

SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS

04/01/2010 to 06/30/2010

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.



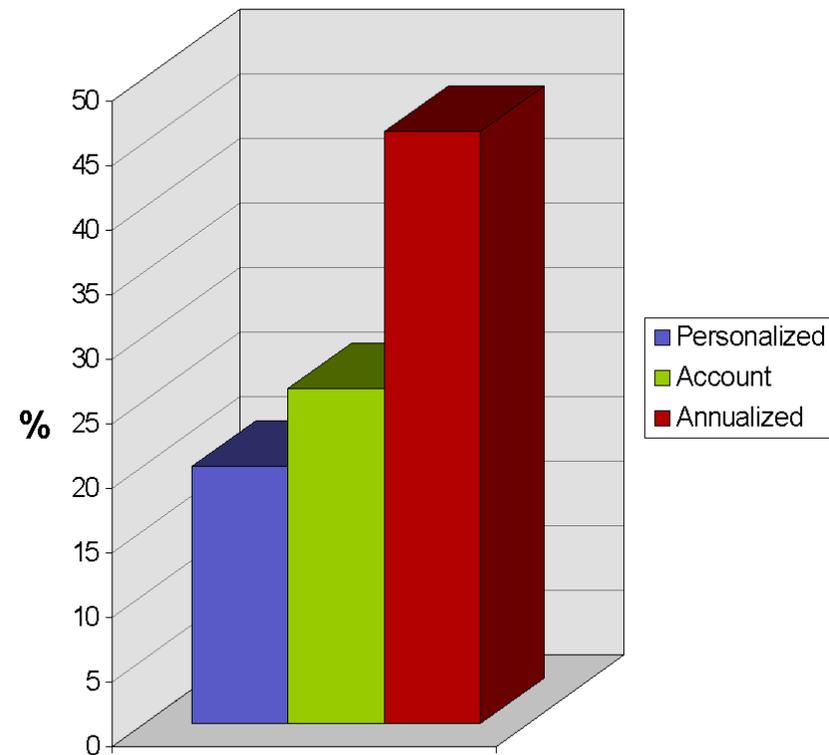
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Total Usage

Personalized Impact	#	%
EAP Authorizations	14	42.42%
Telephonic Consultations	9	27.27%
Legal	1	3.03%
Member Inquiries	7	21.21%
Financial	0	0.00%
Worklife	2	6.06%
Total Personalized Impact		19.90%

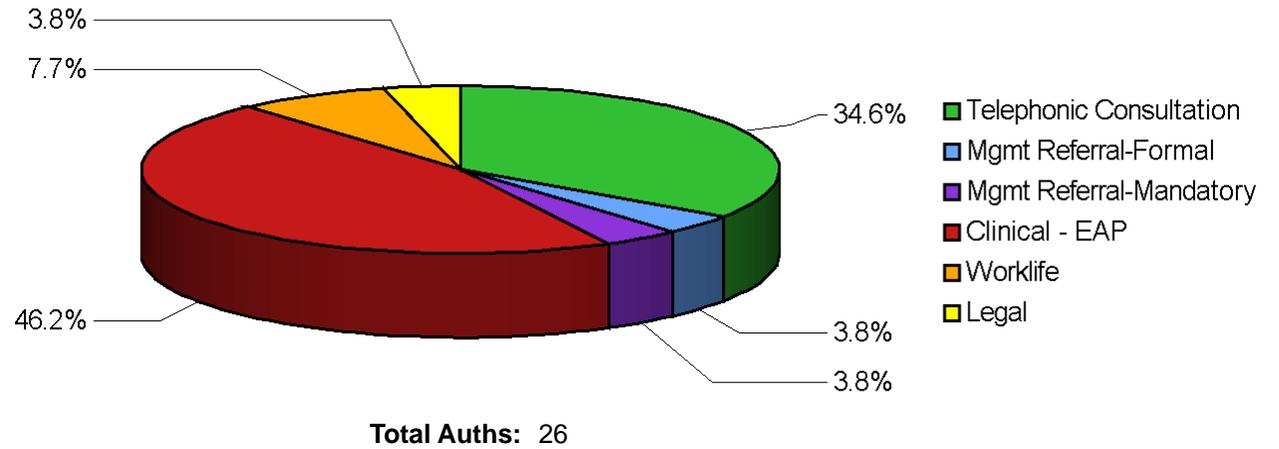
Account Impact	#	%
Training Participants	16	37.21%
CISD Participants	0	0.00%
Management Consultations	2	4.65%
Web Hits	25	58.14%
Total Account Impact		25.94%

