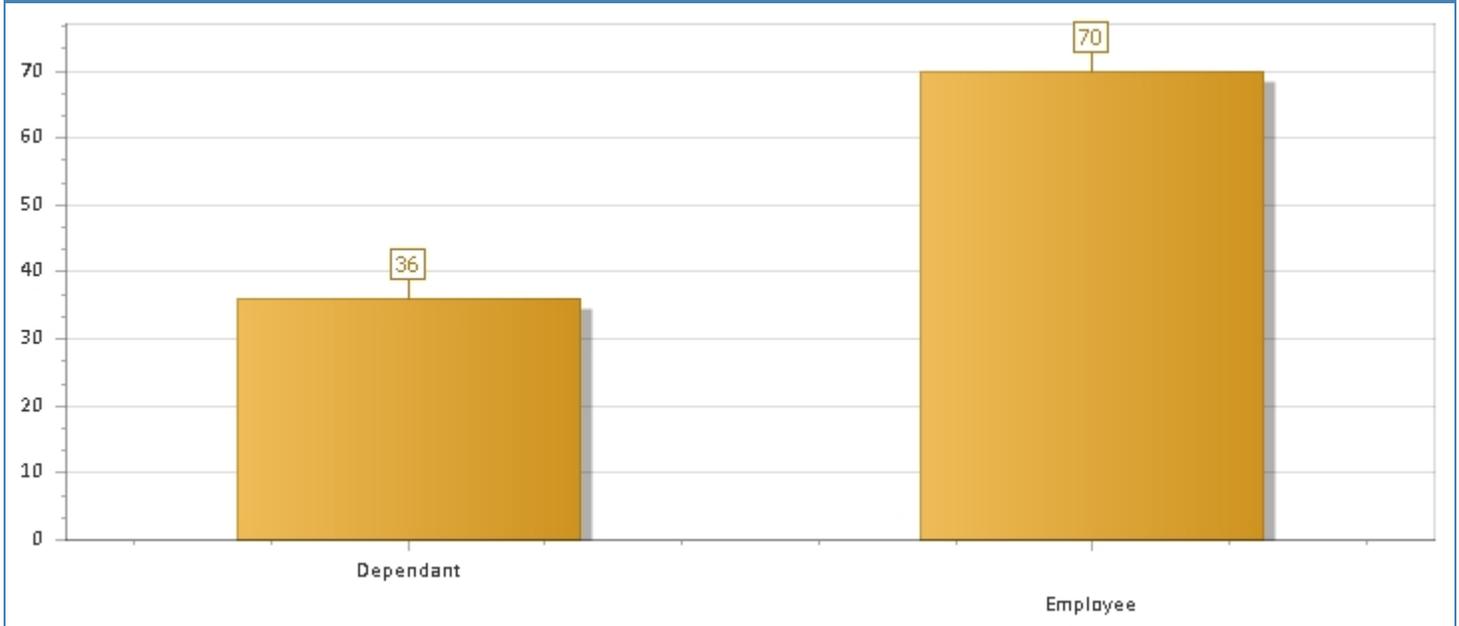
Primary Presenting Problem	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Addictions	1	2.56%	2	2.99%	3	2.83%
Anger Management Problems	1	2.56%	1	1.49%	2	1.89%
Anxiety/Stress	2	5.13%	5	7.46%	7	6.60%
Child/Adolescent Problems	7	17.95%	14	20.90%	21	19.81%
Childcare/Eldercare Resources	1	2.56%	0	0.00%	1	0.94%
Co-Worker Related Problems	0	0.00%	1	1.49%	1	0.94%
Depression	4	10.26%	4	5.97%	8	7.55%
Emotional/Personal Problems	3	7.69%	8	11.94%	11	10.38%
Financial Problems	2	5.13%	2	2.99%	4	3.77%
Grief	4	10.26%	2	2.99%	6	5.66%
Legal Problems	2	5.13%	3	4.48%	5	4.72%
Relational Problems	10	25.64%	23	34.33%	33	31.13%
Work Related Problem	2	5.13%	2	2.99%	4	3.77%
Total	39	100%	67	100%	106	100%

