

JUDGES COUNSELLING PROGRAM

Provided for

JUDGES COUNSELLING PROGRAM

Second Quarter Report

1 July 2014 to 31 December 2014



PREFACE

Your 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 employees and their family members are facing when they access the program. You will find an at-a-glance look across broad issue categories, as well as an in-depth review of the specific issues your employees 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

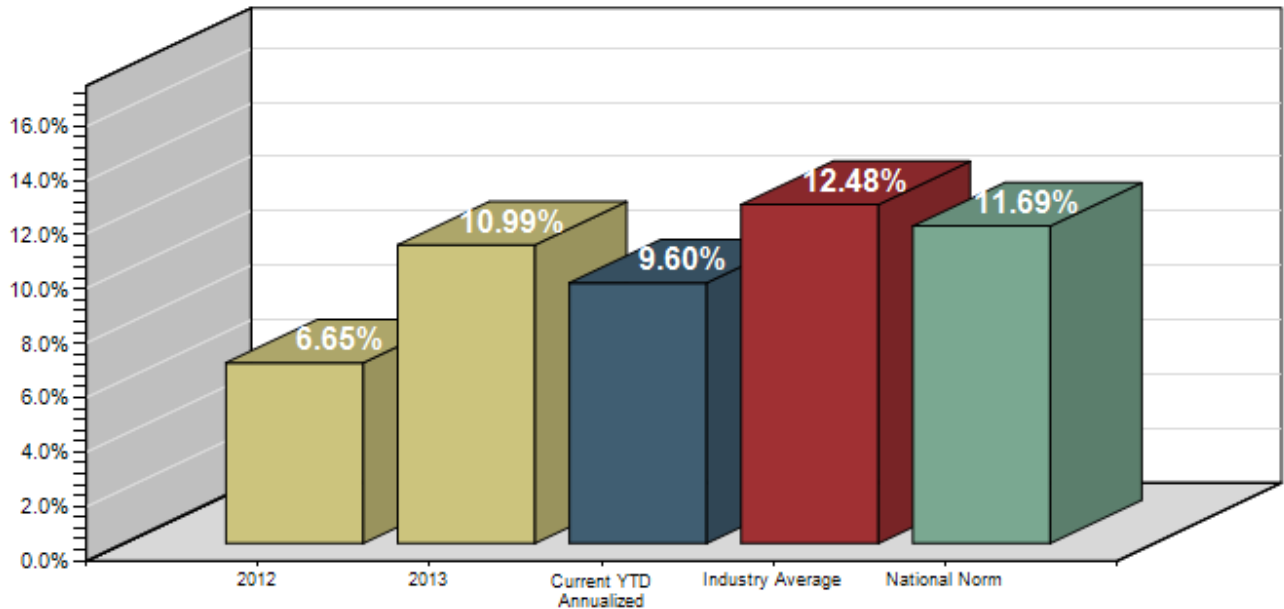
The client profile section provides a non-identifying summary of who is using the program. As part of our standard statistical report, information is provided on the client category (e.g. employee or family member), as well as insight into how the client heard about the program. There are also standard employee demographics including gender, years of service and age band. In addition to these standard data types, customized employee 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 the 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: 2729

UTILIZATION BY QUARTER¹

	Q1	Q2	Q3	Q4	Total Accesses	Current Quarter Utilization %	Year to Date Utilization %	Annualized Utilization %
Members Under Contract	2729	2729					2729	
Counselling	46	59			105	2.16%	3.85%	7.70%
WorkLife Services	14	12			26	0.44%	0.95%	1.91%
TOTAL Accesses	60	71			131	2.60%	4.80%	9.60%

