



EFR EMPLOYEE & FAMILY RESOURCES

EFR - Employee & Family Resources

ANNUAL REPORT

2018

EXECUTIVE MESSAGE

TAMMY HOYMAN, CEO

We had a stellar 2018 at EFR for a variety of reasons. Above all else, we served more than 70,000 people through our programs to prevent, assess, and treat mental health and substance use disorders!



More than 70,000 lives were touched by messages encouraging healthy choices and providing support to address life's challenges. It was a very productive year with many successes!

Some of the most notable accomplishments this year included **expanding our substance use license** to include outpatient services; **earning a 3-year CARF accreditation** for our substance use evaluation program and outpatient substance use and mental health counseling programs; and continued growth of our **Integrated Counseling Program**.

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In addition, **EFR was awarded two new grants from the Iowa Department of Public Health** to prevent prescription drug abuse in Polk and Jasper Counties. All of these achievements will allow EFR to serve more people with our unique brand of client-centered care.

Other exciting developments include the renaming and rebranding of our annual fundraising bike ride.

Ride Don't Hide was a soggy success in June, **attracting more than 200 registrants and approximately 75 courageous bicyclists** who braved torrential downpours throughout the day! **The event raised almost \$27,000 for EFR's counseling programs.** We also launched a new version of EFR.ORG (check it out!) and implemented a new electronic health record system to increase efficiencies and streamline our processes.

Moving into FY2019, we are working on several projects to enhance our services.

We will be expanding our substance use services to include an intensive outpatient program, which will be a great resource for individuals in our community needing a higher level of care than we are currently providing. **We have also added a Student Assistance Consultant to our staff** to act as a liaison between the program and our SAP schools. Along those lines, we will also begin to provide onsite mental health services at some schools in our community.

It is an exciting time at EFR! We couldn't do it without your support. Thank you for your gifts of time, money, and positive messages about EFR to your friends and family!

Enjoy this review of FY2018,

Tammy Hoyman

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WHAT'S NEW AT EFR

Prevention

The SPF Rx grants, which cover prescription drug prevention efforts,

are a valuable opportunity to extend EFR's prevention expertise to address the national opioid epidemic and its impact on Polk and Jasper Counties.

Both Jasper and Polk Counties have risk factors that could lead to a local opioid epidemic. To slow the spread of prescription drug misuse, **EFR's prevention specialists are helping implement strategic action plans that outline effective prevention strategies for each county**, including marketing campaigns, information dissemination via physicians, as well as family and teen skill building programs.

Counseling & Substance Abuse Services

We expanded our clinical services to offer an integrated approach to mental health and substance abuse counseling – this means more people can get the help they need with one trusted provider, rather than needing to tackle multiple issues with multiple providers.

We have also expanded our substance abuse license to allow us to further reach those who need help by providing substance abuse treatment on an outpatient basis.

Student Assistance Program

We renewed our focus on our Student Assistance Program (SAP)

by hiring a dedicated SAP consultant to act as a liaison between the schools and the program, as well as promote the SAP's services throughout the school districts we serve. This consultant also facilitates onsite student groups.

EFR.ORG

We revitalized EFR.ORG to be a more robust resource for the people we serve.

We worked to improve the site's user experience and navigation, allowing our clients to easily access the help they need. New, customer-focused features and information will be added to the website over time, promising an even better experience for clients with each visit.



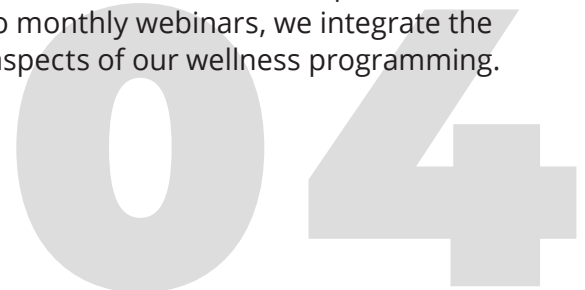
Wellness

Our wellness services have expanded by partnering with Interactive Health, an industry-leading health and wellness benefit provider.

With more than 25 years in business and more than 3,000 clients served annually, Interactive Health is a widely-recognized and accredited provider who believes total well-being must be addressed for employees and organizations to excel, both economically and culturally.

Because of Interactive Health's emphasis on total well-being, **this partnership has provided EFR with tools to help identify emotional health risk within an employee population, support chronic health conditions, and engage individuals with inbound or outbound health coaching.**

We continue to keep the EAP at the center of any worksite wellness program. From the ongoing wellness deliverables to in-person trainings to monthly webinars, we integrate the EAP in all aspects of our wellness programming.



IMPACT:

BY THE NUMBERS

With your generosity and support, EFR impacted the lives of 71,585 individuals and families in 2018, helping them reach their full potential!

Prevention

39,492 Central Iowans (youth and adults) were served by EFR's substance abuse and problem gambling prevention specialists.

Workplace Services

27,420 individuals from more than 700 companies across the nation received support through EFR's Employee Assistance Program.

Substance Abuse Services

3,351 individuals in Central Iowa received substance abuse assessment and referral services, providing an opportunity for recovery to people struggling with substance abuse and other related issues.



EFR EMPLOYEE & FAMILY RESOURCES

Student Assistance Program

1,039 students and family members accessed the Student Assistance Program. The SAP provides 24/7/365 support to students, families, and schools to help manage the impact of many personal and family problems that affect students and their families – issues like depression, anxiety, and family conflict.

EFR's Counseling Program

283 individuals received mental health counseling to help address issues like depression and anxiety.

