

SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS

01/01/2010 to 03/31/2010

665 Employees

Program Impact Analysis



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Utilization Definitions

Program Impact Analysis (Number of Authorizations / Number of days in the reporting period) * 365 / Number of Employees

Personalized Impact: Measures the number of individual members receiving assistance for personal use.

Account Impact: Measures any contact a member has with the EAP, including web site hits and training attendance.

Annualized Impact: Combination of personalized usage and account usage.



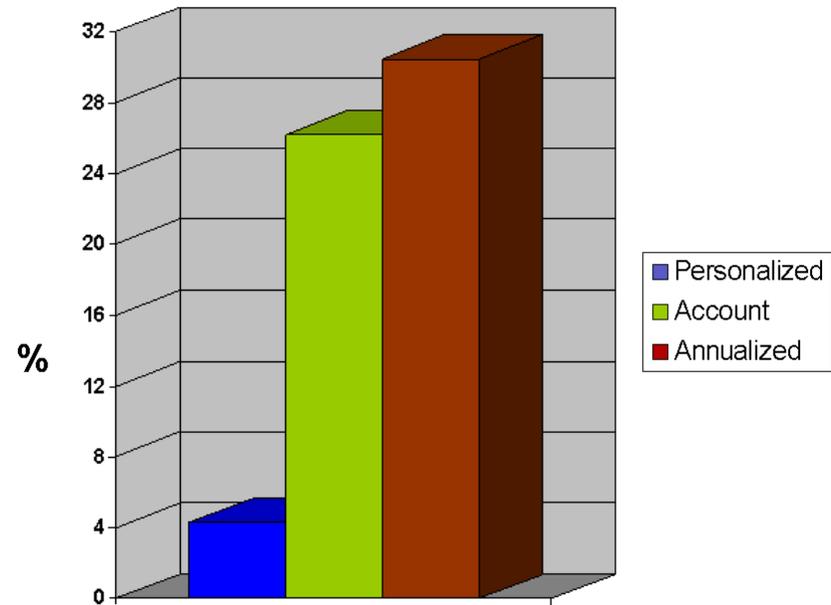
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Total Usage

Personalized Impact	#	%
EAP Authorizations	4	57.14%
Telephonic Consultations	1	14.29%
Legal	1	14.29%
Member Inquiries	1	14.29%
Financial	0	0.00%
Worklife	0	0.00%
Total Personalized Impact	4.27%	

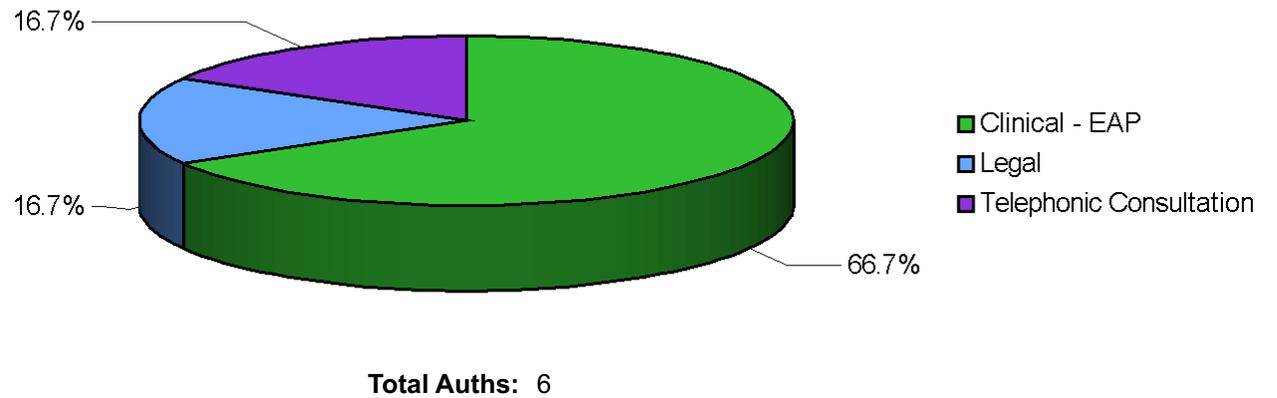
Account Impact	#	%
Training Participants	28	65.12%
CISD Participants	0	0.00%
Management Consultations	0	0.00%
Web Hits	15	34.88%
Total Account Impact	26.22%	

