

**Judges Counselling Program
Executive Summary**

For the program year July 1, 2010 to June 30, 2011

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Shepell·fgi

OVERVIEW

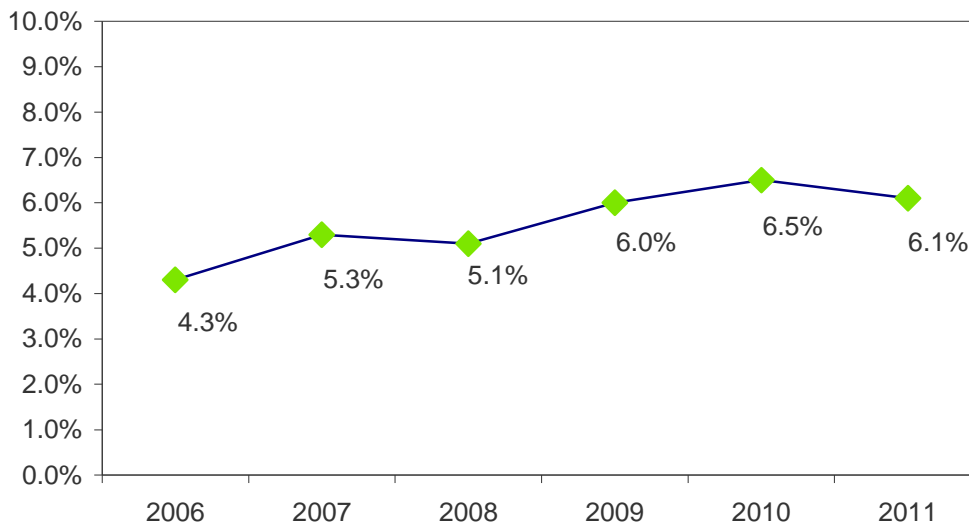
The **Judges Counselling Program** is a confidential short-term support service that can help Judges and their eligible family members solve a wide range of problems and challenges, at no cost.

2010 – 2011 UTILIZATION:

Based on a member population of 2,691 there were 165 cases resulting in a **6.13% utilization rate**.

This is a slight decrease from last year's utilization rate of 6.47% (174 cases).

Utilization History:



BREAKDOWN OF CASES:

Professional Counselling is a short-term, voluntary, and confidential service that connects Judges and their eligible family members to a network of dedicated professionals.

Shepell•fjgi has a network of counsellors across the country. These counsellors have a minimum of a Masters Degree and an average of 10 years clinical experience. Expertise is available in several disciplines, such as social work, marriage and family issues, education, psychology and addictions.

- *Of the 165 cases recorded in the 2010-2011 program year, 86% of the cases were for Professional Counselling*

Most Prevalent Counselling Issues

1. Personal Stress (31%)
2. General Relationship Issues (10%)
3. Anxiety (9%)

(Emerging Issues; page 7-8 of the statistical report.)

Worklife Services offer a suite of confidential advisory services that assist judges and their family members in balancing work and life issues.

- Stress Management
- Resiliency Coaching
- Retirement Planning
- Elder Care Services
- Nutrition Services
- Naturopathic Services
- Health Coaching
- Career Planning/Management
- Family Support Services
- Smoking Cessation
- Financial Support Services
- Legal Support Services

- *Of the 165 cases recorded in the 2010-2011 program year, 14% of the cases were for Worklife Services*

Most Prevalent Worklife Issues

1. Nutrition - Healthy Eating and Weight Management (39%)
2. Naturopathic Services (17%)
3. Elder Care (17%)

(Emerging Issues; page 10 of the statistical report.)

DEMOGRAPHICS: The majority of users identified as 'Judge' (70.9%), 'Male' (53.0%), and in the '50+' years of age category (82.9%).

12.7% of users identified as 'Spouse/Partner' and 16.4% identified as 'Dependent'

(Client Profile; page 11-13 of the statistical report.)

JUDGES TRIAL SUPPORT SERVICE:

A specialized support program designed to support Judges (and their families) involved with difficult court cases.

One Judges Trial Support Service case occurred in the 2010 – 2011 program year.

QUALITY ASSURANCE:

Shepell-fgi's Quality Assurance Program governs the incident/complaint review process. Whenever a client is unhappy with any aspect of Shepell-fgi's service, and either calls or writes to register that complaint, a thorough investigation is conducted. Recommendations are made and appropriate action is taken towards complaint resolution.

Three Quality Assurance Incidents occurred in the 2010-2011 program year.

Incident 1:

Complaint: Delay in counsellor assignment.

Investigation and resolution: Delay was due to human error regarding counsellor availability in the booking system. Client Care Representative received coaching about the importance of checking the system carefully.

Incident 2:

Complaint: Long wait time in Care Access Centre queue.

Investigation and resolution: Delay was due to an unusually high call volume for a period of time on the day in question as well as unexpected staffing issues. CAC Operations Team is continuously upgrading Call Centre technology and proactive measures are in place to prevent staffing short-falls.

Incident 3:

Complaint: Unsatisfied with counselling.

Investigation and resolution: Regional Clinical Manager (RCM) reviewed the counselling file with the counsellor in question. RCM determined that the advice given to the client was clinically accurate but could have been misinterpreted by the client. Counsellor was coached by RCM on counselling styles and techniques and how they can be misunderstood by clients. Counsellor was coached to prevent this from happening in the future.

CLIENT SATISFACTION:

Anyone who accesses the Judges Counselling Program is provided with an evaluation form and invited to provide feedback and satisfaction levels, and possible program improvements.

These forms are completed on a voluntary confidential basis, and reviewed by both Regional Clinical Managers and Quality Assurance Analysts, and with the client's permission, are shared with the counselor.

Nine surveys were returned this program year. Results can be found on page 17 of the statistical report.

(Outcomes; page 17 of the statistical report.)

