CLAREMONT EAP

City of Oakland
Utilization Report

Total Utilization Based on 3,547 Employees

	Cases This Period	Cases Last Period	Cases YTD	Projected Annual Utilization %
Total Cases	**153**	**190**	**153**	**7.3%**
Clinical	116	146	116	5.6%
Life Management	37	44	37	1.8%

New Cases: Clinical

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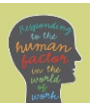- Work Issue
- All Others

New Cases: Life Management

- Legal
- Financial
- Community Referral
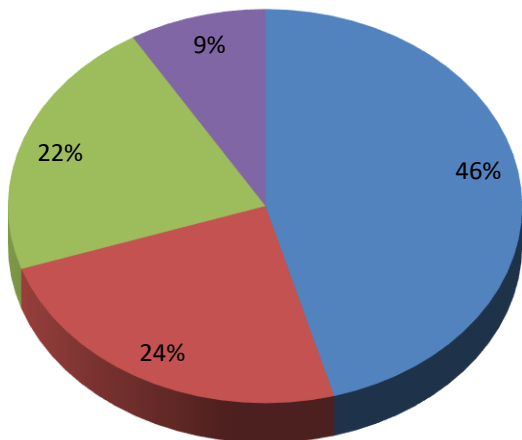
	This Period
Total Clinical Cases	**116**
Psychological	53
Marital/ Family/ Relationship	28
Work Issue	25
Addiction/ Substance Abuse	4
Grief/ Loss	4
Immediate Support	1
Traumatic Workplace Incident	1
Career Counseling	0
Medical	0
Other	0

	This Quarter
Total Life Mgmt Cases	**37**
Legal	24
Financial	10
Community Referral	3
Adoption Assistance	0
Child Care	0
Convenience	0
Elder Care	0
Medical Advice	0
Other	0

Referral Type for New Clinical and Life Management Cases

- Self
- Formal Management Referral
- Informal Management Referral

Referral Source	# of cases	% of cases
Self	139	90.8%
Formal Management Referral	1	0.7%
Informal Management Referral	13	8.5%
Total	**153**	**100.0%**

Source of Self-Referrals

- Previous EAP User
- Brochure
- Website
- Other
- All Others

Self Referrals	# of cases	% of cases
Previous EAP User	84	60.0%
Brochure	19	13.6%
Website	9	6.4%
Other	7	5.0%
Co-Worker	7	5.0%
Family Member	5	3.6%
Poster	5	3.6%
Health Care Provider	2	1.4%
Union	1	0.7%
Onsite EAP Service	1	0.7%
Total	**140**	**100.0%**

New Cases: Employees vs. Family Members
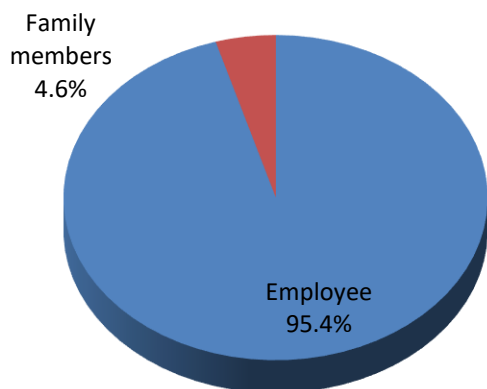
	# of cases	% of cases
Employee	146	95.4%
Family members	7	4.6%
Total	**153**	**100.0%**

CLAREMONT EAP

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Organizational Consultations

Number of Organizational Consultations	**16**

Consultation Issues*	Frequency*
Conflict With Co-Worker(s)	6
Stressful Work Environment	4
Conflict With Supervisor(s)	2
Poor Morale	2
Work Performance	2
Attendance	1
Death of Co-worker	1
Employee Personal Problem	1
Formal Work Discipline	1
Organizational Change	1
Other Employee Problem	1
Threat of Violence	1
Training Need	1
Traumatic Incident (Assault, Accident)	1
Traumatic Incident (Robbery, Natural Disaster)	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.

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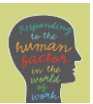
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Onsite Services

Date of Service	Intervention Description	Hrs	Count
July 9, 2019	Conflict Resolution (Human Services Oakland Unite)	6	0
November 4, 2019	Conflict Resolution (Finance - Revenue)	1	1
November 8, 2019	Organizational Development (Team Building Oakland Library)	21	5
November 13, 2019	Brown Bag--Mindfulness at Work (OPD)	1	5
November 14, 2019	Critical Incident Stress Debriefing: Environmental Services Dept.	2.5	8
November 26, 2019	Organizational Development (Support for PWA Homeless Encampment Crew)	1.5	10
December 5, 2019	Conflict Resolution (Finance - Revenue)	1	1
December 17, 2019	Critical Incident Stress Debriefing: (Library - Diamond Branch)	3	8
December 20, 2019	Critical Incident Stress Debriefing (Library - Brookfield Branch)	2	4
January 6, 2020	Conflict Resolution (Finance - Revenue)	1	1
January 13, 2020	Conflict Resolution (Finance - Revenue)	1	1

