

JUDGES COUNSELLING PROGRAM

Provided for

JUDGES COUNSELLING PROGRAM

Second Quarter Report

1 July 2010 to 31 December 2010



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 your company'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 organization's workforce 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

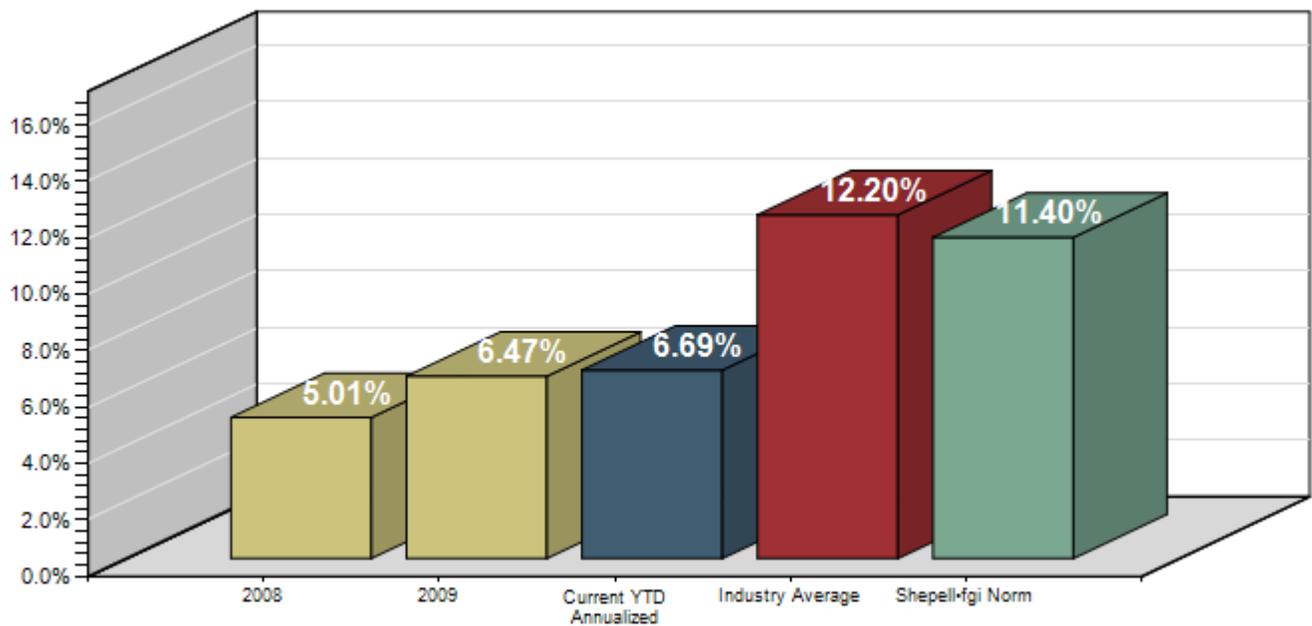
The client profile section provides a non-identifying summary of who is using the program. As part of our standard statistical report, information is provided on the client category (e.g. member or family member), as well as insight into how the client heard about the program. There are also standard member demographics including gender, years of service and age band. In addition to these standard data types, customized member demographics may be requested by our client organizations 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