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Client Type



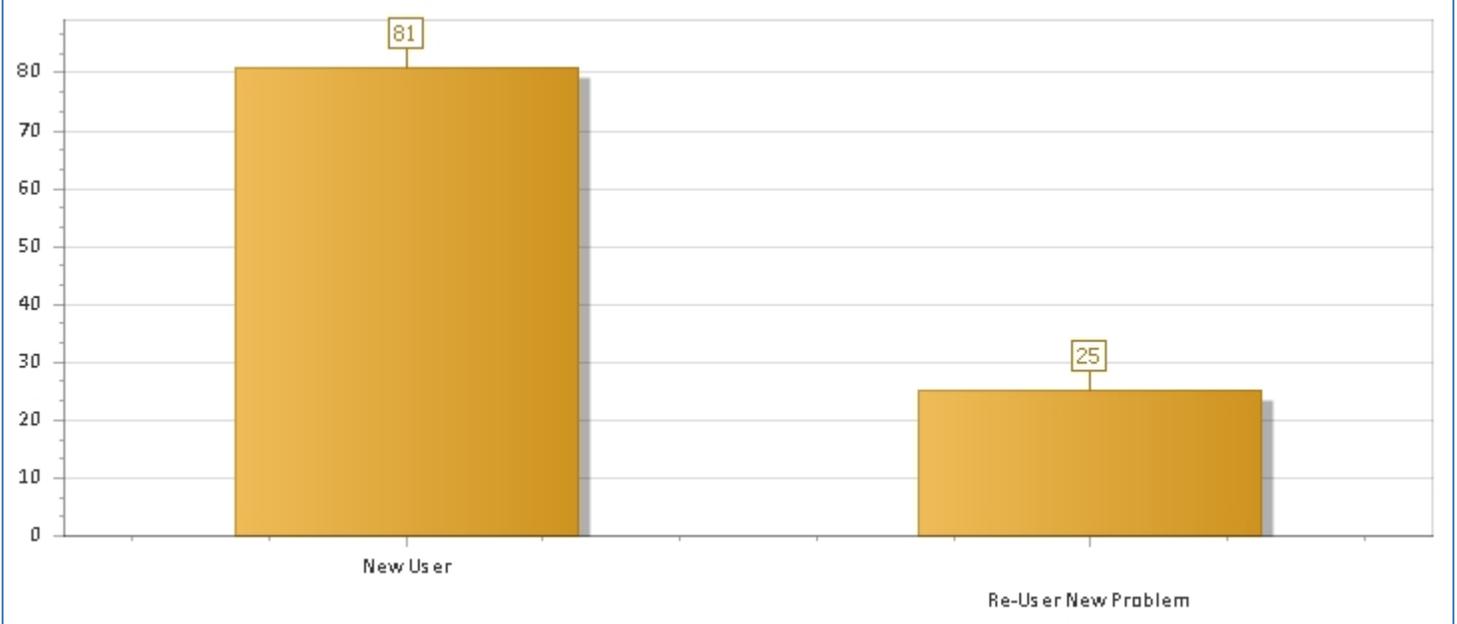
Client Type	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Dependant	14	35.90%	22	32.84%	36	33.96%
Employee	25	64.10%	45	67.16%	70	66.04%
Total	39	100%	67	100%	106	100%