Budgeted Utilization Rate: 4.5%

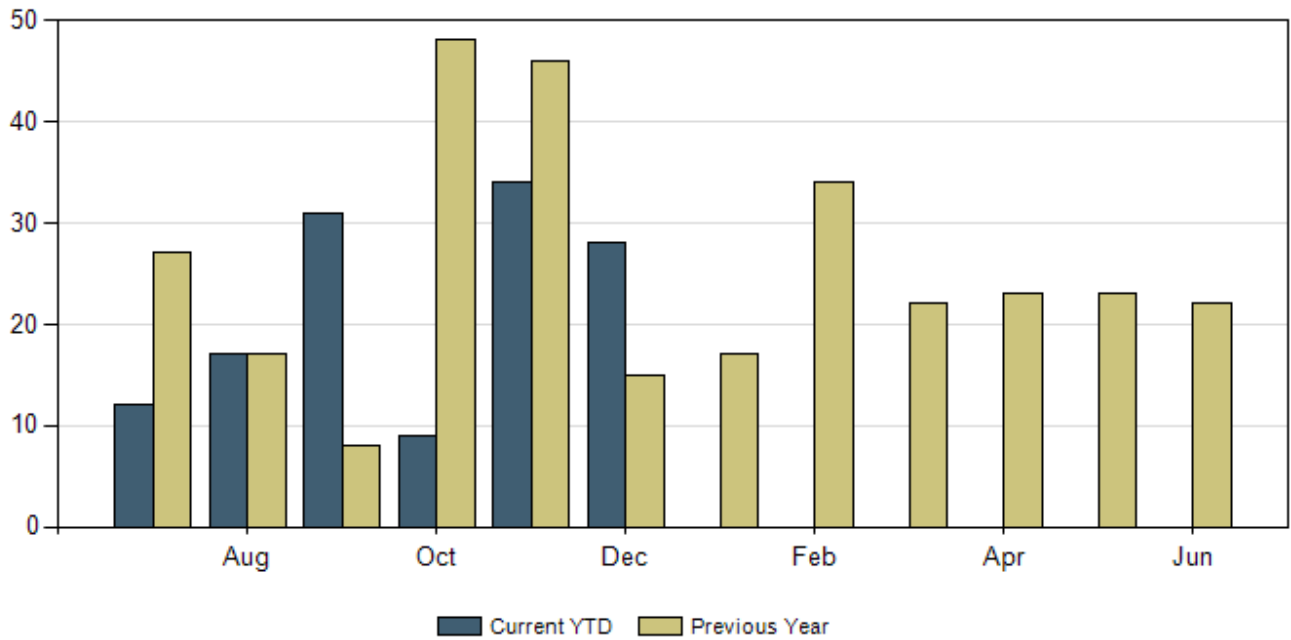
¹For any services that are counted at a ratio other than 1:1, the utilization above has been calculated based on the ratio. Number of employees under contract reflects the weighted average population of each quarter and in the year to date.

