



EFR EMPLOYEE & FAMILY RESOURCES

20
22

EFR ANNUAL REPORT

Life Happens. We're here to help.

Executive Message

Tammy Hoyman, CEO



Dear EFR Supporters,

We live in interesting times. We live in times that seem to have very little middle ground. It seems like the gray between the black and white has disappeared.

However, the gray is where most of us find our balance. It's at times when I find myself at one extreme or the other that I struggle the most. Once I recognized that, I was able to start helping others to define their extremes and move back to their middle ground.

We have experienced a global pandemic in the midst of social and political divisiveness. For years, not days or months, but **YEARS** we have been isolated and subjected to many extremes. These times have unbalanced even the strongest and healthiest among us, creating an unprecedented demand for mental health support.

This is how and why I think EFR has been so successful in such challenging times—our services help people regain their balance. I am extremely proud that EFR has had one of its best years yet. We reached over 41,000 people, brought on 11 new school districts in the Student Assistance Program, provided 2,600 therapy sessions in the outpatient mental health program, and expanded our reach with new Substance Abuse Prevention services. But the real success is in the stories we hear from the people we serve.

EFR remains committed to helping individuals, schools, employers, and communities re-center when they lose their balance. I hope you enjoy our report of the many ways we were able to do so this year!

Sincerely,

A handwritten signature in black ink that reads "Tammy Heyman". The signature is written in a cursive, flowing style.

What's Happening at EFR?

STUDENT ASSISTANCE PROGRAM

The Student Assistance Program had one of its best years yet, welcoming 11 new school districts on board. In addition, the program reached more students this year than any of the past several years- 8,666! We reached more students and family members than ever before via SAP counseling, on-site services, student groups, and orientation sessions. The biggest increase this year was the number of virtual sessions delivered, in part due to the expansion of the program in offering a virtual-only model to school districts throughout the state. The SAP also experienced its biggest group of master's level interns in FY22. This is especially important to EFR in order to serve more students and families while preparing the next generation of counselors for the workforce.

PREVENTION

It was a busy and productive year for EFR's Prevention Team! They reached over 14,650 people in Polk, Warren, Jasper, and Marion counties and nearly 2 million people through their media campaigns. Some of the most notable accomplishments include:

- Completion of community assessments in all four counties to guide the development of data-driven workplans
- Hundreds of hours of services specific to opioid prevention and education on the use of life-saving Naloxone
- And four workplace policy changes for companies in the four-county area to address substance use and/or handling of substances on the premises

SUBSTANCE ABUSE SERVICES

EFR's Substance Abuse Services program had a successful year serving 1,908 clients, 75% of these at the Polk County Jail. The SAS staff continued to navigate COVID protocols this year, but still served many clients in need of substance abuse evaluations to help them access treatment services. Once the evaluations were completed, EFR's staff faced unprecedented challenges helping clients to access treatment programs that were overwhelmed with demand and changing admission protocols due to COVID and staffing shortages. However, our professional staff at EFR did not give up and continued to assist these clients through their wait times and referral changes.

COUNSELING PROGRAM

EFR's Mental Health Counseling Program reached 347 clients and provided 2,600 outpatient sessions in FY22! There were 241 new clients served during this year. As COVID rates began to subside, more in-person sessions were offered and provided during the year. However, telehealth is still available and preferred by about half of EFR's counseling clients. Returning to in-person sessions was a big accomplishment as many protocols changed due to COVID precautions. However, the team served hundreds of clients in need of treatment for conditions like depression, anxiety, and trauma. In addition, they welcomed a new team member who provides specialized trauma and parent/child therapy.

EMPLOYEE ASSISTANCE PROGRAM

The EAP brought on 68 new companies during FY22, making 37,000 new employees and their family members eligible to access EAP counseling, life coaching, and the many work-life services such as legal or financial consultation or child/eldercare resources. During this year, EFR's EAP provided services to 15,571 individuals. Like the SAP, the EAP provides a valuable entry point for many who may not know where to turn for help or how to access services. Worse yet, they may be scared or ashamed to ask for help. EFR continues to find new ways to make it easy for people to access assistance like our mobile app, easy-to-navigate website with a chat feature, and 24-hour telephone support from a master's level counselor.

