Employee Assistance Program
Usage Report
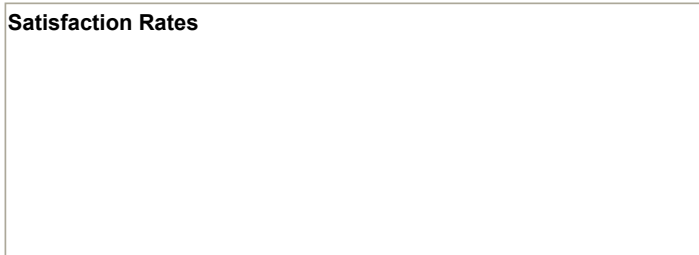
NEW DIRECTIONS™
TOGETHER IS THE WAY FORWARD

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018   To: December 31, 2018

Total Contacts	685
Percentage of Total Usage:	91%
Counseling, Legal, Financial, Work/Life	312
Critical Incident	82
Management Consultation	51
Website Logins	240

Satisfaction Rates: To better understand if employees find the EAP useful, relevant and helpful, the following aggregate satisfaction rates are available. These percentages represent **all** employees who use the program and are not specific to your company. It is measured by employees who use the EAP self-reporting through an online survey.

EAP Case Outcomes: In addition to satisfaction rates, it is helpful to understand if employees who use the EAP show long-term improvement after engaging with the program. The percentages below measure if an employee was less productive at work because of a life challenge. It also looks at the impact on employees after using the EAP, including: a) Improved productivity and performance b) Increased ability to manage stress levels c) Reduced work absenteeism. This information is gathered by employee self-assessment and is representative of all people who use the EAP, not specific to your company.

Satisfaction Rates

EAP Case Outcomes

Formal Management Referral (FMR) Outcomes: For managers and supervisors partnering with New Directions on FMRs, data is available to help identify the effectiveness of the process. The percentages below help leaders measure the amount of time saved by using a FMR and whether or not the employee with performance challenges stays with the organization. These percentages represent **all** companies who use the FMR process and are not specific to your organization.

Employee's Abilities Before and After FMR Process

After FMR Process	14% / 86%
Prior to FMR Process	93% / 7%

0% 20% 40% 60% 80% 100%

Hours of Supervisory Time Required

Hours After FMR Process	608
Hours Prior to FMR Process.	1,698

0 500 1000 1500 2000
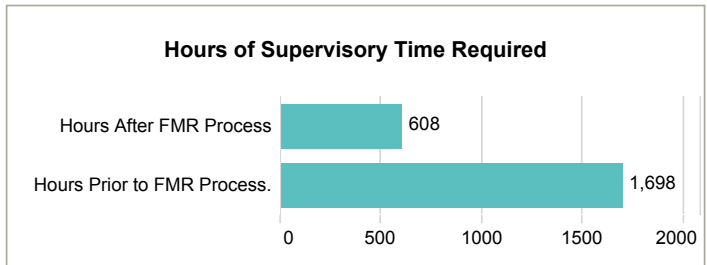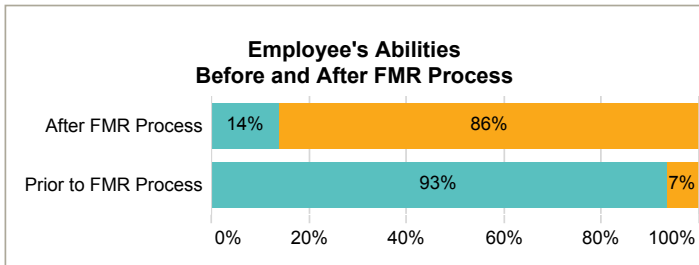
■ Does Not Meet Expectations   ■ Meets Expectations
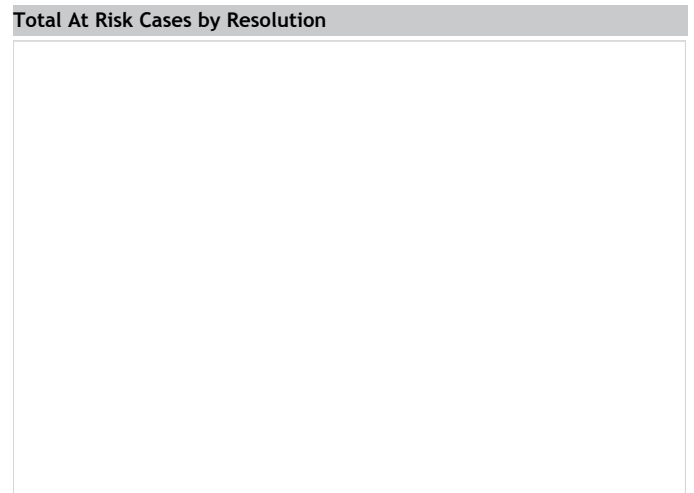
NEW DIRECTIONS®

