

Oakland Fire Department Utilization Report

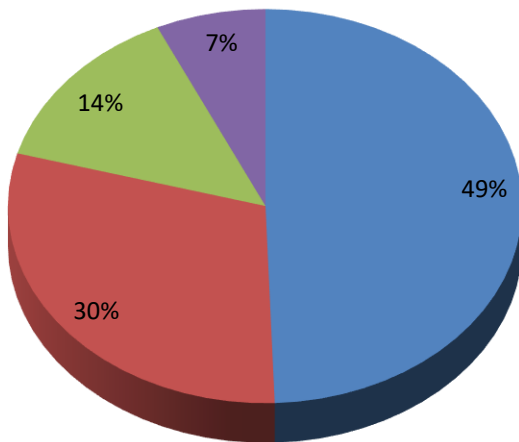
Reporting Period: 7/1/2019 to 1/31/2020
Year-To-Date Reporting Period: 7/1/2019 to 1/31/2020

Total Utilization Based on 451 Employees

	Cases This Period	Cases Last Period	Cases YTD	Projected Annual Utilization %
Total Cases	99	67	99	37.3%
Clinical	87	60	87	32.7%
Life Management	12	7	12	4.5%

New Cases: Clinical

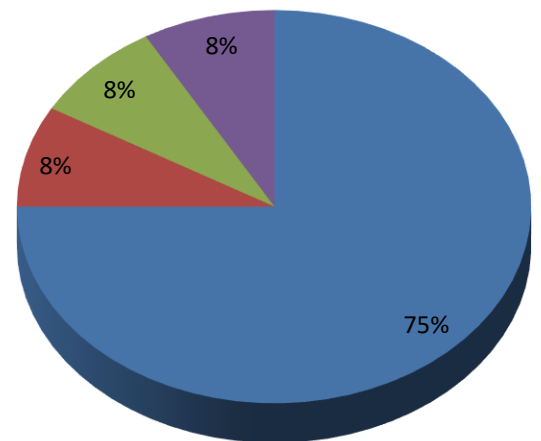
- Marital/ Family/ Relationship
- Psychological
- Work Issue
- All Others



	<u>This Period</u>
Total Clinical Cases	87
Marital/ Family/ Relationship	43
Psychological	26
Work Issue	12
Grief/ Loss	3
Traumatic Workplace Incident	2
Addiction/ Substance Abuse	1
Career Counseling	0
Immediate Support	0
Medical	0
Other	0

New Cases: Life Management

- Legal
- Community Referral
- Elder Care
- Medical Advice
- Other



	<u>This Quarter</u>
Total Life Mgmt Cases	12
Legal	9
Community Referral	1
Elder Care	1
Medical Advice	1
Adoption Assistance	0
Child Care	0
Convenience	0
Financial	0
Other	0



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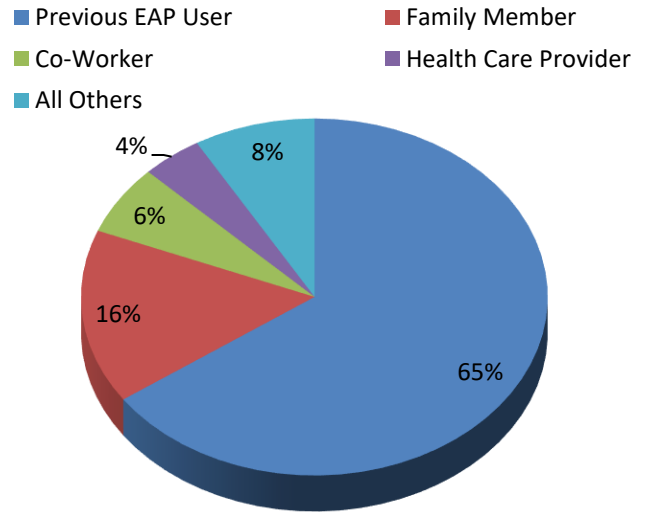
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Referral Type for New Clinical and Life Management Cases



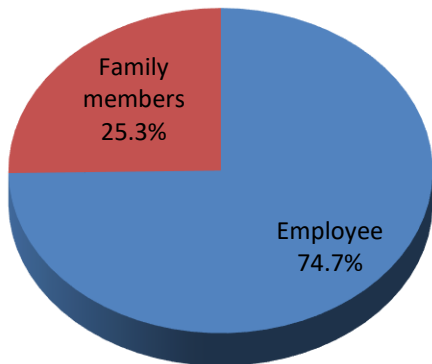
<u>Referral Source</u>	<u># of cases</u>	<u>% of cases</u>
Self	95	96.0%
Formal Management Referral	0	0.0%
Informal Management Referral	4	4.0%
Total	99	100.0%

