



EFA EMPLOYEE & FAMILY RESOURCES

EMPLOYEE & FAMILY RESOURCES

ANNUAL REPORT

2021

Life Happens. We're here to help.

EXECUTIVE MESSAGE

Tammy Hoyman, CEO



Dear EFR Supporters,

I had the pleasure of celebrating my 25th anniversary of employment at EFR in May - what a monumental milestone! I understand that people don't typically work in one place that long these days, but that's not even the most notable thing to me about my quarter century here. The most remarkable thing for me is that I *reluctantly* accepted the offer to

work at EFR as an EAP/ SAP Counselor and planned to move on after a few years. What I didn't realize was that this amazing organization would change the path of my career, and thus, my life.

What EFR provided to me runs parallel to what EFR continues to offer our clients every single day.

I'm not talking about my job. I'm talking about a purpose; an opportunity to continue to grow; new experiences; support through different life challenges; and second chances. Within these nuances we find the spirit of this great organization that lives on in the work of our employees.

Like my early days working at EFR, our clients come to us not knowing what to expect – but what they find is understanding and hope, support, true compassion, and professionals who are passionate to always do the right thing. EFR employees live our core values every day: customer focused, honesty and integrity,

initiative seeking, reliable, productive, positive and respectful, and adaptable and resilient. Living these values in everything we do leads to hope, purpose, second chances, and support through life's challenges, parallel to what I experienced over the past 25 years.

EFR changes lives.

I am proud to share this report that tells some of the story of how this great organization, its amazing employees, and superb board of directors have saved and changed the lives of so many in such dramatic ways in the past year.

Thank you for your continued support of EFR,

Tammy Hyman



WHAT'S HAPPENING AT EFR?



EMPLOYEE ASSISTANCE PROGRAM

This was a year of significant growth for EFR's EAP! The EAP added 12,000 covered lives from approximately 50 new companies, facilitated 49 crisis response groups for employees, and took 52% more calls than last year. It was an incredibly busy year, as employers increased their interest in supporting their employees when the pandemic stretched into its second year. In order to reach more and better support those employees, EFR offered 21 webinars attended by 1,818 participants, continued to upgrade the efr.org website, and launched a new mobile app!

PREVENTION

Once again, EFR's Prevention team worked its magic during these unprecedented times! Despite conducting the majority of their programming virtually, the team met nearly all their goals to make a significant impact in Polk, Warren, Marion, and Jasper Counties. The team provides services that inform and educate on the risks and dangers associated with substance abuse and problem gambling. This year, a few of their accomplishments include conducting an evidence-based curriculum with 525 students to increase resiliency and decrease risk factors; delivering 61 Drug-Free Workplace Trainings to 737 employees; and assisting four employers to update their workplace policies to be aligned with current substance abuse trends in Iowa!

COUNSELING PROGRAM

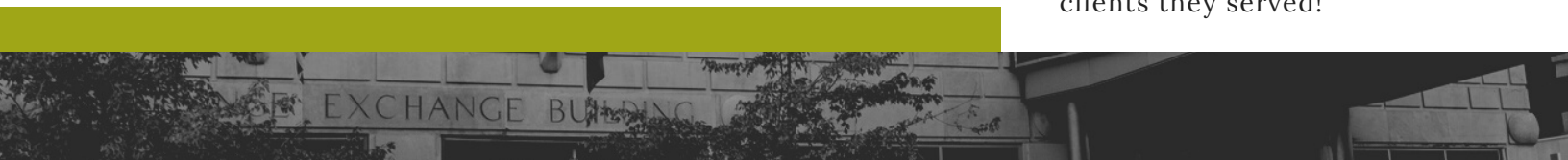
EFR's counseling program continued its growth in FY21, narrowing its focus on mental health counseling by eliminating outpatient substance abuse services. The program served 229 new clients this year, for a total of 324 served through virtual and in-person sessions. According to EFR counselors, the nature and severity of the presenting issues for all clients (EAP, SAP, and outpatient counseling) have changed over the past 18 months. The people EFR is serving are struggling more, making it all the more important the program continues to grow to meet the increasing demand.

STUDENT ASSISTANCE PROGRAM

What a year for the Student Assistance Program! As I noted in last year's report, the pandemic and the emotional hardships that followed allowed an opportunity for many of EFR's programs to shine - including the Student Assistance Program, now serving over 10,000 additional students compared to last year. Not only did the program reach a record number of students this year, but EFR also added six school districts through its new offering of a Virtual SAP for students and families to access virtual sessions via Zoom. This remote option was a great example of how EFR strives to identify new and innovative opportunities to serve!