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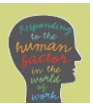
Account Services

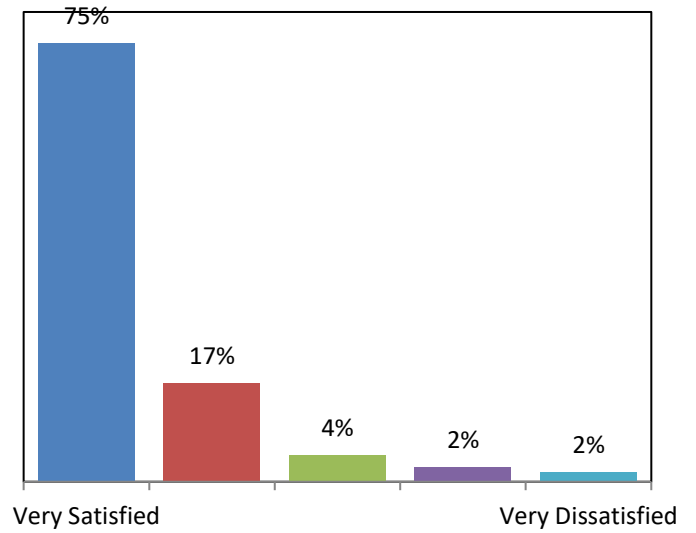| Date of Service	Service Description	
July 1, 2019	Distributed Newsletters (3rd Quarter Newsletters)	
July 1, 2019	Distributed Webinar Flyer (July Webinar)	
July 29, 2019	Distributed Other Materials (Gilroy Garlic Festival Shooting)	
August 1, 2019	Distributed Webinar Flyer (August Webinar)	
August 5, 2019	Distributed Other Materials (OH and TX Shooting)	
September 3, 2019	Distributed Webinar Flyer (September Webinar)	
September 3, 2019	Distributed Newsletters (CPA Newsletter)	
September 3, 2019	Distributed Other Materials (West Texas Shooting)	
September 9, 2019	Distributed Other Materials (National Suicide Prevention Week)	
September 25, 2019	Health Fair (150 FOP)	400 participants
September 26, 2019	Health Fair (Edgewater)	300 participants
October 1, 2019	Distributed Newsletters (4th Quarter Newsletters)	
October 1, 2019	Distributed Webinar Flyer (October Webinar)	
October 24, 2019	Distributed Other Materials (Kincade Fire Flyer)	
November 4, 2019	Distributed Webinar Flyer (November Webinar)	
November 7, 2019	Distributed Other Materials (National Family Caregivers Month Flyer)	
November 21, 2019	Distributed Other Materials (3 Holiday Flyers)	
December 2, 2019	Distributed Other Materials (Holiday Wish List Flyer)	
December 2, 2019	Distributed Webinar Flyer (December Webinar)	
January 2, 2020	Distributed Newsletters (1st Quarter 2020)	
January 2, 2020	Distributed Webinar Flyer (January 2020)	

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Client Satisfaction*

Satisfaction with Initial Call

Very Satisfied				Very Dissatisfied
76%	19%	3%	1%	1%
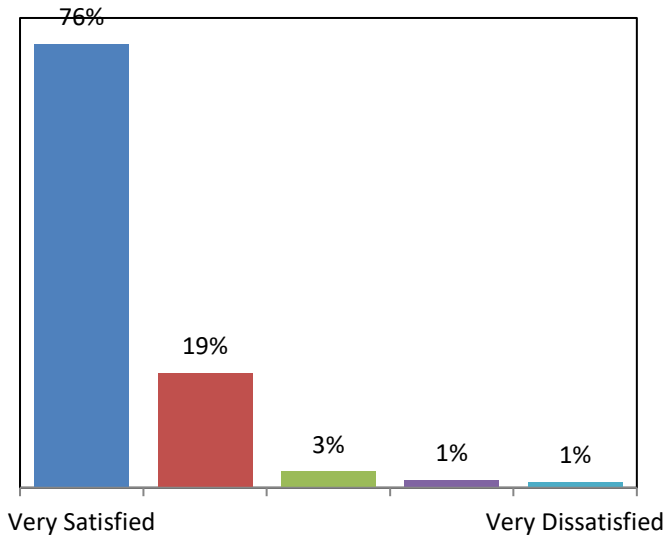
Satisfaction with EAP Counselor