1. UTILIZATION

SERVICES OUTSIDE UTILIZATION

	Q1	Q2	Q3	Q4	Current YTD
Workplace Support Program	0	0			0
Total Accesses	0	0			0

SERVICES ACCESSED BY MONTH

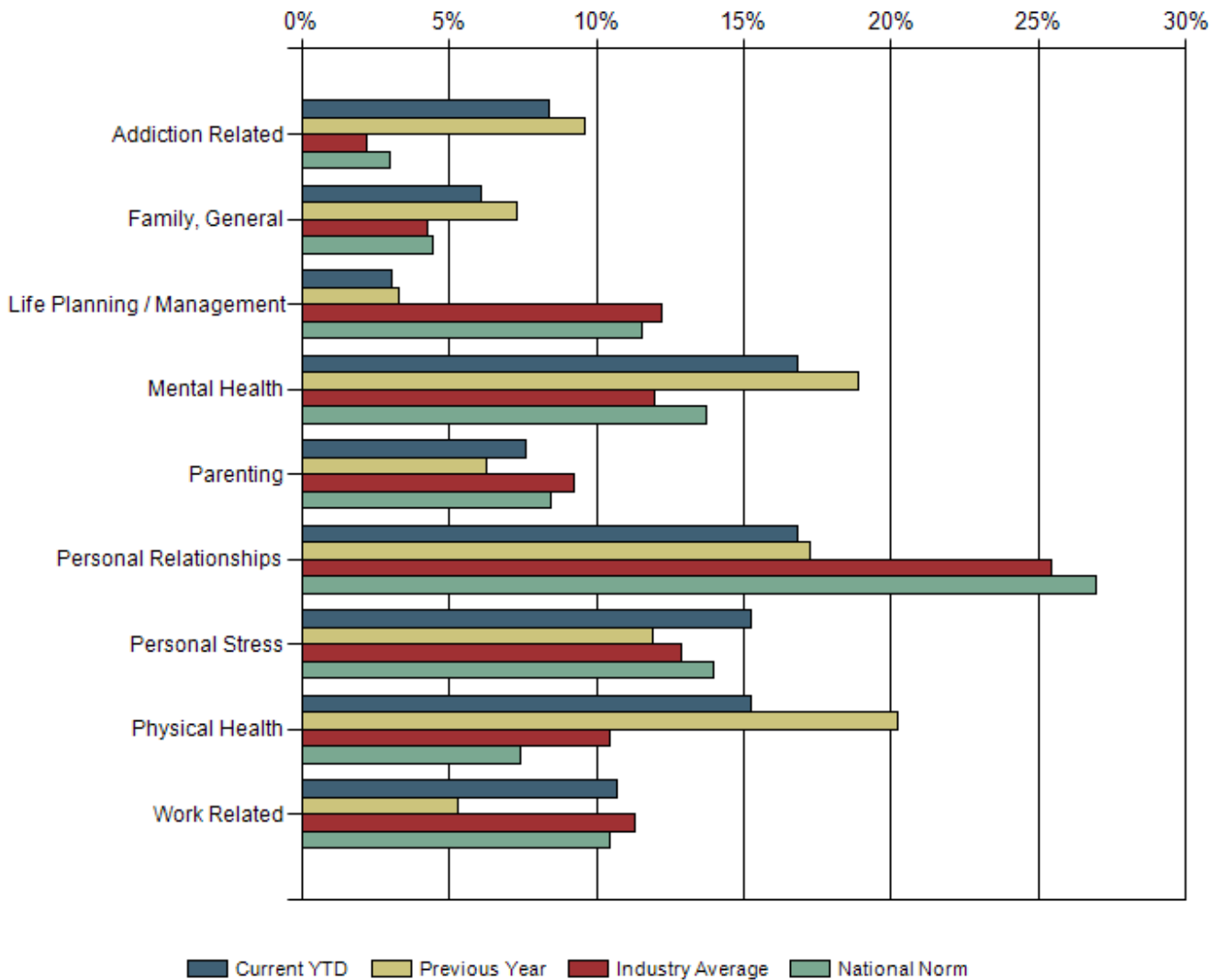


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	12	17	31	9	34	28							131
Previous Year	27	17	8	48	46	15	17	34	22	23	23	22	302

