

Employee Assistance Program Usage Report

KCATA (Kansas City Area Transportation Authority)

Number of Employees: 750

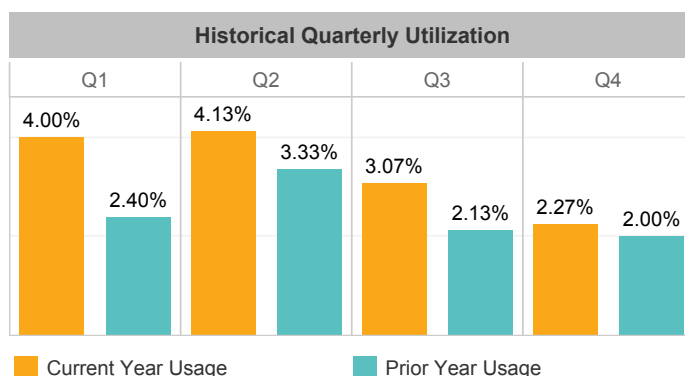
Date Range of Report: 1/1/2019 to 12/31/2019

Usage Report

KCATA (Kansas City Area Transportation Authority)

1/1/2019 through 12/31/2019

Case Usage Rate	
Employees	750
Current Year Usage	13.47%
Annualized Case Usage Rate	13.47%
Prior Year Usage	9.87%
New Cases	101
Client Serviced Count	118



Primary Presenting Problem	
Stress	13
Trauma Workplace	11
Grief or Bereavement	10
Legal	10
Partners/Couples	10
Depression	9
Family	9
Anxiety	7
Trauma Other	5
Anger Issues	4
Psych Emotional	3
Substance Use	3
Work Life - Wellness / Healt..	3
Work Related Issues	3
Parenting	1

	Q1		Q2		Q3		Q4		Grand Total	
Stress	3	10.0%	3	9.7%	4	17.4%	3	17.6%	13	12.9%
Trauma Workplace	3	10.0%	3	9.7%	3	13.0%	2	11.8%	11	10.9%
Grief or Bereavement	2	6.7%	5	16.1%	1	4.3%	2	11.8%	10	9.9%
Legal	5	16.7%	2	6.5%	1	4.3%	2	11.8%	10	9.9%
Partners/Couples	2	6.7%	3	9.7%	3	13.0%	2	11.8%	10	9.9%
Depression	4	13.3%	1	3.2%	4	17.4%			9	8.9%
Family	1	3.3%	4	12.9%	3	13.0%	1	5.9%	9	8.9%
Anxiety	1	3.3%	3	9.7%			3	17.6%	7	6.9%
Trauma Other	3	10.0%	2	6.5%					5	5.0%
Anger Issues			1	3.2%	2	8.7%	1	5.9%	4	4.0%
Psych Emotional	3	10.0%							3	3.0%
Substance Use	1	3.3%	1	3.2%	1	4.3%			3	3.0%
Work Life - Wellness / Healt..	1	3.3%	1	3.2%	1	4.3%			3	3.0%
Work Related Issues	1	3.3%	1	3.2%			1	5.9%	3	3.0%
Parenting			1	3.2%					1	1.0%
Grand Total	30	100.0%	31	100.0%	23	100.0%	17	100.0%	101	100.0%