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018   To: December 31, 2018

At Risk Cases

Total At Risk Cases by Type

Substance Abuse	2
Suicide Risk	0
Violence Risk	0
Child/ Elder Abuse	0
Not Able to Work	0
Other Risk	0
Total At Risk	2

Total At Risk Cases by Presenting Problem

Alcohol/Drug	Anxiety/Depression/Stress
1	1

Total At Risk Cases by Resolution

Resolution

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018 To: December 31, 2018

Case Usage Rate	
Employees	750
Current Year Case Usage Rate	8.93%
Annualized Case Usage Rate	8.93%
Prior Year Case Usage Rate	8.02%
New Cases	67
Clients Serviced	81

Historical Quarterly Utilization

■ Current Year Case Usage Rate ■ Prior Year Case Usage Rate

Primary Presenting Problem

Anxiety/Depression/Stress 29.9%
Marital/Family 26.9%
Psychological/Emotional 10.4%
Formal Management Referral 7.5%
Work Related 7.5%
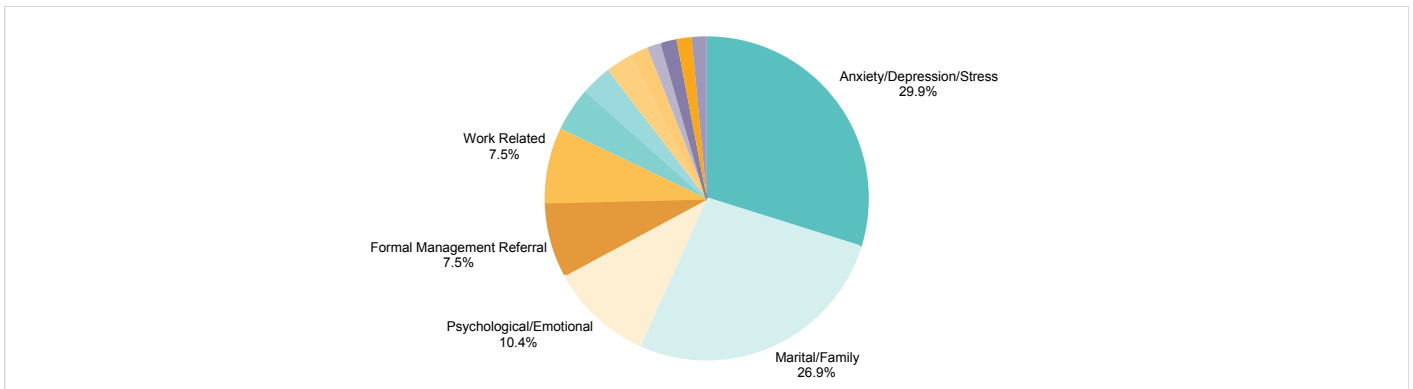
Result	Q1		Q2		Q3		Q4		YTD Total	
Anxiety/Depression/Stress	5	27.8%	7	28.0%	3	18.8%	5	62.5%	20	29.9%
Marital/Family	8	44.4%	5	20.0%	5	31.3%	0	0.0%	18	26.9%
Psychological/Emotional	2	11.1%	2	8.0%	1	6.3%	2	25.0%	7	10.4%
Formal Management Referral	0	0.0%	5	20.0%	0	0.0%	0	0.0%	5	7.5%
Work Related	0	0.0%	3	12.0%	2	12.5%	0	0.0%	5	7.5%
Grief/Loss	1	5.6%	1	4.0%	1	6.3%	0	0.0%	3	4.5%
Legal	0	0.0%	0	0.0%	1	6.3%	1	12.5%	2	3.0%
Trauma Related	0	0.0%	0	0.0%	2	12.5%	0	0.0%	2	3.0%
Alcohol/Drug	1	5.6%	0	0.0%	0	0.0%	0	0.0%	1	1.5%
Anger	0	0.0%	0	0.0%	1	6.3%	0	0.0%	1	1.5%
Financial	0	0.0%	1	4.0%	0	0.0%	0	0.0%	1	1.5%
Medical	1	5.6%	0	0.0%	0	0.0%	0	0.0%	1	1.5%
Relationship	0	0.0%	1	4.0%	0	0.0%	0	0.0%	1	1.5%
Addiction	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Child Care	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Childhood Trauma	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Education	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Elder Care	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
SAP/DOT	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Grand Total	**18**	**100.0%**	**25**	**100.0%**	**16**	**100.0%**	**8**	**100.0%**	**67**	**100.0%**

