



EAP AND WORK-LIFE UTILISATION

PREMIER GROUP

Report Period: 24 June 2018 - 23 June 2019

Report Run Date: 24 June 2019



TOTAL UTILISATION FOR THIS PERIOD

10.45%

**24 June 2018 -
23 June 2019**

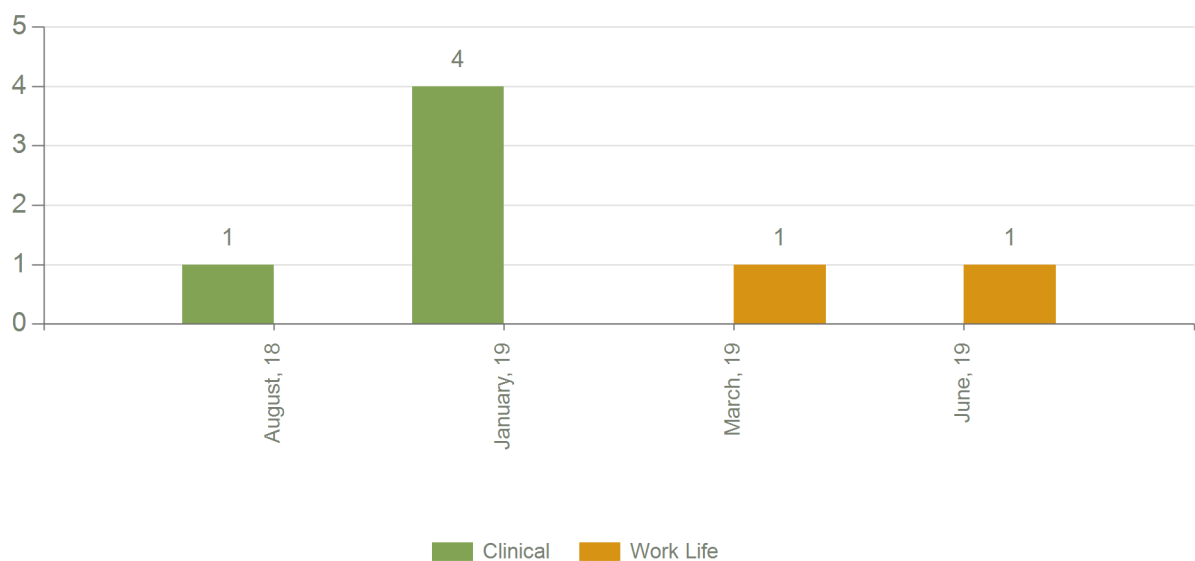
Executive Summary

Premier Group's overall usage of services during the period, 24 Jun 2018 to 23 Jun 2019, was 7 cases. The projected annual utilisation for Premier Group is 10.45% which is greater than the Book of Business's (BOB) benchmark of 1.84%, and is greater than the Industrial BOB benchmark of 0.00%. There were 5 EAP counselling cases, and 2 work-life cases. Usage is higher compared to the previous year during this time period where utilisation was 0.00%. Year to date the number of cases broken out by gender are: 14.29% male and 85.71% female. 0.00% of callers declined to provide this information.

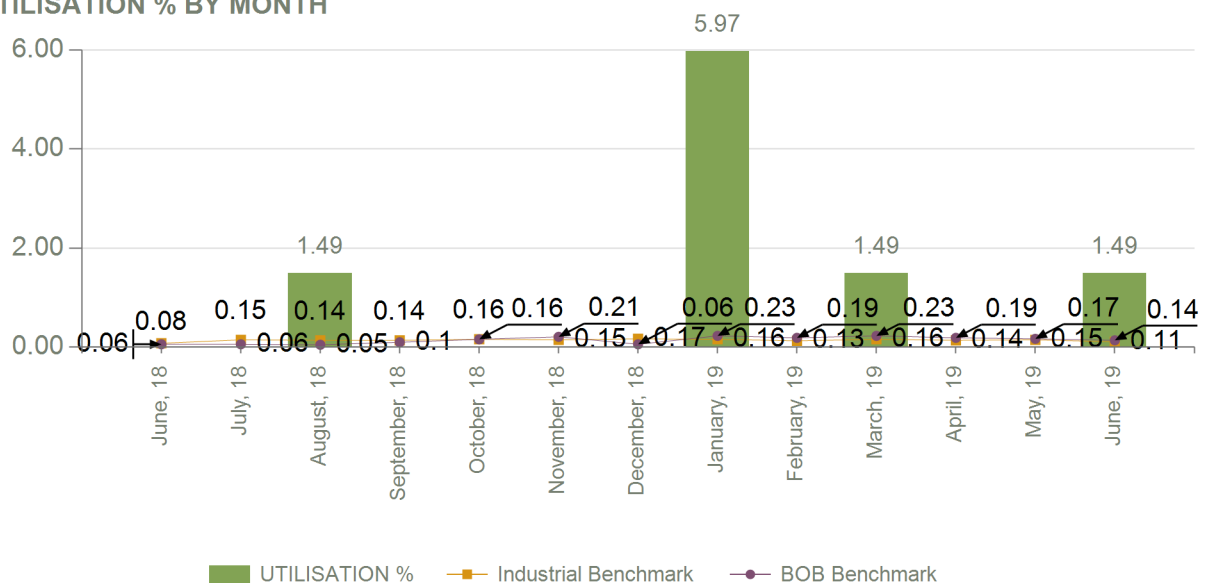
NUMBER OF PARTICIPANTS: 67					
	Q1	Q2	Q3	Q4	TOTAL
Number of Individual Participants Utilising Services	1		2	2	5