Annualized Impact		45.84%
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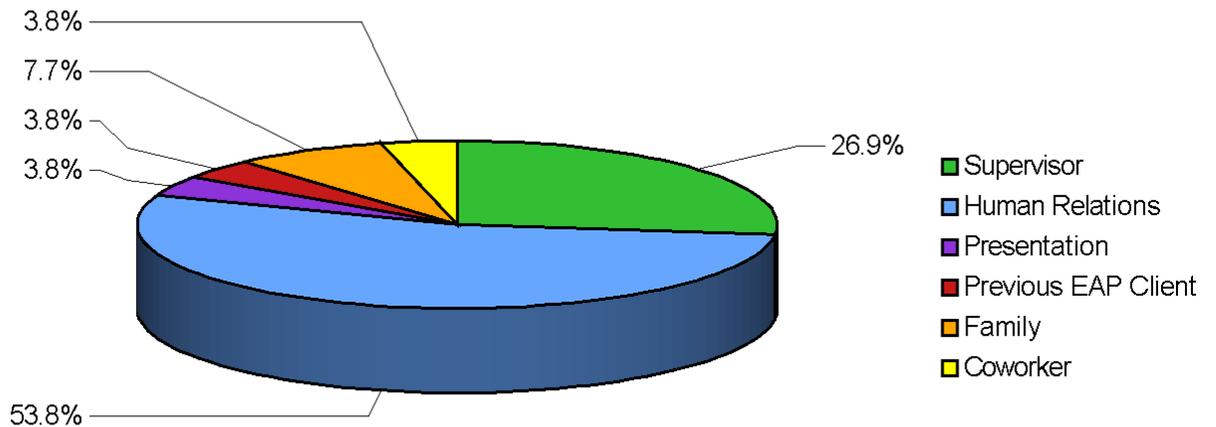
Type of Authorization

Area	%
Clinical - EAP	46.15%
Telephonic Consultation	34.62%
Legal	3.85%
Financial	0.00%
Worklife	7.69%
Mgmt Referral - Formal	3.85%
Mgmt Referral - Informal	0.00%
Mgmt Referral - Mandatory	3.85%



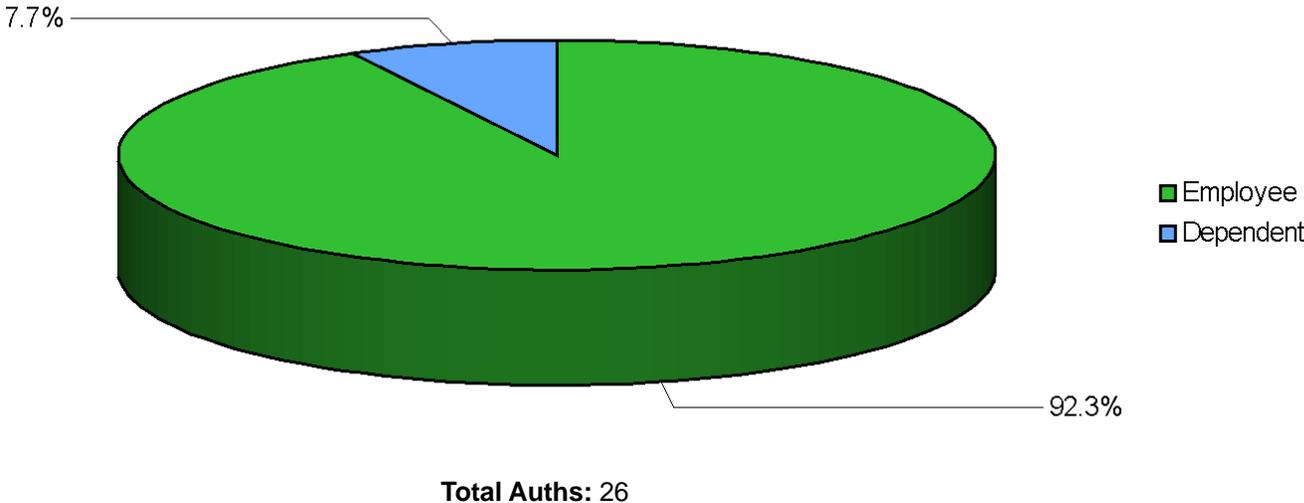
Referral Source

Referral Source	%
Brochure	0.00%
Supervisor	26.92%
Human Relations	53.85%
Training	0.00%
Family	7.69%
Coworker	3.85%
Handbook	0.00%
Poster	0.00%
Previous EAP Client	3.85%
Promotional Material	0.00%
Presentation	3.85%
Newsletter	0.00%
Orientation	0.00%
Other	0.00%
Health Fair	0.00%
Medical Department	0.00%
Website	0.00%
Unreported	0.00%

