
Sauk County
Employee Assistance Program
Report Period
1/1/2020 . . . 12/31/2020

EMPATHIA
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Guide to Your EAP Utilization Report

Executive Summary (page 1):

An overview of EAP activity for the current quarter as well as cumulative data in the year-to-date (YTD) column. Utilization is calculated using the following formula:

$$\text{Utilization Rate} = \frac{\text{number of program users}}{\text{number of eligible employees}}$$

Annualized utilization is a projection of current new client utilization over a period of one year.

New Client Information (page 2):

General demographic information on new clients who accessed the EAP during the report period, as well as year-to-date statistics. When there are less than 100 employees at a location or company, this page may be omitted to protect client confidentiality.

Employee/Family Presenting Concerns (page 3):

Additional detail about the problems your employees and their family members presented to the EAP during the report period (and year-to-date). At times, clients may have two (or more) issues that are affecting their lives and/or relationships. However, only a single primary concern is selected for each client. This report provides data for both their primary and secondary concerns.

Referrals Made by EAP (page 4):

Information on referrals the EAP made on behalf of your employees and their family members. Each client referred is counted as a referral for the purposes of this report. In addition, because the EAP may provide callers with several options for resolving their concerns, the number of referrals may exceed the number of clients accessing the EAP during the report period. The referrals are divided to illustrate the ratio of benefits to non-benefits resources. The percentages shown are of total referrals, not the percentage of clients receiving a particular type of referral.

Supervisory Activity (page 5):

A breakdown of the types of concerns presented by supervisory and management personnel who accessed the Supervisory Consultation Service. Recommendations made by the EAP to callers are summarized (callers may receive more than one recommendation). It is standard protocol to recommend that all supervisors and managers calling for consultation about employee performance or policy-related issues seek additional input from your company's Human Resources Department before taking action.

Executive Summary

Sauk County

Report Period: 1/1/2020 - 12/31/2020

All Sites

Report Year Beginning: 1/1/2020

Utilization Activity	This Period			YTD
	New	Ongoing	Total	New Clients
Employee/Family Clients	11	—	11	11
Supervisory Activity	1	—	1	1
Total	12	—	12	12
Utilization Rate	2.0%	—	2.0%	2.0%
New Client Annualized Utilization				2.0%
Employee Headcount This Report Period 600			YTD Average 600	

Types of Contacts	This Period		YTD	
	Client	Supervisory	Client	Supervisory
Intake	10	1	10	1
Ongoing	21	1	21	1
Provider Consultation	12	16	12	16
Information	1	1	1	1
Follow-Up	14	9	14	9
Coaching	—	—	—	—
Total	58	28	58	28
Contacts	42	27	42	27
Sessions	15	1	15	1

Primary Presenting Concerns	This Period		YTD	
Family/Relationships	4	36%	4	36%
Mental Health	6	55%	6	55%
Occupational	—	—	—	—
Substance Abuse	—	—	—	—
Work/Life	1	9%	1	9%
Total	11	100%	11	100%

New Clients Referred By the EAP	This Period		YTD	
Only to EAP and Other Non-Insurance Resources	11	100%	11	100%
To Services Requiring Insurance Benefit	—	—	—	—
Total	11	100%	11	100%

Percentages may not total 100% because of rounding.

New Client Information

Sauk County

Report Period: 1/1/2020 - 12/31/2020

All Sites

Report Year Beginning: 1/1/2020

Client Information

	This Period		YTD	
Employee	9	82%	9	82%
Dependent	1	9%	1	9%
Spouse/Domestic Partner	1	9%	1	9%
Laid Off	—	—	—	—
Retired	—	—	—	—
Not Specified by Client	—	—	—	—
Total	11	100%	11	100%

Gender

	This Period		YTD	
Male	3	27%	3	27%
Female	8	73%	8	73%
Total	11	100%	11	100%

Client Was Referred to EAP By:

	This Period		YTD	
Self	10	91%	10	91%
Spouse/Family Member	1	9%	1	9%
Co-Worker/Friend	—	—	—	—
Company Representative	—	—	—	—
Insurance Representative/Managed Care	—	—	—	—
Total	11	100%	11	100%