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Case Status



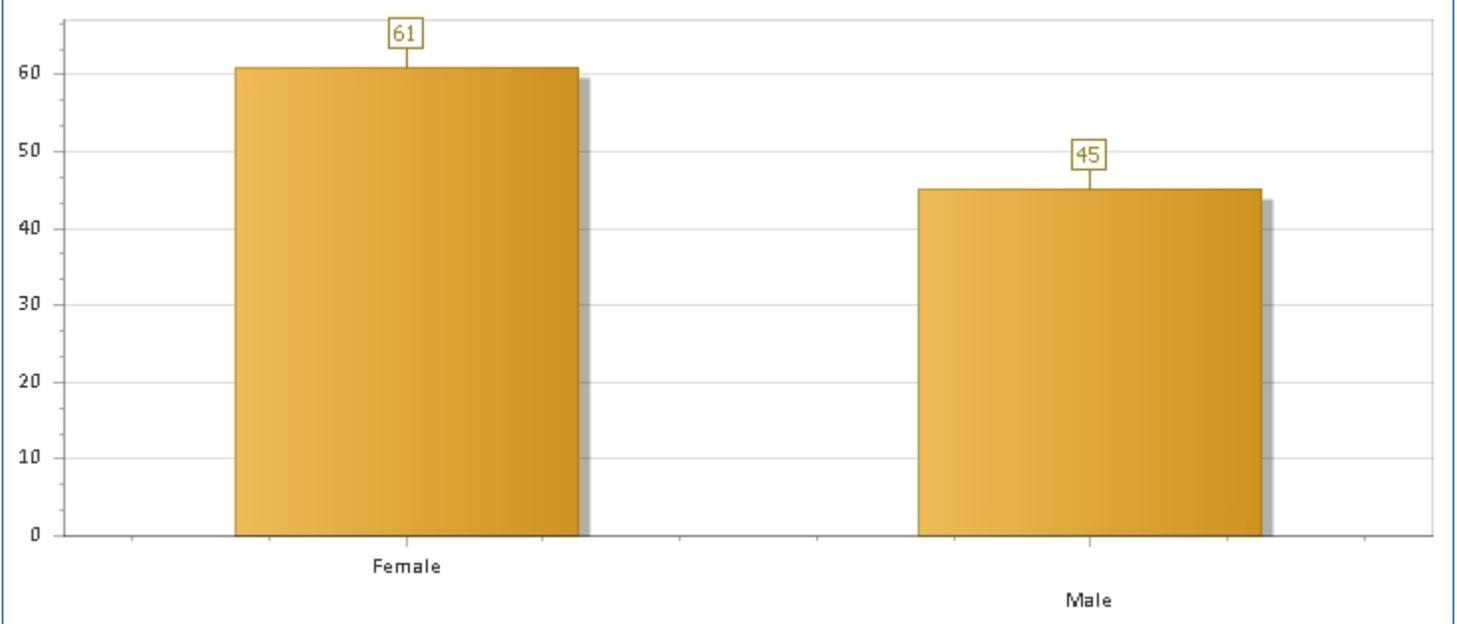
Case Status	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
New User	33	84.62%	48	71.64%	81	76.42%
Re-User New Problem	6	15.38%	19	28.36%	25	23.58%
Total	39	100%	67	100%	106	100%