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018   To: December 31, 2018

Referral Source Summary
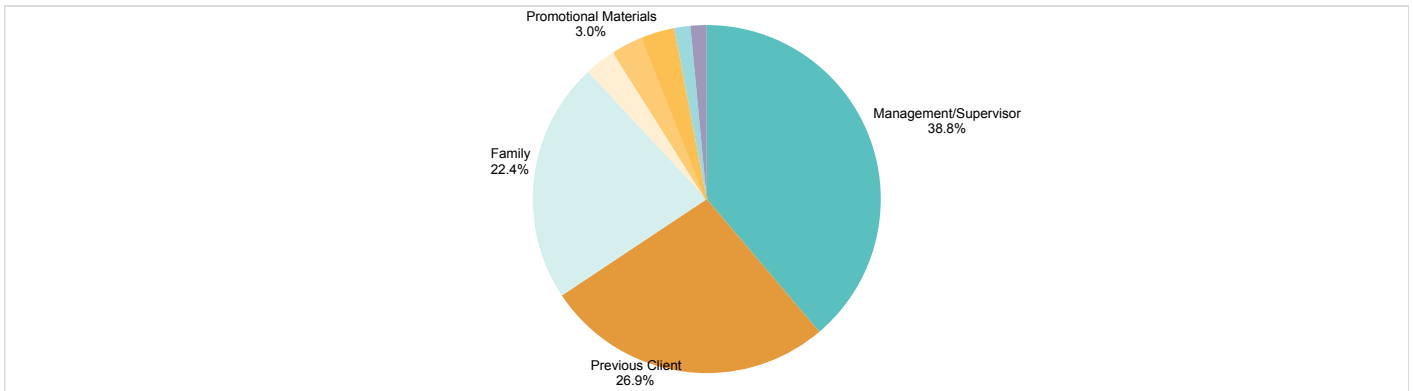
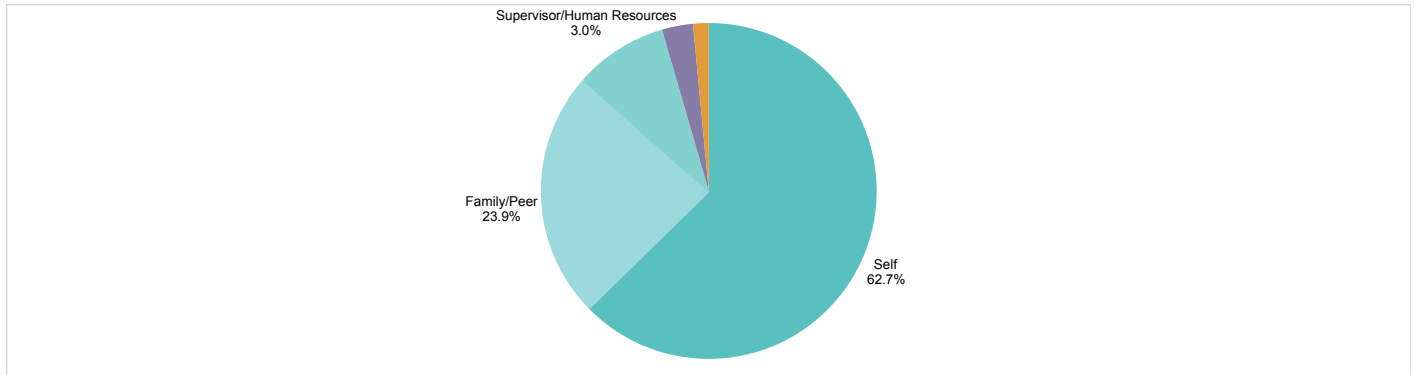| Result	Q1		Q2		Q3		Q4		YTD Total	
Management/Supervisor	5	27.8%	13	52.0%	7	43.8%	1	12.5%	**26**	**38.8%**
Previous Client	4	22.2%	7	28.0%	5	31.3%	2	25.0%	**18**	**26.9%**
Family	6	33.3%	4	16.0%	2	12.5%	3	37.5%	**15**	**22.4%**
EAP Orientation	1	5.6%	0	0.0%	1	6.3%	0	0.0%	**2**	**3.0%**
Posters	0	0.0%	0	0.0%	1	6.3%	1	12.5%	**2**	**3.0%**
Promotional Materials	2	11.1%	0	0.0%	0	0.0%	0	0.0%	**2**	**3.0%**
EAP Training	0	0.0%	1	4.0%	0	0.0%	0	0.0%	**1**	**1.5%**
Peer	0	0.0%	0	0.0%	0	0.0%	1	12.5%	**1**	**1.5%**
Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Grand Total	**18**	**100.0%**	**25**	**100.0%**	**16**	**100.0%**	**8**	**100.0%**	**67**	**100.0%**