APPENDIX

STATISTICAL REPORT

JUDGES COUNSELLING PROGRAM

Fourth Quarter Report

1 July 2010 to 30 June 2011

PREFACE

Your Shepell•fgi statistical report is an invaluable tool to ensure program satisfaction and efficacy. It provides a platform for accountability, communication and evaluation, and lays the groundwork for our ongoing planning with you. Below is an overview of your report contents:

1. Utilization

Section one provides an at-a-glance overview of the JCP's utilization trends. Information in this section includes utilization rate (actual and annualized) and a summary of all services used including counselling, worklife programs, trauma support interventions and any workplace support programs. Information on previous year utilization, as well as comparative national and industry benchmarks, is also included.

2. Emerging Issues

In the emerging issues section we provide an overview of the types of issues members and their family members are facing when they contact Shepell•fgi. You will find an at-a-glance look across broad issue categories, as well as an in-depth review of the specific issues your members and families are facing.

The section begins with a graphic depiction of the overall issues coming from all accesses through a mapping process of issue to corresponding category. It includes all accesses and maps each access to the corresponding issue category. This early information, as it is captured through our intake assessments, provides a picture of the issues currently *emerging* in your members and their family members. The section then continues and provides details on the types of counselling and work life service presenting issues that were identified when the clients first accessed the service.

3. Client Profile

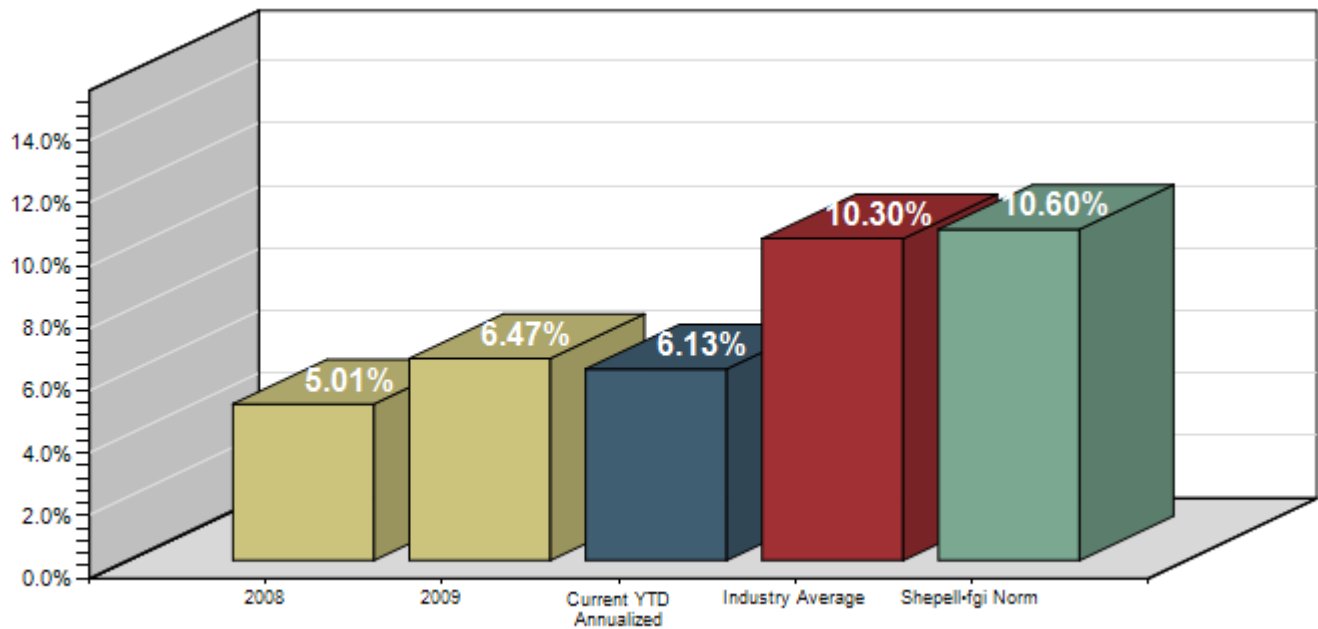
The client profile section provides a non-identifying summary of who is using the program. As part of our standard statistical report, information is provided on the client category (e.g. member or family member), as well as insight into how the client heard about the program. There are also standard member demographics including gender, years of service and age band. In addition to these standard data types, customized member demographics may be requested and added to the report, as long as no respondent group is too small to ensure confidentiality.

4. Outcomes

Finally, an overview of the outcomes from closed counselling cases is provided. This section delves into the themes of counselling, which are based on closed case goals set during the counselling process, as well as the percentage of counselling cases where the measures of clinical goals were attained. This section also includes statistics from Shepell•fgi's Depression Screening, information on any referrals to outside resources, and a year-to-date summary of client satisfaction.

1. UTILIZATION

UTILIZATION RATE HISTORY, ANNUAL



Note: Weighted population for the report period was: 2691

UTILIZATION BY QUARTER¹

	Q1	Q2	Q3	Q4	Total Accesses	Current Quarter Utilization %	Year to Date Utilization %	Annualized Utilization %
Members Under Contract	2691	2691	2691	2691			2691	
Counselling	34	43	27	38	142	1.41%	5.28%	5.28%
WorkLife Services	5	8	3	7	23	0.26%	0.85%	0.85%
Trauma Response Services	0	0	0	0	0	0.00%	0.00%	0.00%
TOTAL Accesses	39	51	30	45	165	1.67%	6.13%	6.13%

