



# EAP AND WORK-LIFE UTILIZATION

## **CITY OF SAVANNAH**

Report Period: 01 January 2019 - 30 September 2019

Report Run Date: 04 October 2019



TOTAL UTILIZATION FOR THIS PERIOD

**10.33%**

01 January 2019 -  
30 September 2019

## Executive Summary

City of Savannah's overall usage of services during the period, 01 Jan 2019 to 30 Sep 2019, was 248 cases. The projected annual utilization for City of Savannah is 13.49% which is greater than the Book of Business's (BOB) benchmark of 8.96%, and is greater than the Industrial BOB benchmark of 0.02%. There were 195 EAP counseling cases, and 53 work-life cases. Usage is higher compared to the previous year during this time period where utilization was 9.00%. Year to date the number of cases broken out by gender are: 41.13% male and 58.87% female. 0.00% of callers declined to provide this information.

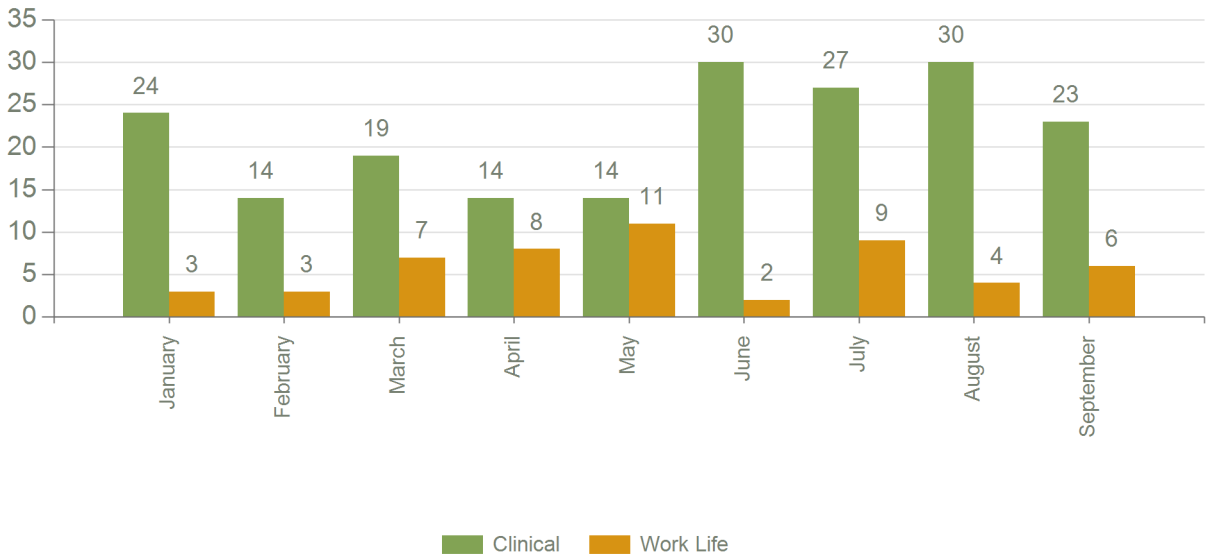
# UTILIZATION OVERVIEW

## NUMBER OF PARTICIPANTS: 2400

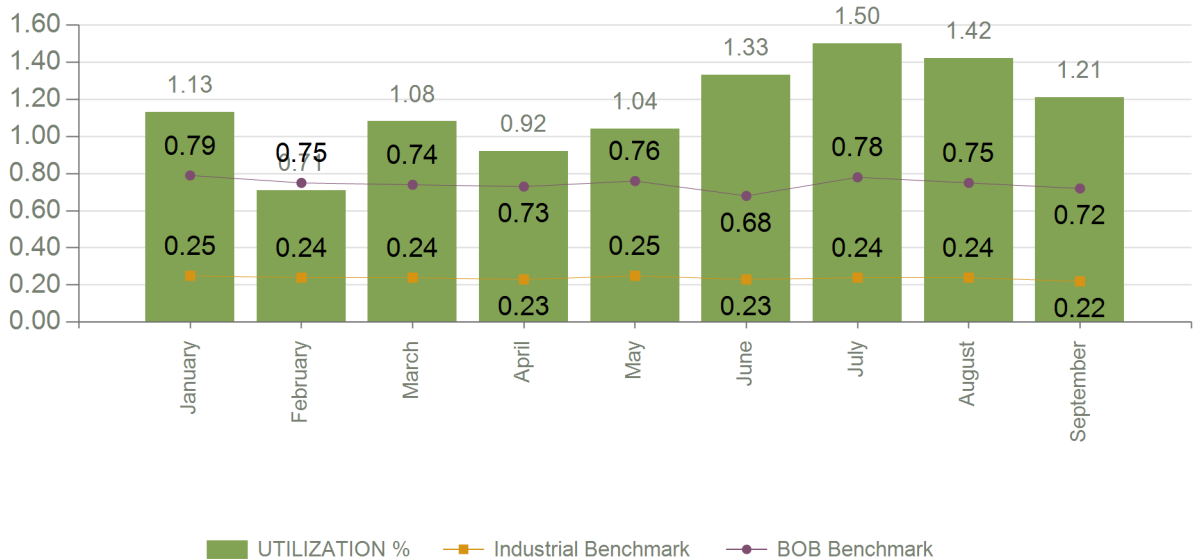
	Q1	Q2	Q3	Q4	TOTAL
Number of Individual Participants Utilizing Services	53	56	40		135