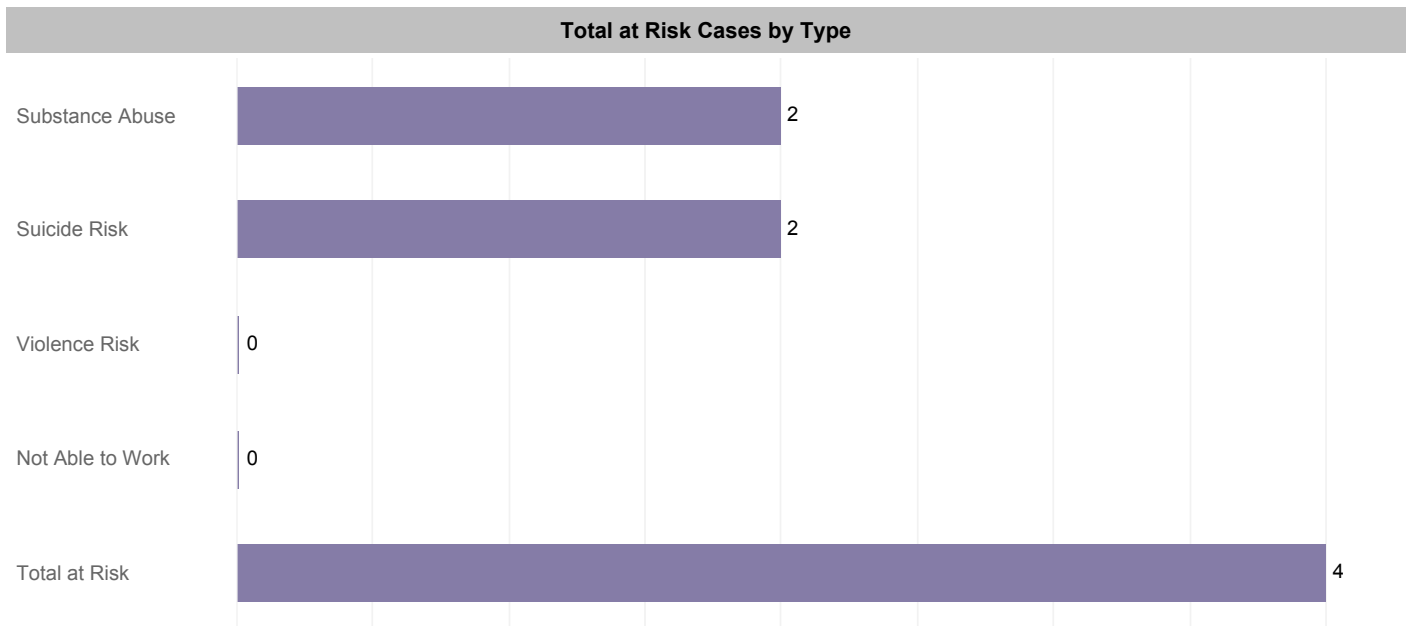


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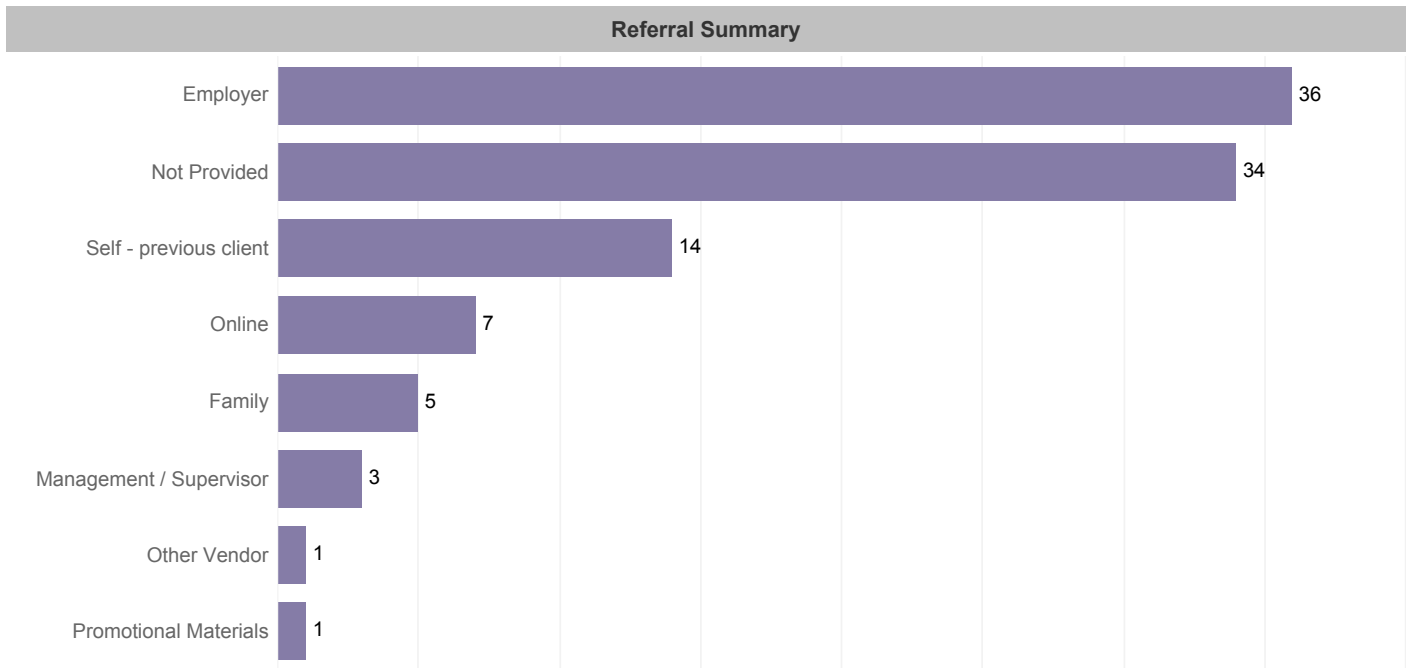
Contacts	
Total Contacts	1,177
Counseling, Legal, Financial, Work/Life	465
Total Website Logins	383
Events	329



