

**City of Oakland**  
 Utilization Report

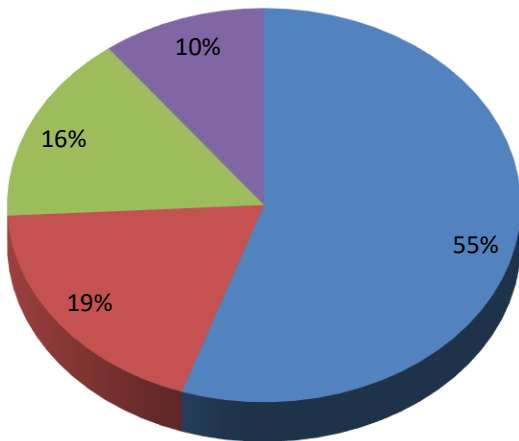
Reporting Period: 1/1/2022 to 4/30/2022  
 Year-To-Date Reporting Period: 7/1/2021 to 4/30/2022

**Total Utilization Based on 3,681 Employees**

	Cases This Period	Cases Last Period	Cases YTD	Projected Annual Utilization %
<b>Total Cases</b>	<b>84</b>	<b>101</b>	<b>247</b>	<b>8.1%</b>
Clinical	58	74	178	5.8%
Life Management	26	27	69	2.3%

**New Cases: Clinical**

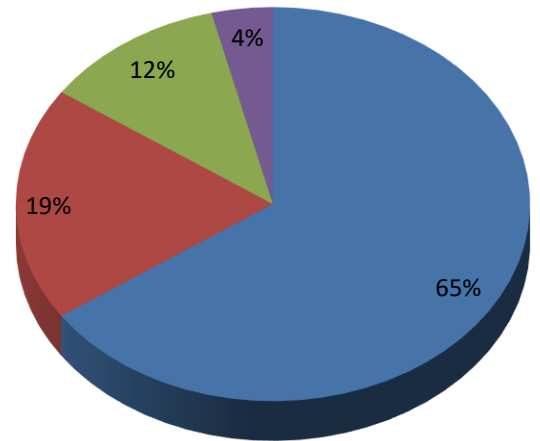
- Psychological
- Work Issue
- Marital/ Family/ Relationship
- All Others



	<u>This Period</u>
<b>Total Clinical Cases</b>	<b>58</b>
Psychological	32
Work Issue	11
Marital/ Family/ Relationship	9
Grief/ Loss	4
Immediate Support	1
Traumatic Workplace Incident	1
Addiction/ Substance Abuse	0
Career Counseling	0
Medical	0
Other	0

**New Cases: Life Management**

- Legal
- Community Referral
- Financial
- Elder Care
- Adoption Assistance
- Child Care
- Convenience
- Medical Advice
- Other



	<u>This Period</u>
<b>Total Life Mgmt Cases</b>	<b>26</b>
Legal	17
Community Referral	5
Financial	3
Elder Care	1
Adoption Assistance	0
Child Care	0
Convenience	0
Medical Advice	0
Other	0

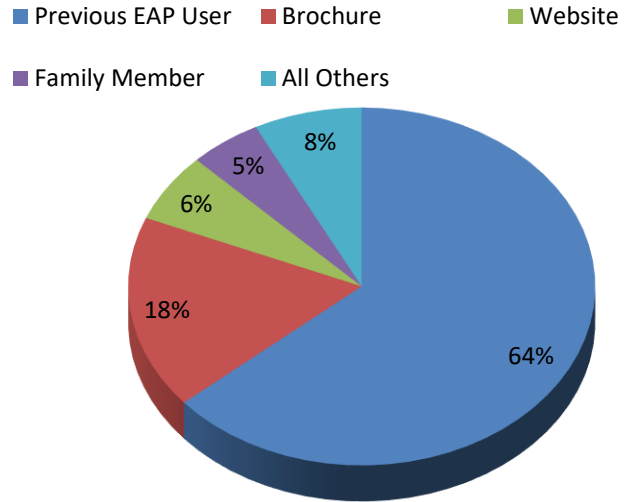
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**Referral Type for New Clinical and Life Management Cases**



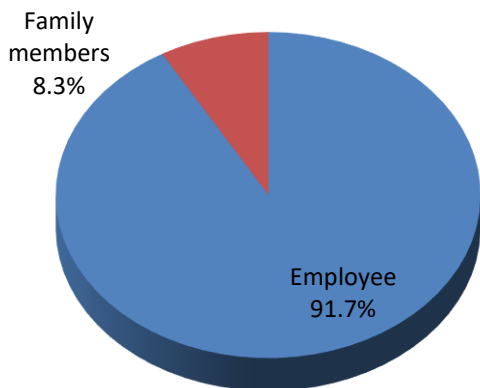
**Source of Self-Referrals**



<u>Referral Source</u>	<u># of cases</u>	<u>% of cases</u>
Self	80	95.2%
Formal Management Referral	0	0.0%
Informal Management Referral	4	4.8%
<b>Total</b>	<b>84</b>	<b>100.0%</b>