	PERIOD COUNT	YTD COUNT	UTILIZATION %	YTD UTILIZATION %
Clinical	195	195	8.13	8.13
Work-life	53	53	2.21	2.21
Web Hits	1,390	1,390	57.92	57.92
<b>Total</b>	<b>1,638</b>	<b>1,638</b>	<b>68.26</b>	<b>68.26</b>

### CASES BY MONTH



### UTILIZATION % BY MONTH



	Q1	Q2	Q3	Q4 TOTAL
<b>Clinical</b>				
General Assistance Clinical	75	79	56	210
Face to Face Counseling - Match to Ins	41	41	66	148
Formal Manager Referral	6	5	3	14
Long Term/Psychiatrist Referral		4	4	8
Clinical First Call Resolution	1	1	5	7
Manager Consultation	1	5	1	7
Structured Telephonic Counseling	6	1		7
Rapid Response Critical Incident	1	1		2
Life Coaching			1	1
Video Counseling	1			1
<b>Sub Total</b>	<b>132</b>	<b>137</b>	<b>136</b>	<b>405</b>
<b>Work-life</b>				
General Assistance Work-life	5	6	2	13
Daily Living List	2	3	7	12
Child Care List	3	3	4	10
Elder Care List		3	2	5
Financial	2	2	1	5
Legal In Person		3	2	5
Legal Advice	1	1	1	3
<b>Sub Total</b>	<b>13</b>	<b>21</b>	<b>19</b>	<b>53</b>
<b>Total</b>	<b>145</b>	<b>158</b>	<b>155</b>	<b>458</b>
Total Utilization	6.04	6.58	6.46	19.08
<b>WEB USAGE</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4 TOTAL</b>
Web Logins	20	32	79	131
Web Usage % (Based on Logins)	0.83	1.33	3.29	5.46

