



EFR EMPLOYEE & FAMILY RESOURCES

2025

# Annual Report



# Dear Supporters,

In a world that sometimes can feel more divided than united, I am giddy with excitement to share stories from EFR that bring us together to celebrate hope and healing!

The work of EFR crosses all political, socio-economic, geographic, and demographic lines—it doesn't matter if you're left or right, rich or poor, north or south, or a member of any other "category"—at some point everyone is affected by challenges in life.

One of my favorite things about EFR is that we are everywhere. In workplaces and schools, in criminal justice settings and within communities, you will find EFR team members supporting individuals and families. We know that some of life's challenges come from within and others are a result of our environment. I am proud that EFR offers a wide variety of services

to help people address both internal and external challenges, and that we strive to help them create real, lasting change.

Even during the uncertain and challenging times of FY25, EFR continues to grow and thrive.

We were able to reach 58,735 individuals this year—an increase of 3,770 from last year—and that growth was distributed across all the programs we offer.

We were awarded grants that enabled us to expand into two new areas of practice: suicide prevention and youth delinquency prevention. These projects fit like missing puzzle pieces with EFR's existing community-based programs. After less than a year, these new programs have served hundreds and have already made a lasting impact in central Iowa.

It is rewarding to see the way that our Student Assistance, Substance Abuse Prevention, Suicide Prevention, and Delinquency Prevention Programs work together with a synergy that elevates the effectiveness of each of them. While our Substance Abuse Services navigates uncertain times with the criminal justice system, they continue to serve the individuals that need those services. At the same time, EFR continues to provide essential support to employees and employers through the Employee Assistance Program, reaching thousands more clients each year. Our organization remains in hope mode!

At EFR, we continue to maintain our focus on what's possible when we stick together and continue to work toward better health through hope and healing. None of that would be possible without the support of EFR's Board of Directors, the guidance of EFR's leaders, and the hard work of EFR's staff.



Join me in celebrating the successes of the past year in the following pages!

Sincerely,

Tammy Hoyman, CEO

# Who We Are

## 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 wellbeing of individuals.

## Core Values



**C**  
Customer-  
focused

**I**  
Initiative-  
Seeking

**P**  
Productive

**A**  
Adaptable  
and Resilient

**H**  
Honesty and  
Integrity

**R**  
Reliable

**P**  
Positive and  
Respectful

## Impact by the Numbers

# 58,735

Total lives impacted in 2025

**300**

Lives served by the  
Counseling Program

**27,953**

Lives served by  
Community-Based  
Services

**7,226**

Lives served by the  
Student Assistance Program

**2,221**

Lives served by  
Substance Abuse  
Services

**21,035**

Lives supported by the  
Employee Assistance Program

# Community-Based Services

This year marked significant expansion of the Community-Based Services Team (formerly the Prevention Team)! EFR was awarded a Youth Suicide Prevention Grant and a Juvenile Delinquency Prevention Grant this year, adding new services to the already valuable work of the substance abuse and problem gambling team. The Community-Based Services team delivered important services to improve the lives of thousands across Polk, Warren, Jasper, and Marion Counties!



## Key Accomplishments

**28,000**

individuals served in  
four counties

**600**

professionals trained on  
suicide screening tools

**100%**


of outcomes achieved  
from fourteen grants



## Substance Abuse Services **SAS**

For the 45th consecutive year, EFR's Substance Abuse Services program helped thousands of central Iowans access treatment through its evaluation and referral services, with the majority referred by the criminal justice system.

In fact, 80% of the individuals served were referred while incarcerated at the Polk County Jail. The program clients are overwhelmingly grateful for EFR's services and 100% reported satisfaction with the services they received.



80% of the individuals served were referred while incarcerated at the Polk County Jail

# Counseling Program

The counseling team had a stellar year providing mental health support to 300 new clients. The team collectively provided 3,128 sessions and earned a rating of Satisfied or Very Satisfied from 98.5% of clients.

## Stories of Impact

### Logan

At first, I was hesitant to go to counseling because I didn't know what to expect or if it would help. But my counselor took the time to build trust, talk with me about my interests, and create a space where I felt safe. Over time, I was able to process the loss of my mom and begin to heal.

Four new counselors joined the team this year and another became independently licensed. These are important factors that have helped expand our appointment availability to clients. In addition, two counselors became certified in new treatment modalities that effectively treat trauma.



# Stories of Impact

## Brian

I was referred to EFR by my manager because of concerns about my work performance. With the support of my counselor, I finally acknowledged how my drinking was affecting my health and my work. I was able to map out a plan make changes and today I'm proud to say I'm sober and feeling great.

## Amanda

Working with my counselor helped me understand how my behavior contributed to the deterioration of my marriage. I learned new ways of communicating and how to set boundaries. I listen to my inner voice now and I have set clear goals for myself as I continue my journey of growth and self-discovery.