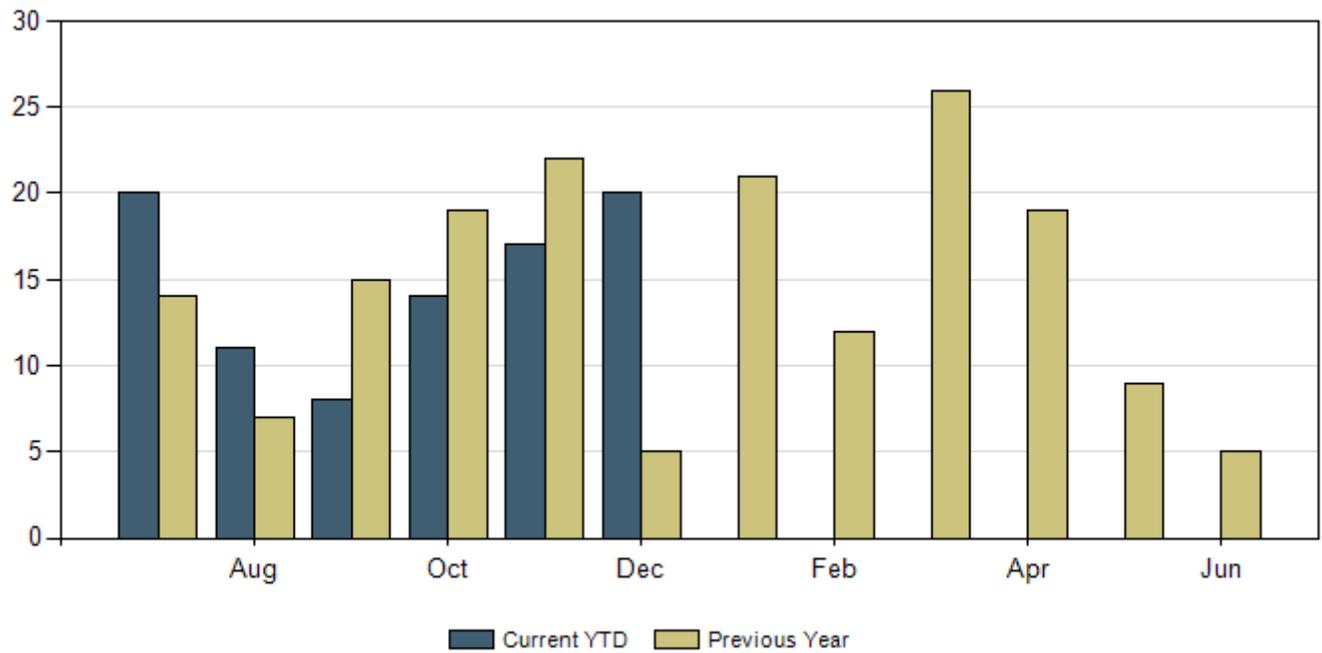
	Q1	Q2	Q3	Q4	Total Accesses	Current Quarter Utilization %	Year to Date Utilization %	Annualized Utilization %
Members Under Contract	2691	2691					2691	
Counselling	34	43			77	1.60%	2.86%	5.72%
WorkLife Services	5	8			13	0.30%	0.48%	0.97%
Trauma Response Services	0	0			0	0.00%	0.00%	0.00%
TOTAL Accesses	39	51			90	1.90%	3.34%	6.69%