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

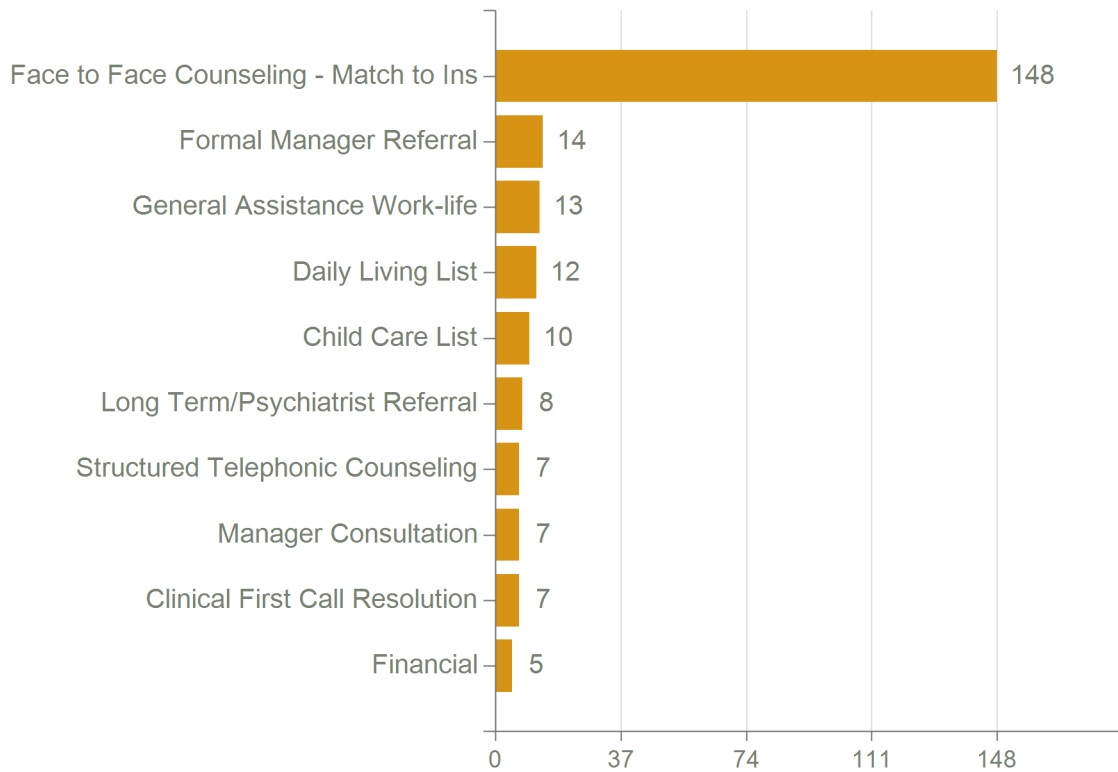
# CALLER INFORMATION

AGE BAND	Q1	Q2	Q3	Q4	TOTAL	%
Undisclosed		2	1		3	1.21
18-30	8	11	14		33	13.31
31-40	28	21	38		87	35.08
41-50	19	23	19		61	24.60
51-60	8	18	23		49	19.76
>60	7	4	4		15	6.05
<b>Total</b>	<b>70</b>	<b>79</b>	<b>99</b>		<b>248</b>	

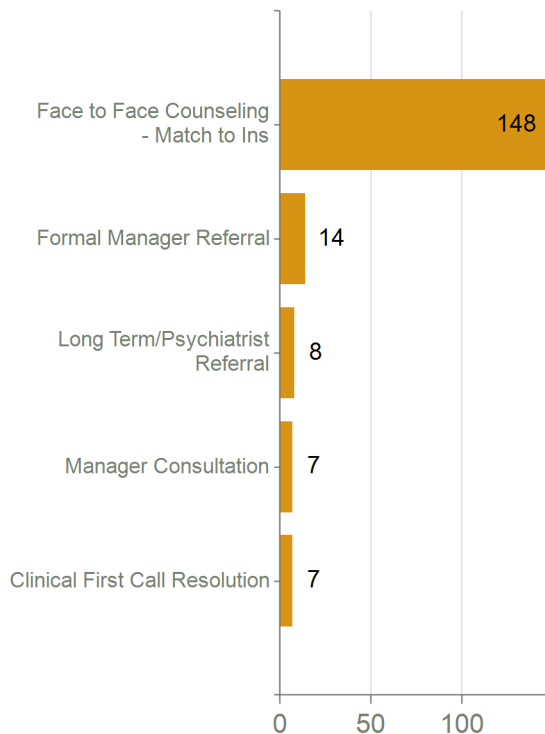
GENDER	Q1	Q2	Q3	Q4	TOTAL	%
Male	25	44	33		102	41.13
Female	45	35	66		146	58.87
<b>Total</b>	<b>70</b>	<b>79</b>	<b>99</b>		<b>248</b>	

CLIENT TYPE	Q1	Q2	Q3	Q4	TOTAL	%
Employee	64	67	80		211	85.08
Significant Other	4	2	10		16	6.45
Dependent		5	7		12	4.84
Family Member		3	2		5	2.02
Manager	2	2			4	1.61
<b>Total</b>	<b>70</b>	<b>79</b>	<b>99</b>		<b>248</b>	