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Gender

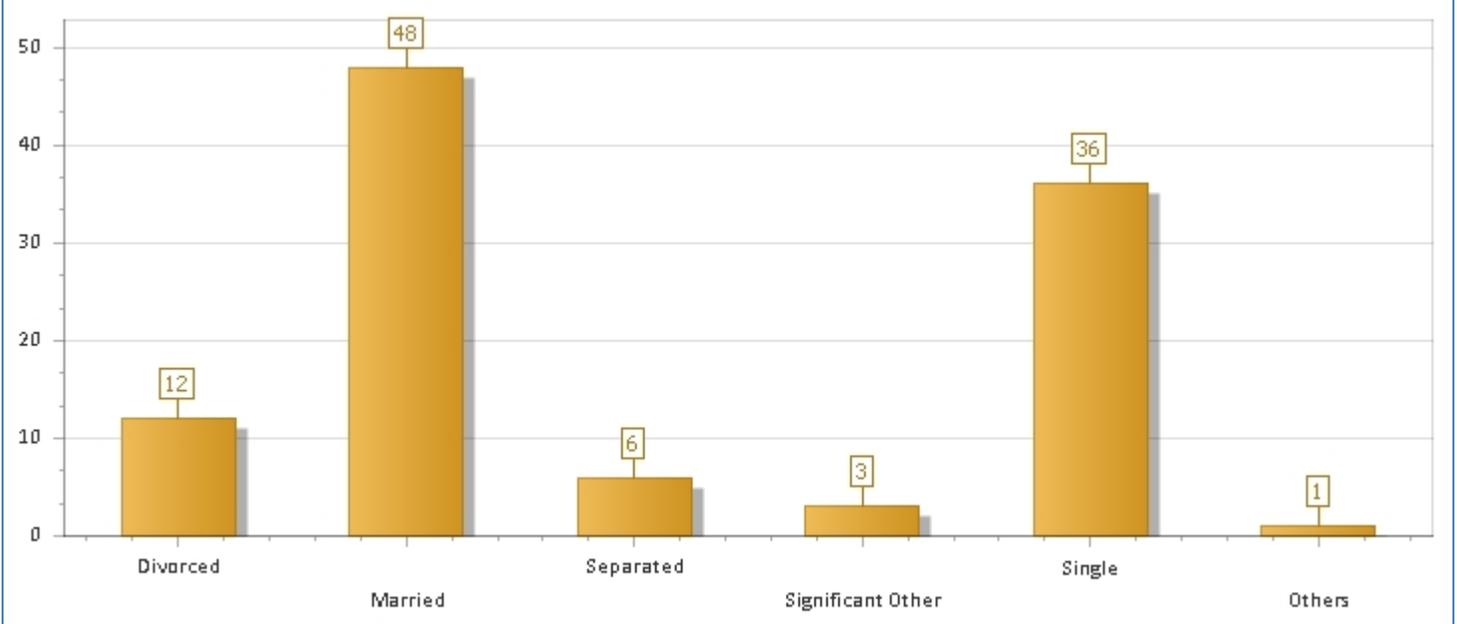


Gender	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Female	21	53.85%	40	59.70%	61	57.55%
Male	18	46.15%	27	40.30%	45	42.45%
Total	39	100%	67	100%	106	100%

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Marital Status



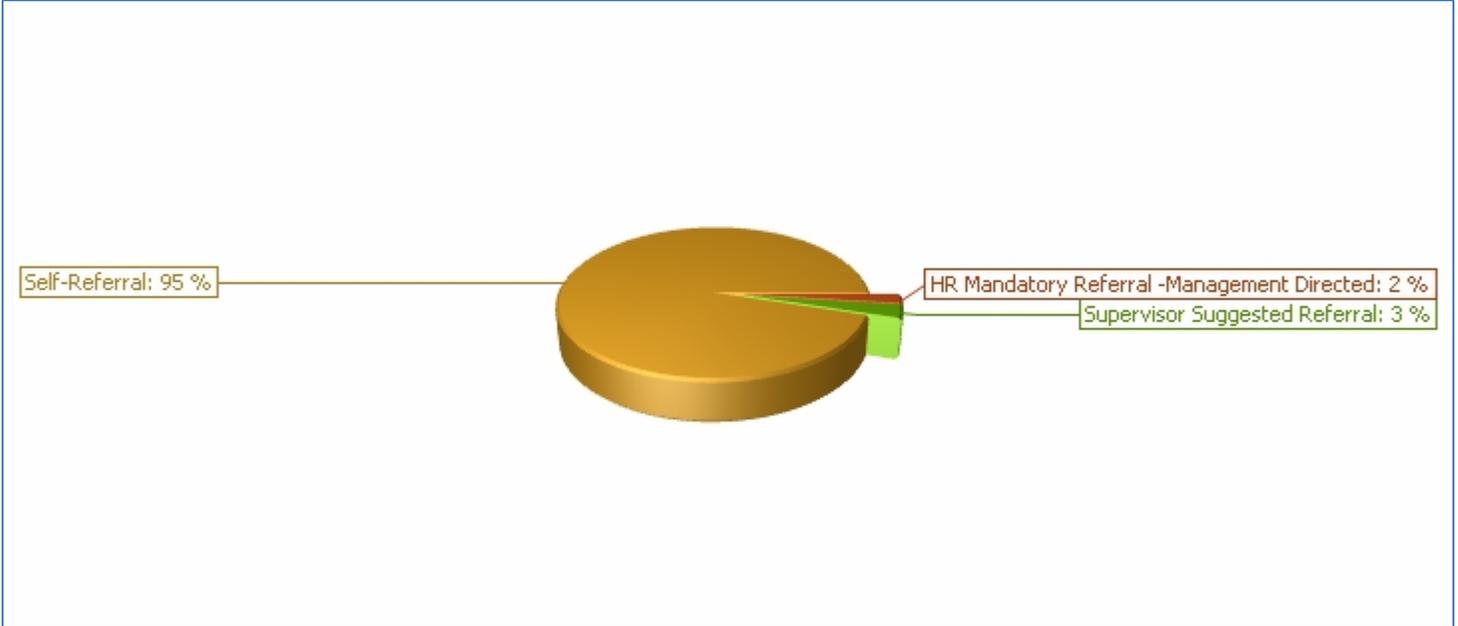
Marital Status	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Divorced	7	17.95%	5	7.46%	12	11.32%
Married	16	41.03%	32	47.76%	48	45.28%
Separated	3	7.69%	3	4.48%	6	5.66%
Significant Other	0	0.00%	3	4.48%	3	2.83%
Single	12	30.77%	24	35.82%	36	33.96%
Widowed	1	2.56%	0	0.00%	1	0.94%
Total	39	100%	67	100%	106	100%

