

ANNUAL REPORT

20
20



EFR EMPLOYEE & FAMILY RESOURCES

Life Happens. We're here to help.

efr.org

EXECUTIVE



EFR EMPLOYEE & FAMILY RESOURCES

TAMMY HOYMAN, CEO



MESSAGE



Dear EFR Supporters,

2020 has been a great year for EFR!

You may think I'm joking. Or you may think I'm crazy. But, I'm not joking, and I'm just a little bit crazy, but not crazy about 2020 presenting a huge opportunity for EFR to shine. There is nothing like adversity and struggle to bring out the best in EFR programs!

The range and enormity of the challenges of this year are greater than most of us can ever remember. A global health crisis, national civil unrest, political divisiveness, in addition to all the “new normal” things of everyday life have created a national emotional crisis. As a result, people are experiencing more depression, anxiety, and isolation as we head into the shorter and colder days of winter.

It has been during these otherwise dark times that EFR has been a ray of hope for so many. During these difficult days, more companies and individuals reached out for our support. I’m proud that we are here to serve and support when people need us most and remain proud of EFR’s dedicated staff who have continued to work compassionately and professionally through these challenging times.

I hope you enjoy the recap of the past year. I am sure you will join me in awe of the creative solutions to 2020’s unforeseen circumstances. We wish you health, hope, and peace as we near the end of the year that turned the world upside down!

With sincere gratitude for your support,



Tammy Hoyman

Tammy Hoyman, CEO

Employee Assistance Program (EAP)

We are all aware of the effect the pandemic had on the business community- creating challenges that most had never dreamed of facing. It is when employers and employees are struggling that EFR's EAP can help the most. As tensions continued to grow, so did EFR's support to our EAP customers and clients- ensuring that uninterrupted telephone support continued and telehealth sessions were readily available when in-person meetings were no longer safe. Additionally, EFR was able to begin offering weekly webinars on a variety of topics to support customers struggling with unprecedented times. Through the developments of 2020, EFR's EAP has continued to respond to needs in creative ways- demonstrating the value of a compassionate full-service employee assistance program!

Prevention

The EFR Prevention Team had a successful year! It included the team coordinating work under six different grants covering Polk, Warren, Jasper, and Marion Counties addressing substance abuse and problem gambling; and added a First Responders-Comprehensive Addiction Recovery Program grant. The team completed 120 interviews with community members to gather information about the communities we serve. This data will help guide the prevention work in those counties in the coming years. The team also hosted two Community Talks Town Hall events to engage community members in discussions on underage alcohol use and current drug trends. In the last quarter of the year, the team transitioned to all virtual programming- instead of backing down, the team stepped up! Through creative methods, such as using video and social media outlets, the team successfully completed a majority of the outcomes in their work plans.

WHAT'S HAPPENING AT



EFR EMPLOYEE & FAMILY RESOURCES

EFR?

Counseling Program

The EFR Counseling Program exceeded all expectations this year by responding to the emerging needs of the community- especially during the last quarter of the fiscal year when the pandemic hit. Within hours, all counselors had transitioned to home offices and telehealth, immediately ready to support clients as uncertainties grew and anxiety increased by the day. Even during such challenging times, the program served 335 people!

Student Assistance Program (SAP)

What a year for the SAP to shine! Before Spring Break, the program was on track to serve a record-setting number of students and families. Even with schools closing for a fourth of the school year, the program served 705 individuals in counseling sessions and over 6,000 in student groups! One of the highlights of this year's groups was a collaboration with NAMI to bring "Ending the Silence" to schools, providing an educational program developed to address the stigma associated with mental illness. After schools canceled as a result of COVID, the SAP offered virtual support groups and individual sessions by telehealth.

Substance Abuse Services (SAS)

The year started strong for the substance abuse evaluation program, exceeding all projections... until the pandemic hit Iowa in March. Then referrals, many from the criminal justice system, slowed to a trickle. Still, this year 2,329 evaluations were completed- 1,235 at EFR's downtown office, 768 at the Polk County Jail, and 326 via telehealth. Only 14% of all clients were seen in the last quarter of the year. However, EFR quickly adapted to telehealth and was ready to serve on day one of working from home. Today, the SAS counselors typically have a full schedule and are serving individuals who access services via home computers, personal smartphones, or a telehealth system at the jail. We are proud to keep offering clients treatment opportunities, even during a pandemic!