# Student Assistance Program **SAP**

The Student Assistance Program had a big year of impact! The program reached 7,226 students and family members in 26 school districts, including approximately 1,000 receiving counseling services and 6,200 youth reached by program orientations and skill-building groups. Half of the SAP school districts are within the Des Moines metro area and the other half are districts

throughout Iowa who are served by telehealth. 51% of the counseling clients were seen by our on-site counselors in their school buildings. We were able to assist students' issues including family concerns (15%), anxiety symptoms (14%), and other behavioral concerns (9%), among many other issues like depression, bullying, and substance use.



The program reached 7,226 students and family members in 26 school districts

# Stories of Impact

## Ashley

When I first started seeing my counselor in eighth grade, I didn't even know where to start, I had already been through so much. It was 2020, right after COVID, and we were just doing Zoom meetings. I didn't have my mom in my life because of her drug addiction and was jealous of kids who did. My dad was my best friend, but sometimes chose his girlfriends over me. Ultimately, my mom's drug

addiction took her life and then I also lost my grandma who was my safe space. I felt like the whole world was against me and I didn't understand what I did to deserve all these things happening to me. But, through it all, my counselor has been there through everything. Now I'm 18, in college studying social work, and I'm proud of how far I've come. I wouldn't be who I am today without her.

# Employee Assistance Program **EAP**

EFR's 50th year in the EAP field was a great year of growth and success. Covering over 500 companies and 215,175 employees plus their family members nationwide, services were provided to 21,035 individuals in FY25. The contract retention rate was 94% over the year and total EAP contract

value increased by \$150,485. The majority of individuals accessed EAP counseling or life coaching (74%) and the others received much needed work/life services such as legal or financial consultation, ID Theft Assistance, or Dependent Care Resources.

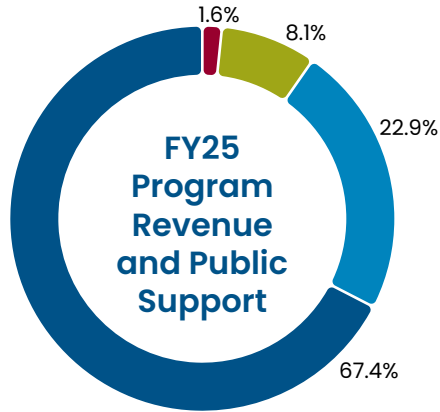
## Stories of Impact

### Steve

When I started my EAP sessions, I struggled with communication, emotions, and grief. After just one session, I began making real changes. I began communicating more clearly with others, and as a result, I felt much more positive about myself.

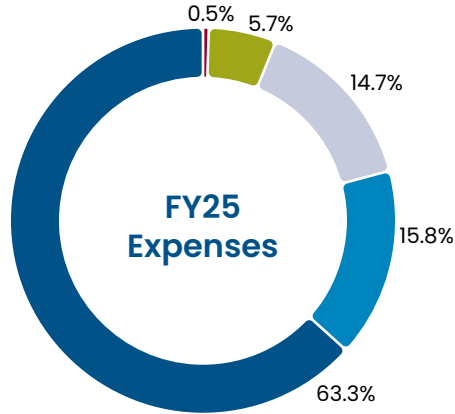
Covering over 500 companies and 215,175 employees plus their family members nationwide

# Year-End Financials



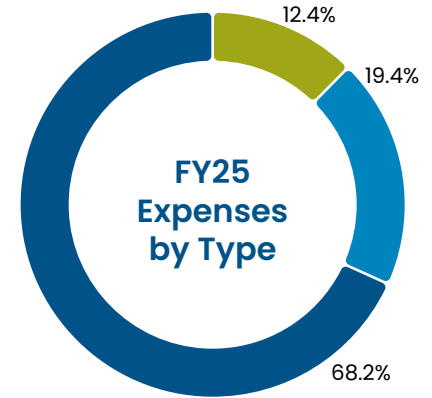
- Employee and Student Assistance Services Contracts **\$3,986,349**
- Government Contracts **\$1,355,840**
- Client Fees **\$476,636**
- Contributions **\$96,201**

Total  
**\$5,915,026**



- Employee and Student Assistance Services **\$3,724,440**
- Community-Based Services **\$929,774**
- Management and General **\$864,834**
- Substance Abuse Services **\$332,511**
- Development **\$28,320**

Total  
**\$5,879,879**



- Personnel **\$4,010,656**
- Service Delivery Fees **\$1,137,889**
- Operating Expenses **\$731,334**

Total  
**\$5,879,879**

# Board of Directors



**Cory Bauer**

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Pete's Pizza\*  
Richard and Christine Clogg  
Rick and Diane Hickman  
Scott Nelson  
Shaoah L. Miller  
Steve Arneson

\*in-kind

\*\*including in-kind

# Life Happens. We're Here to Help.



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[efr.org](http://efr.org)

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