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF EMERGING ISSUES

Based on current year to date accesses: 131

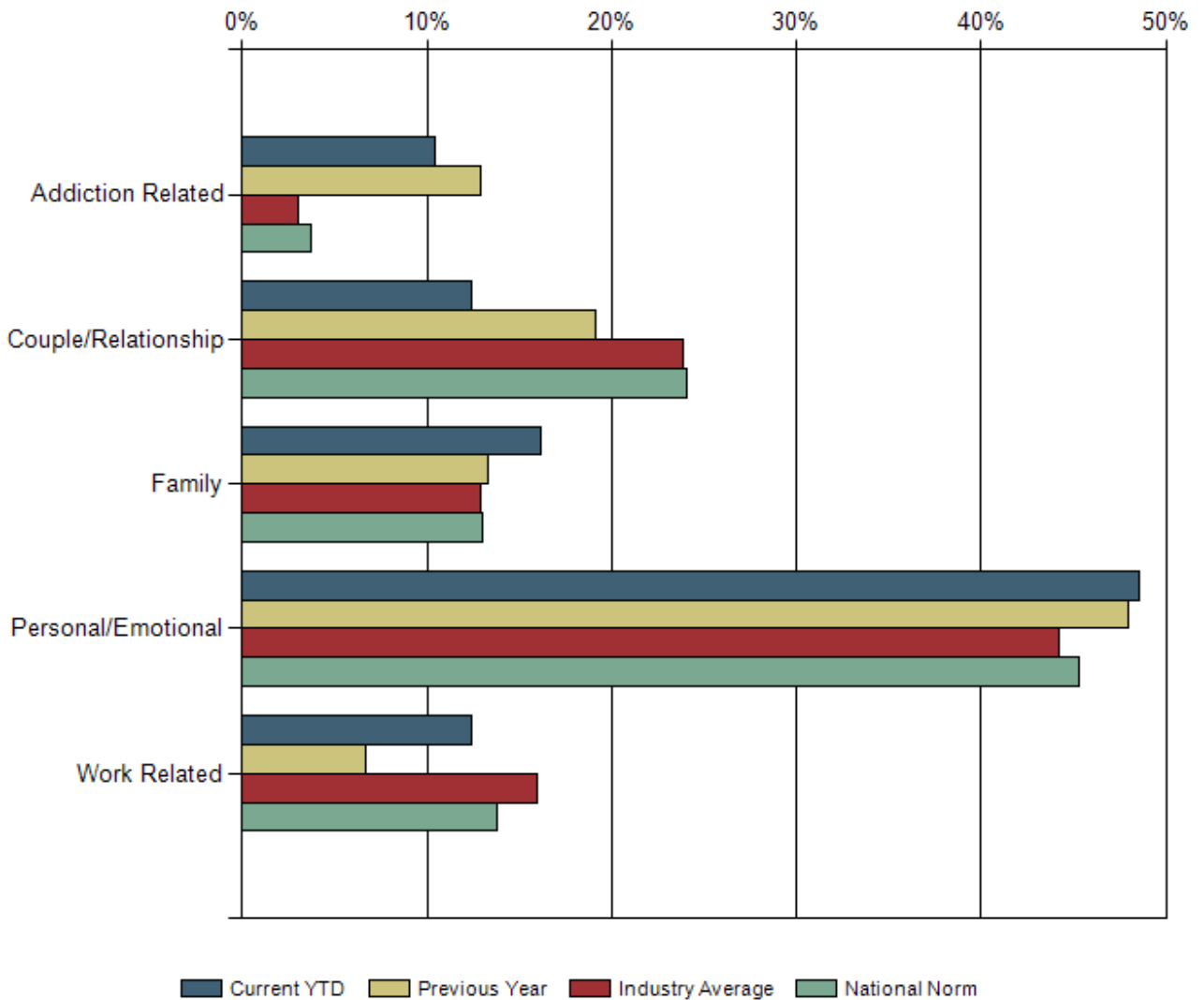


	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	8.4%	6.1%	3.1%	16.8%	7.6%	16.8%	15.3%	15.3%	10.7%
Previous Year	9.6%	7.3%	3.3%	18.9%	6.3%	17.2%	11.9%	20.2%	5.3%
Industry Average	2.2%	4.3%	12.2%	11.9%	9.2%	25.4%	12.9%	10.5%	11.3%
National Norm	3.0%	4.4%	11.6%	13.7%	8.5%	27.0%	14.0%	7.4%	10.5%

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF COUNSELLING SERVICE

Based on current year to date accesses: 105



	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	10.5%	12.4%	16.2%	48.6%	12.4%
Previous Year	12.9%	19.1%	13.3%	48.0%	6.7%
Industry Average	3.0%	23.9%	12.9%	44.3%	15.9%
National Norm	3.7%	24.1%	13.0%	45.3%	13.8%

2. EMERGING ISSUES

COUNSELLING SERVICE: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Addiction Related	5	6			11	10.5%	29	12.9%	3.0%	3.7%
Alcohol	0	4			4	3.8%	16	7.1%	1.2%	1.7%
Drug	1	1			2	1.9%	2	0.9%	0.5%	0.7%
Smoking	0	0			0	0.0%	3	1.3%	0.3%	0.2%
Addiction Other	0	0			0	0.0%	3	1.3%	0.3%	0.4%
Other's Addiction	4	1			5	4.8%	5	2.2%	0.5%	0.6%
Couple / Relationship	5	8			13	12.4%	43	19.1%	23.9%	24.1%
Communication / Conflict Resolution	2	2			4	3.8%	11	4.9%	6.1%	6.5%
Relationship Breakdown	0	2			2	1.9%	12	5.3%	3.5%	3.8%
Relationship – General	1	4			5	4.8%	13	5.8%	8.6%	7.8%
Separation / Divorce	2	0			2	1.9%	7	3.1%	5.1%	5.3%
Family	8	9			17	16.2%	30	13.3%	12.9%	13.0%
Adolescent Behaviour	0	6			6	5.7%	8	3.6%	3.0%	3.1%
Child Behaviour	0	0			0	0.0%	4	1.8%	2.4%	2.5%
Communication	4	2			6	5.7%	11	4.9%	2.8%	3.1%
Elder Related	0	0			0	0.0%	1	0.4%	0.3%	0.3%
Extended Family Relations	1	0			1	1.0%	2	0.9%	0.9%	0.8%
Parenting	3	1			4	3.8%	4	1.8%	3.0%	2.7%
Personal / Emotional	24	27			51	48.6%	108	48.0%	44.3%	45.3%
Abuse	0	0			0	0.0%	1	0.4%	0.7%	0.8%
Anger Issues	0	1			1	1.0%	2	0.9%	1.1%	1.3%
Anxiety	3	2			5	4.8%	24	10.7%	6.0%	6.3%
Depression	2	6			8	7.6%	16	7.1%	5.6%	6.0%
Grief	2	1			3	2.9%	4	1.8%	2.1%	2.6%
Life Stages	1	2			3	2.9%	7	3.1%	2.8%	2.7%
Mental Health Condition	1	1			2	1.9%	8	3.6%	1.1%	1.2%

Post Trauma	0	1			1	1.0%	3	1.3%	1.1%	1.4%
Self Esteem	1	1			2	1.9%	0	0.0%	1.0%	0.9%
Stress	9	11			20	19.1%	35	15.6%	18.4%	18.8%
Suicidal Risk	2	1			3	2.9%	4	1.8%	0.7%	0.6%
Other	3	0			3	2.9%	4	1.8%	3.4%	2.5%
Work Related	4	9			13	12.4%	15	6.7%	15.9%	13.8%
Career	2	4			6	5.7%	4	1.8%	6.0%	3.2%
Work Performance	0	0			0	0.0%	1	0.4%	0.6%	0.5%
Work Relationships / Conflict	1	0			1	1.0%	1	0.4%	1.1%	1.5%
Workplace Stress	0	5			5	4.8%	9	4.0%	7.9%	7.9%
Workplace Violence / Harassment	1	0			1	1.0%	0	0.0%	0.3%	0.7%
Total	46	59			105	100.0%	225	100.0%		