	PERIOD COUNT	YTD COUNT	UTILISATION %	YTD UTILISATION %
Clinical	5	5	7.46	7.46
Work-life	2	2	2.99	2.99
Web Hits	29	29	43.28	43.28
Total	36	36	53.73	53.73

CASES BY MONTH



UTILISATION % BY MONTH

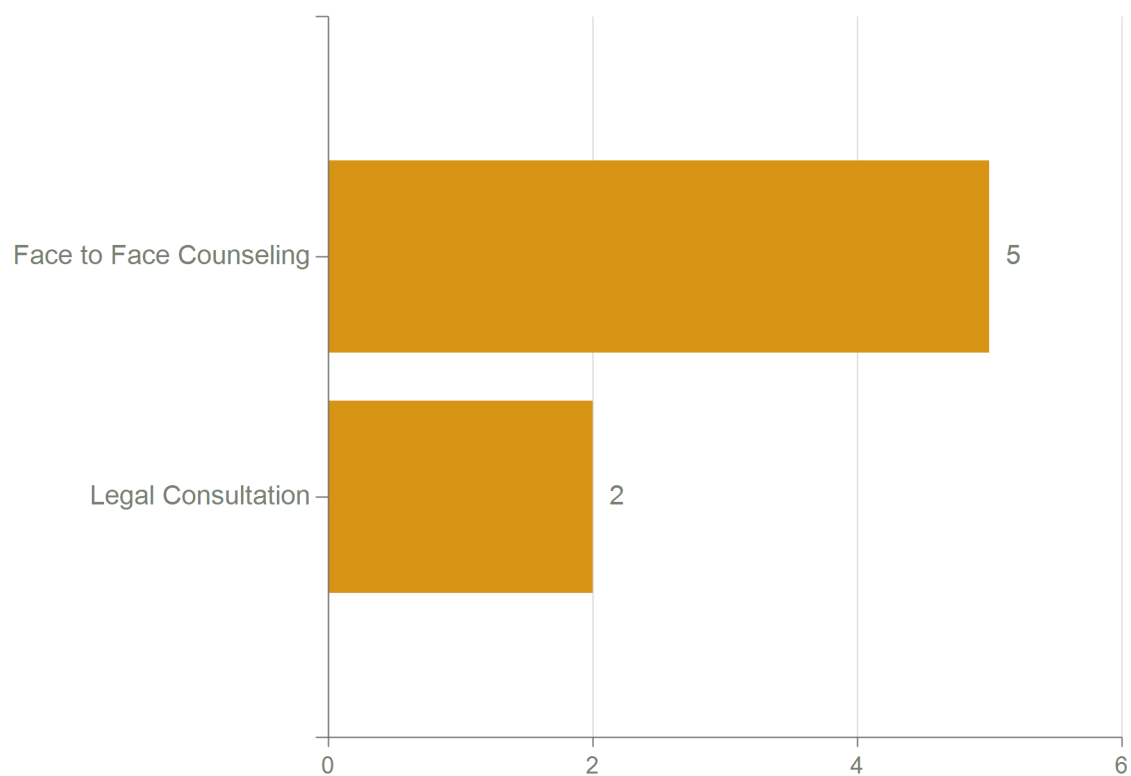


	Q1	Q2	Q3	Q4	TOTAL
Clinical					
Face to Face Counseling	1		4		5
General Assistance Clinical			1		1
Sub Total	1		5		6
Work-life					
Legal Consultation				2	2
Sub Total				2	2
Total	1		5	2	8
Total Utilisation	1.49		7.46	2.99	11.94
WEB USAGE					
Web Logins	1	4	9	3	17
Web Usage % (Based on Logins)	1.49	5.97	13.43	4.48	25.37

***Please note that the General Assistance Clinical service cases are not included in utilization, but are reported in the case counts above.**