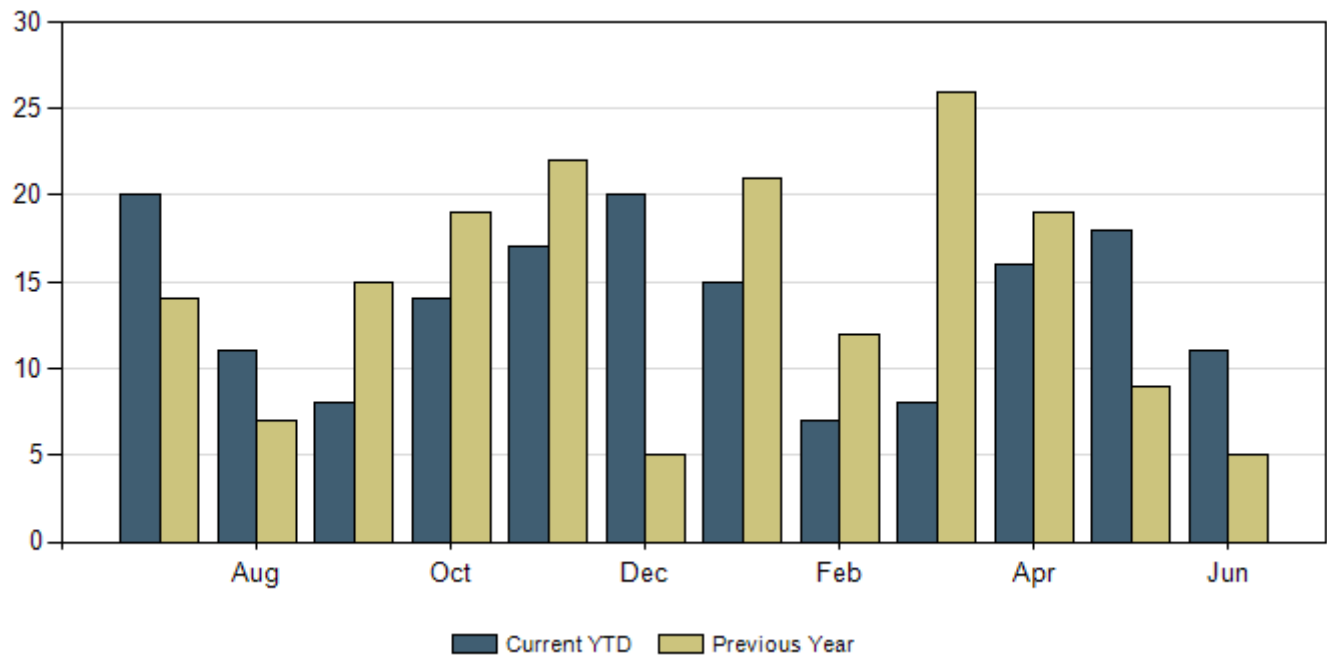
Budgeted Utilization Rate: 4.5%

Industry: Professional, Scientific and Technical Services

¹For any services that are counted at a ratio other than 1:1, the utilization above has been calculated based on the ratio. Number of members under contract reflects the weighted average population of each quarter and in the year to date.

1. UTILIZATION

SERVICES ACCESSED BY MONTH

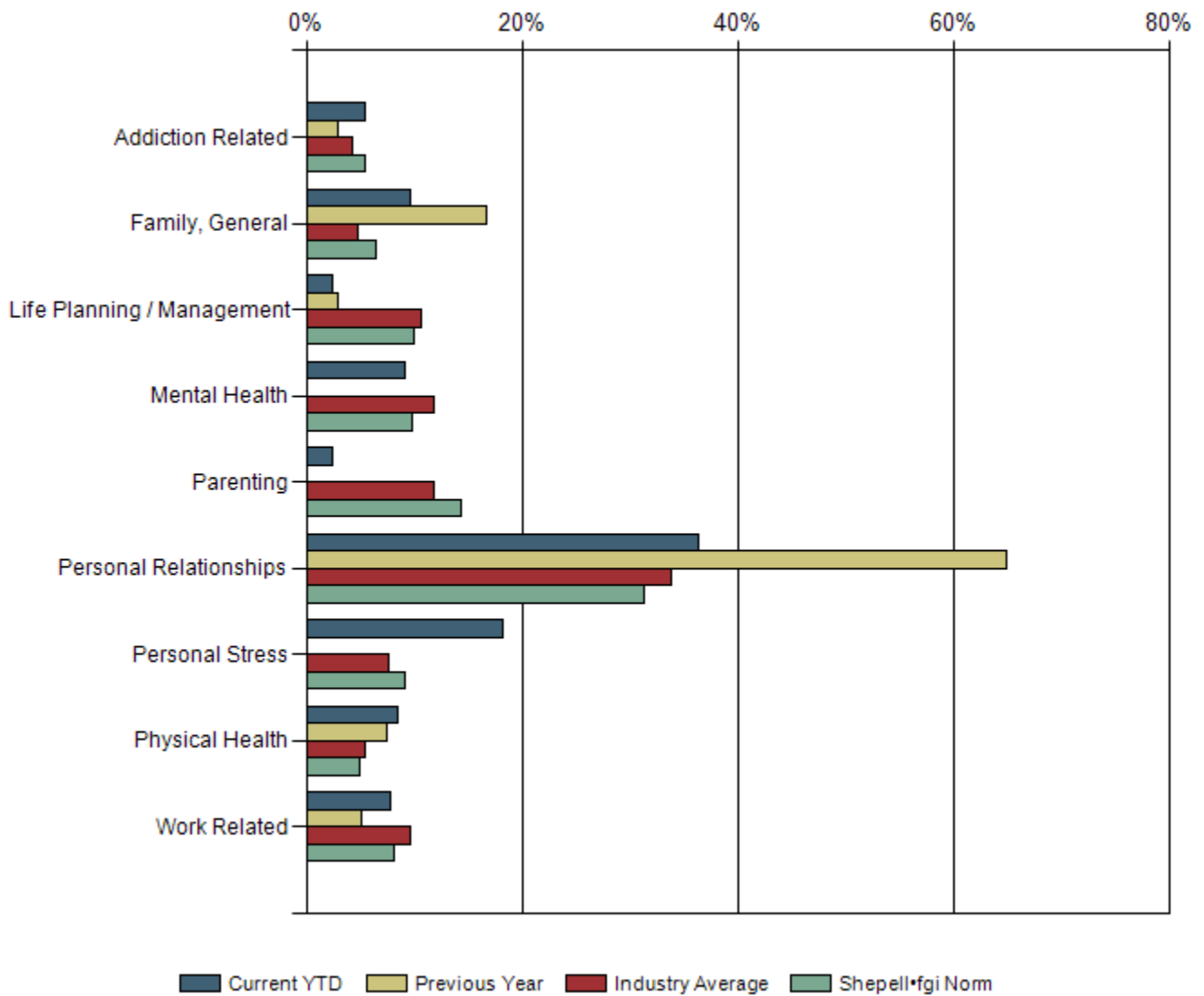


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	20	11	8	14	17	20	15	7	8	16	18	11	165
Previous Year	14	7	15	19	22	5	21	12	26	19	9	5	174

