



2023

Annual Report

Life Happens. We're Here to Help.

EFR EMPLOYEE & FAMILY RESOURCES

EXECUTIVE MESSAGE

Tammy Hayman, CEO



For 59 years, Employee & Family Resources (EFR) has been firmly grounded in our commitment to making a difference in people's lives. Since our founding in 1964 to offer help and hope to those struggling with substance use, our guiding light has been the belief that change is within reach and recovery is possible. **These beliefs are reflected in our mission** *"to help people manage life's challenges so they can reach their full potential."*

What truly distinguishes EFR is how we make a difference...

Our Core Values are not just words; they're principles we live every day. In fact, the acronym CHIRPPA isn't merely an acronym at EFR; it's a reminder of our ethos and a celebrated aspect of our culture. We applaud employees who embody these ideals, recognizing their contributions by nominating others demonstrating core values in their work in our monthly First Friday Celebration—Whether it is the extra mile a team member goes to support a colleague, the early mornings and late nights devoted to client care, the gift of fun in the workplace in stressful times, or the innovative solutions created to meet the challenges we face.

These moments don't just define us—they are EFR.

It's our unique approach that enables us to leave a lasting impact on the lives we touch. While I believe this wholeheartedly, it is also supported by the tangible measures of success reflected in this report.

I am incredibly proud and honored to lead the organization into my 15th year as its CEO.

MISSION:

Employee & Family Resources is dedicated to helping people manage life's challenges so they can reach their full potential.

VISION:

Employee & Family Resources is a highly valued resource delivering prevention, intervention, and treatment services that support and enhance the health and well-being of individuals.

CORE VALUES:

Customer-focused

Honesty and Integrity

Initiative-seeking

Reliable

Productive

Positive and Respectful

Adaptable and Resilient



IMPACT BY THE NUMBERS

47,840 total lives impacted by Employee & Family Resources in 2023!

9,870 students and family members were served by the Student Assistance Program through assessment, referral and brief counseling sessions and student groups.

17,887 individuals from more than 400 companies across the nation received support through EFR's Employee Assistance Program.

359 individuals received counseling to help address mental health and substance abuse issues.



17,630 Central Iowans (youth and adults) were served by EFR's substance abuse and problem gambling prevention specialists.

2,094 Central Iowans received substance abuse assessment and referral services, providing an opportunity for recovery to people struggling with substance abuse and other related issues.

Emily

Emily is a young girl whose days were once overshadowed by sudden, overwhelming panic attacks, her internal distress spilling into the classrooms. A concerned teacher's gentle nudge led her to open the door to EFR's SAP services.

At first, Emily was hesitant, her difficulty expressing and regulating emotions creating an invisible barrier to therapy. Through the SAP and the compassionate guidance of an EFR counselor, Emily utilized her SAP sessions and transitioned into outpatient therapy.

With each session, Emily gained newfound skills to manage her anxiety and began the delicate work of opening up the channels of communication with her loved ones. Her growth was marked by milestones—panic attacks ceased to disrupt her school life, and dialogues about her emotional world started to flow at home and with friends.

Emily's story is a beacon of hope, illustrating the profound change that EFR's counseling services can catalyze. Her narrative is one of countless others that underscore our commitment to empowering youth, one conversation, one coping strategy, one session at a time.



Student Assistance Program

The Student Assistance Program continued its growth trajectory in FY23!

The program welcomed nine new school districts to the program and added onsite SAP services in two school districts. Our dedicated program staff reached almost **10,000 students and family members** through program orientations, group services, and SAP counseling.

The team also continued to seek creative avenues to engage students and their families. From collaborating with activity directors and establishing a strong presence at open houses and mental health awareness events, to rolling out a digital toolbox allowing school districts to easily incorporate SAP details in their digital communications; the team remains dedicated to ensuring families stay informed and engaged.

Counseling

EFR's Mental Health Counseling Program team is proud to be helping so many people in the community. In 2023, they connected with **359** clients and provided **3,016 outpatient sessions**—a remarkable increase of over 400 sessions compared to the previous year!

Thanks to the generous contributions of our EFR donors, we offered a lifeline to 32 low-income clients, facilitating access to vital mental health counseling on a sliding fee scale.

The counseling team expanded this year with the addition of a school psychologist. This expertise allowed us to offer testing and diagnosis for conditions such as ADHD, autism, and learning disorders, including dyslexia. These offerings have proven invaluable, especially for clients facing long wait times or unaffordable fees elsewhere. Our team remains committed to serving the community, ensuring everyone receives the care they deserve.

Prevention

It was another stellar year for EFR's Prevention Team! They achieved 100% of their outcomes associated with 12 different work plans, touching the lives of over **17,630** individuals in Polk, Warren, Jasper, and Marion counties.

Their digital outreach efforts soared with an impressive **27,460** social media impressions from Polk County residents for their opioid overdose prevention toolkit.