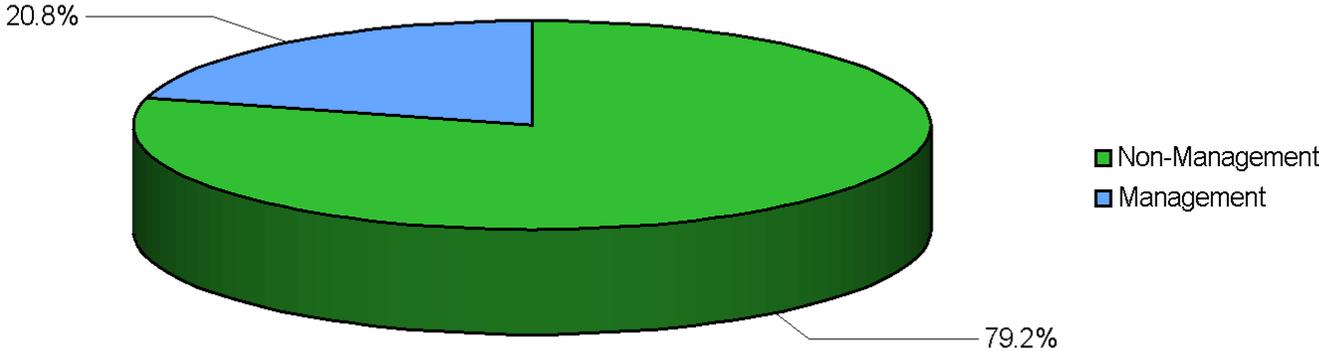


Total Auths: 26

Employee Dependent Breakdown

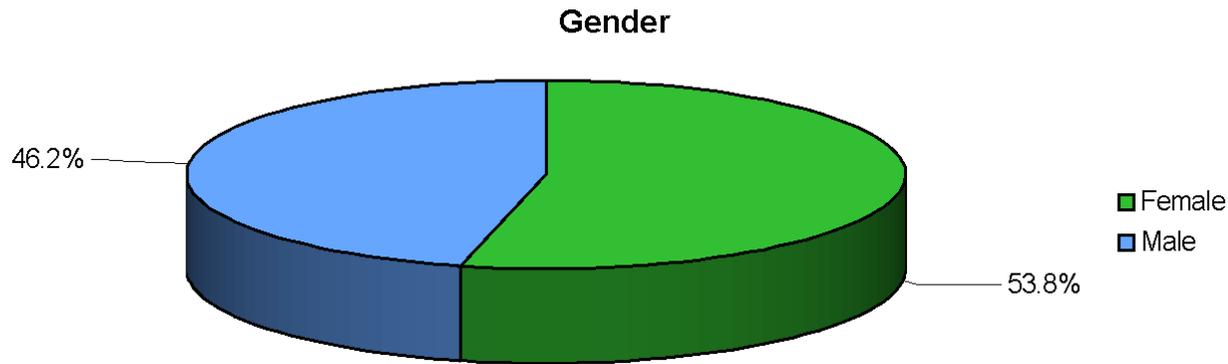


Demographic - Employee Job Category



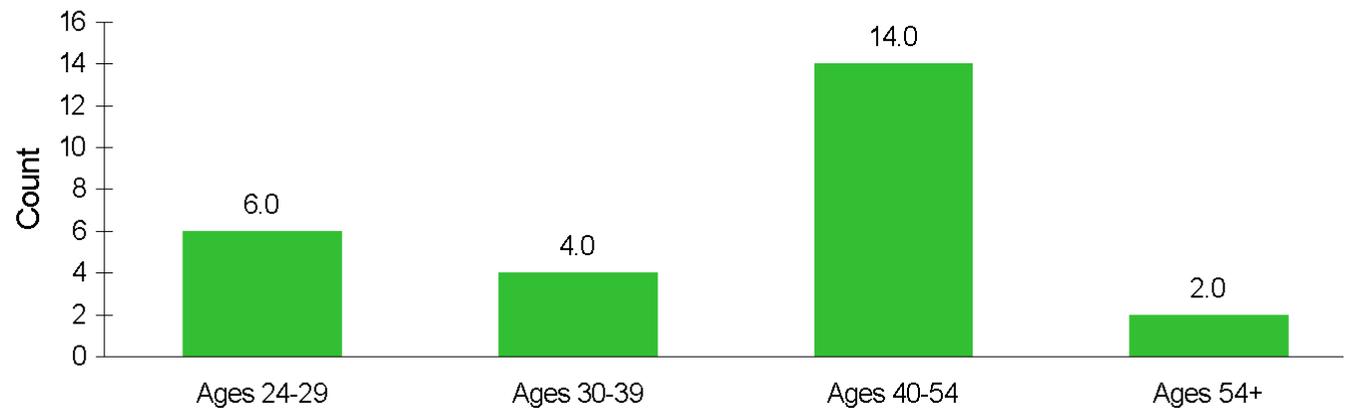
Total Auths: 24

Demographic - Age & Gender



Total Auths: 26

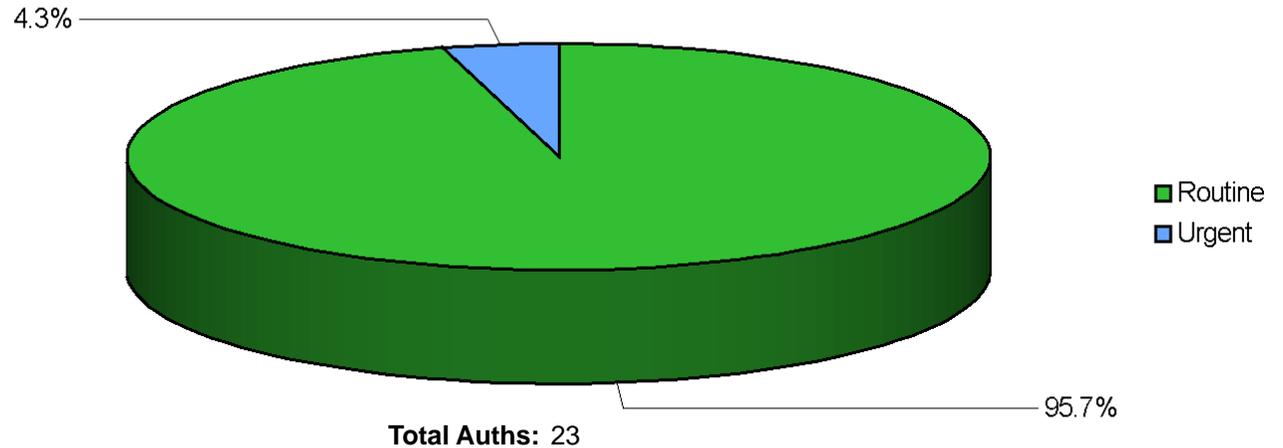