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ReferralSource



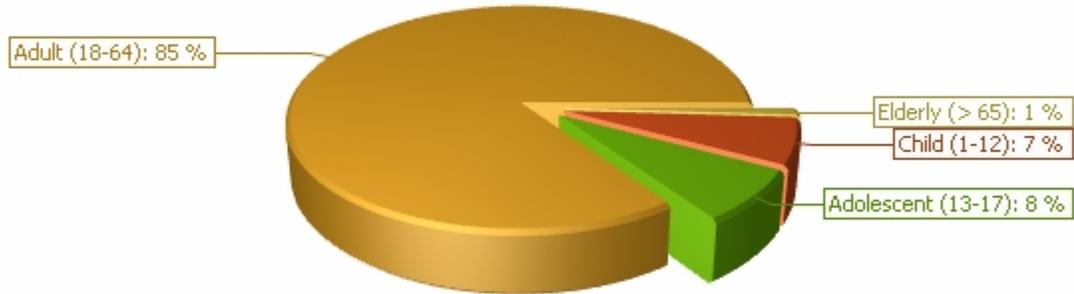
ReferralSource	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
HR Mandatory Referral -Management Directed	1	2.56%	1	1.49%	2	1.89%
Self-Referral	37	94.87%	64	95.52%	101	95.28%
Supervisor Suggested Referral	1	2.56%	2	2.99%	3	2.83%
Total	39	100 %	67	100 %	106	100 %

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Age



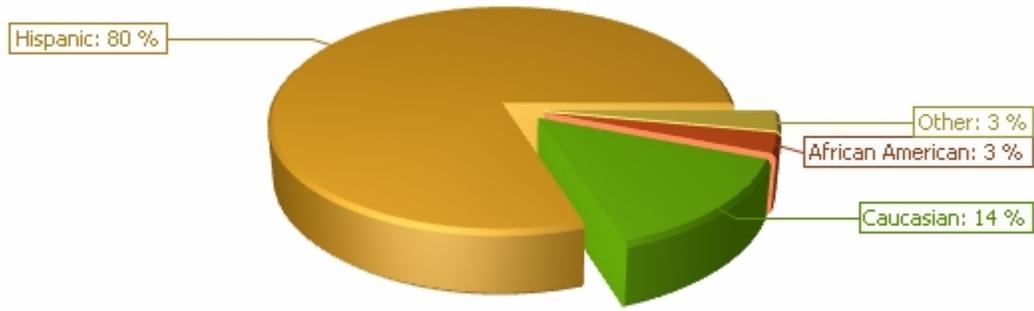
Age	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Adolescent (13-17)	2	5.13%	6	8.96%	8	7.55%
Adult (18-64)	34	87.18%	56	83.58%	90	84.91%
Child (1-12)	3	7.69%	4	5.97%	7	6.60%
Elderly (> 65)	0	0.00%	1	1.49%	1	0.94%
Total	39	100 %	67	100 %	106	100 %

