



EFR EMPLOYEE & FAMILY RESOURCES

Service Report

FOR

EFR Downtown Office (Test Org)

January 1, 2024 - December 31, 2024

Mary McCarthy

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Private & Confidential

UTILIZATION REPORT

EFR Downtown Office (Test Org)

January 01, 2024 - December 31, 2024 on New Files

UTILIZATION REPORT				
EAP Summary	Cases	%	Served	%
EAP Files	14	66.7%	15	20.3%
Supervisor Referral	2	09.5%	2	02.7%
Information Calls	0	00.0%	0	00.0%
Organizational Services	5	23.8%	49	66.2%
Togetherall	N/A	N/A	8	10.8%
Organization Consultation	0	00.0%	0	00.0%
Total	21	100%	74	100%

Cases
Includes the total number of EAP cases opened with services provided in the report date range. A case may include multiple individuals/family members.

Served
Includes the total number of individuals served in the report date range.

EAP Utilization Rates
Utilization Rate
The total number of persons served divided by the employee population for the reporting period.

Based on an Employee Population of: 70
Annualized Utilization Rate
This is the "projected" yearly persons served utilization rate.

Utilization Rate (Served):	35.71%
Annualized Utilization Rate (Served):	35.71%

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Primary Presenting Issue by Case



Primary Presenting Issue by Case	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2023 - 12/2023	
	#	%	#	%	#	%	#	%
Alcohol And Other Drug	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Anger	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Anxiety	1	11.11%	1	50.00%	1	20.00%	3	18.75%
Child Care	0	0.00%	0	0.00%	1	20.00%	1	6.25%
Concerned Person/Mental Health	0	0.00%	0	0.00%	1	20.00%	1	6.25%
Depression	0	0.00%	1	50.00%	1	20.00%	2	12.50%
Family	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Financial	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Marriage/Relationship Stress	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Time Management	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Tobacco/Nicotine Cessation	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Trauma	1	11.11%	0	0.00%	0	0.00%	1	6.25%
Work-Related Stress	0	0.00%	0	0.00%	1	20.00%	1	6.25%
Total	9	100 %	2	100 %	5	100 %	16	100 %

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Service Requested by Case



Service Requested by Case	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2023 - 12/2023	
	#	%	#	%	#	%	#	%
Child Care	0	0.00%	0	0.00%	1	20.00%	1	6.25%
Counseling	6	66.67%	2	100.00%	4	80.00%	12	75.00%
Financial	1	11.11%	0	0.00%	0	0.00%	1	6.25%
On-site Counseling	2	22.22%	0	0.00%	0	0.00%	2	12.50%
Total	9	100 %	2	100 %	5	100 %	16	100 %

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Employee/Family Member



Employee/Family Member	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2023 - 12/2023	
	#	%	#	%	#	%	#	%
Employee	8	88.89%	2	100.00%	4	66.67%	14	82.35%
Family Member	1	11.11%	0	0.00%	2	33.33%	3	17.65%
Total	9	100%	2	100%	6	100%	17	100%

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Cases By Location

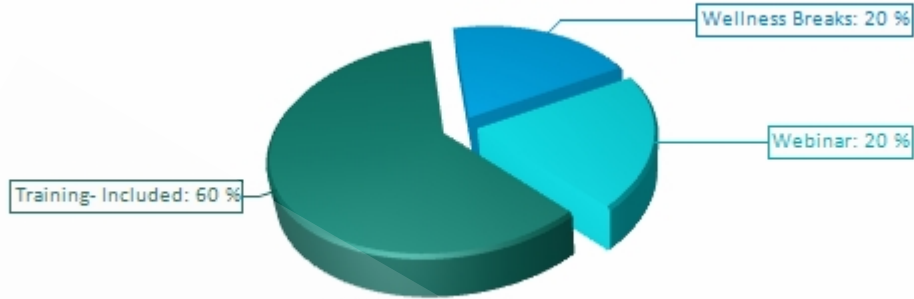


Cases By Location	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2023 - 12/2023	
	#	%	#	%	#	%	#	%
EFR Downtown Office (Test Org)	9	100.00%	2	100.00%	2	40.00%	13	81.25%
EFR WDSM Office (TEST ORG)	0	0.00%	0	0.00%	3	60.00%	3	18.75%
Total	9	100 %	2	100 %	5	100 %	16	100 %

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Organizational Services



Organizational Services	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2023 - 12/2023	
	#	%	#	%	#	%	#	%
Training- Included	1	50.00%	1	50.00%	0	0.00%	3	60.00%
Webinar	0	0.00%	1	50.00%	0	0.00%	1	20.00%
Wellness Breaks	1	50.00%	0	0.00%	0	0.00%	1	20.00%
Total	2	100 %	2	100 %	0	0 %	5	100 %

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Organizational Services Summary

DATE	EVENT TYPE	HOURS	LOCATION	NUMBER ATTENDED	DETAILS
2/15/2023	Training- Included	1.00	Downtown Office	5	"Leading with Your Best Self"
3/23/2023	Wellness Breaks	1.00	Downtown Office	12	"Healthier You"-delivered by Johanna Dunlevy.
4/6/2023	Webinar	1.00	West Des Moines Office	2	"Alcoholism"
6/12/2023	Training- Included	2.00	West Des Moines office	15	"Drug Free Workplace" - delivered by Joe McQuerry.
12/1/2023	Training- Included	2.00	West Des Moines Office	15	"Civility in the Workplace"- delivered by Louise Crall.

TOTAL HOURS: 7.00

TOTAL ATTENDEES: 49