Annualized Impact	30.49%
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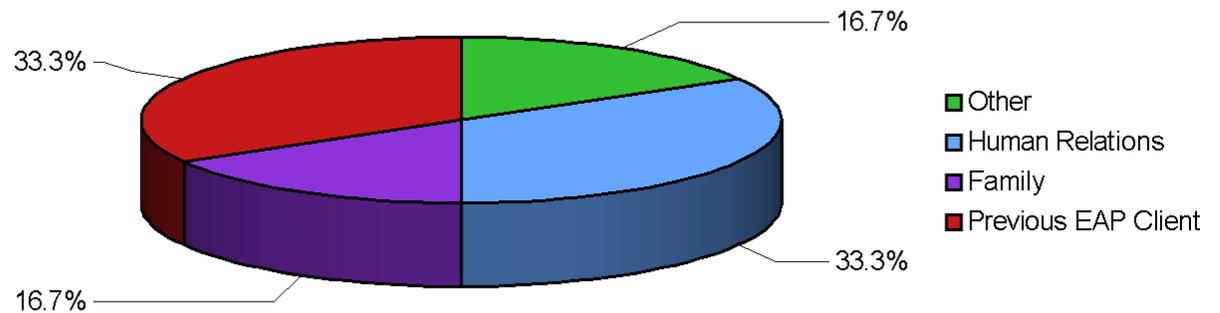
Type of Authorization

Area	%
Clinical - EAP	66.67%
Telephonic Consultation	16.67%
Legal	16.67%
Financial	0.00%
Worklife	0.00%
Mgmt Referral - Formal	0.00%
Mgmt Referral - Informal	0.00%
Mgmt Referral - Mandatory	0.00%



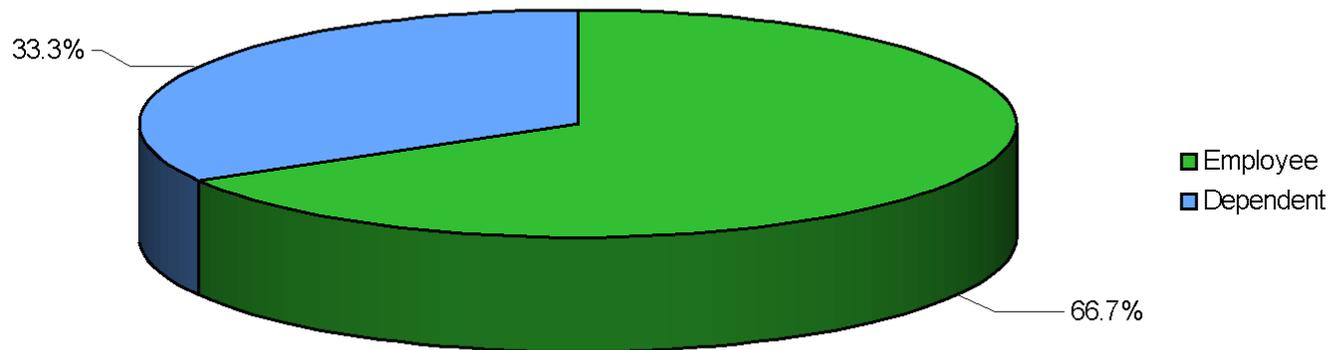
Referral Source

Referral Source	%
Brochure	0.00%
Supervisor	0.00%
Human Relations	33.33%
Training	0.00%
Family	16.67%
Coworker	0.00%
Handbook	0.00%
Poster	0.00%
Previous EAP Client	33.33%
Promotional Material	0.00%
Presentation	0.00%
Newsletter	0.00%
Orientation	0.00%
Other	16.67%
Health Fair	0.00%
Medical Department	0.00%
Website	0.00%
Unreported	0.00%