Member Age



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Authorization Severity

Severity	#
Routine	22
Urgent	1
Emergent	0
Unreported	0



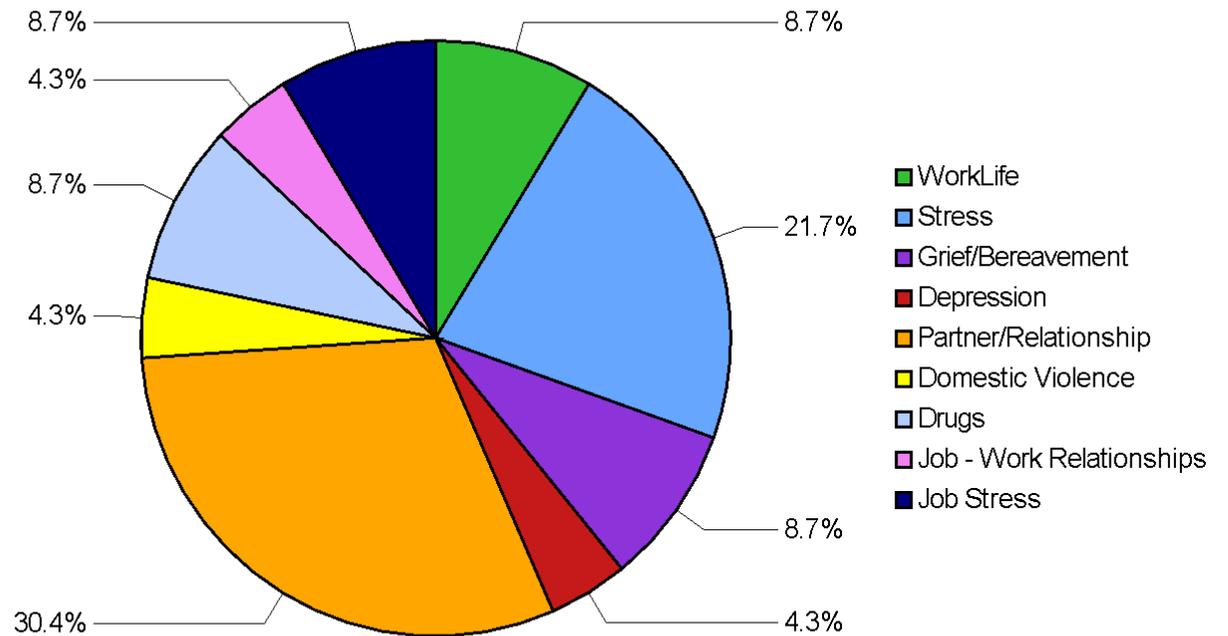
Routine - Cases that are routine , some disruption in functionality. Offered an appointment within 3–5 days.

