



**BON SECOURS EMPLOYEE ASSISTANCE PROGRAM**

## UTILIZATION REPORT

FOR



**City of Suffolk**

January 01, 2019 - December 31, 2019

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019 on New Cases

**UTILIZATION RATE SUMMARY**

Type	Count	%	Serviced	%	Activities	%	Hours
EAP Cases	80	59.3%	80	09.6%	288	47.9%	222.43
Supervisor Referral	12	08.9%	12	01.4%	270	44.9%	149.67
Organizational Service/CISD	43	31.9%	740	88.9%	43	07.2%	57.33
<b>Total</b>	<b>135</b>	<b>100%</b>	<b>832</b>	<b>100%</b>	<b>601</b>	<b>100%</b>	<b>429.43</b>

Population / Utilization Rate	Weighted Population Of:	1470
Total Current Period Rate		6.33%
Total Annualized Utilization Rate		6.33%
Activity Utilization Rate		40.88%
Activity Annualized Rate		40.88%

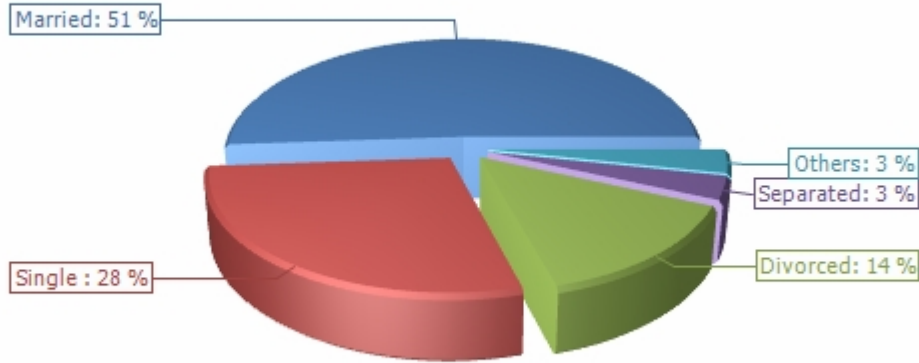
Historical Utilization				
1/1/2014-12/31/2014	1/1/2015-12/31/2015	1/1/2016-12/31/2016	1/1/2017-12/31/2017	1/1/2018-12/31/2018
4.87%	3.96%	6.85%	7.49%	6.21%

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Marital Status**



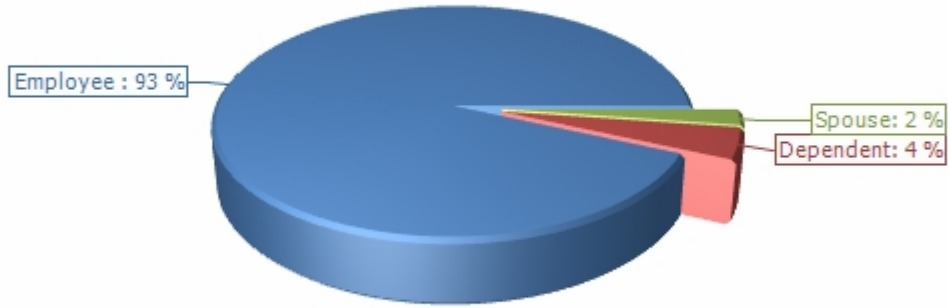
Marital Status	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Divorced	2	7.69%	4	20.00%	5	20.00%	2	9.52%	13	14.13%	13	14.94%
Engaged	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.15%
Married	17	65.38%	7	35.00%	10	40.00%	13	61.90%	47	51.09%	45	51.72%
Partner	1	3.85%	0	0.00%	0	0.00%	0	0.00%	1	1.09%	0	0.00%
Separated	0	0.00%	1	5.00%	2	8.00%	0	0.00%	3	3.26%	0	0.00%
Single	6	23.08%	8	40.00%	6	24.00%	6	28.57%	26	28.26%	28	32.18%
Widowed	0	0.00%	0	0.00%	2	8.00%	0	0.00%	2	2.17%	0	0.00%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Client Type**