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STORIES OF IMPACT



Amanda*

Eighteen-year-old Amanda has been engaged with EFR's counseling services for more than a year. She initially sought help from the Student Assistance Program for coping with family issues, but ended up needing ongoing counseling to manage her struggles with social anxiety, panic, and depression.

After 18 months of counseling and a referral for medication, Amanda has transitioned

to college, is living with a roommate, and hasn't had a panic attack in more than nine months. She recently reduced her medication, and is hoping to eliminate medication altogether.

While Amanda is still young, she is managing social situations better, and is spending time with friends. She is also no longer plagued by worries about what others think about her, and is open to making new friendships.

**Name changed to protect client confidentiality*



Josh*

Josh was referred to the Student Assistance Program by his school due to an alcohol violation. In his sessions with the SAP counselor, he reported he doesn't usually drink, but he was new to his school – a school much bigger than the one he came from – and he found drinking helped him make new friends.

Josh disclosed to his counselor he really missed his old school where he had lots of friends and was involved in a lot of activities. Because his new school was so big, he didn't feel like he fit in and was nervous about getting involved in some of the activities he enjoyed at his old school.

Through his SAP sessions, he worked through some of the issues related to the move – he made a plan to talk to the football coach about joining the team late in the season, as well as made a promise to himself and his parents he was done drinking. When his counselor checked back with him, Josh reported he was doing much better and had met some good friends who shared many of his interests.

Matt was referred to EFR for mental health services after legal problems. He was facing jail time. He was also abusing alcohol, experiencing conflict in his primary relationship, and was unemployed.

He worked with his counselor to address his anger, relationship concerns, and alcohol use for a few months before deciding to engage in a 30-day in-patient substance abuse program. After successful completion of this program, Matt and his counselor worked together to identify the underlying issues for his alcohol use – he recognized using alcohol was his way to deal with stress and undiagnosed anxiety. He has now identified healthy ways to deal with stress, such as using art, spending time outdoors, and attending weekly AA meetings.

Matt is now working part-time, has completed probation requirements, is more involved with his family, and has not used alcohol in more than a year.

Matt*



Ride Don't Hide

Bike to benefit EFR's Mental Health and Addiction Programs

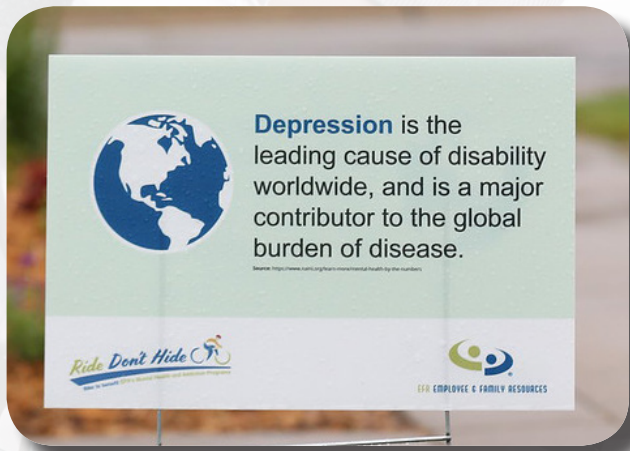
Presented by:



Despite the pouring rain, more than **75 bicyclists** participated in the second annual Ride Don't Hide charity bike ride on June 10, 2018.

The soggy day served as an analogy for how EFR and our clients endure when facing the daily adversity of behavioral health challenges. We provide support on people's stormiest days – we never give up, so they never give up!





This year's event had **more than 200 participants** signed up and, most importantly, increased awareness for EFR's services and the need for accessible behavioral health services.



We are so grateful for all of the staff, board members, volunteers, and sponsors, including our presenting sponsor, the BrandsFormation experts at the Des Moines Radio Group, for helping us raise almost **\$27,000** at this year's event. These funds support EFR's counseling programs.



Mark your calendars for next year's ride on June 9, 2019! That means you, too, Mother Nature!

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OUR DONORS AND SUPPORTERS

Thank you to the following donors and supporters. We deeply appreciate our supporters who share in our mission of helping people manage life's challenges so they can reach their full potential.

PACESETTERS (\$25,000 +)

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Women's 9-hole League
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Wolfe Clinic, P.C.
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Donald Wych
Ruby Wych

FY18 Revenues

Descriptions	Percent	Dollars
WORKPLACE AND STUDENT ASSISTANCE SERVICES CONTRACTS	60%	\$3,018,941
GOVERNMENT CONTRACTS	25%	\$1,247,174
CLIENT FEES	9%	\$443,134
INVESTMENTS AND OTHER	3%	\$180,446
CONTRIBUTIONS	2%	\$114,099
SPECIAL EVENTS (NET)	1%	\$26,935
TOTAL		\$5,030,729

FY18 Expenses

Descriptions	Percent	Dollars
WORKPLACE AND STUDENT ASSISTANCE SERVICES	58%	\$2,874,064
COMMUNITY SERVICES	17%	\$821,035
MANAGEMENT AND GENERAL	13%	\$620,289
SUBSTANCE ABUSE SERVICES	11%	\$556,776
DEVELOPMENT	1%	\$28,863
TOTAL		\$4,901,027

FY18 Expenses by Type

Descriptions	Percent	Dollars
PERSONNEL	70%	\$3,441,220
SERVICE DELIVERY FEES	16%	\$760,412
OPERATING EXPENSES	14%	\$686,103
ATR ASSISTANCE TO INDIVIDUALS	0%	\$13,292
TOTAL		\$4,901,027

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EFR EMPLOYEE & FAMILY RESOURCES

SPECIAL THANKS TO YOU FROM EFR

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, families, and communities.



Employee & Family Resources
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