Through the team's dedicated efforts, we've provided early childhood education to approximately **2,500 children**, engaged **450 high-risk youth** in Polk County with diversion and substance abuse prevention programs, and implemented six gambling policy changes to increase awareness of problem gambling.

Maria

Maria, a 7th grader from a quiet rural town, reached out to an EFR Student Assistance Program (SAP) counselor seeking someone who would genuinely hear her struggles. Overwhelmed by mental health challenges, Maria felt invisible and unheard, even as she bravely voiced her need for hospitalization.

Recognizing the severity of her plea, the SAP counselor immediately acted, bridging the gap between Maria's silent battles and the help she desperately needed. The counselor's assessment, advocacy, and collaboration with her parents led to Maria receiving inpatient hospital care, marking the beginning of her healing.

One month later, Maria returned to school and embarked on a journey of recovery with her SAP counselor. Over the following months, Maria and her counselor crafted a toolkit of positive coping strategies, explored methods to recognize and challenge negative thoughts, and helped Maria identify her inner strengths.

By her final session, Maria emerged with a robust set of coping strategies, a blossoming self-confidence, and a bright vision for her future. In her last session, Maria reflected on the pivotal role her SAP counselor played by **validating her voice and empowering her self-advocacy—a gift that Maria will carry forward as she confidently steps into her future.**

Employee Assistance Program

The EAP touched the lives of 17,887 employees and their families through its diversity of services — from counseling and life coaching to legal and financial consultation to educational training and webinars. With the additional partnerships of 94 new companies during 2023, we've expanded our reach, making the EAP's valuable resources available to 48,000 new employees and their families.

As part of our commitment to fostering workplace mental wellbeing, we provided three specialized training sessions for EAP company managers at no additional cost, successfully educating 1,400 leaders across 73 sessions. A notable highlight from May is the introduction of Togetherall, a comprehensive, anonymous online peer support community that includes a wealth of resources to support mental health, complementing our existing professional services like counseling and coaching!

Substance Abuse Services

EFR's Substance Abuse Services program had a successful year serving 2,094 clients and ensuring those in our community receive vital access to substance abuse treatment.

Notably, 90% of those served are among the most economically challenged in our community, living on incomes below 200% of the federal poverty level. Most have some involvement with the criminal justice system. Our SAS team is committed to championing the cause of this underserved and vulnerable population. Recognizing the need for clear communication, we've overhauled our approach to ensure our services and paperwork are accessible in the client's first language.

In addition, we've strengthened our lines of communication with key stakeholders such as attorneys and probation officers. This concerted effort ensures every client is presented with the best opportunity to access timely and effective treatment programs when appropriate.