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Ethnicity



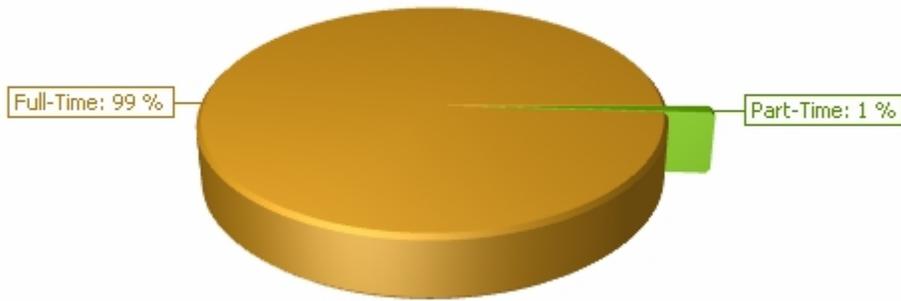
Ethnicity	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
African American	0	0.00%	3	4.48%	3	2.83%
Caucasian	7	17.95%	8	11.94%	15	14.15%
Hispanic	32	82.05%	53	79.10%	85	80.19%
Other	0	0.00%	3	4.48%	3	2.83%
Total	39	100 %	67	100 %	106	100 %

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EmployeeStatus



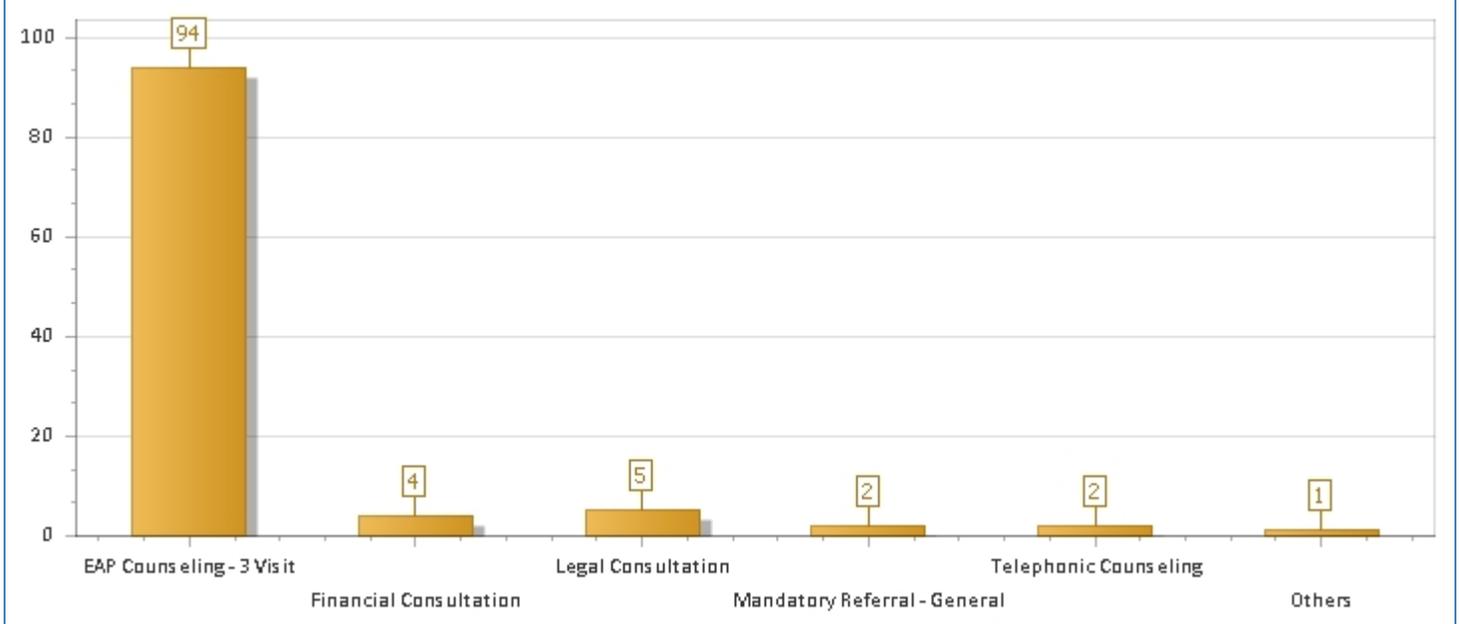
EmployeeStatus	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Full-Time	39	100.00%	66	98.51%	105	99.06%
Part-Time	0	0.00%	1	1.49%	1	0.94%
Total	39	100 %	67	100 %	106	100 %