Budgeted Utilization Rate: 4.5%

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

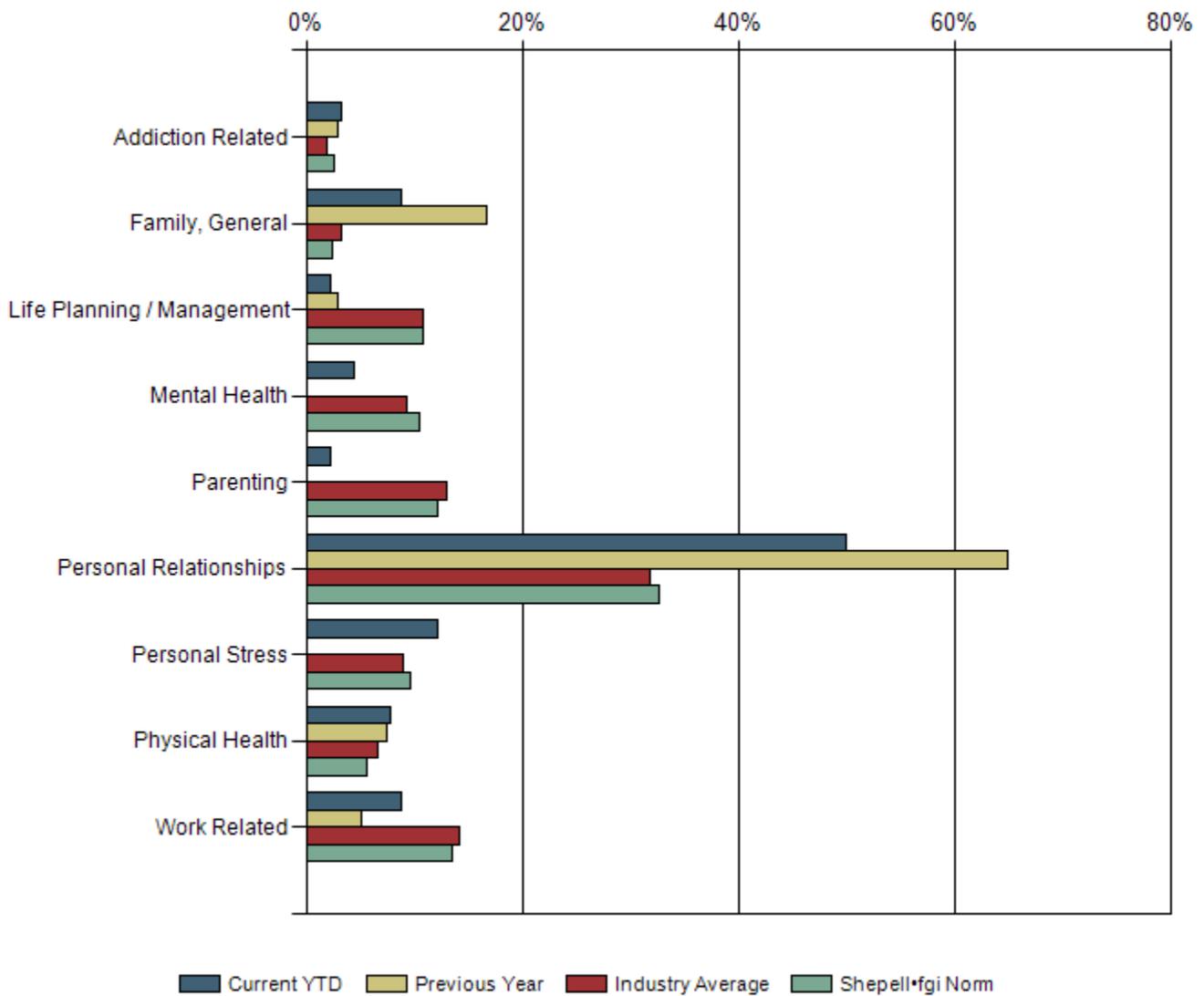


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	20	11	8	14	17	20							90
Previous Year	14	7	15	19	22	5	21	12	26	19	9	5	174