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF EMERGING ISSUES

Based on current year to date accesses: 165

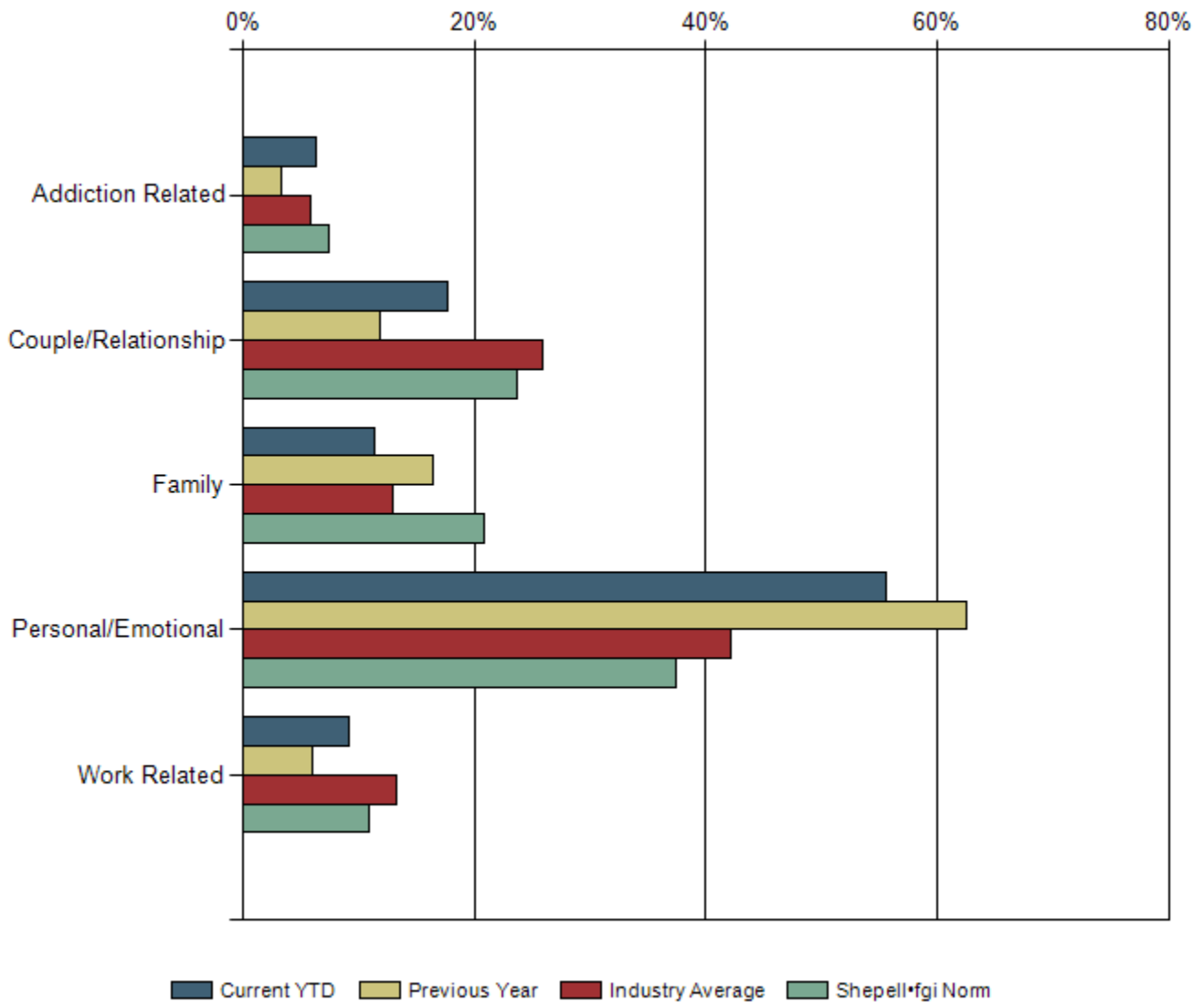


	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	5.5%	9.7%	2.4%	9.1%	2.4%	36.4%	18.2%	8.5%	7.9%
Previous Year	2.9%	16.7%	2.9%	0.0%	0.0%	64.9%	0.0%	7.5%	5.2%
Industry Average	4.2%	4.8%	10.7%	11.8%	11.9%	33.8%	7.7%	5.4%	9.6%
Shepell•fgi Norm	5.5%	6.5%	10.0%	9.9%	14.4%	31.4%	9.2%	5.0%	8.1%

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF COUNSELLING SERVICE

Based on current year to date accesses: 142



	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	6.3%	17.6%	11.3%	55.6%	9.2%
Previous Year	3.3%	11.8%	16.5%	62.5%	5.9%
Industry Average	5.8%	25.9%	12.9%	42.2%	13.2%
Shepell•fgi Norm	7.3%	23.6%	20.9%	37.4%	10.8%