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Referral Summary

	Q1		Q2		Q3		Q4		Grand Total	
Employer	7	23.3%	4	12.9%	14	60.9%	11	64.7%	36	35.6%
Not Provided	13	43.3%	21	67.7%					34	33.7%
Self - previous client	5	16.7%	2	6.5%	4	17.4%	3	17.6%	14	13.9%
Online			2	6.5%	4	17.4%	1	5.9%	7	6.9%
Management / Supervisor	1	3.3%	1	3.2%	1	4.3%			3	3.0%
Family	3	10.0%					2	11.8%	5	5.0%
Other Vendor			1	3.2%					1	1.0%
Promotional Materials	1	3.3%							1	1.0%
Grand Total	30	100.0%	31	100.0%	23	100.0%	17	100.0%	101	100.0%



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Management Referrals

Referral - Formal

2

Formal Referral Contacts:

12

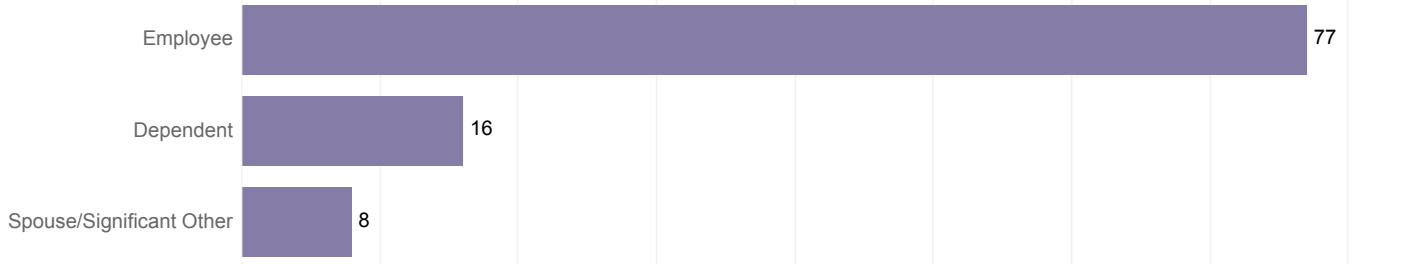


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Client Type Summary



	Q1		Q2		Q3		Q4		Grand Total	
Employee	22	73.3%	24	77.4%	18	78.3%	13	76.5%	77	76.2%
Dependent	5	16.7%	5	16.1%	4	17.4%	2	11.8%	16	15.8%
Spouse/Significant Other	3	10.0%	2	6.5%	1	4.3%	2	11.8%	8	7.9%
Grand Total	30	100.0%	31	100.0%	23	100.0%	17	100.0%	101	100.0%