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF EMERGING ISSUES

Based on current year to date accesses: 90

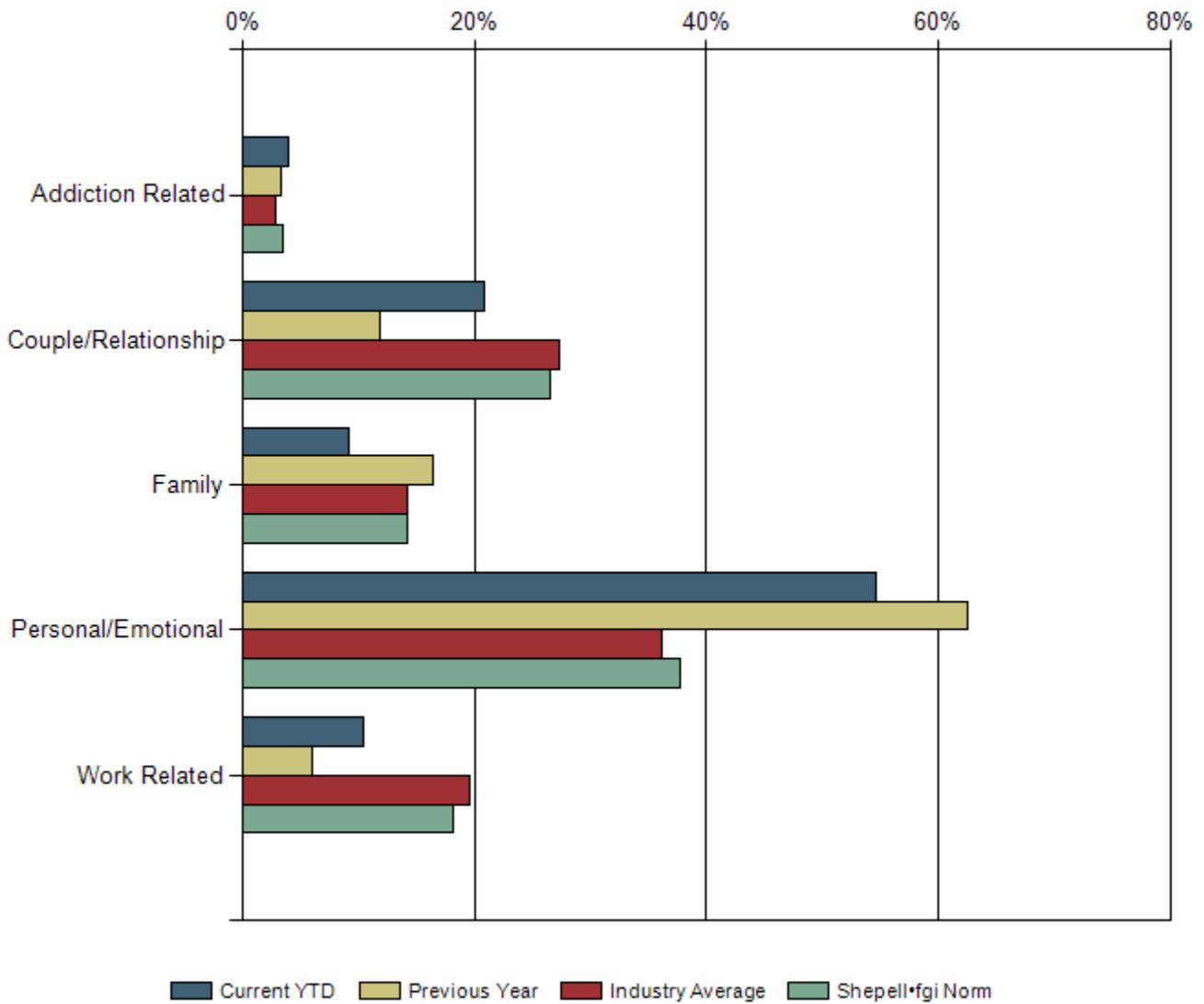


	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	3.3%	8.9%	2.2%	4.4%	2.2%	50.0%	12.2%	7.8%	8.9%
Previous Year	2.9%	16.7%	2.9%	0.0%	0.0%	64.9%	0.0%	7.5%	5.2%
Industry Average	2.0%	3.2%	10.8%	9.4%	12.9%	31.9%	9.0%	6.6%	14.3%
Shepell•fgi Norm	2.6%	2.4%	10.8%	10.5%	12.3%	32.6%	9.6%	5.7%	13.5%

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF COUNSELLING SERVICE

Based on current year to date accesses: 77



	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	3.9%	20.8%	9.1%	54.6%	10.4%
Previous Year	3.3%	11.8%	16.5%	62.5%	5.9%
Industry Average	2.7%	27.3%	14.2%	36.2%	19.5%
Shepell•fgi Norm	3.5%	26.5%	14.2%	37.7%	18.1%