<u>Self Referrals</u>	<u># of cases</u>	<u>% of cases</u>
Previous EAP User	51	63.8%
Brochure	14	17.5%
Website	5	6.3%
Family Member	4	5.0%
Co-Worker	4	5.0%
Other	1	1.3%
Health Care Provider	1	1.3%
<b>Total</b>	<b>80</b>	<b>100.0%</b>

**New Cases: Employees vs. Family Members**



	<u># of cases</u>	<u>% of cases</u>
Employee	77	91.7%
Family members	7	8.3%
<b>Total</b>	<b>84</b>	<b>100.0%</b>

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**Organizational Consultations**

**Number of Organizational Consultations**

**8**

**Consultation Issues\***

**Frequency\***

Stressful Work Environment

**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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Reporting Period: 1/1/2022 to 4/30/2022

**Onsite Services**

<b>Date of Service</b>	<b>Intervention Description</b>	<b>Hrs</b>	<b>Count</b>
January 10, 2022	Executive Coaching	1	2
January 11, 2022	Critical Incident Stress Debriefing	2	0
January 24, 2022	Critical Incident Stress Debriefing	1	0
January 25, 2022	Critical Incident Stress Debriefing	2	0
January 26, 2022	Brown Bag--Conflict Resolution	1	9
April 26, 2022	Conflict Resolution	9	7

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**Account Services**

**Date of Service**

January 5, 2022  
February 1, 2022  
March 3, 2022  
March 14, 2022  
April 1, 2022  
April 26, 2022

**Service Description**

Distributed Newsletters (January Newsletter)  
Distributed Newsletters (February Newsletter)  
Distributed Newsletters (March Newsletter)  
Distributed Other Materials (Support During Conflict in Ukraine)  
Distributed Newsletters (April Newsletter)  
Distributed Other Materials (Mental Health Awareness Month)

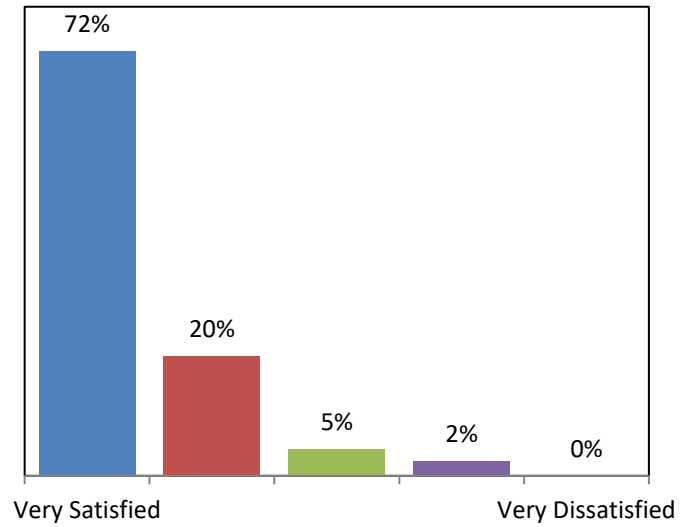
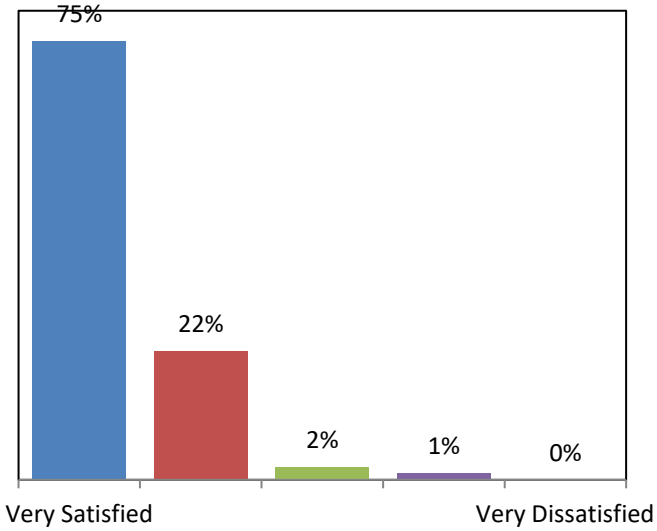
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**Client Satisfaction\***