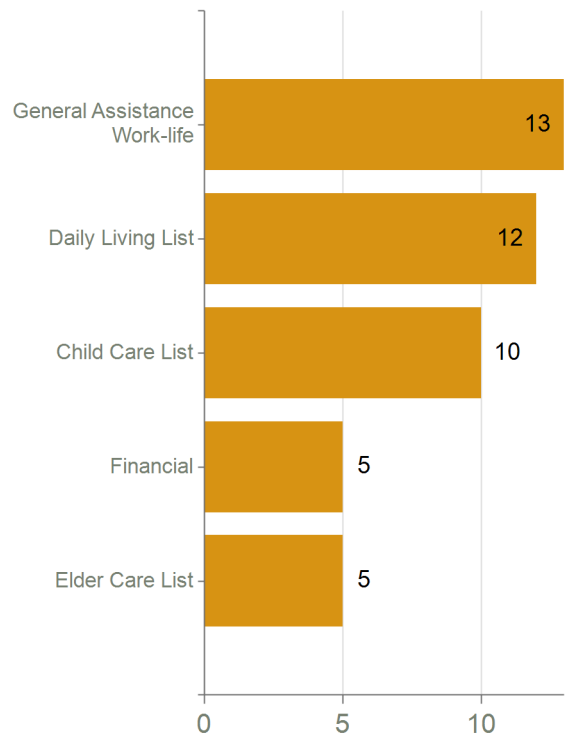
MAIN ISSUES OVERALL



CLINICAL ISSUES



WORK-LIFE ISSUES



	Q1	Q2	Q3	Q4 TOTAL	%
<b>Face to Face Counseling - Match to Ins</b>					
Emotional Health	20	19	28	67	34.36
Family/Relationship Concerns	10	17	22	49	25.13
Workplace Concerns	6	2	4	12	6.15
Grief/Loss	3	2	4	9	4.62
Addiction Concerns	1	1	4	6	3.08
Adjustment/Change	1		4	5	2.56
<b>Sub Total</b>	<b>41</b>	<b>41</b>	<b>66</b>	<b>148</b>	<b>75.9</b>
<b>Formal Manager Referral</b>					
Emotional Health	2	4	2	8	4.1
Addiction Concerns	3			3	1.54
Adjustment/Change	1	1		2	1.03
Work-Related Stress			1	1	0.51
<b>Sub Total</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>14</b>	<b>7.18</b>
<b>Long Term/Psychiatrist Referral</b>					
Emotional Health		2	2	4	2.05
Addiction Concerns		1	1	2	1.03
Adjustment/Change		1		1	0.51
Family/Relationship Concerns			1	1	0.51
<b>Sub Total</b>		<b>4</b>	<b>4</b>	<b>8</b>	<b>4.1</b>
<b>Structured Telephonic Counseling</b>					
Emotional Health	3	1		4	2.05
Family/Relationship Concerns	2			2	1.03
Workplace Concerns	1			1	0.51
<b>Sub Total</b>	<b>6</b>	<b>1</b>		<b>7</b>	<b>3.59</b>
<b>Clinical First Call Resolution</b>					
Workplace Concerns	1	1	2	4	2.05
Emotional Health			2	2	1.03
Adjustment/Change			1	1	0.51
<b>Sub Total</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>3.59</b>
<b>Manager Consultation</b>					
Employee-Related Conflict		2		2	1.03
Workplace Incident		1	1	2	1.03
Employee Attendance/Absence		1		1	0.51
Employee Behaviour/Attitude		1		1	0.51
Employee-Related Emotional Health	1			1	0.51
<b>Sub Total</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>3.59</b>

	Q1	Q2	Q3	Q4	TOTAL	%
<b>Rapid Response Critical Incident</b>						
Workplace Death	1				1	0.51
Workplace Trauma		1			1	0.51
Sub Total	1	1			2	1.02
<b>Video Counseling</b>						
Emotional Health	1				1	0.51
Sub Total	1				1	0.51
<b>Life Coaching</b>						
Coaching			1		1	0.51
Sub Total			1		1	0.51
<b>Total</b>	<b>57</b>	<b>58</b>	<b>80</b>		<b>195</b>	