SUBSTANCE ABUSE SERVICES

The program served over 1,700 clients in FY21 despite one challenge after another! While most of EFR's programs found an effective way to reach and serve our various populations, we remained challenged to reach those in need of substance abuse evaluations. While COVID protocols remained in place, EFR faced difficulties connecting with incarcerated clients, those without internet or reliable phone service, and others who found it difficult to attend a scheduled appointment (compared to EFR's former walk-in model). Program staff also trudged through issues with funders and unforeseen staffing losses, but were able to provide exceptional service to the 1,739 clients they served!



STORIES OF IMPACT

*Annie's Story



Annie, a young woman from a small town, sought counseling services through the EAP after witnessing a tragic event on her way to work. At first, she thought she could work through it on her own. But when recurrent thoughts about the event continued to plague her, she decided to talk to a counselor. Annie connected with one of EFR's counselors, who continued to work with her through outpatient treatment services. They discussed PTSD and the idea that the event would never "go away" but would forever alter her life.

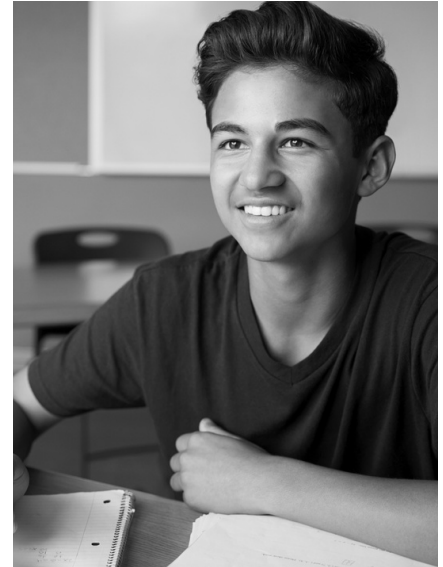
At the time, Annie didn't realize that she could control how the incident impacted her life moving forward. Learning different coping strategies for managing the thoughts lessened her anxiety, and soon she was able to identify her triggers and use self-talk to work through her emotions. Now Annie is working in her last few sessions and plans to graduate from therapy in a month. She is working toward earning a promotion at work and smiles a little brighter now, laughs a little harder, and worries a little less.

STORIES OF IMPACT

*Sam's Story

After grappling with a lack of self-confidence and struggling to make social connections at school, Sam sought support through the Student Assistance Program (SAP). Sam connected with a counselor through the SAP and decided to continue treatment through outpatient services. Together they worked to build confidence through positive self-talk. In his sessions, Sam learned new coping

strategies to help lower social anxiety, enabling him to connect with his peers and grow his support system. With his newfound skills and abilities, Sam has gone from bi-weekly sessions with his counselor to sessions on an as-needed basis. Today, Sam has expressed he feels happy and significantly less anxious in social settings, and he has a more positive view of himself.



*Name has been changed to protect identity of the client.

IMPACT BY THE NUMBERS

With your generosity and support, EFR has touched the lives of individuals and families, helping them reach their full potential!



37,447

total lives impacted by
Employee & Family Resources
in 2021!



22,851

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



11,729

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

1,739

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



324

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



804

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



RIDE DON'T HIDE 2021

May 17 - 23

The forecast predicted rain and dampness the week of May 17. But it could not predict that Employee & Family Resources' (EFR) fifth annual casual bike ride fundraiser would be a huge success!

With 106 registered riders—up 56% from last year—cyclists participated virtually from May 17-23, riding to

destigmatize seeking help for mental illness and addiction. Despite a week of scattered showers, spirits were anything but damp. Riders connected virtually through a new event app. Smiling selfies shared on social media spread positivity and awareness. And a lineup of exciting prizes were awarded throughout the week!



During a time when many people are struggling to weather the pandemic, your generosity shined through. We were blown away by a record number of individual donations—\$1,155 raised by 25 donors! Thanks to our donors and sponsors, we raised \$27,000 to support EFR's mental health and substance abuse counseling programs. In addition to \$27,000 raised, EFR received over \$15,000 worth of in-kind donations. Des

Moines Radio Group and Business Record helped to promote the ride and increase awareness around our services.

Your support means that EFR will be able to offer counseling services to low-income individuals. This year we raised enough to cover 180 counseling sessions!

Together, we continued to address the stigma surrounding mental

illness and addiction, and raised funds to ensure cost is never a barrier to treatment. We are already planning Ride Don't Hide 2022! Please mark your calendars for Sunday, May 22 as we kick off with an in-person event followed by a week-long virtual ride May 23-28!

Thank you again for your support—your contributions matter more than you may realize. We can't do what we do without you!

HUGE SHOUTOUT TO OUR 2021 SPONSORS!



Business Record



Judy & Craig
Hanson



Sheena
Mahan



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.