Source of Self-Referrals



<u>Self Referrals</u>	<u># of cases</u>	<u>% of cases</u>
Previous EAP User	62	65.3%
Family Member	15	15.8%
Co-Worker	6	6.3%
Health Care Provider	4	4.2%
Brochure	3	3.2%
Poster	3	3.2%
Union	2	2.1%
Total	95	100.0%

New Cases: Employees vs. Family Members



	<u># of cases</u>	<u>% of cases</u>
Employee	74	74.7%
Family members	25	25.3%
Total	99	100.0%



Oakland Fire Department
Utilization Report

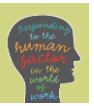
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Organizational Consultations

Number of Organizational Consultations **1**

Consultation Issues*	Frequency*
Conflict With Co-Worker(s)	1

* A single consultation may involve more than one issue, and thus the frequency reflects the total count for each type of issue across all consultations.



Oakland Fire Department
Utilization Report

Reporting Period: 7/1/2019 to 1/31/2020

Onsite Services

Date of Service	Intervention Description	Hrs	Count
September 13, 2019	Conflict Resolution (OFD)	3	2



Oakland Fire Department
Utilization Report

Reporting Period: 7/1/2019 to 1/31/2020

Account Services

Date of Service

January 0, 1900

August 28, 2019

Service Description

0

Orientation--Employee (Dispatchers)

50 participants

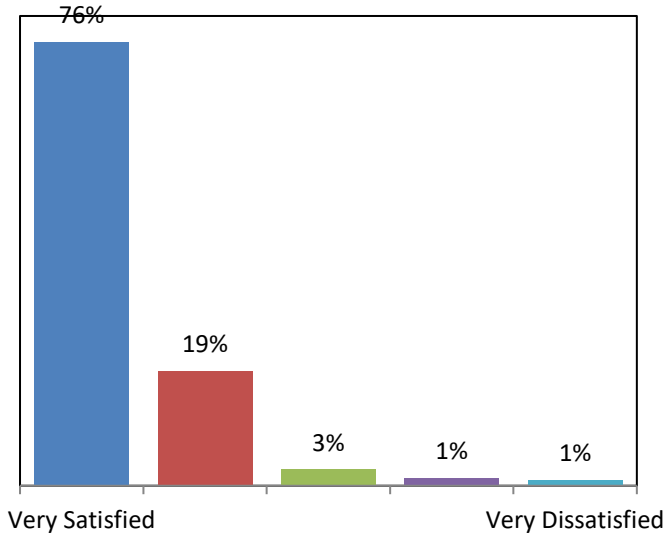


Oakland Fire Department
Utilization Report

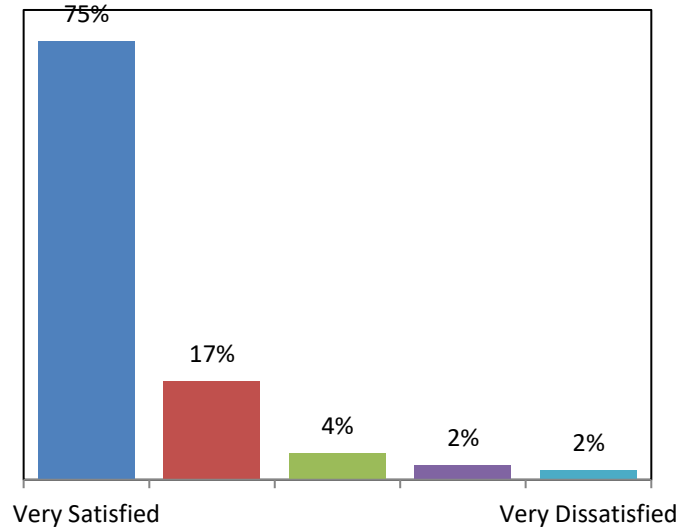
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Client Satisfaction*