Client Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Dependent	1	3.85%	1	5.00%	1	4.00%	1	4.76%	4	4.35%	8	9.20%
Employee	23	88.46%	19	95.00%	24	96.00%	20	95.24%	86	93.48%	78	89.66%
Spouse	2	7.69%	0	0.00%	0	0.00%	0	0.00%	2	2.17%	1	1.15%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Primary Presenting Problem**



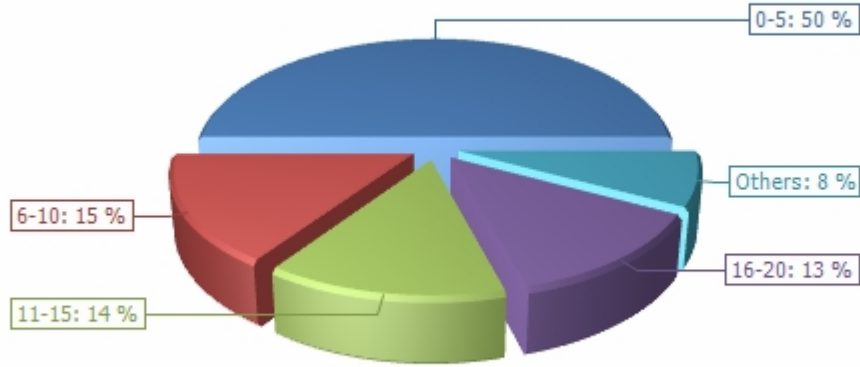
Primary Presenting Problem	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Abuse	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.15%
Anger	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	3.45%
Anxiety	0	0.00%	2	10.00%	0	0.00%	0	0.00%	2	2.17%	1	1.15%
Depression	1	3.85%	0	0.00%	1	4.00%	0	0.00%	2	2.17%	6	6.90%
Drugs/Alcohol	0	0.00%	0	0.00%	0	0.00%	1	4.76%	1	1.09%	7	8.05%
Family	2	7.69%	1	5.00%	3	12.00%	0	0.00%	6	6.52%	2	2.30%
Financial	0	0.00%	0	0.00%	0	0.00%	1	4.76%	1	1.09%	0	0.00%
Grief	1	3.85%	0	0.00%	3	12.00%	4	19.05%	8	8.70%	1	1.15%
Marital	4	15.38%	2	10.00%	3	12.00%	2	9.52%	11	11.96%	5	5.75%
Occupational	7	26.92%	4	20.00%	3	12.00%	1	4.76%	15	16.30%	15	17.24%
Personal	8	30.77%	8	40.00%	5	20.00%	7	33.33%	28	30.43%	31	35.63%
Relationship	1	3.85%	0	0.00%	1	4.00%	2	9.52%	4	4.35%	5	5.75%
Stress	2	7.69%	3	15.00%	6	24.00%	3	14.29%	14	15.22%	10	11.49%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Length of Employment**



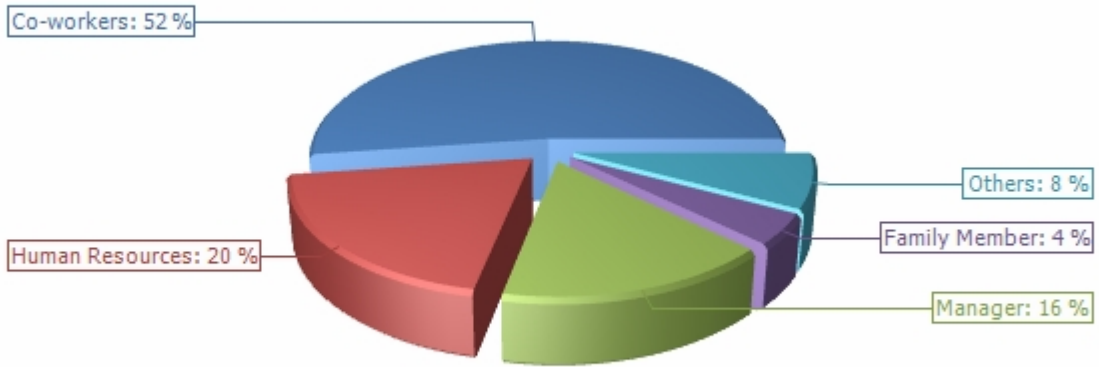
Length of Employment	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
0-5	11	42.31%	10	50.00%	15	60.00%	10	47.62%	46	50.00%	39	44.83%
11-15	3	11.54%	1	5.00%	6	24.00%	3	14.29%	13	14.13%	18	20.69%
16-20	7	26.92%	1	5.00%	2	8.00%	2	9.52%	12	13.04%	8	9.20%
21-25	1	3.85%	3	15.00%	1	4.00%	0	0.00%	5	5.43%	3	3.45%
26-30	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	2.30%
31 and above	1	3.85%	1	5.00%	0	0.00%	0	0.00%	2	2.17%	1	1.15%
6-10	3	11.54%	4	20.00%	1	4.00%	6	28.57%	14	15.22%	16	18.39%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Referral Source**