2. EMERGING ISSUES

COUNSELLING SERVICE: DETAIL

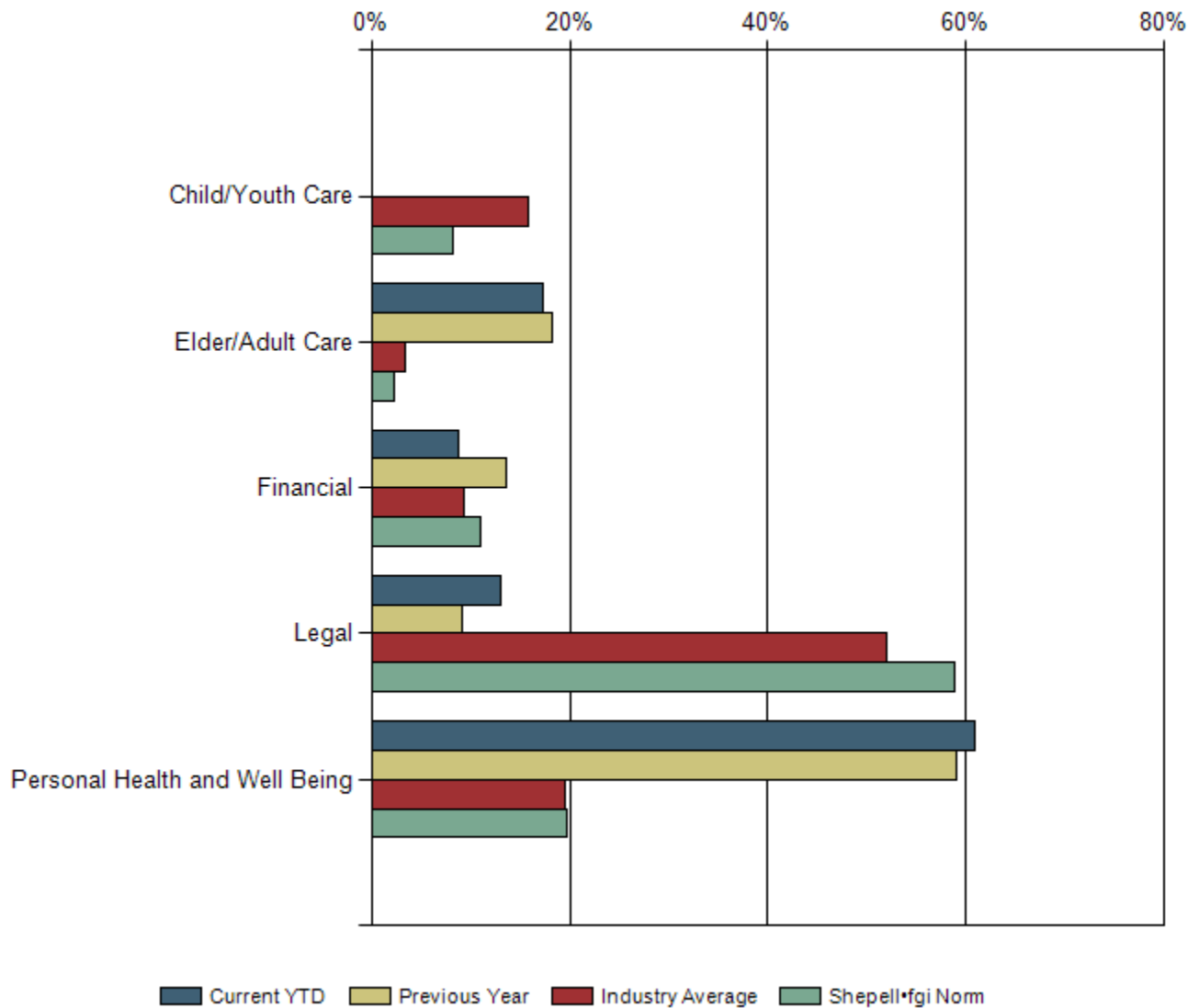
	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell-fgi Norm
Addiction Related	0	3	2	4	9	6.3%	5	3.3%	5.8%	7.3%
Alcohol	0	1	0	3	4	2.8%	0	0.0%	1.2%	2.0%
Drug	0	1	0	0	1	0.7%	0	0.0%	1.4%	1.0%
Addiction Other	0	0	0	0	0	0.0%	5	3.3%	1.4%	1.0%
Other's Addiction	0	1	2	1	4	2.8%	0	0.0%	0.5%	1.9%
Couple / Relationship	6	10	2	7	25	17.6%	18	11.8%	25.9%	23.6%
Communication / Conflict Resolution	0	2	0	4	6	4.2%	0	0.0%	6.9%	5.4%
Relationship Breakdown	0	1	1	1	3	2.1%	0	0.0%	4.3%	3.6%
Relationship – General	6	7	1	0	14	9.9%	18	11.8%	9.9%	9.9%
Separation / Divorce	0	0	0	2	2	1.4%	0	0.0%	4.1%	4.0%
Family	4	3	1	8	16	11.3%	25	16.5%	12.9%	20.9%
Adolescent Behaviour	0	1	0	1	2	1.4%	0	0.0%	2.5%	2.6%
Child Behaviour	0	0	1	0	1	0.7%	0	0.0%	2.8%	7.0%
Communication	4	1	0	4	9	6.3%	25	16.5%	3.6%	4.7%
Extended Family Relations	0	0	0	3	3	2.1%	0	0.0%	1.2%	0.9%
Parenting	0	1	0	0	1	0.7%	0	0.0%	2.1%	3.3%
Personal / Emotional	20	23	21	15	79	55.6%	95	62.5%	42.2%	37.4%
Anger Issues	0	1	0	0	1	0.7%	0	0.0%	1.4%	1.6%
Anxiety	0	1	1	5	13	9.1%	0	0.0%	4.0%	3.5%
Depression	0	0	4	0	12	8.4%	0	0.0%	5.3%	4.6%
Grief	0	2	1	0	3	2.1%	0	0.0%	2.0%	2.1%
Life Stages	0	0	0	1	1	0.7%	0	0.0%	1.6%	1.4%
Mental Health Condition	0	1	1	0	2	1.4%	0	0.0%	0.8%	0.9%
Post Trauma	0	1	0	0	1	0.7%	0	0.0%	1.4%	1.1%
Social Isolation	0	1	1	0	2	1.4%	0	0.0%		
Stress	0	11	10	9	44	30.9%	0	0.0%	10.7%	12.4%