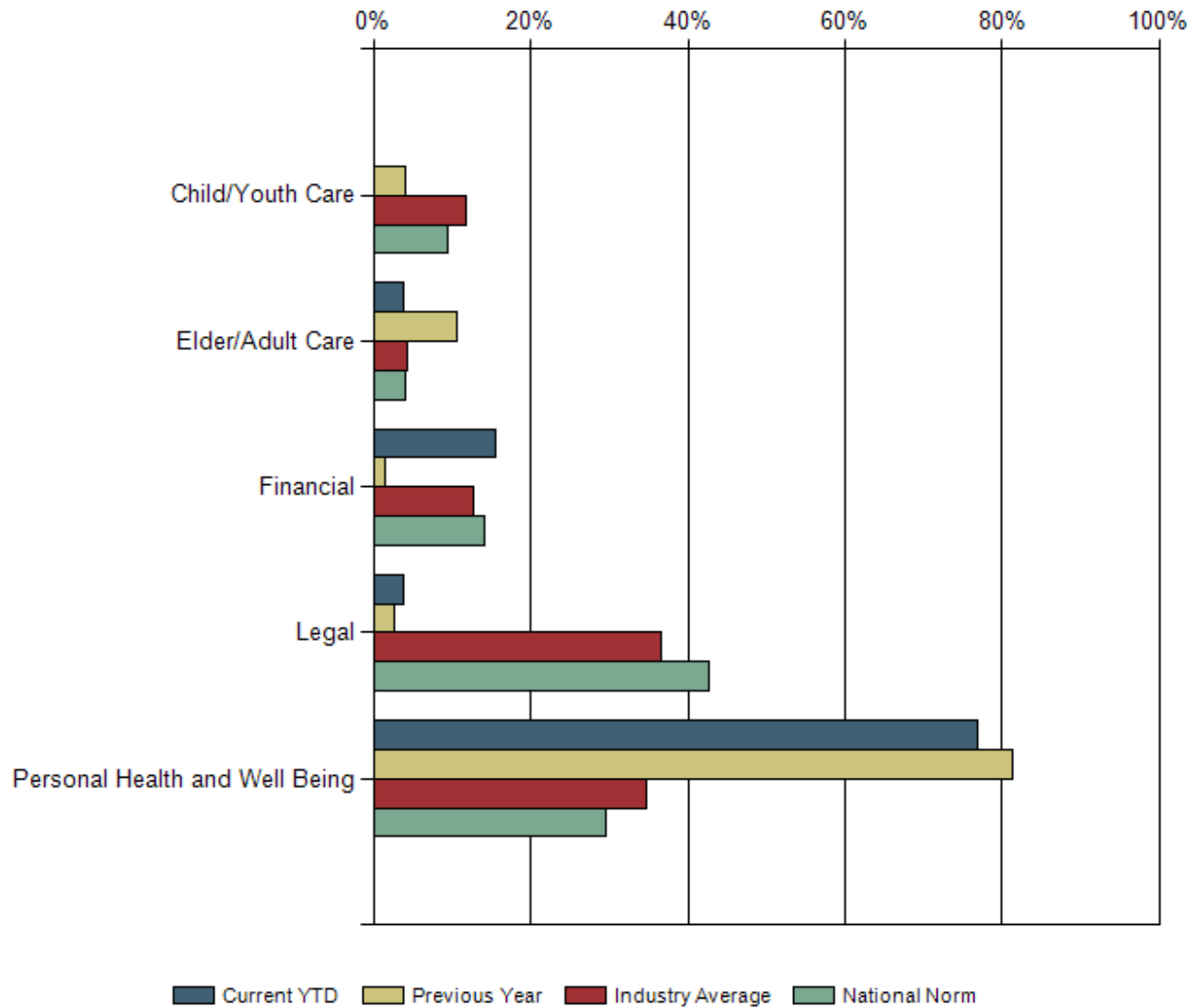
COUNSELLING SERVICE: METHOD OF DELIVERY

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Coach Chat	2	5			7	0
E-Counselling	1	3			4	2
First Chat	0	0			0	0
Health and Wellness Resource	0	9			9	10
In Person	29	27			56	138
On-Line Tools	0	1			1	9
Tele-Counselling	14	14			28	65
Video-Counselling	0	0			0	1
Total	46	59			105	225

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF WORKLIFE SERVICES

Based on current year to date accesses: 26



	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	0.0%	3.9%	15.4%	3.9%	76.9%
Previous Year	4.0%	10.7%	1.3%	2.7%	81.3%
Industry Average	11.7%	4.1%	12.8%	36.6%	34.8%
National Norm	9.4%	4.1%	14.2%	42.8%	29.6%