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	1
Domestic Violence	1
Drugs	2
Family	0
Financial	0
Grief/Bereavement	2
Job - Work Relationships	1
Job Dissatisfaction	0
Job Security / Job Change	0
Job Stress	2
Legal	0
Partner/Relationship	7
Physical Health	0
Positive Drug Screen	0
Positive Drug Screen DOT	0
Positive Drug Screen NRC	0
Psychological	0
Stress	5
Victimization/Trauma	0
WorkLife	2
Unreported	0



Total Auths: 23

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	1	100.00%
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: 1



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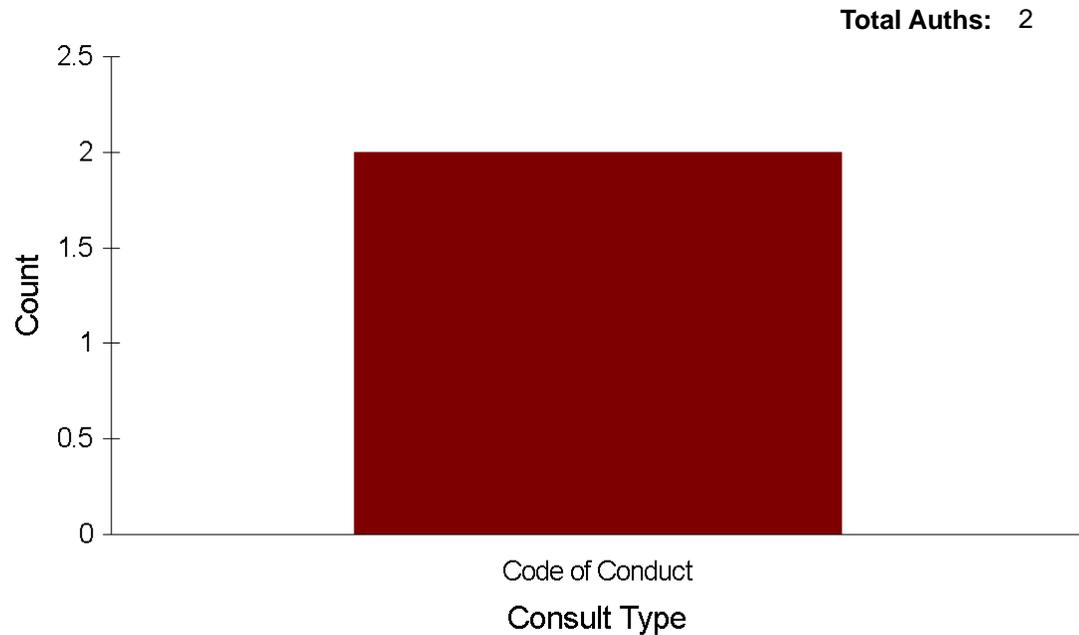
Management Referrals

Mandatory Referrals	Count	%
Alcohol / Drug	0	0.00%
Anger Management	0	0.00%
Code of Conduct	0	0.00%
Emotional/Psychological Stblty	1	100.00%
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: 1

Management Consultations

Type of Consult	%
Alcohol / Drugs	0.00%
Anger Management	0.00%
Code of Conduct	100.00%
Emotional/Psychological Stability	0.00%
Fitness for Duty	0.00%
Grief / Trauma	0.00%
Harassment	0.00%
Other	0.00%
Performance Issues	0.00%
Return to Work Consult	0.00%
SAP / DOT	0.00%
Suicidal	0.00%
Threat of Violence	0.00%
Unreported	0.00%



Training Overview

Start Date	Completion Date	Cancel/Close	Status	Name of Seminar	Account/Division	Participants	Length (hrs)
Cancelled							
7/31/2008	7/31/2008	5/5/2010	Cancelled	Dealing Effective with Change	SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS		1
Closed							
3/10/2010	3/10/2010	5/24/2010	Closed	Excellence in Customer Svc	SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS	28	1
5/18/2010	5/18/2010	5/28/2010	Closed	Stress Mgmt	SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS	16	1



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