Employee/Family Presenting Concerns

Sauk County

Report Period: 1/1/2020 - 12/31/2020

All Sites

Report Year Beginning: 1/1/2020

Family/Relationships	This Period		YTD	
	Primary	Secondary	Primary	Secondary
Marital/Domestic Partner Concerns	2	2	2	2
Family Concerns	2	1	2	1
Parenting Concerns	—	3	—	3
Total Family/Relationships	4	36%	6	36%
Mental Health				
Employee	5	—	5	—
Family	1	—	1	—
Total Mental Health	6	55%	6	55%
Occupational				
Career Concerns	—	—	—	—
Conflict with Manager	—	—	—	—
Co-Worker Conflict	—	—	—	—
Fitness for Duty	—	—	—	—
Harassment Concerns	—	—	—	—
Other Workplace Issues	—	—	—	—
Total Occupational	—	—	—	—
Substance Abuse				
Alcohol/Employee	—	—	—	—
Drug/Employee	—	—	—	—
Alcohol/Family Member	—	—	—	—
Drug/Family Member	—	—	—	—
Drug Testing Referral	—	—	—	—
Total Substance Abuse	—	—	—	—
Work/Life				
Dependent Care	—	—	—	—
Daily Life Services	—	—	—	—
Financial	—	—	—	—
Health/Wellness	—	—	—	—
Legal	1	—	1	—
Information/Benefits	—	—	—	—
Total Work/Life	1	9%	1	9%
Grand Total	11	100%	6	100%

Percentages may not total 100% because of rounding.

Referrals Made by EAP

Sauk County

Report Period: 1/1/2020 - 12/31/2020

All Sites

Report Year Beginning: 1/1/2020

"Client Referrals" measures the number of clients receiving any referral during the report period. Because clients can receive more than one referral, the number of Client Referrals frequently exceeds the number of clients for a given report period.

Non-Insurance Resources	This Period		YTD	
EAP Resources				
In-Person Session	11		11	
Financial Services	—		—	
Enhanced Dependent Care	—		—	
Daily Life Services	—		—	
Legal Services	1		1	
Written/Reading Materials	—		—	
Coaching	—		—	
Non-EAP Resources				
Basic Dependent Care	—		—	
Support Group	—		—	
Educational Program	—		—	
Other	—		—	
Company Resources (Referred Back to Company)				
Human Resources/Benefits Department	—		—	
Manager/Supervisor	—		—	
Other Company Resources	—		—	
Total Client Referrals to Non-Insurance Resources	12	100%	12	100%
Insurance Benefits				
Mental Health				
Inpatient Treatment	—		—	
Outpatient Treatment	—		—	
Substance Abuse				
Inpatient Treatment	—		—	
Outpatient Treatment	—		—	
Total Client Referrals to Insurance Benefits	—	—	—	—
Total Client Referrals Made	12	100%	12	100%

Percentages may not total 100% because of rounding.