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(\$10,000 - \$24,999)

Des Moines Radio Group/BrandAction
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SPONSORS

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Homesteaders Life Company
Larry and Kathi Zimpleman Charitable Fund

PATRONS

(\$2,500 - \$4,999)

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NCMIC Group, Inc.
Sheena Mahan
The Graham Group, Inc.

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Anonymous Contributions
Confluence Brewing Company
David and Laura A. Siebert
Elizabeth Zaletel
Rich and Kim Willis
Sarah Rader
Tara Z. Hall
Teri Raney

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(\$250 - \$499)

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Patrick and Monica Wilke-Brown
Verna Rice

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(\$100 - \$249)

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Debra S. Chiodo
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Jethro's BBQ Southside
Matthew Ahmann
Megan Wych
Jeff Burnison
Pam Koster
Raean Most
Richard and Christine Clogg
Rory Flynn
Ruby Wych
Sherri Bailly
Terri Smith

STORIES OF IMPACT

*Billy's Story

While adapting to life with a new baby, Billy, a young man in his mid-twenties, sought counseling through the EAP. He and his fiancé agreed that he would stay home with the baby while she pursued her career, and Billy was struggling to adjust. The COVID pandemic and not seeing friends and family as often as he would like caused significant anxiety. Feeling trapped at home, he grieved the loss of the opportunity to proudly show his newborn son to the world. Billy wanted to support his family financially and desired to pursue a career selling his artwork. A talented artist, he lacked the motivation to do the work - sometimes it took all he had to get out of bed. Billy began meeting with one of the EAP counselors, who helped him

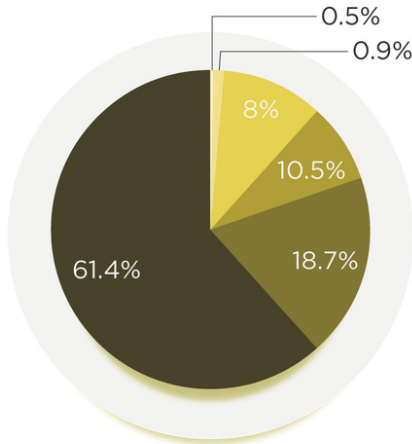
define what he was passionate about and learn skills to manage his anxiety. After reaching out to his doctor, Billy started medications to aid his treatment. In time, he continued meeting with his counselor and began to peel back the layers of his pain. Through therapy, he identified the sources of his pain, finding ways to accept his past and create a new narrative for his future. Taking steps forward, he signed up for a life coach and began selling his art. Today, he continues his journey of self-love and building self-worth. Billy and his fiancé are now married, and together they are raising their son to have a happy life.



*Name has been changed to protect identity of the client.

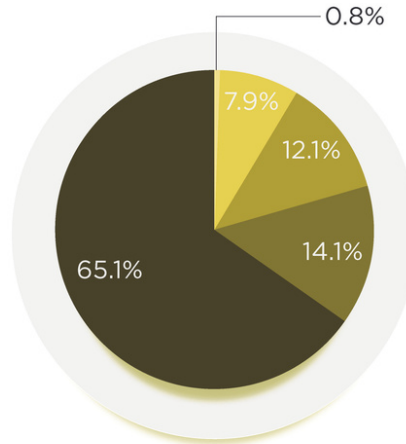
YEAR END FINANCIALS

FY21 REVENUES



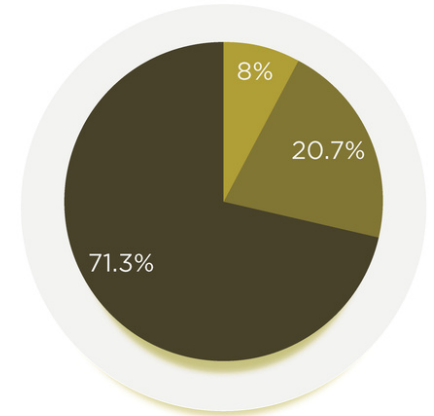
Special events (net)	\$27,072
Contributions	\$52,676
Client Fees	\$448,494
Investments and other	\$592,187
Government Contracts	\$1,054,448
EAP/SAP Contracts	\$3,457,190

FY21 EXPENSES



Development	\$40,347
Substance Abuse Services	\$380,192
Community Services	\$584,690
Management and General	\$679,855
EAP/SAP	\$3,139,531

FY21 EXPENSES BY TYPE



Service Delivery Fees	\$386,046
Operating Expenses	\$998,852
Personnel	\$3,439,717

OUR BOARD OF DIRECTORS



Nataliya Boychenko Stone
Board President,
Holmes Murphy and Associates



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Elizabeth Zaletel
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Not Pictured: Sheena Mahan and Jasmina Kadic

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 EMPLOYEE & FAMILY RESOURCES

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.

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| (800) 327-4692

| efr.org