Stories of Impact

*Anna's Story

After her father's death, Anna wrestled with grief, anxiety, and a storm of intense emotions that left her struggling to stay anchored. Recognizing she could not weather this loss alone, she sought support through EFR's outpatient counseling. With the help of her therapist, Anna uncovered the guilt and sorrow underlying her initial grief. Together they practiced methods to effectively combat the daily anxiety that frequented her life since her father's passing. Rather than suppressing or allowing intense emotions to consume her, Anna developed the skills to regulate them. She established stronger connections with her loved ones and learned how to communicate her needs in a way that allowed them to support her. With a healthy foundation of emotional regulation established, Anna is transitioning to less frequent sessions with her therapist. She continues to hone her abilities and takes steps each day to grow through her grief.





*Derek's Story

Derek's career dissatisfaction is what led him to access EAP services. He contemplated seeking employment out of state but recognized this would mean uprooting his entire family. Such a significant decision felt paralyzing. With career discontent and family considerations weighing heavy on his mind, Derek reached out to an EAP counselor to help him make sense of his emotions. With the help of his counselor, Derek dug into the root of his job dissatisfaction. He uncovered what held him back from communicating his needs to his supervisor, with whom he shared a lot of trust. After using two of his six sessions, Derek dropped off without scheduling any additional appointments. Such an outcome isn't unusual with EAP services – we don't always know how things end up for the people we work alongside. But after a few months, Derek's counselor received an unexpected message in her inbox. With his permission, the email stated in part:

"I know it has been a while since we last visited, but I wanted to follow up and say a big thank you for listening as I processed some issues with my work life. You helped me clarify and address some really important points of stress in my job, and our conversations also helped me reinforce a set of boundaries and expectations in my work setting. As a result, I did make the decision to pursue other opportunities, but with patience and intentionality.

I suspect you may not hear from all of your clients about how you made a positive and lasting difference through your work. But please know I thought of our conversations often, and they guided me as I worked through some very significant discernment in my life. I am grateful for you!"

Such updates are rare yet welcomed. They reinforce the essential role of our EAP; to listen and guide clients as they work on their timeline to make, sometimes significant, change.

07 IMPACT BY THE NUMBERS

41,121 total lives impacted by Employee & Family Resources in 2022!



14,655 Central Iowans (youth and adults) were served by EFR's substance abuse and problem gambling prevention specialists.

IMPACT BY



15,571 individuals from more than 700 companies across the nation received support through EFR's Employee Assistance Program.





1,908 Central Iowans received substance abuse assessment and referral services, providing an opportunity for recovery to people struggling with substance abuse and other related issues.



THE NUMBERS

8,666 students and family members were served by the Student Assistance Program through assessment, referral and brief counseling sessions and student groups.



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

09 RIDE DON'T HIDE

Ride Don't Hide 2022

Sunny skies and a brisk breeze greeted bicyclists the morning of Sunday, May 22, as we kicked off our sixth annual Ride Don't Hide event with an in-person bike ride followed by a week-long virtual event from May 23-28! One hundred eight registered participants joined EFR volunteers as we rode to destigmatize seeking help for mental illness and addiction while raising funds to ensure cost is never a barrier to care.

A week of unpredictable weather didn't deter riders during the virtual event. When thick clouds dampened the skies for a few days, they found creative ways to beat the rain by cycling indoors! Participants made a splash on social media by sporting bright blue shirts and posting smiling candids while sharing encouraging messages and personal stories about why they ride.



Despite widespread divisiveness in our nation, your shared commitment to addressing the mental health crisis unites us in action. We were blown away by a new record number of individual donations - \$1370 raised by 19 donors!

Thanks to our donors and sponsors, together we raised \$28,215 to support EFR's mental health counseling programs. In addition to \$28,215 raised, in-kind donations given by our generous sponsors helped increase awareness of EFR's services. Thanks to your advocacy and support, we can continue to offer counseling services to low-income individuals. This year we raised enough to cover 175 counseling sessions!

