

CITY OF OAKLAND | EAP DASHBOARD

If you have specific questions, please contact your account manager **Katie Cushman**

Overview

This dashboard is a valuable tool to understand details about your program with Uprise Health. It provides details for total cases, demographics, services, utilization, and top presenting problems. If total cases are too low, some data will be hidden due to member confidentiality policies.

Case management data updated on Apr-13-2023 and Uprise app data updated on Apr-14-2023

Total cases

359

Definition: Any member contact which includes but is not limited to: traditional EAP requests, employer services, and monthly active users of digital self-guided tools and resources.

Total services

1,044

Definition: Total amount of services for each case, which includes: sessions authorized (regardless of use) for traditional EAP cases, attendees for employer services, activities and sessions within digital self-guided services.

Utilization

8.7%

Definition: Total cases divided by primary members calculated over the selected period.
Current annual projection: **11.0%**

Primary members

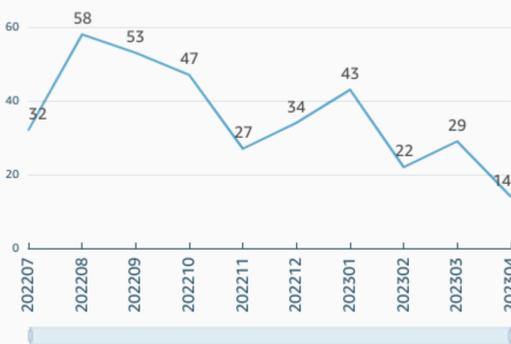
4,132

Definition: Number of primary members reported to your Client Success manager.

Top problems

- relationship/family/couple with **29** Cases
- workplace stress with **22** Cases
- stress/anxiety with **19** Cases

Cases by month

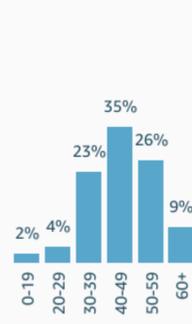


Cases by type



Cases by age

Click to filter Gender

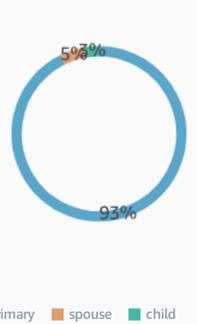


Cases by gender

Click to filter Age



Cases by relationship

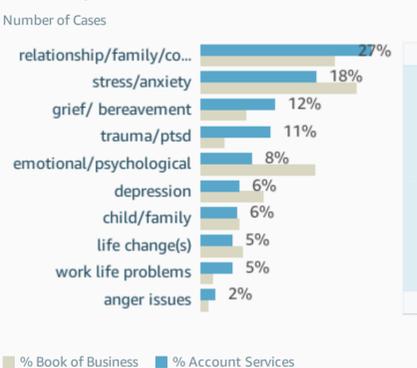


Counseling Services

The following is a summary of short-term counseling services. The data shown covers the mental health and work-life topics that were presented by members and the session delivery type. Data for peer support groups is also provided to report the types of groups that were attended by members.

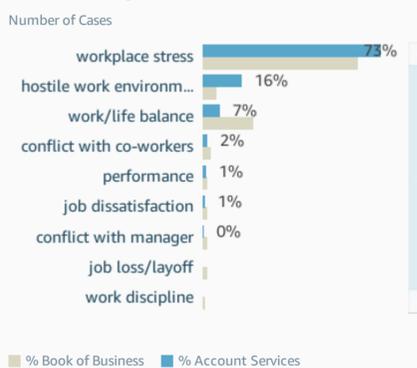
Personal problems

Top 10



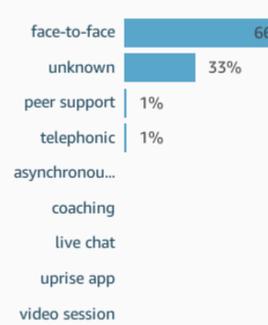
Work related problems

Top 10



Delivery types

Number of Cases



Peer support groups

Number of Cases

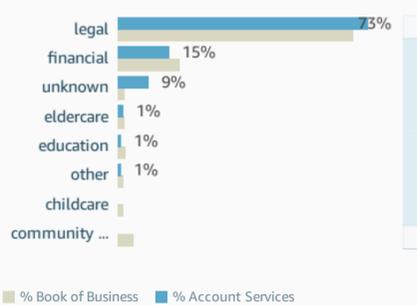


Work-life Services

Uprise Health provides work-life services to help members better manage issues and concerns that impact their work and home. Services include legal, financial, budget planning, child and parenting, and eldercare support.

Specialty

Number of Cases



Management Services

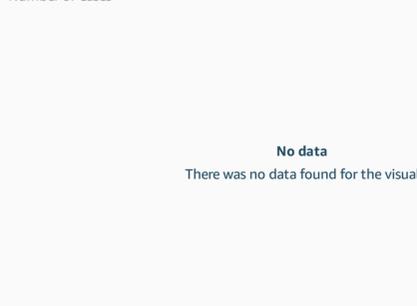
These graphs show data on support Uprise Health provided to managers who have identified and documented employee performance issues. The following graphs show phone consultations to support managers with identifying and documenting performance issues

Cases by type



Referral problems

Number of Cases



Employer Services

Employer services includes webinars, critical incidents support, and health fairs. There may be some additional delay in reporting of this section.

Webinar data updated on Oct-20-2022

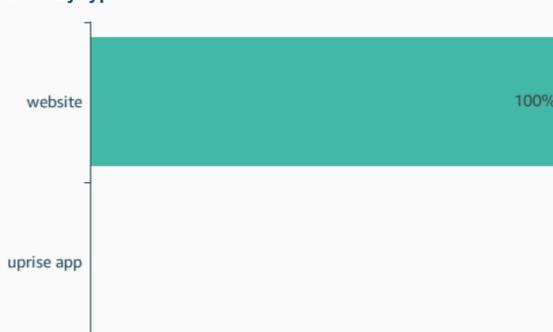
account_name	Date	Topic	Delivery	Duration	Attendees
CITY OF OAKLAND	2023-01-19	City of Oakland - Orientation 2023-01-19	Orientation - Virtual	60	1
CITY OF OAKLAND	2022-12-14	City of Oakland - Virtual Seminar 12/14/2022	Training - Virtual	60	1
CITY OF OAKLAND	2022-12-07	City of Oakland - Virtual Seminar 12/7/2022	Training - Virtual	60	1
CITY OF OAKLAND	2022-10-20	City of Oakland - Virtual Seminar	Training - Virtual	60	1
CITY OF OAKLAND	2022-09-22	Workplace Violence/Shooting	CISD - Onsite	1,350	1
CITY OF OAKLAND	2022-09-16	City of Oakland - Virtual Seminar	Training - Virtual	60	1
CITY OF OAKLAND	2022-07-29	City of Oakland - Virtual Seminar	Training - Virtual	60	1
CITY OF OAKLAND	2022-07-15	City of Oakland - Virtual Seminar	Training - Virtual	60	1

Digital Self-Services

Uprise Health provides an online work-life portal that provides members access to online resources for work-life, training, and on-demand webinars. This section is updated monthly.

Website data updated on Feb-2023; Tess Chatbot data updated on Jun-2022 ; Uprise app data updated on Apr-14-2023

Cases by type



Visits by website sections