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018   To: December 31, 2018

Referred By

Result	Q1		Q2		Q3		Q4		YTD Total	
Self	12	66.7%	12	48.0%	13	81.3%	5	62.5%	**42**	**62.7%**
Family/Peer	6	33.3%	5	20.0%	2	12.5%	3	37.5%	**16**	**23.9%**
Formal Management	0	0.0%	5	20.0%	1	6.3%	0	0.0%	**6**	**9.0%**
Supervisor/Human Resourc..	0	0.0%	2	8.0%	0	0.0%	0	0.0%	**2**	**3.0%**
Affiliate Referral	0	0.0%	1	4.0%	0	0.0%	0	0.0%	**1**	**1.5%**
Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Substance Abuse Program	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Union	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Grand Total	**18**	**100.0%**	**25**	**100.0%**	**16**	**100.0%**	**8**	**100.0%**	**67**	**100.0%**

KCATA (Kansas City Area Transportation Authority)

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Client Type Summary
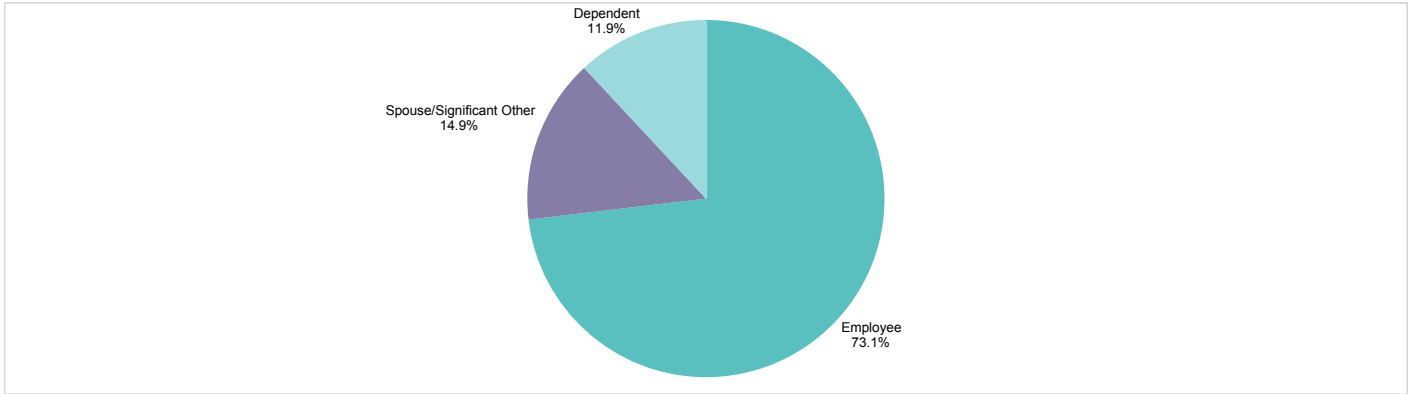
Result	Q1		Q2		Q3		Q4		YTD Total	
Employee	11	61.1%	20	80.0%	14	87.5%	4	50.0%	**49**	**73.1%**
Spouse/Significant Other	3	16.7%	4	16.0%	1	6.3%	2	25.0%	**10**	**14.9%**
Dependent	4	22.2%	1	4.0%	1	6.3%	2	25.0%	**8**	**11.9%**
Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Grand Total	**18**	**100.0%**	**25**	**100.0%**	**16**	**100.0%**	**8**	**100.0%**	**67**	**100.0%**