STORIES OF



EFR EMPLOYEE & FAMILY RESOURCES

IMPACT

AMY



After successfully completing a residential substance abuse treatment program, Amy* chose to continue outpatient sessions with an EFR counselor. Over several months, Amy worked with her counselor to identify ways to set boundaries, recognize what healthy relationships look like, adopt effective coping skills, and learn how to build a strong support system.

Today, Amy recognizes the positive impact counseling had on her life and feels confident in her newfound ability to develop healthy relationships and support systems.

LAUREN



Lauren* sought out EAP services to address her fears surrounding COVID and the impact on her life. However, the focus of each session seemed to shift to Lauren's dissatisfaction with her job performance, the direction of her career, and the impact of COVID on her professional life.

With the help of her counselor, Lauren has been able to set short term and long term goals concerning her job. Mindfulness has been instrumental in learning to process her emotions, and she is developing increased awareness of her emotions and triggers while being kind to herself.

As she finishes her remaining sessions, Lauren continues to take steps toward improving her relationship with herself, her emotions, and her future.

*With your generosity and support,
EFR impacted the lives of*

48,255

23,160

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



15,707

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



2,329

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



IMPACT

BY
THE

*individuals and families in 2020,
helping them reach their full potential!*



EFA EMPLOYEE & FAMILY RESOURCES



6,724

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



335

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

NUMBERS

“*...learned skills to help him successfully navigate challenging days.*”

MADDOX

Maddox*, an elementary-aged student, struggled with anger outbursts, physical aggression, and difficulties with problem-solving. After spending years off-and-on in therapy seeking treatment with various providers only to remark that “none seemed to want to listen,” Maddox’s parents sought SAP services through their district.

Today, Maddox is completing his SAP sessions and moving towards outpatient counseling. He has reduced his anger outbursts and has learned skills to help him successfully navigate challenging days.



EFR offered over 20 webinars reaching **over 3000** attendees!



EFR was quick to adapt to the challenges brought about by 2020. Starting April 1st, we began offering virtual webinars on topics such as coping with COVID, remaining peaceful in times of uncertainty, diversity and inclusion in the workplace, and many more!

Lars is one of our many talented presenters. He's a therapist in private practice and serves as a trainer for EFR.

LARS PETERSON, LISW

VIRTUAL
IMPACT

To watch previously recorded webinars or to attend our upcoming webinars simply visit
efr.org/stay-connected/webinars





[VIRTUAL] RIDE DON'T HIDE 2020

Craig & Judy Hansen



Like much else, this year's Ride Don't Hide event looked a little different due to the pandemic. For the health and safety of all participants, we held a virtual ride from July 20 - 26, 2020. In celebration of the event, we asked participants to post updates and tag Employee & Family Resource's Facebook page as a way to destigmatize mental health and substance use concerns.

A virtual Ride Don't Hide meant that riders rode individually, but collectively, through numerous Facebook posts.

Supporters were united in addressing the stigma of accessing mental and substance use services through the restorative power of getting outside and riding a bike!

Thanks to the generosity of our Ride Don't Hide sponsors we raised \$26,500 to support EFR's mental health and substance abuse programs. Sixty-eight riders registered for the event, and even more participated virtually! Employee & Family Resources' Facebook page saw a dramatic jump in views, up 110%, and post engagement was up a whopping 638%!

We are already planning Ride Don't Hide 2021 - please mark your calendars for **Sunday, May 23, 2021**, or **May 17-23, 2021**, if we are still under pandemic conditions.

As a result of the pandemic, the need for EFR's mental health and substance use counseling services is greater than ever. We are experiencing great success reaching clients via telehealth but look forward to seeing people in person again as soon as it is safe.



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.

Sponsors (\$5000-\$9999)

Homesteaders Life Company
Larry & Kathleen Zimpleman
Charitable Fund
Mary K. Baker
NCMIC Group, Inc.

Patrons (\$2500-\$4999)

American Equity Investment
Life Holding Company
BrandsFormation/Des
Moines Radio Group
EMC Insurance Companies
Hy-Vee, Inc.
Nataliya Boychenko Stone
The Graham Group, Inc.