Work Related	4	4	1	4	13	9.2%	9	5.9%	13.2%	10.8%
Career	4	3	0	2	9	6.3%	6	4.0%	4.1%	2.3%
Work Relationships / Conflict	0	0	0	0	0	0.0%	3	2.0%	2.2%	2.6%
Workplace Stress	0	1	1	2	4	2.8%	0	0.0%	6.1%	4.9%
Total	34	43	27	38	142	100.0%	152	100.0%		

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF WORKLIFE SERVICES

Based on current year to date accesses: 23



	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	0.0%	17.4%	8.7%	13.0%	60.9%
Previous Year	0.0%	18.2%	13.6%	9.1%	59.1%
Industry Average	15.9%	3.3%	9.3%	51.9%	19.5%
Shepell•fji Norm	8.3%	2.3%	10.9%	58.9%	19.6%

2. EMERGING ISSUES

WORKLIFE SERVICES: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell-fgi Norm
Child/Youth Care	0	0	0	0	0	0.0%	0	0.0%	15.9%	8.3%
Elder/Adult Care	1	2	1	0	4	17.4%	4	18.2%	3.3%	2.3%
Elder/Adult Care Resources & Information	0	2	1	0	3	13.0%	3	13.6%	1.4%	1.0%
Home Support Services	0	0	0	0	0	0.0%	1	4.6%	1.1%	0.6%
Residential Care Options	1	0	0	0	1	4.4%	0	0.0%	0.4%	0.3%
Financial	1	0	1	0	2	8.7%	3	13.6%	9.3%	10.9%
Debt/Credit	1	0	1	0	2	8.7%	3	13.6%	6.0%	6.9%
Legal	1	1	0	1	3	13.0%	2	9.1%	51.9%	58.9%
Civil Litigation	0	1	0	0	1	4.4%	1	4.6%	14.4%	13.9%
Criminal Law	0	0	0	0	0	0.0%	1	4.6%	2.4%	3.7%
Separation/Divorce	1	0	0	1	2	8.7%	0	0.0%	18.5%	22.9%
Personal Health and Well Being	2	5	1	6	14	60.9%	13	59.1%	19.5%	19.6%
Health Coaching	0	0	0	1	1	4.4%	0	0.0%	0.5%	3.4%
Naturopathic Services	1	1	0	2	4	17.4%	5	22.7%	2.0%	3.0%
Nutrition, Disease State Management	0	0	0	0	0	0.0%	2	9.1%	4.2%	3.4%
Nutrition, General Healthy Eating	1	2	0	3	6	26.1%	5	22.7%	7.3%	5.8%
Nutrition, Weight Management	0	2	1	0	3	13.0%	1	4.6%	3.6%	2.7%
Total	5	8	3	7	23	100.0%	22	100.0%		

3. CLIENT PROFILE

CLIENT DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	39	36	20	40	135		174	
Caller was a Previous Client	14	6	3	5	28	20.7%	73	42.0%
Co-worker	0	3	1	3	7	5.2%	7	4.0%
Family Member	8	7	8	9	32	23.7%	37	21.3%
Human Resources	7	7	3	7	24	17.8%	10	5.8%
Information Booth	1	0	0	0	1	0.7%	5	2.9%
Internal Communication	0	1	0	3	4	3.0%	0	0.0%
Orientation	0	0	0	2	2	1.5%	0	0.0%
Promotional Literature	7	3	0	5	15	11.1%	23	13.2%
Referral Agent/Peer	0	0	0	0	0	0.0%	0	0.0%
Supervisor/Manager	0	0	0	0	0	0.0%	0	0.0%
Trauma Debriefing	0	0	0	0	0	0.0%	0	0.0%
Union Representative	0	0	0	0	0	0.0%	0	0.0%
Web Intake	0	0	1	1	2	1.5%	1	0.6%
Website Viewing	0	0	0	1	1	0.7%	0	0.0%
Wellness Seminar	0	0	0	0	0	0.0%	0	0.0%
Worksite Health Services	0	0	0	0	0	0.0%	3	1.7%
Declined	2	9	4	4	19	14.1%	15	8.6%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell•fgi Norm
Client Category	39	51	30	45	165		174			
Judge	27	37	18	35	117	70.9%	118	67.8%	87.8%	87.0%
Spouse/Partner	6	7	4	4	21	12.7%	18	10.3%	9.2%	9.8%
Dependant	6	7	8	6	27	16.4%	38	21.8%	2.6%	2.6%
Retiree/Pensioner	0	0	0	0	0	0.0%	0	0.0%	0.4%	0.2%

SPECIAL INFORMATION

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Client Category	30	31	18	40	119		130	
Retired Judge	0	1	0	0	1	0.8%	10	7.7%
Active Judge	29	16	14	26	85	71.4%	115	88.5%
Skipped	0	0	0	4	4	3.4%	0	0.0%
Unknown	0	0	1	2	3	2.5%	0	0.0%
Declined	1	14	3	8	26	21.9%	5	3.9%