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Service Type



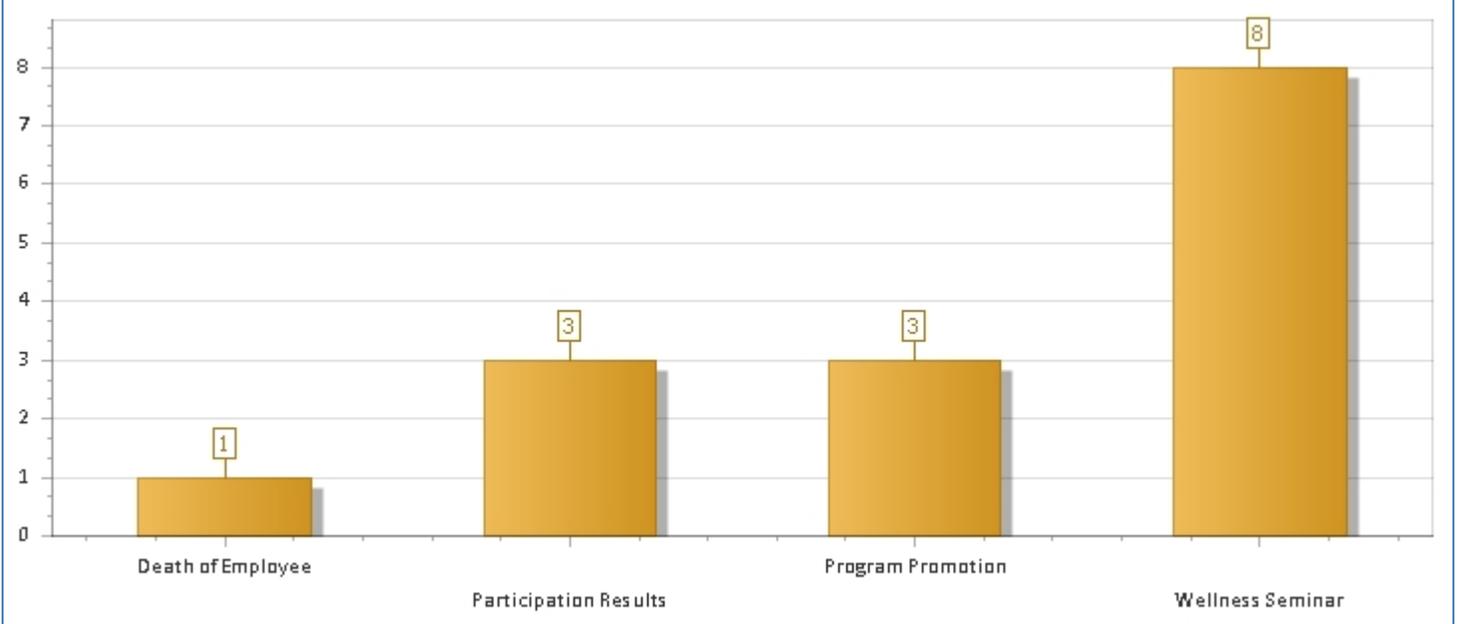
Service Type	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Child Care Information and Referral	1	2.44%	0	0.00%	1	0.93%
EAP Counseling - 3 Visit	33	80.49%	61	91.04%	94	87.04%
Financial Consultation	2	4.88%	2	2.99%	4	3.70%
Legal Consultation	2	4.88%	3	4.48%	5	4.63%
Mandatory Referral - General	1	2.44%	1	1.49%	2	1.85%
Telephonic Counseling	2	4.88%	0	0.00%	2	1.85%
Total	41	100%	67	100%	108	100%

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Organizational Service Type



Organizational Service Type	10/01 - 12/31		01/01 - 03/31		Totals	
	#	%	#	%	#	%
Death of Employee	0	0.00%	1	12.50%	1	6.67%
Participation Results	2	28.57%	1	12.50%	3	20.00%
Program Promotion	2	28.57%	1	12.50%	3	20.00%
Wellness Seminar	3	42.86%	5	62.50%	8	53.33%
Total	7	100%	8	100%	15	100%

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Organizational Service/CISD Summary