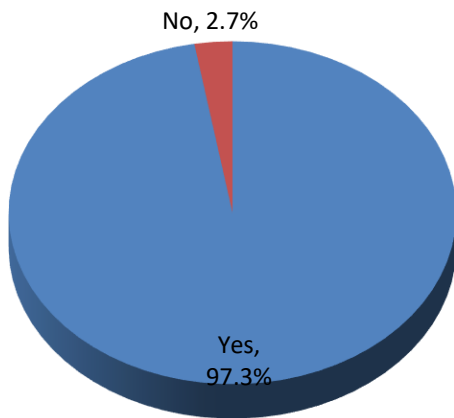
Satisfaction with Initial Call



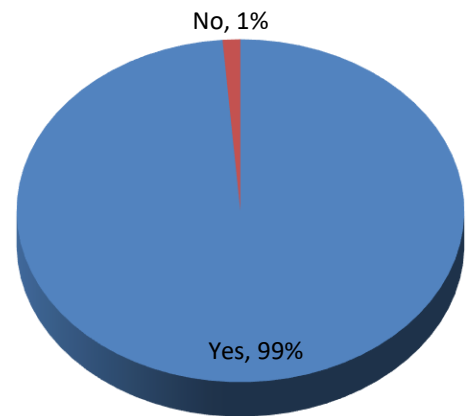
Satisfaction with EAP Counselor



Was Initial Appointment with the EAP scheduled in a timely fashion?



Would Recommend the EAP to a friend or colleague?



*In order to protect client confidentiality, clinical outcome and satisfaction statistics are based on data across all Claremont groups. This data is refreshed monthly.

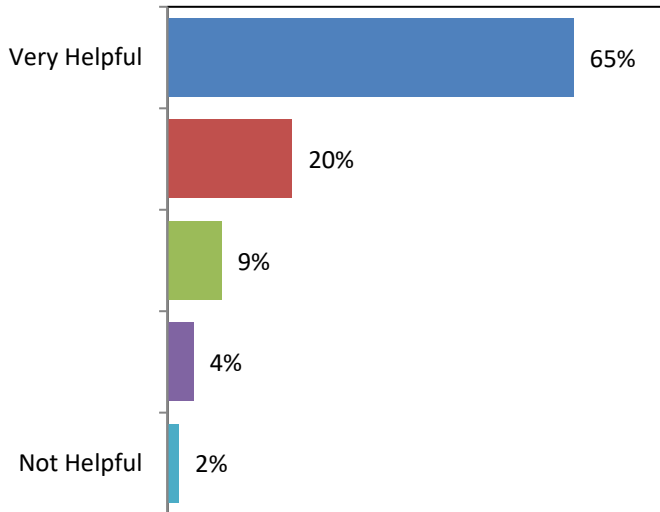


Oakland Fire Department
Utilization Report

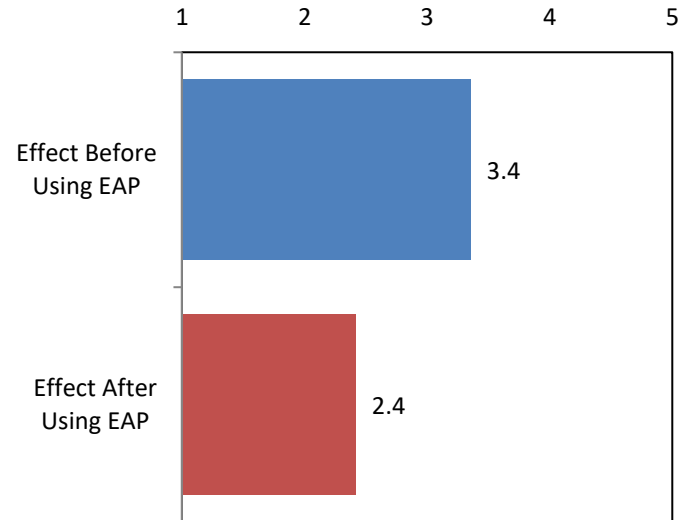
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Clinical Case Outcomes*

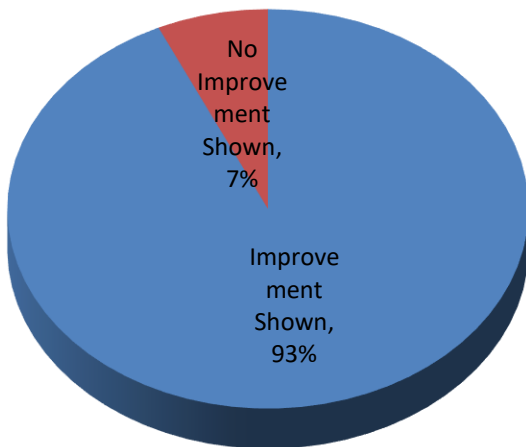
Self-Reported Helpfulness of EAP in Resolving Issue



Self-Reported Effect of Issue on Work Performance



Provider Reported Rating of Client Improvement



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