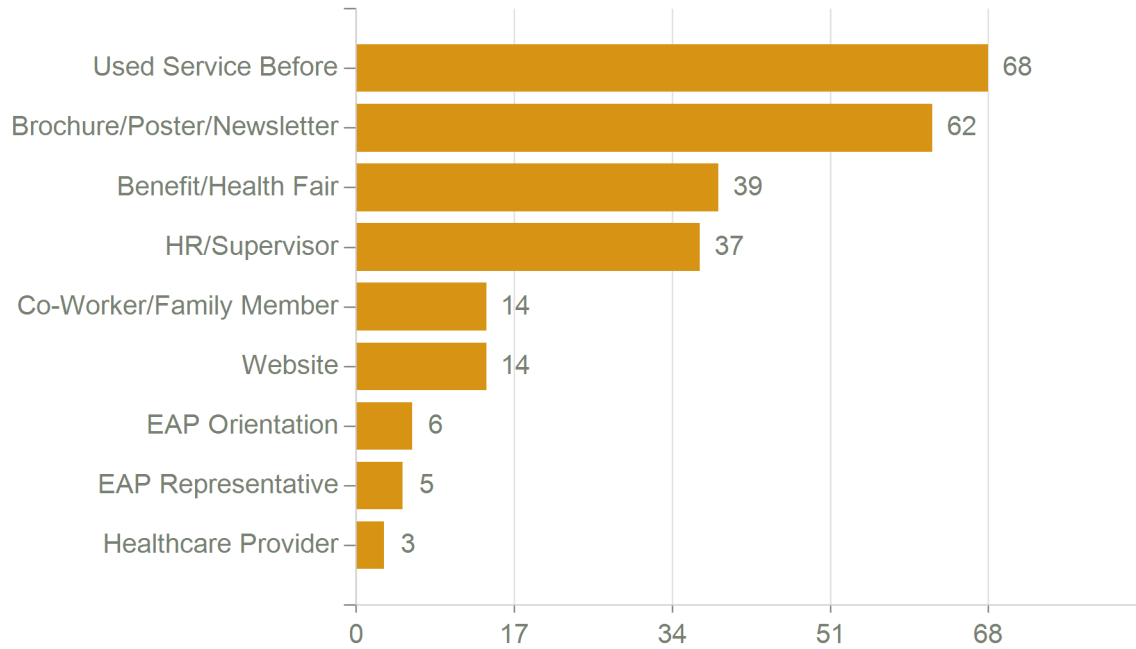
**Personal Concerns**

	Q1	Q2	Q3	Q4 TOTAL	%
Stress	42	41	65	148	32.10
Low Mood	34	28	51	113	24.51
Anxiety/Panic	28	17	38	83	18.00
Irritability/Agitated	6	11	15	32	6.94
Fluctuating Mood	8	7	10	25	5.42

**Work Related Concerns**

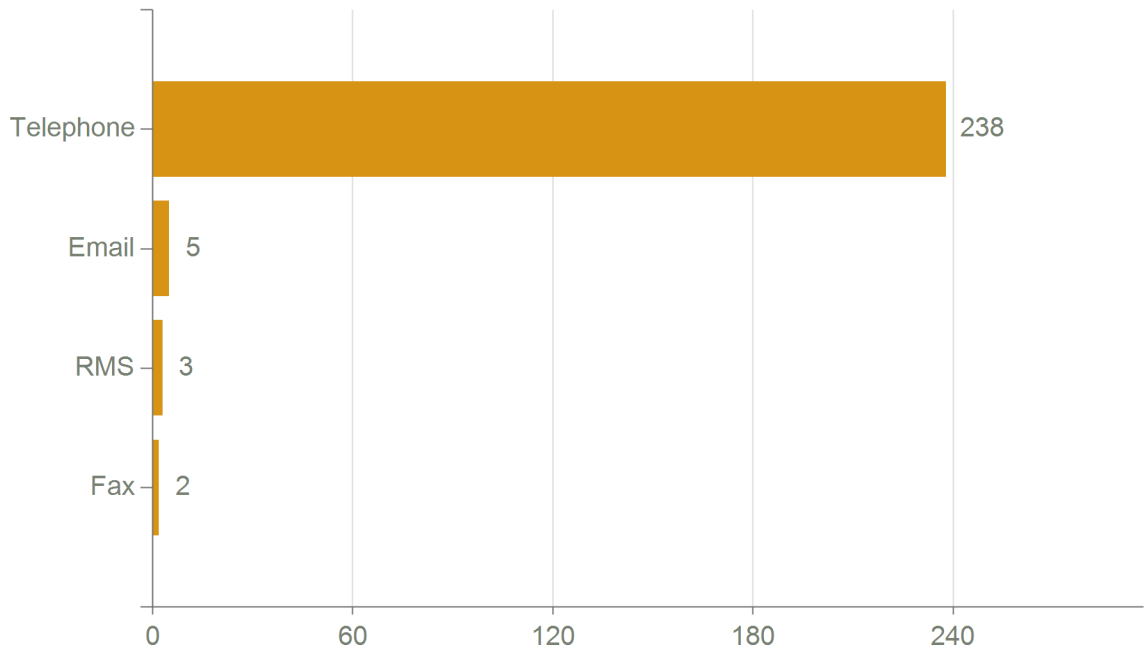
	Q1	Q2	Q3	Q4 TOTAL	%
Workplace Stress	18	6	22	46	52.27
Work Performance Issues	11	4	11	26	29.55
Conflict at Work	4	1	2	7	7.95
Workplace Trauma			5	5	5.68
Termination/Redundancy/Restructuring			2	2	2.27

# KNOWLEDGE OF SERVICE



	TOTAL	PERCENTAGE
Used Service Before	68	27.42
Brochure/Poster/Newsletter	62	25
Benefit/Health Fair	39	15.73
HR/Supervisor	37	14.92
Co-Worker/Family Member	14	5.65
Website	14	5.65
EAP Orientation	6	2.42
EAP Representative	5	2.02
Healthcare Provider	3	1.21
<b>Total</b>	<b>248</b>	