When we hide, mental health stays in the dark. When we ride, we ignite change, and together we continue to break the stigma and financial barriers to ensure everyone can access mental health services.

A huge shout-out to our amazing sponsors listed below.

We are already gearing up for Ride Don't Hide 2023! Please mark your calendars for an in-person ride on Sunday, May 21, 2023. We're looking forward to seeing everyone!



11 OUR DONORS AND SUPPORTERS

Our Donors and Supporters

\$5,000 - \$9,999

American Equity Investment Life Insurance Company
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Larry and Kathi Zimpleman Charitable Fund
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Craig Hansen and Judy Ralston-Hansen
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Renee Neppel
Richard and Christine Clogg
Rory Flynn
SCHEELS
Shaoah L. Miller
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Verna Rice



Stories of Impact



*Zoe's Story

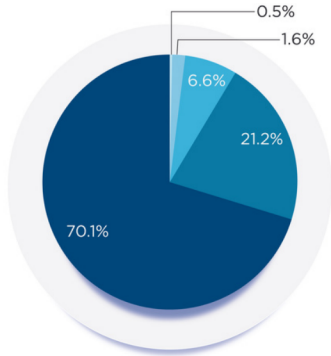
Zoe, an elementary-aged student, was placed with foster parents during an active DHS case. Witnessing traumatic events and being separated from her biological parents fractured her sense of security and stability. After struggling to help Zoe through emotional outbursts, defiance, and trust issues, her foster parents sought outpatient counseling with EFR.

Together they worked with a therapist using Parent-Child Interactive Therapy (PCIT). This intervention strengthens parent-child relationships and teaches caregivers constructive behavior management skills. Soon Zoe's foster parents adopted her, officially welcoming her into their family.

Today, Zoe and her parents have successfully graduated from PCIT. Zoe navigates big emotions with more skill and continues to work with her therapist. Her parents learned the tools necessary to create structure and stability while working through misbehaviors. With the support of her new family, Zoe is developing close relationships built on love and trust.

Year End Financials

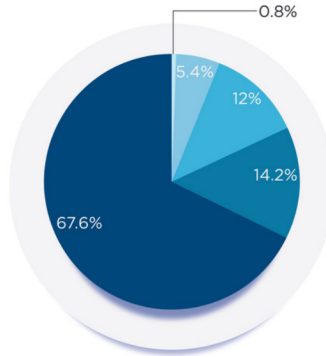
FY22 PROGRAM REVENUE AND PUBLIC SUPPORT



Special Events (net)	\$24,246
Contributions	\$87,996
Client Fees	\$350,527
Government Contracts	\$1,125,007
Workplace and Student Assistance Services Contracts	\$3,719,680

TOTAL: \$5,307,456

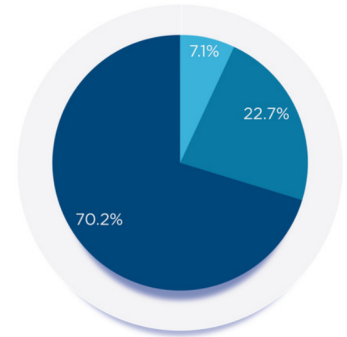
FY22 EXPENSES



Development	\$38,865
Substance Abuse Services	\$271,358
Community Services	\$606,205
Management and General	\$716,933
Workplace and Student Assistance Services	\$3,408,558

TOTAL: \$5,041,919

FY22 EXPENSES BY TYPE



Service Delivery Fees	\$360,064
Operating Expenses	\$1,144,178
Personnel	\$3,537,676

TOTAL: \$5,041,919

1 TARA HALL

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EFR EMPLOYEE & FAMILY RESOURCES

**505 5TH AVE
STE 600
DES MOINES**

EFR.ORG | 800.327.4692

THANK YOU!

Your generosity and support helps EFR continue to impact individuals and families in our community. We invite you to expand that impact in the year ahead!

EFR'S MISSION

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

EFR'S 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.