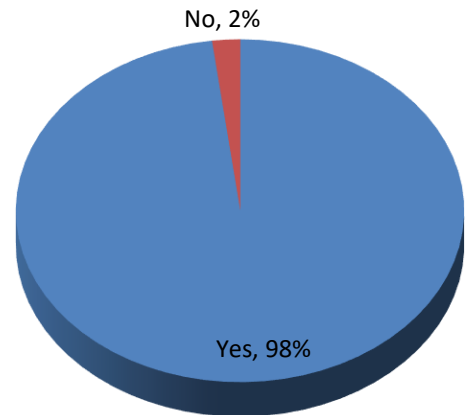
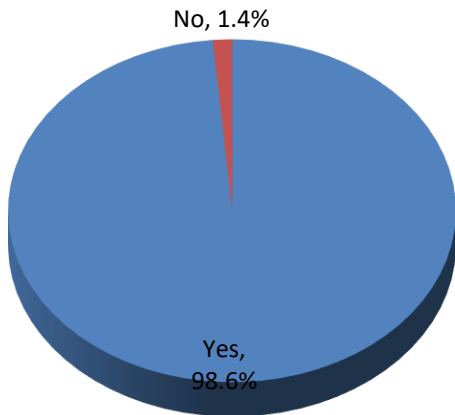
**Satisfaction with Initial Call**

**Satisfaction with EAP Counselor**



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

**Would Recommend the EAP to a friend or colleague?**



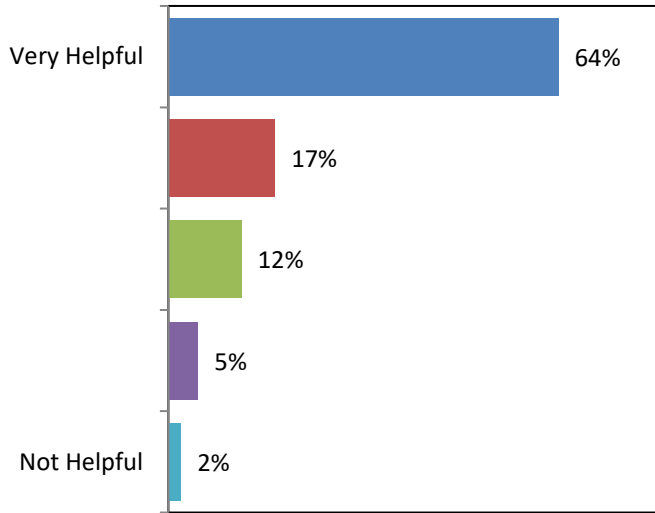
\*In order to protect client confidentiality, clinical outcome and satisfaction statistics are based on data across all Claremont groups. This data is refreshed monthly.

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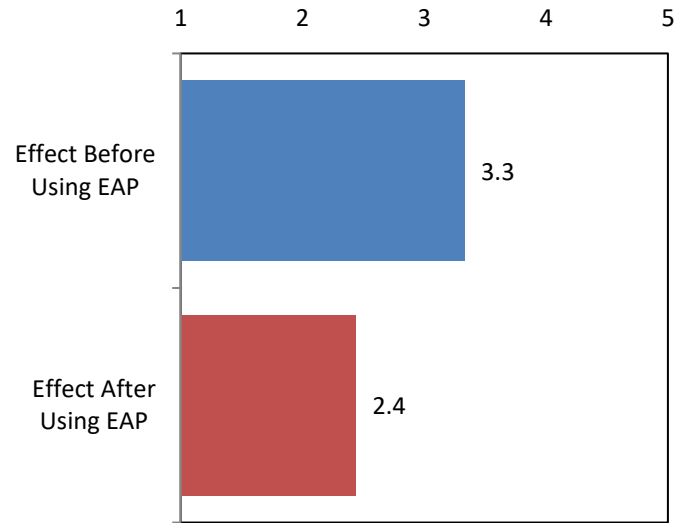
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**Clinical Case Outcomes\***

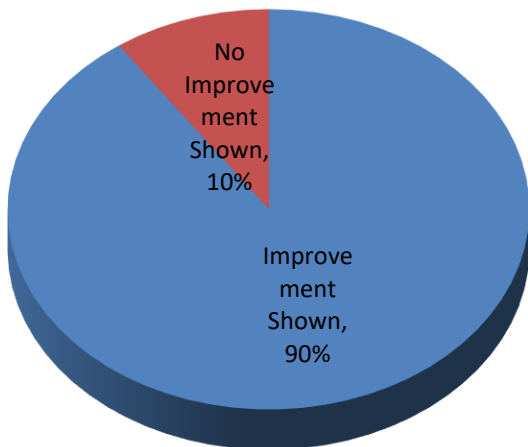
**Self-Reported Helpfulness of EAP  
 in Resolving Issue**



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



**Provider Reported Rating of Client Improvement**



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