Visionary (\$1000-\$2499)

Angela Macke
Atlantic Coca-Cola Bottling
Company
Davis, Brown, Koehn, Shors &
Roberts, P.C.
Delta Dental
Frederick & Valeska Buie
Grinnell Mutual
ILC Resources
Jethro's BBQ Southside
John and Julie Schreurs
John and Tammy Hoyman
Phillip Hall

Leader (\$500-\$999)

Brent and Kelly Alexander
Carrier Access
Craig Hansen and Judy Ralston-Hansen
Katie Roth
Mark and Carol Mandziara
Michael and Louise Crall
Rich and Kim Willis
Tara Z. Hall

Mentor (\$250-\$499)

Barry Tofteland
Brendan and Christine Comito
David and Gina Noga
David and Laura A. Siebert
Dawn L. Reseland
Kathleen Phillips
Matthew Ahmann
Raeann Most
Sarah Rader
Stephen and Sharon Marlow

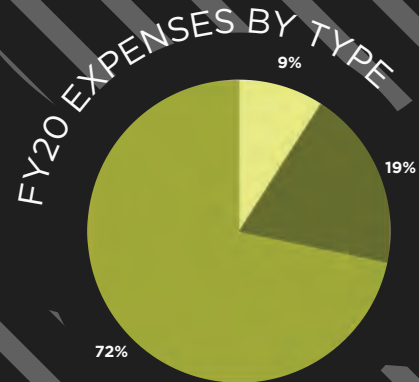
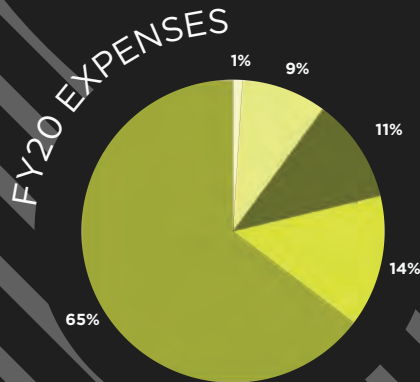
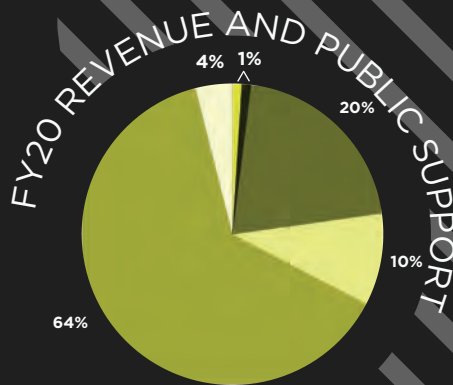
Friend (\$100-\$249)

Anonymous Contributors
Harry and Karen Teel
Jane M. Schelhaas
Kent Hinders
Ladonna D. Brown
Megan Wych
Michele Schatzberg
Rick and Diane Hickman
Rory Flynn
SCHEELS
Sherri Baily
Verna Rice

*Includes in Kind

Gifts are recognized from July 1, 2019 - June 30, 2020

YEAR END FINANCIALS



● Investments and Other	\$ 196,938
● Client Fees	\$ 498,345
● Special Events (net)	\$ 26,197
● Workplace and Student Assistance Services Contracts	\$ 3,252,023
● Government Contracts	\$ 1,053,958
● Contributions	\$ 41,941

● Development	\$ 40,738
● Substance Abuse Services	\$ 472,431
● Management and General	\$ 697,379
● Workplace and Student Assistance Services	\$ 3,218,033
● Community Services	\$ 561,638

● Operating Expenses	\$ 964,990
● Personnel	\$ 3,560,626
● Service Delivery Fees	\$ 464,602



EFR BOARD OF DIRECTORS

zume

Tara Hall

Nataliya Boychenko Stone

Don Fifer

Christine Clogg

Matt Ahmann

Deb Chiodo

Angela Macke

Lainie Cooney

Cory Bauer

Sheena Mahan

Gary Sinclair

Stop Video

Mute

Participants 11

Add

Screen Share

Chat

Reaction

Record

Leave Meeting

THANK 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.



505 5th Ave, STE 600
Des Moines, IA 50309



(800) 327-4692



www.efr.org



EFR EMPLOYEE & FAMILY RESOURCES