Gender Summary
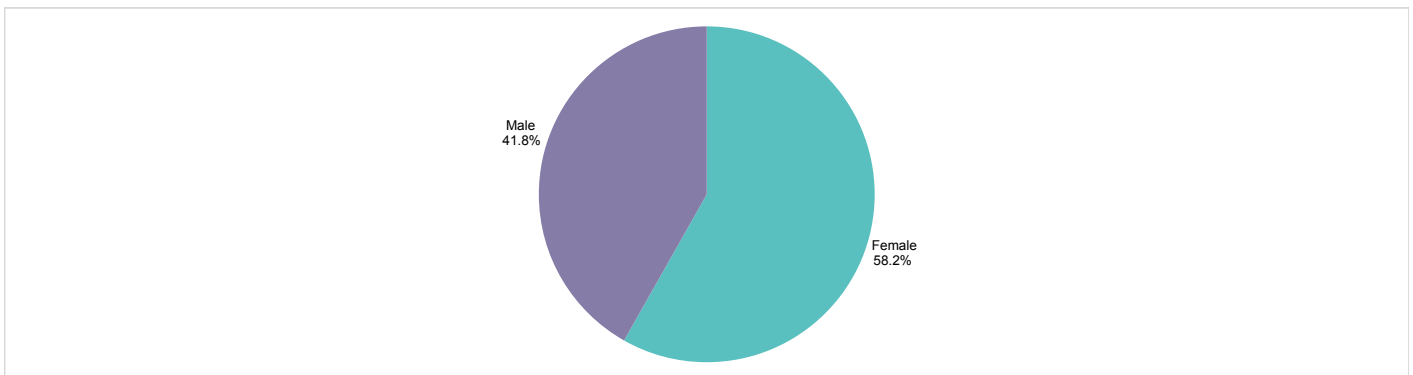
Result	Q1		Q2		Q3		Q4		YTD Total	
Female	14	77.8%	14	56.0%	5	31.3%	6	75.0%	**39**	**58.2%**
Male	4	22.2%	11	44.0%	11	68.8%	2	25.0%	**28**	**41.8%**
Grand Total	**18**	**100.0%**	**25**	**100.0%**	**16**	**100.0%**	**8**	**100.0%**	**67**	**100.0%**

NEW DIRECTIONS®

KCATA (Kansas City Area Transportation Authority)

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Resolution
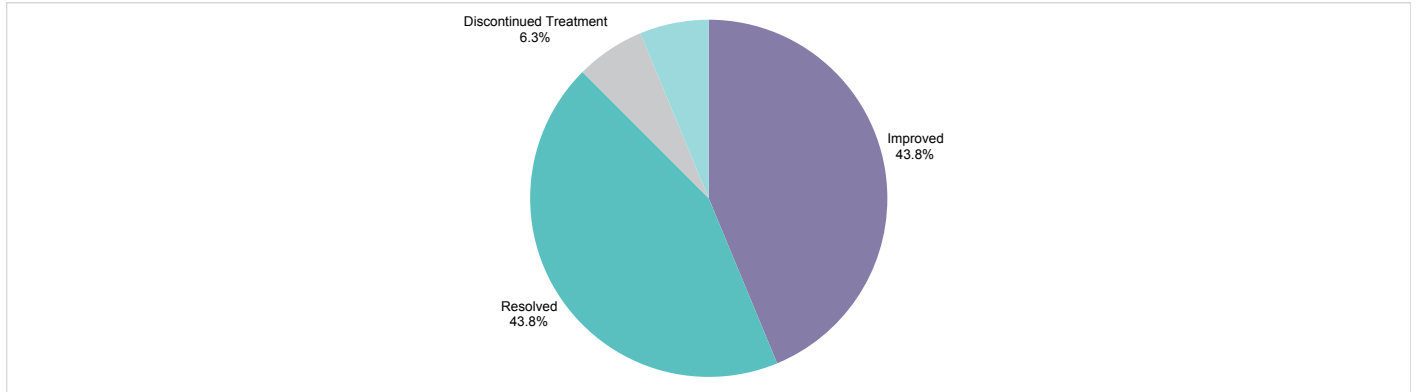
Result	Q1		Q2		Q3		Q4		YTD Total	
Improved / Resolved	3	100.0%	4	100.0%	6	85.7%	1	50.0%	**14**	**87.5%**
Discontinued Treatment	0	0.0%	0	0.0%	1	14.3%	0	0.0%	**1**	**6.3%**
Treatment Declined	0	0.0%	0	0.0%	0	0.0%	1	50.0%	**1**	**6.3%**
Referred Community Resource	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Referred Insurance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	**0**	**0.0%**
Grand Total	**3**	**100.0%**	**4**	**100.0%**	**7**	**100.0%**	**2**	**100.0%**	**16**	**100.0%**

NEW DIRECTIONS

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018   To: December 31, 2018

Event Summary

KCATA (Kansas City Area Transportation Authority)

From: January 01, 2018   To: December 31, 2018

Critical Incident Summary

Date	Event Type	DUR (hh:mm)	Location	ATT	Details
02/12/2018	Grief	03:00		5	
02/13/2018	Grief	11:20		77	