AGE BAND	Q1	Q2	Q3	Q4	TOTAL	%
18-30	1		4		5	71.43
31-40				2	2	28.57
Total	1		4	2	7	
GENDER	Q1	Q2	Q3	Q4	TOTAL	%
Male				1	1	14.29
Female	1		4	1	6	85.71
Total	1		4	2	7	
CLIENT TYPE	Q1	Q2	Q3	Q4	TOTAL	%
Employee	1		4	2	7	100.00
Total	1		4	2	7	

MAIN ISSUES OVERALL



CLINICAL ISSUES



WORK-LIFE ISSUES



CLINICAL CASES BY CATEGORY

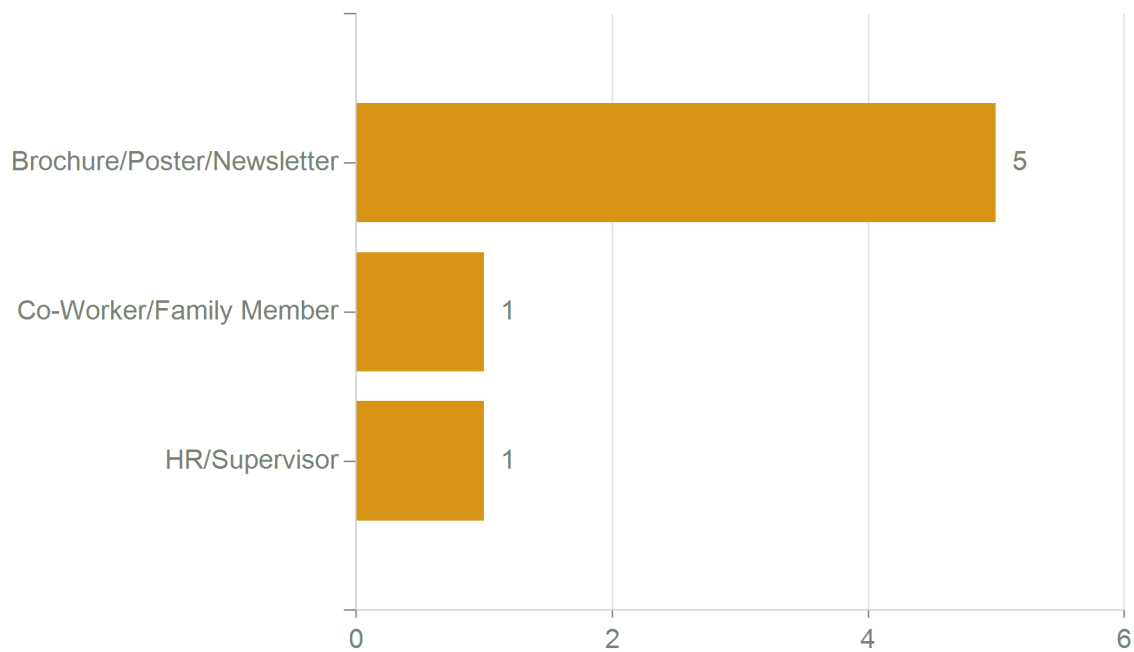
	Q1	Q2	Q3	Q4	TOTAL	%
Face to Face Counseling						
Emotional Health	1		2		3	60
Adjustment/Change			2		2	40
Sub Total	1		4		5	100
Total	1		4		5	

Personal Concerns

	Q1	Q2	Q3	Q4	TOTAL	%
Anxiety/Panic	1		4		5	45.45
Stress			4		4	36.36
Low Mood	1				1	9.09
Difficulty Concentrating	1				1	9.09