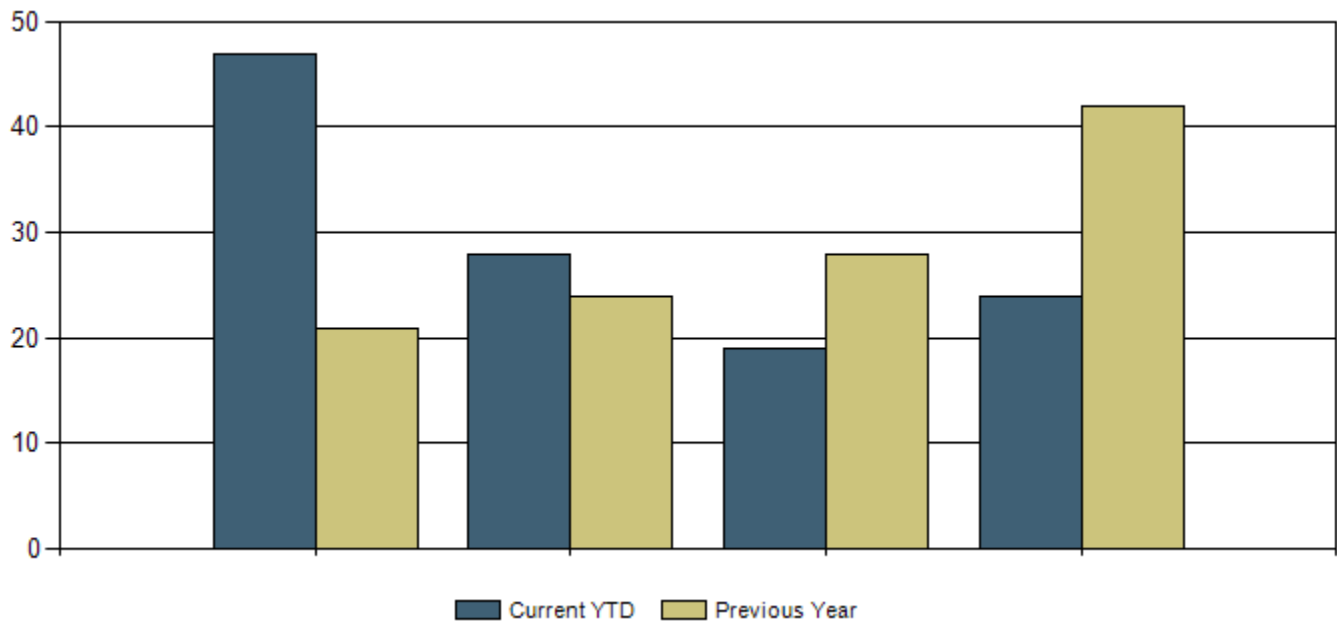
3. CLIENT PROFILE

MEMBER DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell-fgi Norm
Gender	27	37	18	35	117		118			
Female	11	20	9	15	55	47.0%	58	49.2%	66.3%	65.5%
Male	16	17	9	20	62	53.0%	60	50.9%	33.7%	34.5%
Years of Service	27	24	14	30	95		118			
Under 1 year	0	1	0	0	1	1.1%	0	0.0%	13.1%	10.5%
1-4 years	0	1	2	1	4	4.2%	0	0.0%	33.7%	30.6%
5-14 years	0	1	1	5	7	7.4%	0	0.0%	35.4%	34.4%
15 Years and Over	0	3	2	9	14	14.7%	0	0.0%	10.8%	18.1%
Declined	27	18	9	15	69	72.6%	118	100.0%	7.0%	6.5%
Age Group	27	37	18	35	117		118			
Under 20 Years	3	0	0	0	3	2.6%	0	0.0%	6.7%	0.6%
20-29 Years	0	2	0	0	2	1.7%	0	0.0%	10.0%	8.6%
30-39 Years	0	0	0	1	1	0.9%	1	0.9%	32.9%	29.6%
40-49 Years	7	3	3	1	14	12.0%	15	12.7%	30.1%	34.3%
50 Years and Over	17	32	15	33	97	82.9%	102	86.4%	18.3%	24.9%
Declined	0	0	0	0	0	0.0%	0	0.0%	1.9%	2.1%

4. OUTCOMES

NUMBER OF CLOSED COUNSELLING INTERVENTIONS



	Q1	Q2	Q3	Q4	Total
Current YTD	47	28	19	24	118
Previous Year	21	24	28	42	115

GOAL OUTCOME MEASURE

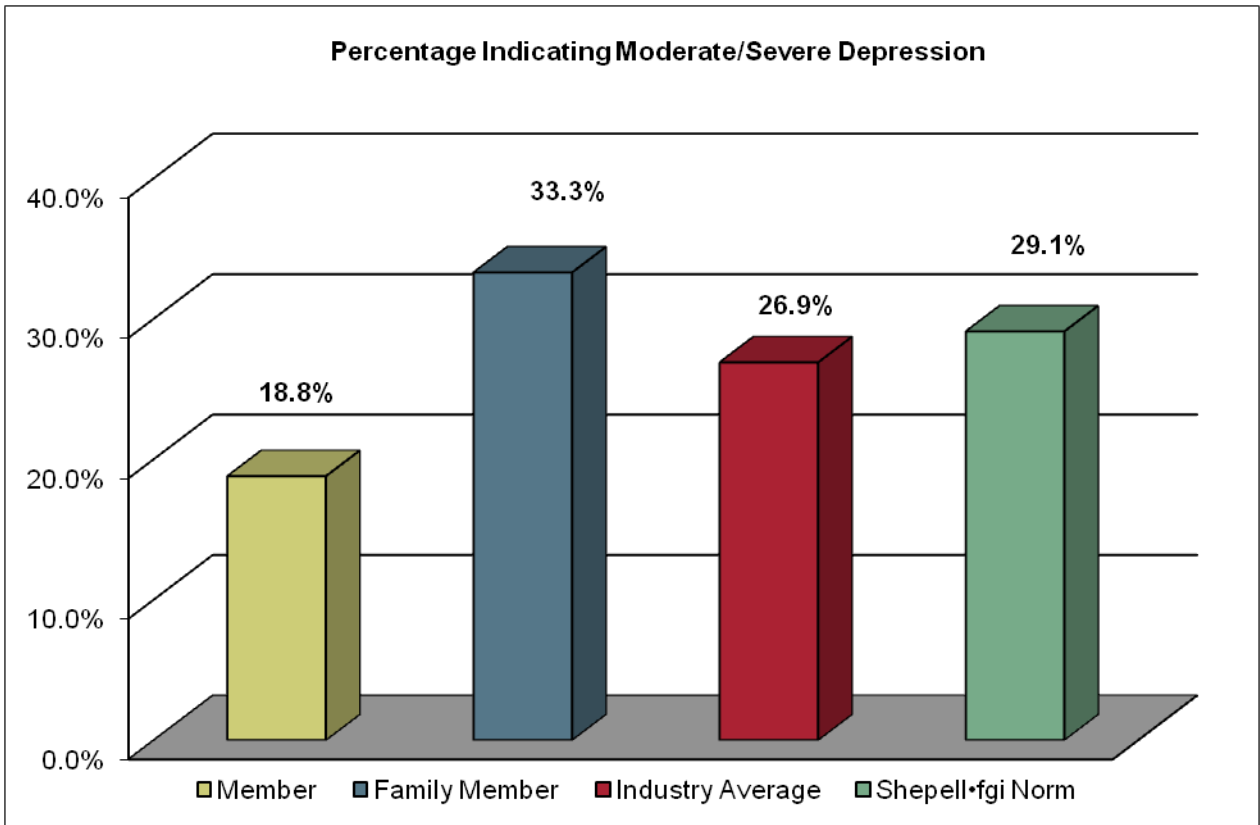
	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	47	28	19	24	118
% Goal Attainment	94.2	97.6	100.0	97.2	96.7