# METHOD OF CONTACT



	<b>TOTAL</b>	<b>PERCENTAGE</b>
Telephone	238	95.97
Email	5	2.02
RMS	3	1.21
Fax	2	0.81
<b>Total</b>	<b>248</b>	

# WORK-LIFE CASES BY CATEGORY

	Q1	Q2	Q3	Q4	TOTAL	%
<b>General Assistance Work-life</b>						
Overview	3	3	2		8	15.09
Benefit Connect	2	3			5	9.43
<b>Sub Total</b>	<b>5</b>	<b>6</b>	<b>2</b>		<b>13</b>	<b>24.52</b>
<b>Daily Living List</b>						
Mental Health/Behavioral Health		2	2		4	7.55
Household Services	1		2		3	5.66
Financial Services	1				1	1.89
Miscellaneous			1		1	1.89
Parenting		1			1	1.89
Pets			1		1	1.89
Support Groups			1		1	1.89
<b>Sub Total</b>	<b>2</b>	<b>3</b>	<b>7</b>		<b>12</b>	<b>22.66</b>
<b>Child Care List</b>						
Day Care Centers	2	2	2		6	11.32
Babysitters		1	1		2	3.77
Child Care Information	1				1	1.89
Local Nanny & Babysitter Information			1		1	1.89
<b>Sub Total</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>10</b>	<b>18.87</b>
<b>Elder Care List</b>						
Area Agency on Aging		1	1		2	3.77
Durable Medical Equipment		1			1	1.89
Home Care			1		1	1.89
Home Modifications		1			1	1.89
<b>Sub Total</b>		<b>3</b>	<b>2</b>		<b>5</b>	<b>9.44</b>
<b>Financial</b>						
Debt		2			2	3.77
Budgeting			1		1	1.89
Financial Miscellaneous	1				1	1.89
ID Theft	1				1	1.89
<b>Sub Total</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>5</b>	<b>9.44</b>
<b>Legal In Person</b>						
Civil		2			2	3.77
Child Support/Child Custody		1			1	1.89
Legal Miscellaneous			1		1	1.89
Power of Attorney			1		1	1.89
<b>Sub Total</b>		<b>3</b>	<b>2</b>		<b>5</b>	<b>9.44</b>

	Q1	Q2	Q3	Q4	TOTAL	%
<b>Legal Advice</b>						
Tenancy	1	1			2	3.77
Legal Miscellaneous			1		1	1.89
Sub Total	1	1	1		3	5.66
<b>Total</b>	<b>13</b>	<b>21</b>	<b>19</b>		<b>53</b>	

# Parenting Child Care Legal Ready Docs

Seminars Mental Health Adoption Personal Growth Training and Development Aging Well Education  
Kids' Well-Being Accomplished Employee Career Development Relationships Grief and Loss

WEB USAGE	Q1	Q2	Q3	Q4	TOTAL
Web Logins	20	32	79		131
Web Usage % (Based on Logins)	0.83	1.33	3.29		5.46

	Q1	Q2	Q3	Q4	TOTAL
<b>Homepage</b>					
Home	116	125	192		433
Seminars	16	11	18		45
News			1		1
<b>Sub Total</b>	<b>132</b>	<b>136</b>	<b>211</b>		<b>479</b>

<b>Parenting</b>					
Parenting		1	90		91
Child Care		17	67		84
Adoption			37		37
Education		2	25		27
Home		2	24		26
Kids' Well-Being		13	13		26
Developmental Stages			12		12
<b>Sub Total</b>		<b>35</b>	<b>268</b>		<b>303</b>

<b>Balancing</b>					
Mental Health	2	3	38		43
Personal Growth	2		33		35
Home			22		22
Relationships	1		21		22
Families			17		17
Communication			14		14
Addiction and Recovery			11		11
Grief and Loss			8		8
<b>Sub Total</b>	<b>5</b>	<b>3</b>	<b>164</b>		<b>172</b>

<b>Aging</b>					
Aging Well			30		30
Health			15		15
Home			15		15
Housing Options			14		14

	Q1	Q2	Q3	Q4	TOTAL
Grief and Loss			13		13
Planning the Future			12		12
Adults With Disabilities			11		11
Government Programs			9		9
Elder Abuse			8		8
Caregivers			5		5
Home Care			5		5
<b>Sub Total</b>			<b>137</b>		<b>137</b>

### Working

Training and Development		11	20		31
Accomplished Employee		4	20		24
Career Development		3	19		22
Home		2	18		20
Workplace Safety			11		11
Career Transition			7		7
Workplace Productivity		1	6		7
Effective Manager		6			6
Workplace Diversity		2	2		4
<b>Sub Total</b>		<b>29</b>	<b>103</b>		<b>132</b>