Supervisory Activity

Sauk County

Report Period: 1/1/2020 - 12/31/2020

All Sites

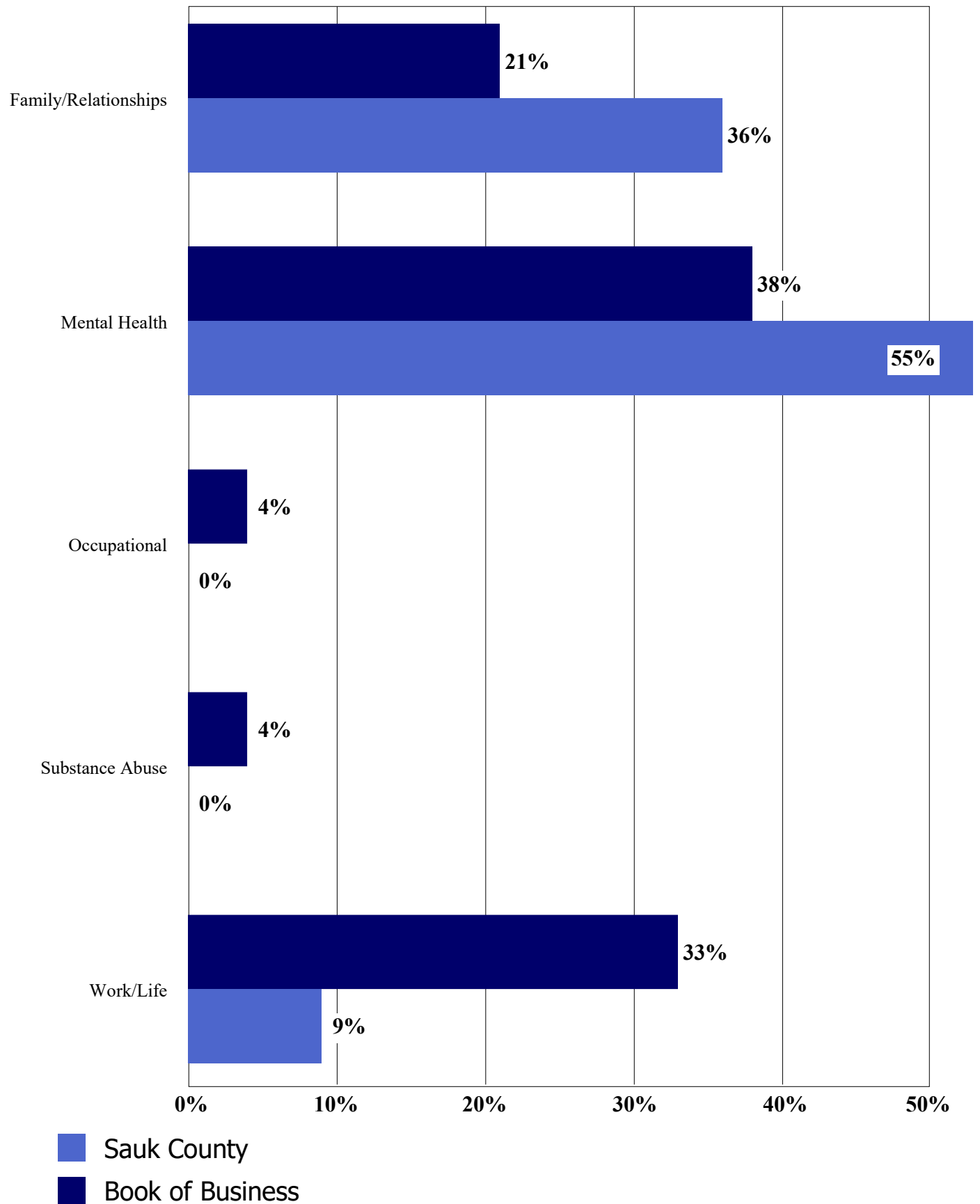
Report Year Beginning: 1/1/2020

Reasons for Consultation	This Period		YTD	
Alcohol/Drug Issues	—	—	—	—
Alcohol/Drug Testing Referral	—	—	—	—
Critical Incident	1	100%	1	100%
Fitness for Duty	—	—	—	—
Harassment Issues	—	—	—	—
Performance Issues	—	—	—	—
Personal Issues	—	—	—	—
EAP Policy or Procedural Questions	—	—	—	—
Other Workplace Issues	—	—	—	—
Total	1	100%	1	100%
Supervisor Concern Involving Crisis	—	0%	—	0%

Options Offered by the EAP	This Period		YTD	
Referral to Client Company's Internal Resources				
Human Resources Department/Benefits	—	—	—	—
Management	—	—	—	—
Other Company Resources	—	—	—	—
Referral to EAP Services				
Critical Incident Stress Debriefing	2	100%	2	100%
Performance Referral	—	—	—	—
Personal Referral	—	—	—	—
Training Programs	—	—	—	—
Organizational Consultation Services Assessment	—	—	—	—
Referral to Resources Beyond the EAP				
Organizational Consultation Services*	—	—	—	—
Fitness for Duty Evaluation	—	—	—	—
Other	—	—	—	—
Total	2	100%	2	100%

* Organizational Consultation Services may include mediation, team building, supervisory coaching, work group audits, etc.

Sauk County, All Sites
Presenting Concerns 1/1/2020 Through 12/31/2020



Sauk County, All Sites
Client Referrals 1/1/2020 Through 12/31/2020