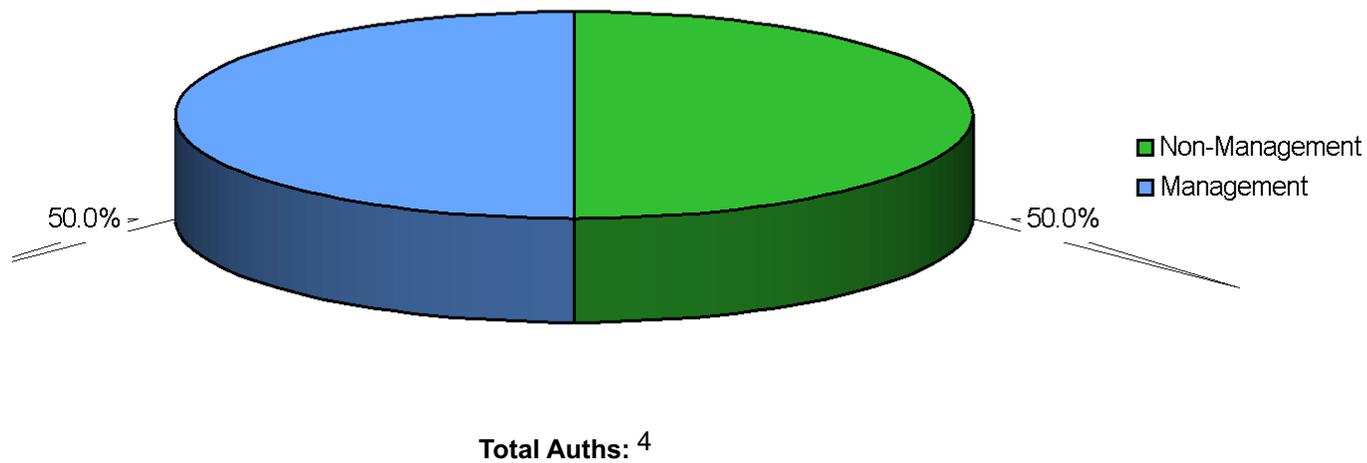
Total Auths: 6

Employee Dependent Breakdown

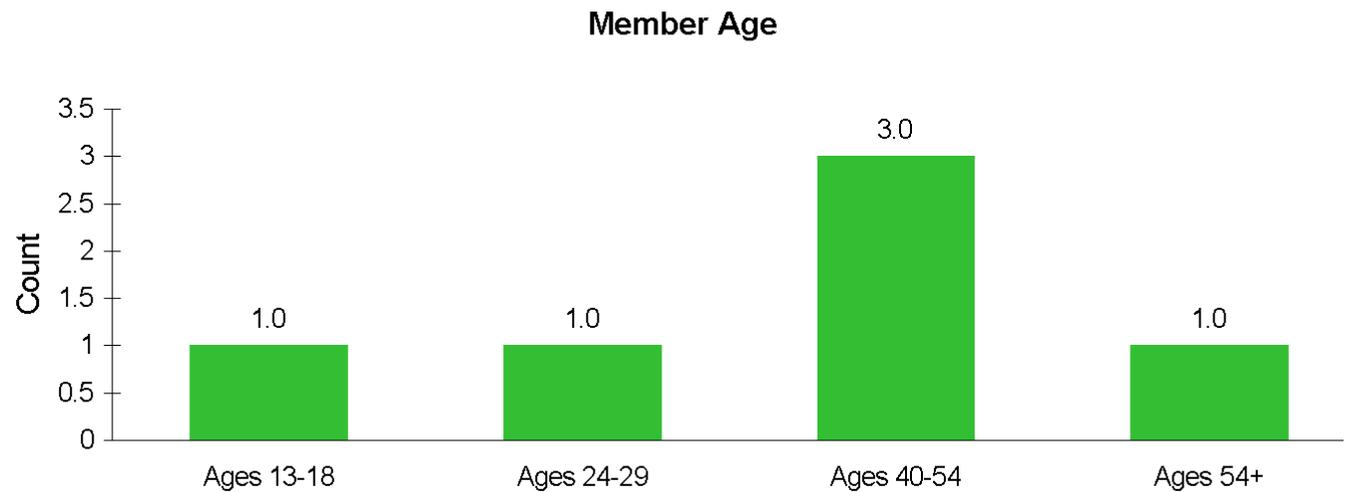
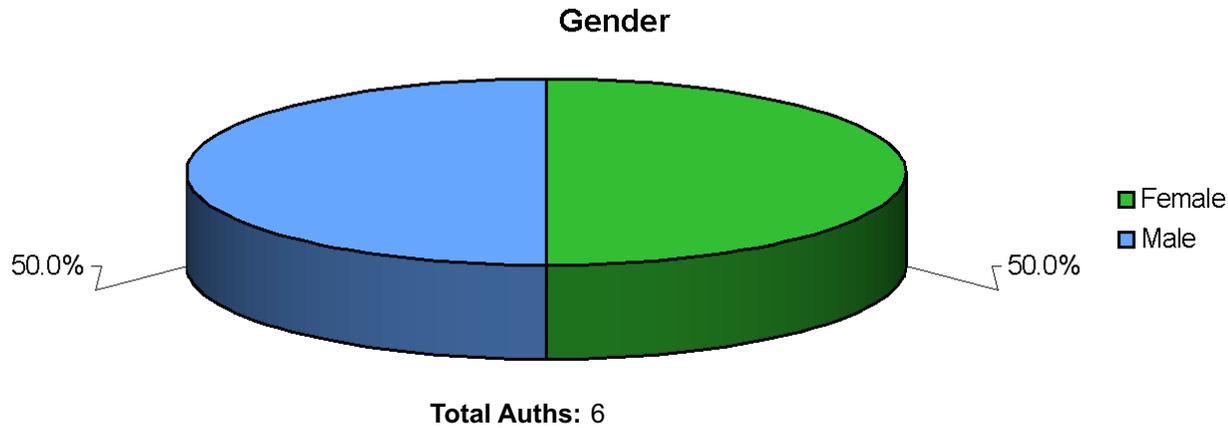