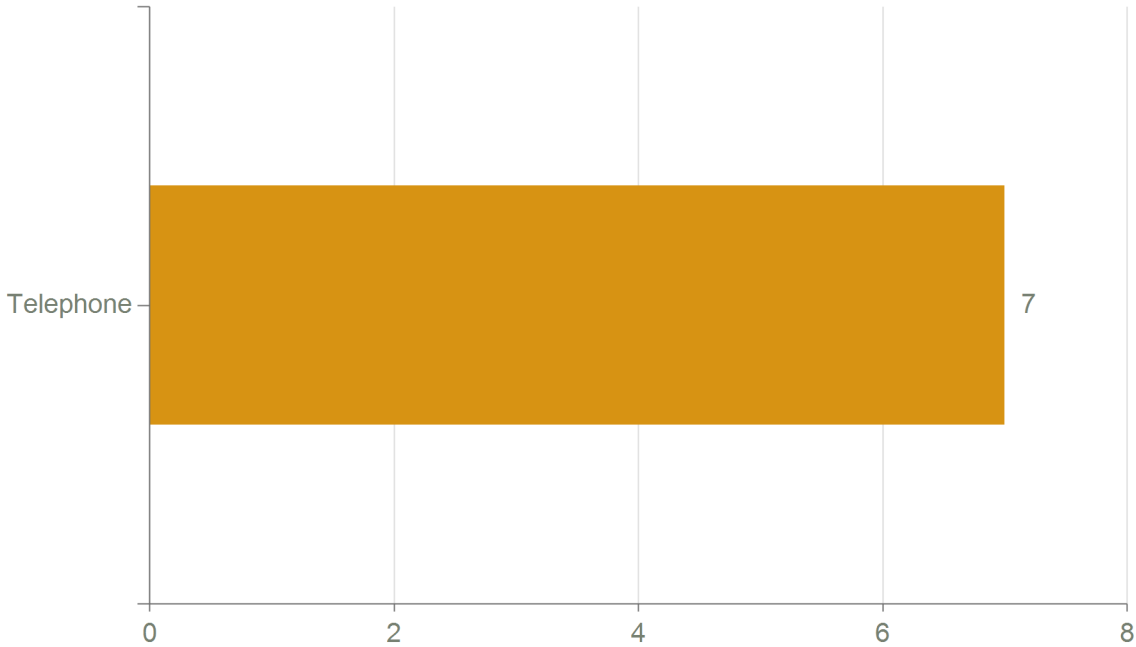
Work Related Concerns

KNOWLEDGE OF SERVICE



	TOTAL	PERCENTAGE
Brochure/Poster/Newsletter	5	71.43
Co-Worker/Family Member	1	14.29
HR/Supervisor	1	14.29
Total	7	

METHOD OF CONTACT



	TOTAL	PERCENTAGE
Telephone	7	100
Total	7	

WORK-LIFE CASES BY CATEGORY

	Q1	Q2	Q3	Q4	TOTAL	%
Legal Consultation						
Immigration				1	1	50
Legal Miscellaneous				1	1	50
Sub Total				2	2	100
Total				2	2	

Home

Home Improvement Mental Health Financial Consumer Tips

WEB USAGE	Q1	Q2	Q3	Q4	TOTAL
Web Logins	1	4	9	3	17
Web Usage % (Based on Logins)	1.49	5.97	13.43	4.48	25.37

	Q1	Q2	Q3	Q4	TOTAL
Homepage					
Home	1	5	10	4	20
Sub Total	1	5	10	4	20
Living					
Home Improvement			3		3
Financial			2		2
Consumer Tips			1		1
Sub Total			6		6
Balancing					
Mental Health		3			3
Sub Total		3			3
Total	1	8	16	4	29

Report Terminology Glossary

cCBT (Computerised Cognitive Behavioural Therapy):

Self-paced program whereby participants interact with the application on a weekly basis, and to monitor their own perception of how they are functioning in terms of personal well-being, close family relationships, work, and social roles

Clinical:

Counselling cases that may include face to face, structured telephonic, video, on-line, first call resolution/in the moment support

First Serve:

When it is unknown if the participant is eligible for services however initial support is provided

General Assistance:

Categorises the General Assistance Inquiries into the reason why outreach by a participant did not result in a case

Benefit Connect:

The participant is seeking a service that is not administered through the EAP/work-life program, so is connected to the correct resource

EAP Overview:

The participant receives an overview of the services available, and the contact does not result in the client requesting service

User Response Requested:

The participant makes contact with the service centre, but fails to provide enough information to complete an intake and therefore more information is being requested

Knowledge of Service:

How participants identified they learned about the service

Management Consultation:

A consultation with a manager to assist in development of management skills or to assist with how to handle a particular situation with an employee or within the organisation

Method of Contact:

Provides a breakdown for the reporting period of how participant accessed the service

Number of Individual Participants Utilising Services:

Number of unique individuals accessing services

Overall Utilisation:

Utilisation is calculated by $\text{EAP and Work-life presenting issues} \div \text{population} \times 100$

Projected Utilisation is calculated with the following formula: $\text{Utilisation for the Period} \div \text{Total number of days in that period} \times 365 \times 100$

Utilisation calculations are rounded to the nearest hundredth decimal place

RMS (formally Live Connect):

Instant messaging that is accessible via the website. Allows participant to request services without making a phone call

RRCI (Rapid Response Critical Incident):

On-site support following a traumatic event

Web Hits:

Recorded each time a user moves from section to section on the website

Web Logins:

Recorded each time a participant logs in to the website. These can include multiple logins by the same participant

Work-Life:

Consultation and/or referrals for community resources

Workplace Activities:

Provides a chart, a summary, and a list of all services for the reporting period provided in the client's workplace (onsite counselling, benefit fairs, webinars, etc.)