



## Monthly Employee Assistance Program Utilization Update

**City of Grand Rapids**

**March 1, 2018 through March 31, 2018**

## City of Grand Rapids – 03/01/18 through 03/31/18

### CLIENT SERVICES

	N = 129
Initial Intakes	11
Call Center Appointments	-
Leadership Consults	1
24/7 Emergency Contacts	-
Child/Elder Care Request	1
Web Logins	48
Work/Life Events	1
On Site Service Participants	35
<b>Total EAP Impact Rate**</b>	<b>75.2%</b>
Total Sessions Scheduled	24

#### Referral Source

Self	54.5%
Family	18.2%
Supervisor	9.1%
Coworker	9.1%
Human Resources	9.1%

### ORGANIZATIONAL SERVICES

Case/Company Contacts	
Marketing and Promotions	0.75 hours
Travel	
Local Case Management/Administration	4.5 hours
Out of Area/U.S. Case Management	-
Leadership Consultations	1 hour
Child/Elder Care Request	1 request – 1.5 hours
Critical Incident Stress Management/Trauma Response	-
Inservices/Trainings/Education <sup>1</sup> (includes Prep)	1 event – 3.75 hours – 35 participants
On Site Workplace Services <sup>2</sup>	-
Corporate Special Projects	-
Termination Support Services (including travel)	-
24/7 On Call Services	607 hours available
Enhanced Web Tools	<a href="http://www.encompass.us.com">www.encompass.us.com</a> username: cogr

### WORK/LIFE SERVICES

Work/Life Website Page Hits	142
Work/Life Website Logins	48
Work/Life Website Events <sup>3</sup>	1
Total Work/Life Contacts (Events & Logins)	49

*\*Utilization to Date includes all direct Client Services – Initial Intakes, Call Center Appointments, Leadership Consults and 24/7 Emergency Contacts divided into one twelfth of your employee population to reflect monthly utilization determined by annual lives.*

*\*\*Total EAP Impact Rate is reflective of all services provided through the ENCOMPASS service platform – including Client, Services, Organizational Services and Work/Life Services (if applicable)*

*<sup>1</sup>Inservices/Trainings and Education may include, but are not limited to: lunch and learns, departmental development, teambuilding, and coaching.*

*<sup>2</sup>On Site Workplace Services may include, but are not limited to: reduction in force support, HPRP issues, grief support, organizational change management, health promotions, benefit fairs/expos and retirement seminars.*

*<sup>3</sup>Work/Life Events include LiveConnect consultations, online self-search tools, and phone or in-person consultations.*

# City of Grand Rapids Monthly Utilization Comparison