Total Auths: 6

Demographic - Employee Job Category

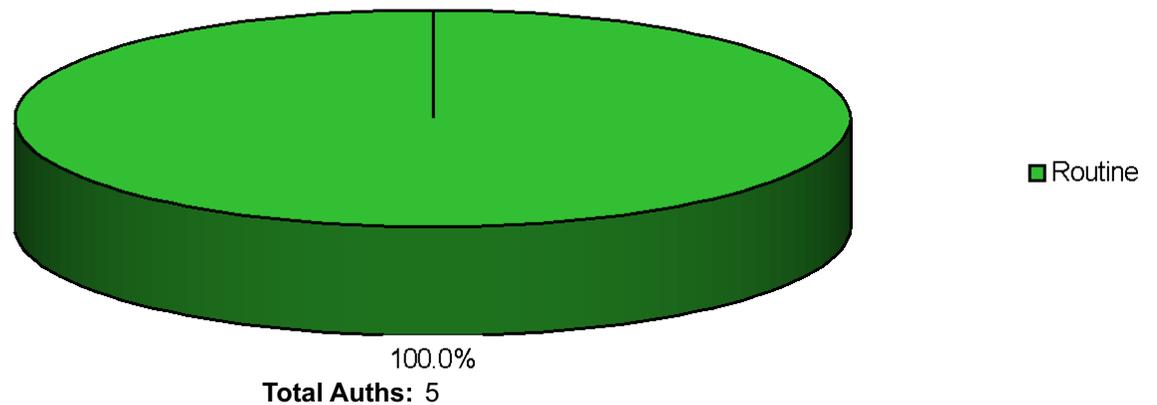


Demographic - Age & Gender



Authorization Severity

Severity	#
Routine	5
Urgent	0
Emergent	0
Unreported	0



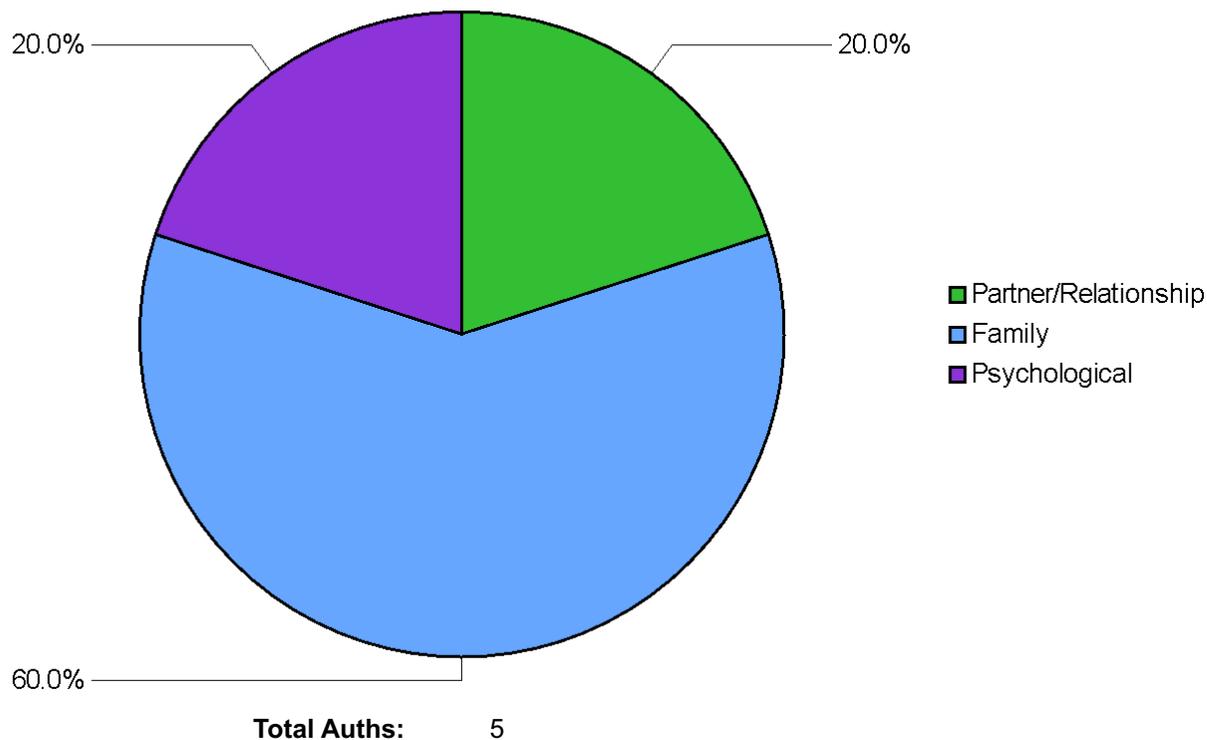
Routine - Cases that are routine , some disruption in functionality.
Offered an appointment within 3–5 days.

Urgent - Cases that are not life threatening, however may be a crisis or sudden
disruption in functionality. Offered an appointment within 48 hours.

Emergent - Cases that are life threatening, such as homicidal, suicidal, detox,
withdraws, etc. Offered an appointment on the same day.

Presenting Problem

Presenting Problem	#
Alcohol	0
Depression	0
Domestic Violence	0
Drugs	0
Family	3
Financial	0
Grief/Bereavement	0
Job - Work Relationships	0
Job Dissatisfaction	0
Job Security / Job Change	0
Job Stress	0
Legal	0
Partner/Relationship	1
Physical Health	0
Positive Drug Screen	0
Positive Drug Screen DOT	0
Positive Drug Screen NRC	0
Psychological	1
Stress	0
Victimization/Trauma	0
WorkLife	0
Unreported	0



Management Referrals

Informal Referrals	Count	%
Alcohol / Drugs	0	0.00%
Anger Management	0	0.00%
Code of Conduct	0	0.00%
Emotional/Psychological Stability	0	0.00%
Grief / Trauma	0	0.00%
Harassment	0	0.00%