Gender Summary

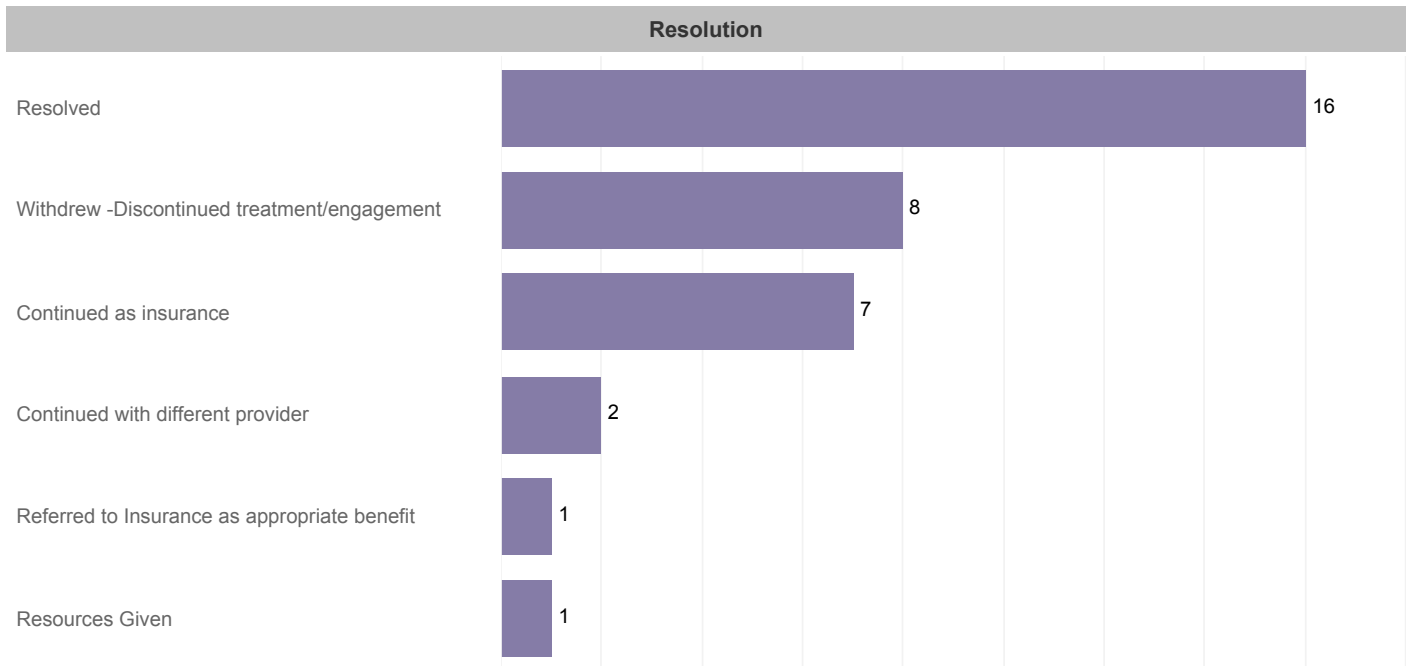


	Q1		Q2		Q3		Q4		Grand Total	
Female	17	56.7%	18	58.1%	16	69.6%	8	47.1%	59	58.4%
Male	13	43.3%	13	41.9%	7	30.4%	9	52.9%	42	41.6%
Grand Total	30	100.0%	31	100.0%	23	100.0%	17	100.0%	101	100.0%

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	Q1		Q2		Q3		Q4		Grand Total	
Resolved	4	57.1%	3	25.0%	3	60.0%	6	54.5%	16	45.7%
Withdrew -Discontinued treatment/engagement	2	28.6%	2	16.7%			4	36.4%	8	22.9%
Continued as insurance	1	14.3%	5	41.7%	1	20.0%			7	20.0%
Continued with different provider			1	8.3%			1	9.1%	2	5.7%
Referred to Insurance as appropriate benefit					1	20.0%			1	2.9%
Resources Given			1	8.3%					1	2.9%
Grand Total	7	100.0%	12	100.0%	5	100.0%	11	100.0%	35	100.0%



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Event Attendance Summary				
Effective Date	Event Type	Location	Service Users	Details
January 16, 2019	Organization Consult	KANSAS CITY MO	3	Organization Consult
May 24, 2019	Organization Consult	KANSAS CITY MO	1	Organization Consult
July 24, 2019	Training		402	Training
August 21, 2019	Training		0	Training
			411	Training
September 18, 2019	Training		0	Training
September 25, 2019	Training		0	Training
		KANSAS CITY MO	0	Training
			4	Training
December 11, 2019	Training	KANSAS CITY MO	5	Training

Critical Event Summary				
Created On	Type	Location	Attendance	Details
February 17, 2019	Critical Incident	KANSAS CITY, MO	0	Other
November 27, 2019	Critical Incident	KANSAS CITY, MO	40	Death of an employee