2. EMERGING ISSUES

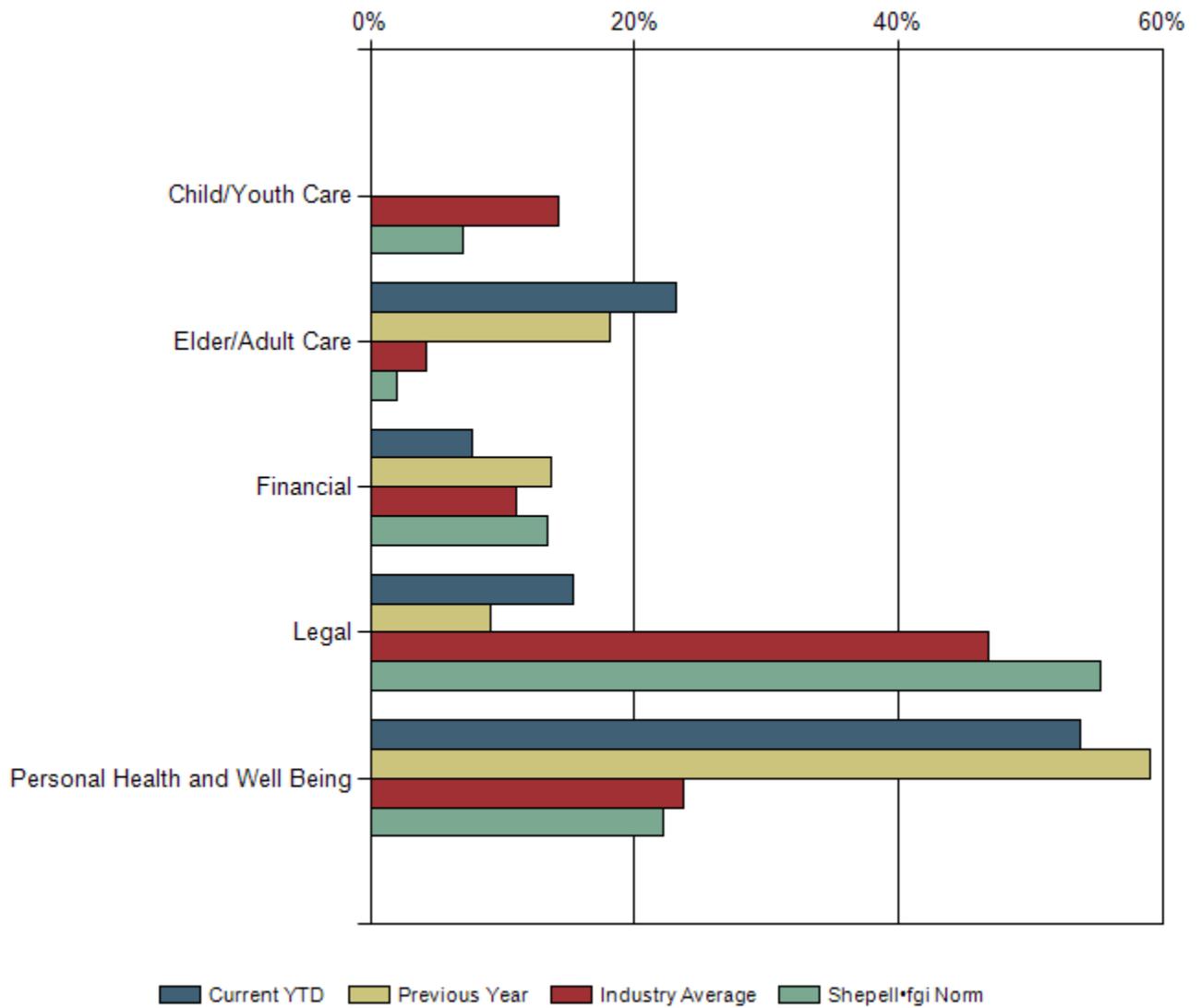
COUNSELLING SERVICE: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell-fgi Norm
Addiction Related	0	3			3	3.9%	5	3.3%	2.7%	3.5%
Alcohol	0	1			1	1.3%	0	0.0%	0.9%	1.5%
Drug	0	1			1	1.3%	0	0.0%	0.6%	0.7%
Addiction Other	0	0			0	0.0%	5	3.3%	0.0%	0.0%
Other's Addiction	0	1			1	1.3%	0	0.0%	0.9%	0.8%
Couple / Relationship	6	10			16	20.8%	18	11.8%	27.3%	26.5%
Communication / Conflict Resolution	0	2			2	2.6%	0	0.0%	5.2%	4.9%
Relationship Breakdown	0	1			1	1.3%	0	0.0%	5.3%	5.4%
Relationship – General	6	7			13	16.9%	18	11.8%	10.2%	9.2%
Family	4	3			7	9.1%	25	16.5%	14.2%	14.2%
Adolescent Behaviour	0	1			1	1.3%	0	0.0%	0.1%	0.2%
Communication	4	1			5	6.5%	25	16.5%	0.1%	0.1%
Parenting	0	1			1	1.3%	0	0.0%	4.5%	4.2%
Personal / Emotional	20	22			42	54.6%	95	62.5%	36.2%	37.7%
Anger Issues	0	1			1	1.3%	0	0.0%	1.2%	1.8%
Anxiety	0	1			1	1.3%	0	0.0%	4.3%	4.1%
Grief	0	2			2	2.6%	0	0.0%	2.3%	2.7%
Mental Health Condition	0	1			1	1.3%	0	0.0%	0.0%	0.0%
Post Trauma	0	1			1	1.3%	0	0.0%	0.6%	1.2%
Stress	0	11			11	14.3%	0	0.0%	12.4%	13.0%
Other	20	5			25	32.5%	95	62.5%	6.2%	6.1%
Work Related	4	4			8	10.4%	9	5.9%	19.5%	18.1%
Career	4	3			7	9.1%	6	4.0%	3.4%	2.1%
Work Relationships / Conflict	0	0			0	0.0%	3	2.0%	1.9%	2.5%
Workplace Stress	0	1			1	1.3%	0	0.0%	13.3%	12.1%
Total	34	42			76	98.7%	152	100.0%		