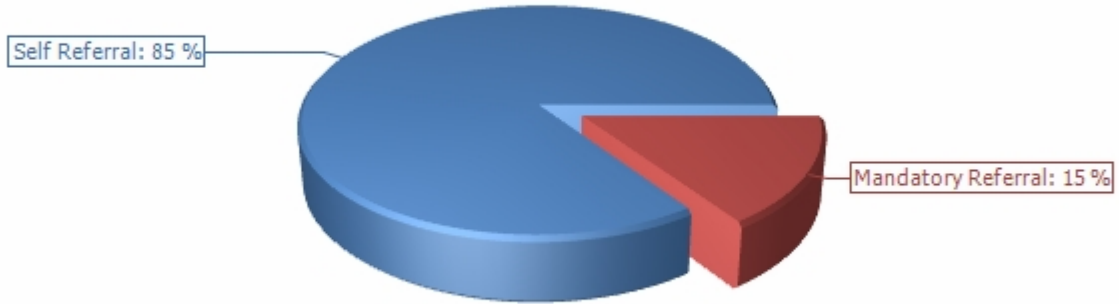
Referral Source	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Co-workers	14	53.85%	13	65.00%	11	44.00%	10	47.62%	48	52.17%	41	47.13%
Family Member	2	7.69%	0	0.00%	0	0.00%	2	9.52%	4	4.35%	9	10.34%
Human Resources	5	19.23%	2	10.00%	9	36.00%	2	9.52%	18	19.57%	20	22.99%
Manager	4	15.38%	5	25.00%	2	8.00%	4	19.05%	15	16.30%	13	14.94%
On-Site Seminar	1	3.85%	0	0.00%	1	4.00%	2	9.52%	4	4.35%	1	1.15%
Promotional Material	0	0.00%	0	0.00%	1	4.00%	0	0.00%	1	1.09%	0	0.00%
Supervisor	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	3.45%
Web-site	0	0.00%	0	0.00%	1	4.00%	1	4.76%	2	2.17%	0	0.00%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

UTILIZATION REPORT

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January 01, 2019 - December 31, 2019

**Referred By**



Referred By	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Mandatory Referral	5	19.23%	3	15.00%	3	12.00%	3	14.29%	14	15.22%	15	17.24%
Self Referral	21	80.77%	17	85.00%	22	88.00%	18	85.71%	78	84.78%	72	82.76%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