Other	0	0.00%
Performance Issues	0	0.00%
Suicidal	0	0.00%
Threat of Violence	0	0.00%
Unreported	0	0.00%

Total: 0

Formal Referrals	Count	%
Alcohol or Drug Issues	0	0.00%
Performance Issues	0	0.00%
Threat of Violence	0	0.00%
Anger Management	0	0.00%
Code of Conduct	0	0.00%
Emotional/Psychological Stability	0	0.00%
Grief / Trauma	0	0.00%
Harassment	0	0.00%
SAP / DOT	0	0.00%
Suicidal	0	0.00%
Conflict with Co-worker	0	0.00%
Other	0	0.00%
Unreported	0	0.00%

Total: 0



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Management Referrals

Mandatory Referrals	Count	%
Alcohol / Drug	0	0.00%
Anger Management	0	0.00%
Code of Conduct	0	0.00%
Emotional/Psychological Stblty	0	0.00%
Fitness for Duty	0	0.00%
Grief / Trauma	0	0.00%
Harassment	0	0.00%
Other	0	0.00%
Performance Issues	0	0.00%
SAP / DOT	0	0.00%
Suicidal	0	0.00%
Threat of Violence	0	0.00%
Unreported	0	0.00%

Total: 0



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Training Overview

Start Date	Completion Date	Cancel/Close	Status	Name of Seminar	Account/Division	Participants	Length (hrs)
<i>Closed</i>							
3/10/2010	3/10/2010	3/31/2010	Closed	Excellence in Customer Svc	SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS	28	1



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