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF WORKLIFE SERVICES

Based on current year to date accesses: 13



	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	0.0%	23.1%	7.7%	15.4%	53.9%
Previous Year	0.0%	18.2%	13.6%	9.1%	59.1%
Industry Average	14.3%	4.2%	11.0%	46.8%	23.7%
Shepell•fji Norm	7.0%	2.0%	13.4%	55.4%	22.1%

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%	14.3%	7.0%
Elder/Adult Care	1	2			3	23.1%	4	18.2%	4.2%	2.0%
Elder/Adult Care Resources & Information	0	2			2	15.4%	3	13.6%	0.0%	0.0%
Home Support Services	0	0			0	0.0%	1	4.6%	1.7%	0.9%
Residential Care Options	1	0			1	7.7%	0	0.0%	1.6%	0.6%
Financial	1	0			1	7.7%	3	13.6%	11.0%	13.4%
Debt/Credit	1	0			1	7.7%	3	13.6%	4.1%	6.5%
Legal	1	1			2	15.4%	2	9.1%	46.8%	55.4%
Civil Litigation	0	1			1	7.7%	1	4.6%	11.3%	10.8%
Criminal Law	0	0			0	0.0%	1	4.6%	2.9%	3.3%
Separation/Divorce	1	0			1	7.7%	0	0.0%	20.1%	23.8%
Personal Health and Well Being	2	5			7	53.9%	13	59.1%	23.7%	22.1%
Naturopathic Services	1	1			2	15.4%	5	22.7%	0.0%	0.0%
Nutrition, Disease State Management	0	0			0	0.0%	2	9.1%	1.8%	2.1%
Nutrition, General Healthy Eating	1	2			3	23.1%	5	22.7%	11.6%	9.8%
Nutrition, Weight Management	0	2			2	15.4%	1	4.6%	3.6%	3.6%
Total	5	8			13	100.0%	22	100.0%		

3. CLIENT PROFILE

CLIENT DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	39	36			75		174	
Caller was a Previous Client	14	6			20	26.7%	73	42.0%
Co-worker	0	3			3	4.0%	7	4.0%
Family Member	8	7			15	20.0%	37	21.3%
Human Resources	7	7			14	18.7%	10	5.8%
Information Booth	1	0			1	1.3%	5	2.9%
Internal Communication	0	1			1	1.3%	0	0.0%
Orientation	0	0			0	0.0%	0	0.0%
Promotional Literature	7	3			10	13.3%	23	13.2%
Referral Agent/Peer	0	0			0	0.0%	0	0.0%
Supervisor/Manager	0	0			0	0.0%	0	0.0%
Trauma Debriefing	0	0			0	0.0%	0	0.0%
Union Representative	0	0			0	0.0%	0	0.0%
Web Intake	0	0			0	0.0%	1	0.6%
Website Viewing	0	0			0	0.0%	0	0.0%
Wellness Seminar	0	0			0	0.0%	0	0.0%
Worksite Health Services	0	0			0	0.0%	3	1.7%
Declined	2	9			11	14.7%	15	8.6%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell•fgi Norm
Client Category	39	51			90		174			
Member	27	37			64	71.1%	118	67.8%	86.1%	84.9%
Spouse/Partner	6	7			13	14.4%	18	10.3%	11.3%	12.4%
Dependant	6	7			13	14.4%	38	21.8%	2.2%	2.6%
Retiree/Pensioner	0	0			0	0.0%	0	0.0%	0.3%	0.1%

SPECIAL INFORMATION

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Client Category	30	31			61		130	
Retired Judge	0	1			1	1.6%	10	7.7%
Active Judge	29	16			45	73.8%	115	88.5%
Declined	1	14			15	24.6%	5	3.9%
Please confirm which program you are you calling for	39	35			74		174	
Judges C'ling Program	39	26			65	87.8%	174	100.0%
Trial Support Service	0	0			0	0.0%	0	0.0%
Skipped	0	0			0	0.0%	0	0.0%
Unknown	0	0			0	0.0%	0	0.0%
Declined	0	9			9	12.2%	0	0.0%