2. EMERGING ISSUES

WORKLIFE SERVICES: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Child/Youth Care	0	0			0	0.0%	3	4.0%	11.7%	9.4%
Day Care	0	0			0	0.0%	2	2.7%	1.6%	1.1%
Expectant & New Parents	0	0			0	0.0%	1	1.3%	4.0%	2.7%
Elder/Adult Care	1	0			1	3.9%	8	10.7%	4.1%	4.1%
Compassionate Care & Bereavement	1	0			1	3.9%	1	1.3%	1.6%	2.1%
Elder/Adult Care Resources & Information	0	0			0	0.0%	5	6.7%	1.1%	0.9%
Home Support Services	0	0			0	0.0%	2	2.7%	0.6%	0.4%
Financial	0	4			4	15.4%	1	1.3%	12.8%	14.2%
Debt/Credit	0	1			1	3.9%	0	0.0%	5.6%	7.4%
Divorce	0	2			2	7.7%	0	0.0%	1.3%	2.2%
Employment Transition	0	1			1	3.9%	0	0.0%	0.7%	0.4%
Retirement	0	0			0	0.0%	1	1.3%	1.0%	1.0%
Legal	0	1			1	3.9%	2	2.7%	36.6%	42.8%
Criminal Law	0	0			0	0.0%	1	1.3%	2.1%	2.7%
Separation/Divorce	0	1			1	3.9%	0	0.0%	13.6%	16.7%
Wills & Estates	0	0			0	0.0%	1	1.3%	3.6%	3.2%
Personal Health and Well Being	13	7			20	76.9%	61	81.3%	34.8%	29.6%
Fitness Coaching	10	0			10	38.5%	38	50.7%	11.0%	4.4%
Health Coaching	0	1			1	3.9%	1	1.3%	0.7%	1.2%
Naturopathic Services	0	1			1	3.9%	4	5.3%	6.1%	8.1%
Nutrition, Disease State Management	0	0			0	0.0%	2	2.7%	1.7%	1.4%
Nutrition, General Healthy Eating	2	5			7	26.9%	11	14.7%	11.6%	10.9%
Nutrition, Weight Management	1	0			1	3.9%	5	6.7%	3.5%	3.4%
Total	14	12			26	100.0%	75	100.0%		

2. EMERGING ISSUES

WORKPLACE SUPPORT PROGRAM: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Structured Relapse Prevention Program	0	0			0	0.0%	0	0.0%
Workplace Referral Program	0	0			0	0.0%	2	100.0%
Total	0	0			0	0.0%	2	100.0%

3. CLIENT PROFILE

CLIENT DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	59	69			128		298	
Caller was a Previous Client	5	13			18	14.1%	47	15.8%
Co-worker	5	1			6	4.7%	23	7.7%
Family Member	29	24			53	41.4%	96	32.2%
Human Resources	5	9			14	10.9%	25	8.4%
Information Booth	0	0			0	0.0%	1	0.3%
Internal Communication	4	5			9	7.0%	21	7.1%
My EAP Mobile Application	2	4			6	4.7%	8	2.7%
Orientation	0	1			1	0.8%	5	1.7%
Peer Support Team/Wellness Bureau	0	0			0	0.0%	1	0.3%
Promotional Literature	4	4			8	6.3%	28	9.4%
Supervisor/Manager	0	0			0	0.0%	0	0.0%
Trauma Debriefing	0	0			0	0.0%	0	0.0%
Union Representative	0	1			1	0.8%	1	0.3%
Web Intake	0	0			0	0.0%	13	4.4%
Website Viewing	1	1			2	1.6%	5	1.7%
Wellness Seminar	0	0			0	0.0%	0	0.0%
Worksite Health Services	0	0			0	0.0%	1	0.3%
Declined	4	6			10	7.8%	23	7.7%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Client Category	60	71			131		300			
Judge	35	38			73	55.7%	182	60.7%	87.5%	88.1%
Spouse/Partner	6	10			16	12.2%	42	14.0%	9.0%	8.5%
Dependant	19	23			42	32.1%	73	24.3%	3.2%	3.3%
Retiree/Pensioner	0	0			0	0.0%	3	1.0%	0.3%	0.2%

SPECIAL INFORMATION

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Client Category	59	69			128		298	
Retired Judge	1	4			5	3.9%	14	4.7%
Active Judge	36	51			87	68.0%	215	72.2%
Skipped	8	5			13	10.2%	28	9.4%
Unknown	1	1			2	1.6%	16	5.4%
Declined	13	8			21	16.4%	25	8.4%