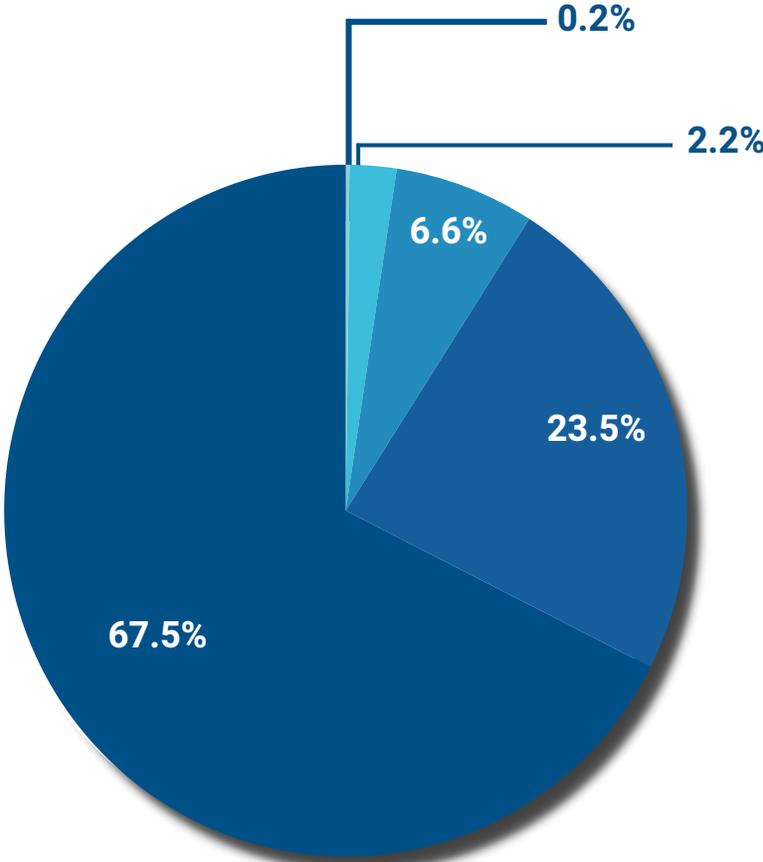
Year End Financials

EFR EMPLOYEE & FAMILY RESOURCES

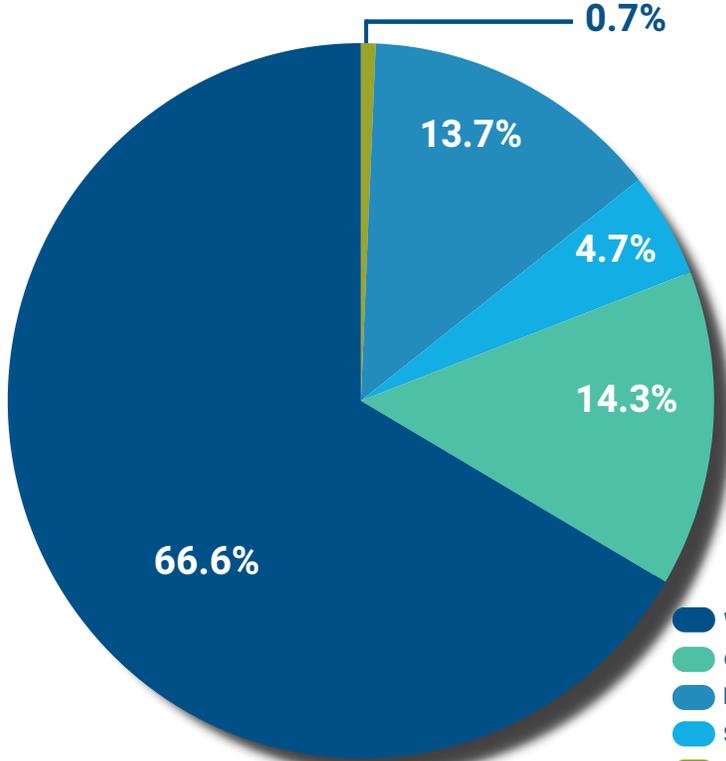
PROGRAM REVENUE AND PUBLIC SUPPORT

Workplace & Student Assistance Services	\$3,999,745
Government Contracts	\$1,387,501
Client Fees	\$392,899
Contributions	\$129,172
Special Events (Net)	\$12,404

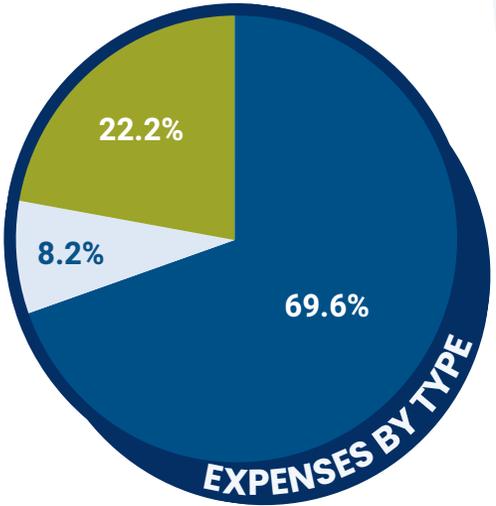
\$5,921,720



FY23 EXPENSES



- Personnel
- Service Delivery Fees
- Operating Expenses



● Workplace & Student Assistance Services	\$4,036,456
● Community Services	\$867,696
● Management and General	\$832,950
● Substance Abuse Services	\$287,258
● Development	\$40,658

\$6,065,018

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Are you passionate about expanding the reach of mental health and substance abuse services?

EFR is seeking a diverse group of highly qualified individuals to support and promote our mission to help people manage life's challenges to reach their full potential. If this sounds like a good fit for you, scan the QR code!

Board of Directors



The morning of Sunday, May 21, dawned with sunshine and cool breezes, setting the stage for a remarkable 7th annual in-person Ride Don't Hide! Over 100 registered participants embarked on a casual bicycle ride to reduce stigma associated with mental illness and raise awareness and funds for EFR's counseling program.

The day was filled with excitement as participants tested their knowledge with mental health trivia games and had the chance to win bonus prizes at each of the three stops along the route.

With your help, we raised over \$17,418 for our mental health counseling program! Gifts of support allow EFR to provide counseling on a sliding-fee scale so it is accessible to everyone regardless of income.

After seven years, EFR made the difficult decision to conclude Ride Don't Hide, marking 2023 as its final year. The success and impact of Ride Don't Hide has only been possible due to the steadfast support from our community, Board Members, sponsors, and employees. As we turn the last page on Ride Don't Hide, we sincerely thank each of you for crafting this remarkable chapter alongside us.

A huge shout-out to this year's amazing sponsors listed below.



Donors



to donate visit: efr.org/how-we-help/how-you-can-help/

or via check payable to Employee & Family Resources at
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\$5,000 – \$9,999

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The Graham Group, Inc.

\$1,000 – \$2,499

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