Very Satisfied				Very Dissatisfied
75%	17%	4%	2%	2%

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

No, 2.7%
Yes, 97.3%
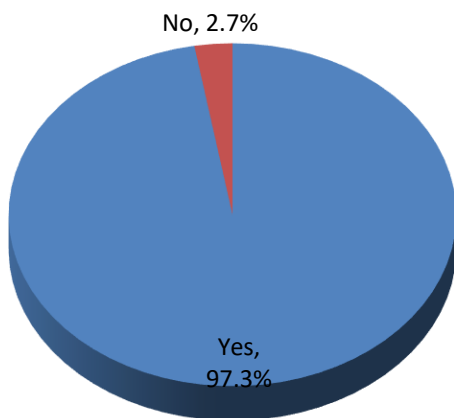
Would Recommend the EAP to a friend or colleague?
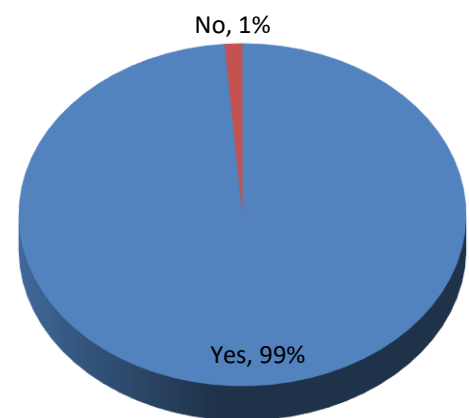
No, 1%
Yes, 99%

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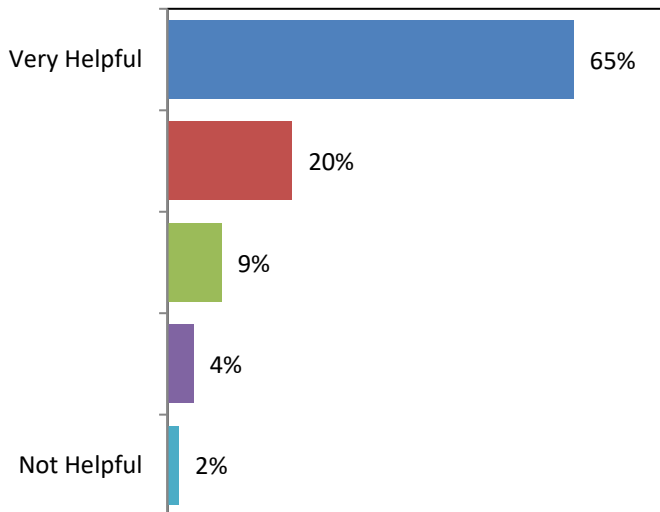
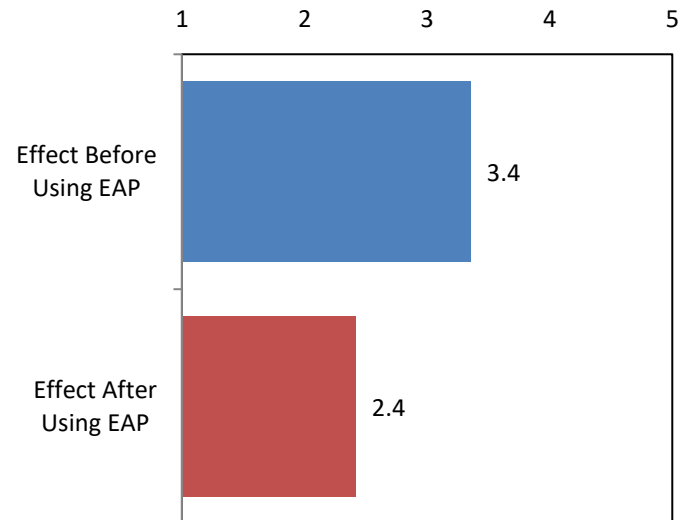This data is refreshed monthly.

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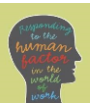
City of Oakland
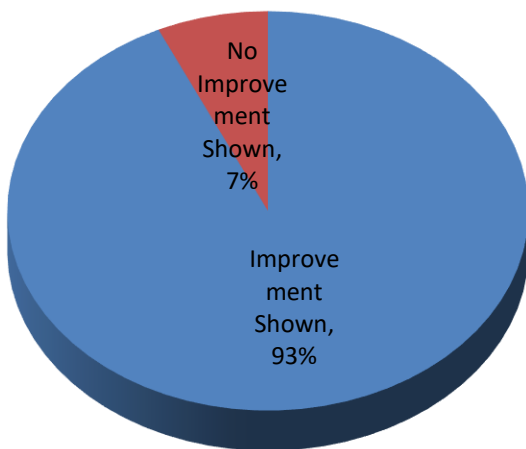Utilization Report

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

Clinical Case Outcomes*

**Self-Reported Helpfulness of EAP
in Resolving Issue**

Very Helpful	65%
	20%
	9%
	4%
Not Helpful	2%

**Self-Reported Effect of Issue on
Work Performance**

Effect Before Using EAP	3.4
Effect After Using EAP	2.4

Provider Reported Rating of Client Improvement

No Improvement Shown, 7%
Improvement Shown, 93%

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