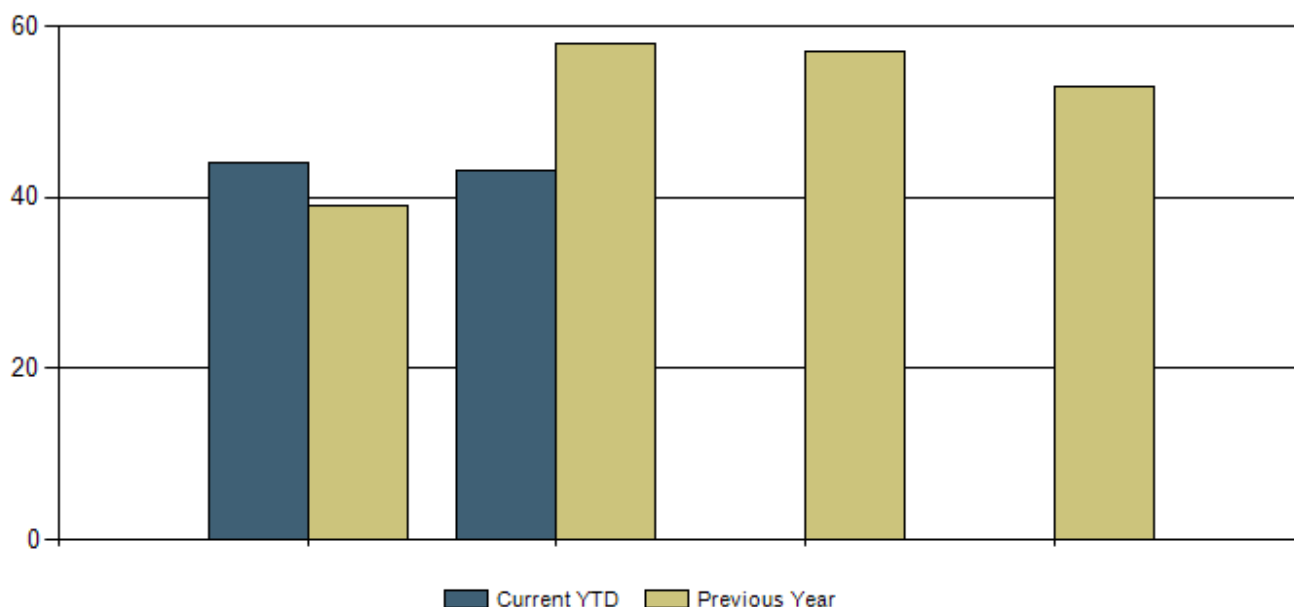
3. CLIENT PROFILE

CLIENT DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Gender	32	36			68		182			
Female	16	18			34	50.0%	89	48.9%	65.6%	66.7%
Male	16	18			34	50.0%	93	51.1%	34.4%	33.3%
Years of Service	32	36			68		181			
Under 1 year	0	4			4	5.9%	0	0.0%	10.2%	7.4%
1-4 years	6	3			9	13.2%	40	22.1%	24.6%	23.0%
5-14 years	14	18			32	47.1%	68	37.6%	28.5%	35.5%
15 Years and Over	2	6			8	11.8%	32	17.7%	11.7%	17.5%
Declined	10	5			15	22.1%	41	22.7%	25.0%	16.5%
Age Group	32	36			68		182			
Under 20 Years	0	0			0	0.0%	0	0.0%	0.7%	0.2%
20-29 Years	0	0			0	0.0%	3	1.7%	8.6%	9.1%
30-39 Years	0	1			1	1.5%	4	2.2%	37.6%	30.4%
40-49 Years	6	7			13	19.1%	20	11.0%	30.1%	32.1%
50 Years and Over	26	28			54	79.4%	155	85.2%	22.5%	27.7%
Declined	0	0			0	0.0%	0	0.0%	0.5%	0.5%

4. OUTCOMES

NUMBER OF CLOSED COUNSELLING INTERVENTIONS



	Q1	Q2	Q3	Q4	Total
Current YTD	44	43			87
Previous Year	39	58	57	53	207

GOAL OUTCOME MEASURE

	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	44	43			87
% Goal Attainment	93.5	96.3			95.1