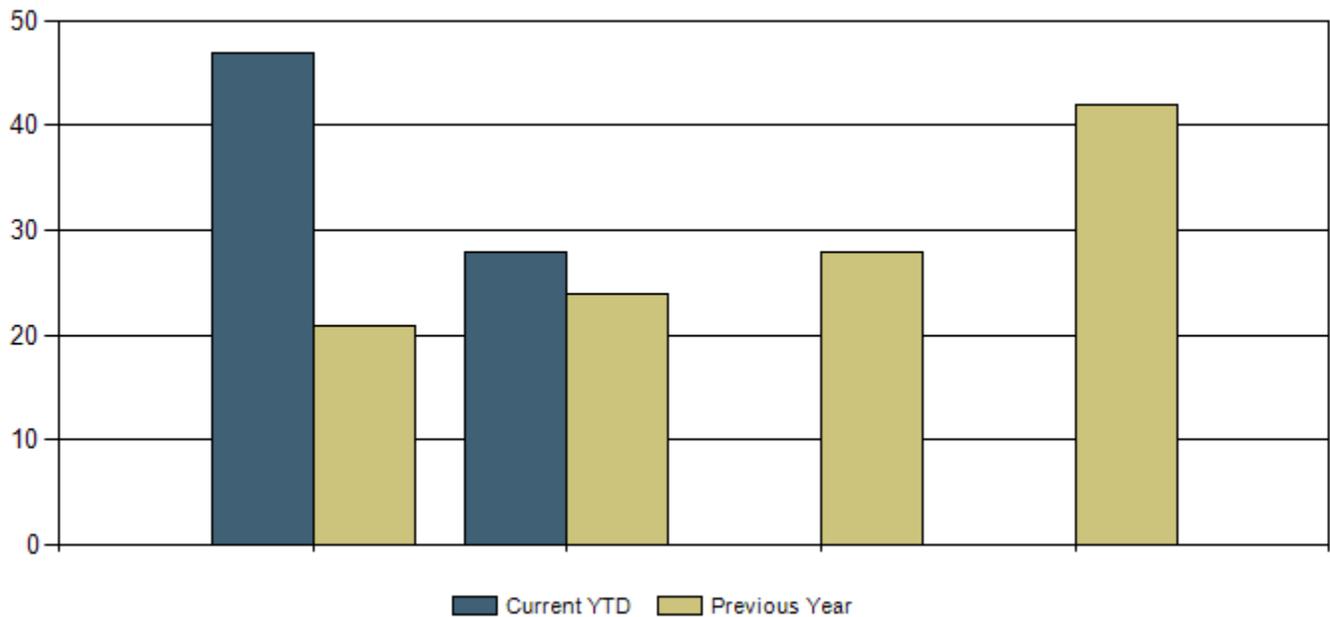
3. CLIENT PROFILE

MEMBER DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	Shepell-fgi Norm
Gender	27	37			64		118			
Female	11	20			31	48.4%	58	49.2%	66.7%	61.7%
Male	16	17			33	51.6%	60	50.9%	33.3%	38.3%
Years of Service	27	24			51		118			
Under 1 year	0	1			1	2.0%	0	0.0%	16.6%	13.0%
1-4 years	0	1			1	2.0%	0	0.0%	36.5%	31.0%
5-14 years	0	1			1	2.0%	0	0.0%	30.1%	27.6%
15 Years and Over	0	3			3	5.9%	0	0.0%	11.1%	15.6%
Declined	27	18			45	88.2%	118	100.0%	5.7%	12.7%
Age Group	27	37			64		118			
Under 20 Years	3	0			3	4.7%	0	0.0%	1.1%	1.5%
20-29 Years	0	2			2	3.1%	0	0.0%	13.5%	11.9%
30-39 Years	0	0			0	0.0%	1	0.9%	34.3%	31.3%
40-49 Years	7	3			10	15.6%	15	12.7%	31.3%	32.5%
50 Years and Over	17	32			49	76.6%	102	86.4%	17.1%	19.7%
Declined	0	0			0	0.0%	0	0.0%	2.7%	3.1%