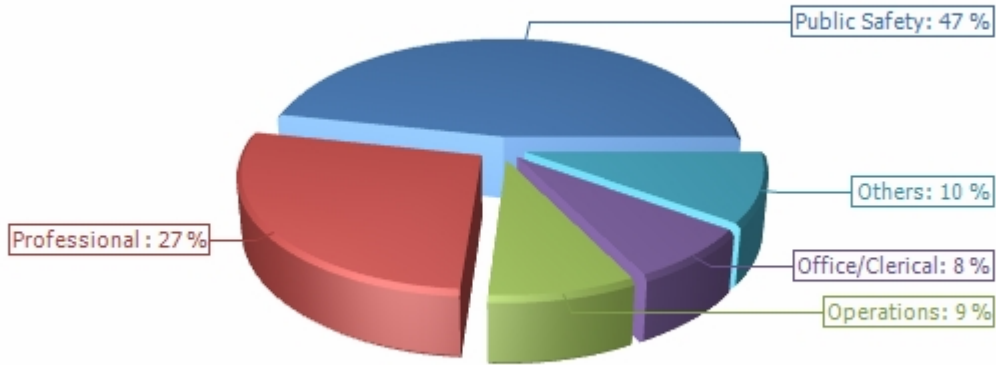


UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Occupation Type**



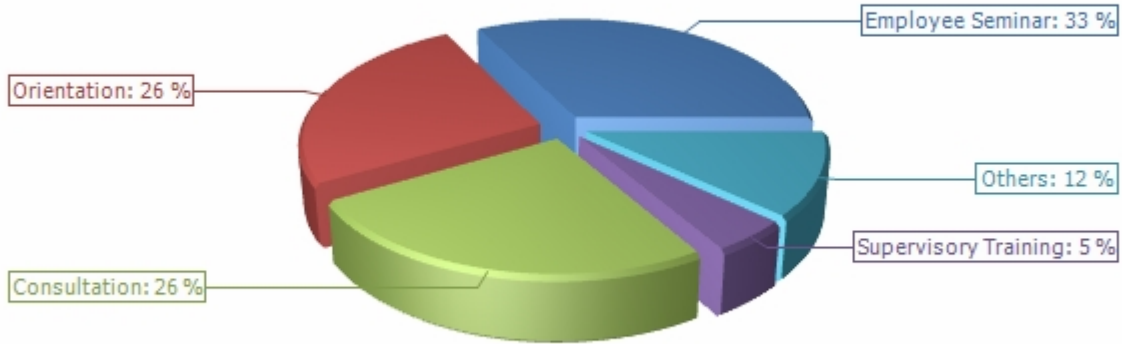
Occupation Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Bus Driver/Truck Driver (CDL)	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.15%
Laborer	1	3.85%	0	0.00%	1	4.00%	1	4.76%	3	3.26%	0	0.00%
Management/Supervisory	3	11.54%	1	5.00%	1	4.00%	0	0.00%	5	5.43%	7	8.05%
Office/Clerical	0	0.00%	2	10.00%	3	12.00%	2	9.52%	7	7.61%	4	4.60%
Operations	2	7.69%	2	10.00%	1	4.00%	3	14.29%	8	8.70%	11	12.64%
Professional	6	23.08%	7	35.00%	8	32.00%	4	19.05%	25	27.17%	19	21.84%
Public Safety	14	53.85%	8	40.00%	10	40.00%	11	52.38%	43	46.74%	45	51.72%
Service	0	0.00%	0	0.00%	1	4.00%	0	0.00%	1	1.09%	0	0.00%
<b>Total</b>	<b>26</b>	<b>100 %</b>	<b>20</b>	<b>100 %</b>	<b>25</b>	<b>100 %</b>	<b>21</b>	<b>100 %</b>	<b>92</b>	<b>100 %</b>	<b>87</b>	<b>100 %</b>

UTILIZATION REPORT

**City of Suffolk**

January 01, 2019 - December 31, 2019

**Organizational Service Type**



Organizational Service Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2019 - 12/2019		1/2018 - 12/2018	
	#	%	#	%	#	%	#	%	#	%	#	%
Additional Services	0	0.00%	1	12.50%	0	0.00%	1	9.09%	2	4.65%	4	10.00%
Administrative	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	5.00%
CISM	0	0.00%	0	0.00%	1	9.09%	0	0.00%	1	2.33%	0	0.00%
Consultation	8	61.54%	0	0.00%	2	18.18%	1	9.09%	11	25.58%	12	30.00%
Employee Seminar	2	15.38%	4	50.00%	5	45.45%	3	27.27%	14	32.56%	8	20.00%
Healthfair	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.33%	0	0.00%
Orientation	2	15.38%	2	25.00%	3	27.27%	4	36.36%	11	25.58%	13	32.50%
Supervisory Training	1	7.69%	0	0.00%	0	0.00%	1	9.09%	2	4.65%	0	0.00%
Utilization Report Meeting	0	0.00%	1	12.50%	0	0.00%	0	0.00%	1	2.33%	1	2.50%
<b>Total</b>	<b>13</b>	<b>100 %</b>	<b>8</b>	<b>100 %</b>	<b>11</b>	<b>100 %</b>	<b>11</b>	<b>100 %</b>	<b>43</b>	<b>100 %</b>	<b>40</b>	<b>100 %</b>