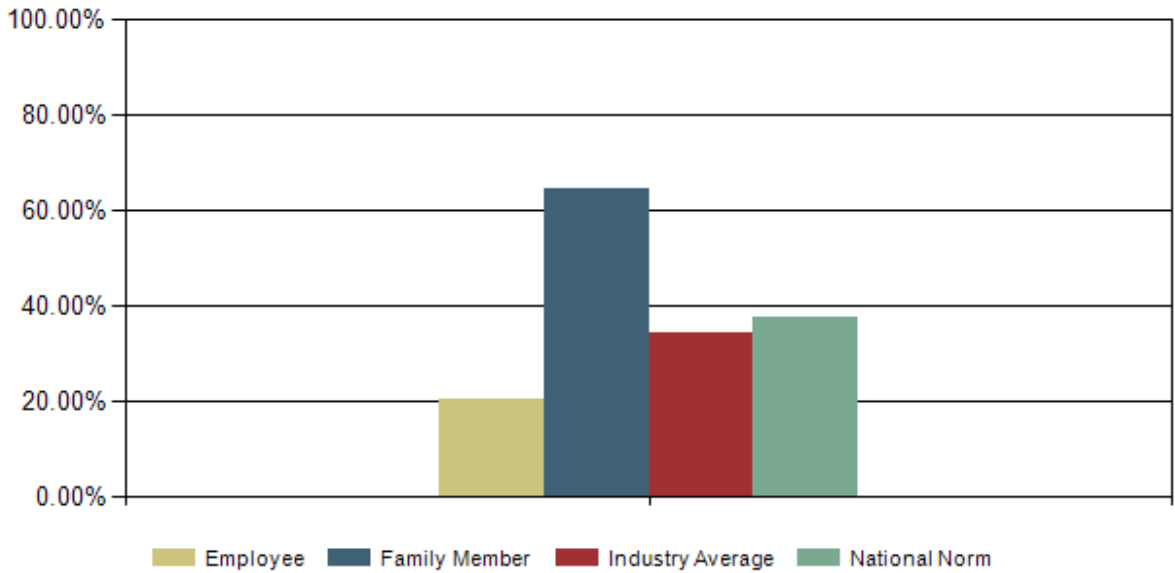
CLOSED COUNSELLING GOALS BY CATEGORY

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Addiction Related	6	6			12	11.9%	23	11.0%
Couple/Relationship	9	10			19	18.8%	30	14.3%
Family	7	4			11	10.9%	37	17.6%
Personal/Emotional	20	34			54	53.5%	104	49.5%
Work Related	1	4			5	5.0%	16	7.6%
Total	43	58			101	100.0%	210	100.0%

4. OUTCOMES

DEPRESSION SCREENING

Percentage Indicating Moderate/Severe Depression



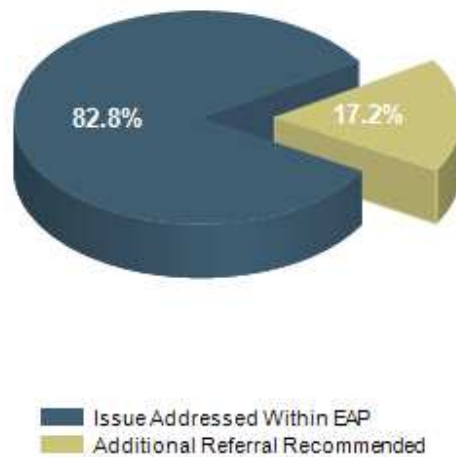
	Total
Member	20.7%
Family Member	64.7%
Industry Average	34.2%
National Norm	37.5%

Of the 46 clients (29 members, 17 family members) who completed the depression screening tool while accessing counselling services in the year to date, 20.7% of members and 64.7% 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	5	10			15
Referral Declined	0	0			0
Total	5	10			15

REFERRAL RESOURCE

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	1	0			1
Community Resources	2	7			9
Family Physician	1	1			2
Group Support	0	1			1
Hospital	0	0			0
Psychiatric	0	1			1
Specialized Counselling	1	0			1
Total	5	10			15

4. OUTCOMES

CLIENT SATISFACTION

	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	9	4			13

EAP USER SURVEY - YEAR TO DATE AGGREGATE RESPONSES

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
1	I found the EAP easy to access.	86%	14%	0%	0%	0%
2	I was satisfied with the attention given to me when I first contacted the EAP.	79%	7%	14%	0%	0%
3	The person I spoke to when I first called the EAP was sensitive to my needs.	71%	14%	7%	7%	0%
4	I felt the provider or resource :					
a	understood my problems and concerns.	79%	7%	7%	0%	7%
b	provided relevant information that assisted me with my problems.	79%	14%	0%	7%	0%
c	helped me to consider options and solutions to resolve my problems.	79%	14%	0%	0%	7%
5 a	I learned some new things about how to better manage my problems.	64%	7%	14%	14%	0%
b	I have been able to make positive changes based on what I learned.	79%	0%	14%	7%	0%
c	I am better able to function at home.	62%	23%	8%	0%	8%
d	I have improved my relationship with co-workers and/or supervisor.	54%	23%	23%	0%	0%
e	I have improved my ability to cope with job demands.	46%	8%	38%	8%	0%
f	I have improved my work attendance.	38%	15%	46%	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?	62%		38%		
		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?	13%	25%	0%	13%	50%
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
7	I would use the EAP again.	79%	14%	0%	0%	7%
8	I would recommend the EAP to others.	79%	7%	7%	0%	7%
9	Overall, I was satisfied with the EAP.	79%	7%	0%	7%	7%