Date	Type	Duration
10/17/2011	Wellness Seminar	0
Details:	Conflict Resolution 10/17/11 - 3:30 - 4:30pm Walter Deines Lydia Gilyard 915-541-4984 El Paso 17 attendees	
10/17/2011	Wellness Seminar	0
Details:	Anger Management 10/17/11 - 2:30 - 3:30pm Walter Deines Lydia Gilyard 915-541-4984 El Paso 32 attendees	
11/5/2011	Wellness Seminar	0
Details:	Anger Management 11/5/11 - 9:00 - 10:00am Walter Deines Lydia Gilyard/ Senior Hr Analyst Municipal Courts 915-541-4984 El Paso 14 attendees	

City of El Paso

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Organizational Service/CISD Summary

Date	Type	Duration
12/9/2011	Program Promotion	200
Details:	PROGRAM PROMOTION	
	City of El Paso	
	200 EAP Fact Sheets - Monopoly	
	75 Healthy Heart Flyers	
	75 Anxiety Flyers	
	75 Depression in the Workplace Flyers	
	30 Pens	
	30 Note Pads	
	485 = TOTAL EAP PROMOTIONAL MATERIALS	
12/9/2011	Program Promotion	0
Details:	PROGRAM PROMOTION	
	City of El Paso	
	500 Brochures # 2400	
	500 = TOTAL EAP PROMOTIONAL MATERIALS	
12/31/2011	Participation Results	0
Details:	12/31/2011 Participation Results 1.00	
	Annual Survey Results Januray 1, 2011 to December 31, 2011	
	Patient Satisfaction Survey Results: The annual Patient Satisfaction Survey Results averaged 97% satisfied with EAP Services.	
12/31/2011	Participation Results	0
Details:	4th Quarter October to December 2011:	
	Patient Satisfaction Survey Results:	
	5 Surveys Received	
	Patient Satisfaction Survey Results averaged 100% satisfied with EAP Services.	
	Patient Commens:	
	I received my legal referral, finance was great!	
	Web Hits=11	

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Organizational Service/CISD Summary

Date	Type	Duration	
1/20/2012	Wellness Seminar		30
Details:	Conflict Resolution 2/20/12 2:30-3:30 PM Walter Deines Lydia Gilyard 915-541-4984 El Paso 30 Attendees		
2/20/2012	Wellness Seminar		30
Details:	Conflict Resolution 2/20/12 2:30-3:30 PM 1 of 2 Walter Deines Lydia Gilyard 915-541-4984 El Paso 30 of Attendees		
2/20/2012	Wellness Seminar		32
Details:	Anger Management 2/20/12 3:30-4:30 PM 2 of 2 Walter Deines Lydia Gilyard 915-541-4984 El Paso 32 Attendees		
2/29/2012	Program Promotion		0
Details:	5 EAP Posters General / Large 5 EAP Posters Spanish/small 200 Brochures - Spanish 600 Brochures - English 810 = TOTAL EAP PROMOTIONAL MATERIALS SENT USPS PRIORITY MAIL # 9405 5036 9930 0403 7580 57 400 Brochures sent USPS priority ail # 9405 5036 9930 0422 8940 71		

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Organizational Service/CISD Summary

Date	Type	Duration	
3/16/2012	Death of Employee		0
Details:	CISD- Support due to Workplace Accident 3/16/12 8:00-9:00 AM Ricardo Solis Ana Sanchez 915-594-5519 El Paso 1 attendees		
3/27/2012	Wellness Seminar		10
Details:	Anger & Stress Management 3/27/12 3:30-4:30 PM Walter Deines Lydia Gilyard 915-541-4984 El Paso 11 Attendees		
3/27/2012	Wellness Seminar		1
Details:	Conflict Resolution 3/27/12 2:30-3:30 PM Walter Deines Lydia Gilyard 915-541-4984 El Paso 12 Attendees		
3/31/2012	Participation Results		0
Details:	<p>2nd Quarter January to March 2012:</p> <p>Patient Satisfaction Survey Results: 8 Surveys Received Patient Satisfaction Survey Results averaged 97% satisfied with EAP Services.</p> <p>Seminar Results: Deer Oaks EAP Services performed Wellness Seminars during the 2nd quarter (January to March 2012). The overall participant satisfaction of the seminar was reported at 90% with a total of 115 attendees.</p> <p>Web Hits=25</p>		
TOTAL		17.25	