### Living

Legal Ready Docs	15	29	22		66
Financial	5		2		7
Home			5		5
Home Buying or Selling			5		5
Consumer Tips			4		4
Pets			4		4
Travel and Leisure Time			4		4
Fraud and Theft			2		2
Home Improvement			1		1
<b>Sub Total</b>	<b>20</b>	<b>29</b>	<b>49</b>		<b>98</b>

### Thriving

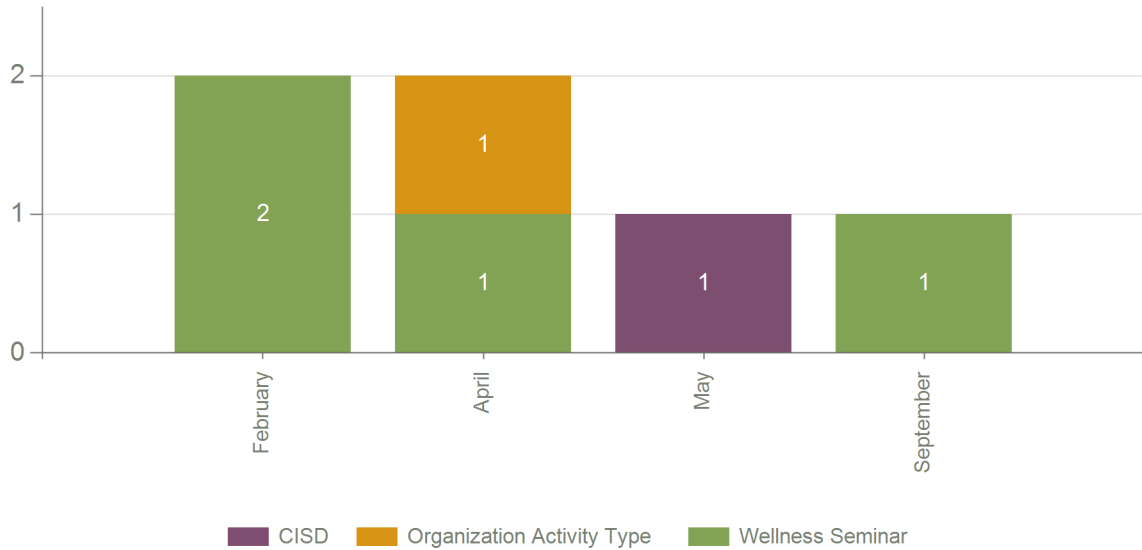
Health Tools			14		14
Home			13		13
Medical Care	1		10		11
Infants' and Toddlers' Health			8		8
Live Healthy			6		6
Healthy Recipes			3		3
Men's Health			3		3
Women's Health	3				3

	Q1	Q2	Q3	Q4	TOTAL
Healthy Eating			2		2
<b>Sub Total</b>	<b>4</b>		<b>59</b>		<b>63</b>
<b>Webinars</b>					
Interpersonal Communication: Social Skills for Success		9	1		10
Communication Skills for Collaboration			4		4
The Mind-Body Connection (2017)			4		4
Better Health Through Screening	3				3
Say What You Mean the Right Way: Healthy Forms of Communication			3		3
Caring for Aging Relatives		2			2
Creating a Personal Development Plan	2				2
Effective Budgeting			2		2
Home Alone? When Kids Outgrow Child Care			2		2
Self-Care: Remaining Resilient	2				2
Understanding Resilience	1	1			2
12/17/19—Examining Relationships: Healthy vs. Unhealthy	1				1
A Special Online Seminar—Doing Well by Doing Good: The Power of Pro Bono Service		1			1
Building Positive Relationships at Work	1				1
Creativity 101	1				1
DIY: Apps and Guides for Household Management	1				1
Eating Your Way to Wellness	1				1
Everything in Its Place: Getting Organized	1				1
Keeping Your Love Alive			1		1
You Make Me So Mad!		1			1
<b>Sub Total</b>	<b>14</b>	<b>14</b>	<b>17</b>		<b>45</b>
<b>International</b>					
Home			3		3
Living Abroad			1		1
<b>Sub Total</b>			<b>4</b>		<b>4</b>
<b>Homepage Centers</b>					
WinFertility		2			2
<b>Sub Total</b>		<b>2</b>			<b>2</b>
<b>E-Learning</b>					
Effective Communication			1		1
<b>Sub Total</b>			<b>1</b>		<b>1</b>
<b>Total</b>	<b>175</b>	<b>248</b>	<b>1,013</b>		<b>1,436</b>