CLOSED COUNSELLING GOALS BY CATEGORY

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Addiction Related	1	3	1	1	6	5.9%	8	7.1%
Couple/Relationship	9	4	5	6	24	23.5%	10	8.9%
Family	4	7	1	6	18	17.6%	26	23.0%
Personal/Emotional	24	7	5	6	42	41.2%	62	54.9%
Work Related	5	4	2	1	12	11.8%	7	6.2%
Total	43	25	14	20	102	100.0%	113	100.0%

4. OUTCOMES

DEPRESSION SCREENING



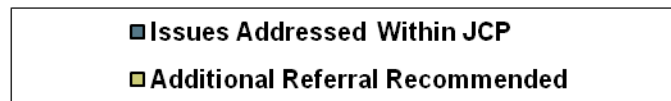
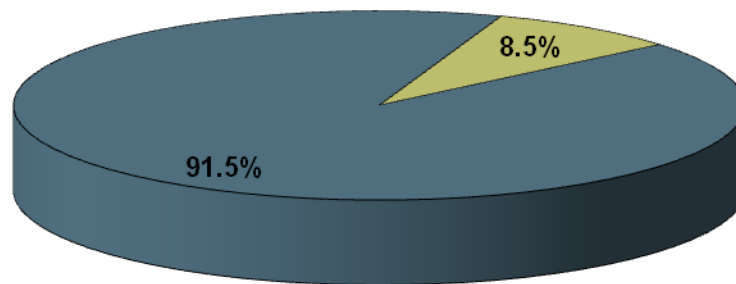
	Total
Member	18.8%
Family Member	33.3%
Industry Average	26.9%
Shepell•fgi Norm	29.1%

Of the 53 clients who completed the depression screening tool while accessing counselling services in the year to date, 18.8% of members and 33.3% of family members were identified as having signs or symptoms of a moderate to severe level of depression.

4. OUTCOMES

REFERRALS TO OUTSIDE RESOURCES

Current Year



REFERRAL ACCEPTANCE

	Q1	Q2	Q3	Q4	YTD
Referral Accepted	0	3	3	3	9
Referral Declined	0	2	0	3	5
Total	0	5	3	6	14

REFERRAL RESOURCE

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	0	0	0	0	0
Community Resources	0	0	1	1	2
Family Physician	0	1	0	1	2
Group Support	0	1	0	0	1
Hospital	0	0	0	0	0
Psychiatric	0	0	0	0	0
Specialized Counselling	0	1	2	1	4
Total	0	3	3	3	9

4. OUTCOMES

CLIENT SATISFACTION

	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	2	0	3	4	9

JCP USER SURVEY - YEAR TO DATE AGGREGATE RESPONSES

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
1	I found the JCP easy to access.	57.1%	28.6%	0.0%	0.0%	14.3%
2	I was satisfied with the attention given to me when I first contacted the JCP.	66.7%	22.2%	0.0%	0.0%	11.1%
3	The person I spoke to when I first called the JCP was sensitive to my needs.	77.8%	22.2%	0.0%	0.0%	0.0%
4	I felt the provider :					
a	understood my problems and concerns.	55.6%	44.4%	0.0%	0.0%	0.0%
b	provided relevant information that assisted me with my problems.	42.9%	57.1%	0.0%	0.0%	0.0%
c	helped me to consider options and solutions to resolve my problems.	28.6%	71.4%	0.0%	0.0%	0.0%
5 a	I learned some new things about how to better manage my problems.	57.1%	42.9%	0.0%	0.0%	0.0%
b	I have been able to make positive changes based on what I learned.	28.6%	42.9%	28.6%	0.0%	0.0%
c	I am better able to function at home.	14.3%	71.4%	14.3%	0.0%	0.0%
d	I have improved my relationship with co-workers and/or supervisor.	25.0%	37.5%	37.5%	0.0%	0.0%
e	I have improved my ability to cope with job demands.	37.5%	50.0%	12.5%	0.0%	0.0%
f	I have improved my work attendance.	16.7%	16.7%	66.7%	0.0%	0.0%
		Yes		No		
6 a	If you had not received assistance, would your problem or concern likely have caused you to be away from work?	28.6%		71.4%		
		0-1	2-4	5-10	10-20	>20
6 b	If yes, please estimate how many days you would have been away from work?	0.0%	0.0%	100.0%	0.0%	0.0%
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
7	I would use the JCP again.	42.9%	57.1%	0.0%	0.0%	0.0%
8	I would recommend the JCP to others.	42.9%	42.9%	14.3%	0.0%	0.0%
9	Overall, I was satisfied with the JCP.	55.6%	22.2%	22.2%	0.0%	0.0%