4. OUTCOMES

NUMBER OF CLOSED COUNSELLING INTERVENTIONS



	Q1	Q2	Q3	Q4	Total
Current YTD	47	28			75
Previous Year	21	24	28	42	115

GOAL OUTCOME MEASURE

	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	47	28			75
% Goal Attainment	94.2	97.6			95.7

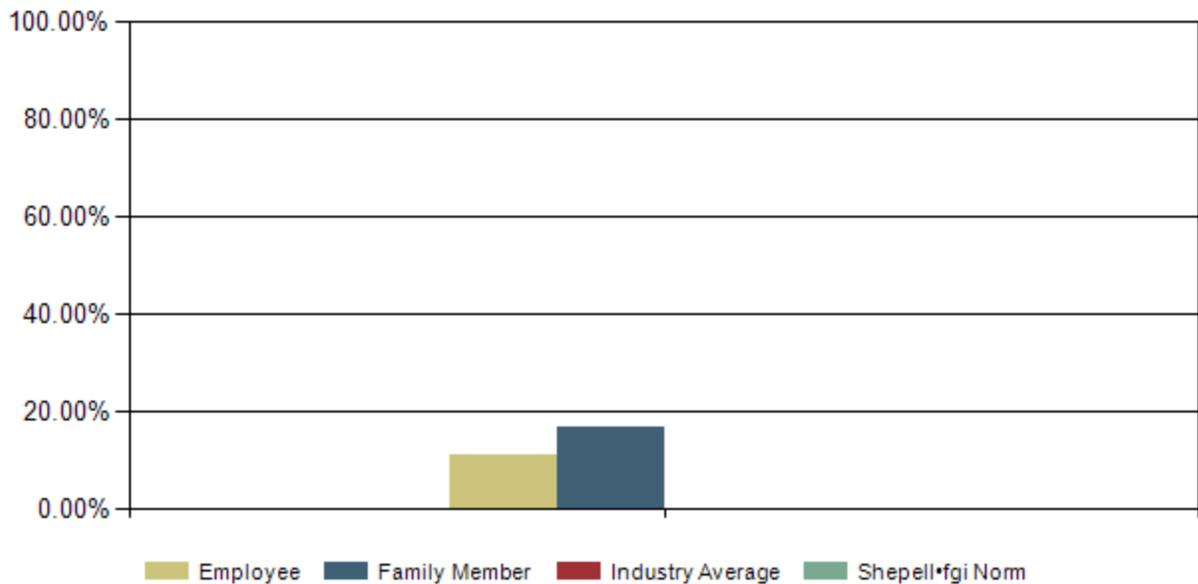
CLOSED COUNSELLING GOALS BY CATEGORY

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Addiction Related	1	3			4	5.9%	8	7.1%
Couple/Relationship	9	4			13	19.1%	10	8.9%
Family	4	7			11	16.2%	26	23.0%
Personal/Emotional	24	7			31	45.6%	62	54.9%
Work Related	5	4			9	13.2%	7	6.2%
Total	43	25			68	100.0%	113	100.0%

4. OUTCOMES

DEPRESSION SCREENING

Percentage Indicating Moderate/Severe Depression



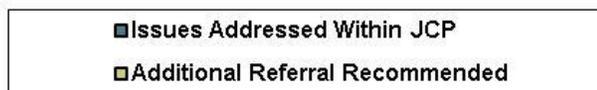
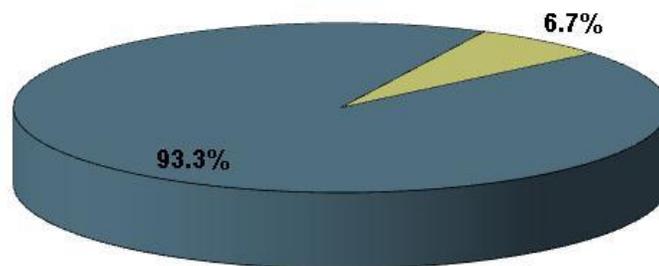
	Total
Member	11.1%
Family Member	16.7%
Industry Average	0.0%
Shepell•fgi Norm	0.0%

Of the 30 clients who completed the depression screening tool while accessing counselling services in the year to date, 11.1% of members and 16.7% 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
Referral Declined	0	2			2
Total	0	5			5

REFERRAL RESOURCE

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