# WORKPLACE ACTIVITIES

## WORKPLACE ACTIVITIES



	TOTAL	ATTENDEES
<b>Wellness Seminar</b>		
EAP Orientation	2	
Health Fair/ Open Enrollment	2	450
<b>Sub Total</b>	<b>4</b>	<b>450</b>
<b>CISD</b>		
Workplace Trauma	1	47
<b>Sub Total</b>	<b>1</b>	<b>47</b>
<b>Organization Activity Type</b>		
Program Promotion	1	
<b>Sub Total</b>	<b>1</b>	
<b>Total</b>	<b>6</b>	<b>497</b>

WORKPLACE ACTIVITIES DETAILED	TOTAL	DURATION	ATTENDEES
<b>Wellness Seminar</b>	<b>4</b>		<b>450</b>
<b>EAP Orientation</b>			
Title:	EAP Orientation - Recording		
Activity Date:	02/15/2019		
Response Date:	02/15/2019		
Location:	Webinar Recording		
Hosted By:	Greg Brannan		

WORKPLACE ACTIVITIES DETAILED		TOTAL	DURATION	ATTENDEES
<b>Wellness Seminar</b>		<b>4</b>		<b>450</b>
Details:	EAP Orientation - Recording			
	2/15/2019 1:00 PM - 1:30 PM			
	Presenter: Greg Brannan			
	POC: Vivian Gharakhani			
	912-651-6483			
	Savannah, GA			
<b>EAP Orientation</b>				
Title:	EAP Orientation - Recording			
Activity Date:	02/21/2019			
Response Date:	02/21/2019			
Location:	Webinar Recording			
Hosted By:	Greg Brannan			
Details:	EAP Orientation - Recording			
	2/21/2019 8:00 AM - 8:30 AM			
	Presenter: Greg Brannan			
	POC: Vivian Gharakhani			
	912-651-6483			
	Savannah, GA			
<b>Health Fair/ Open Enrollment</b>				<b>400</b>
Title:	Health Fair			
Activity Date:	04/30/2019			
Response Date:	04/30/2019			
Location:	301 W Oglethorpe Ave, Savannah, GA 31401			
Hosted By:	Greg Brannan			
Details:	Open Enrollment			
	4/30/2019			
	8:00 AM - 3:00 PM			
	Provider: Greg Brannan			
	POC: Sarah Hanson			
	912-651-6545			
	Savannah, GA			
<b>Health Fair/ Open Enrollment</b>				<b>50</b>
Title:	New Hire Orientation			
Activity Date:	09/30/2019			
Response Date:	09/30/2019			
Location:	3401 Edwin St., Savannah GA			
Hosted By:	Helen Schandolph			
Details:	New Hire Orientation			
	9/30/2019			
	9:00 - 10:30 AM			
	Provider: Helen Schandolph			
	POC: Sarah Hanson			
	912-651-6545			
	Savannah, GA			
<b>CISD</b>		<b>1</b>	<b>16 hours</b>	<b>47</b>
<b>Workplace Trauma</b>			<b>16 hours</b>	<b>47</b>

WORKPLACE ACTIVITIES DETAILED	TOTAL	DURATION	ATTENDEES
<b>CISD</b>	<b>1</b>	<b>16 hours</b>	<b>47</b>
Title:	RRCI 1866654 Savannah		
Activity Date:	05/13/2019		
Response Date:			
Location:	1512 Bull St. Savannah, GA 31401		
Hosted By:	Kendall Johnson; Helen Schandolph; Dr. Anne McDaniels; Seketa Bing-Nelson		
Details:	1866654 - Human Resources Manager is seeking onsite support due to workplace trauma and death.		

<b>Organization Activity Type</b>	<b>1</b>
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Program Promotion	
Title:	Promotional Material
Activity Date:	04/30/2019
Response Date:	04/30/2019
Location:	301 W Oglethorpe Ave, Savannah, GA 31401
Hosted By:	
Details:	Program Promotions: Health Fair  300 - Wallet cards 300 - Legal financial flyers 300 - Fact Sheets 300 - Pencils 300 - Magnets 1 plastic blue table cover 1 Deer Oaks sign

# Report Terminology Glossary

**cCBT (Computerized Cognitive Behavioral 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:**

Counseling 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:**

Categorizes 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 center, 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 organization

**Method of Contact:**

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

**Number of Individual Participants Utilizing Services:**

Number of unique individuals accessing services

**Overall Utilization:**

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

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

Utilization 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 counseling, benefit fairs, webinars, etc.)