

**JUDGES COUNSELLING
PROGRAM
JUDGES COUNSELLING
PROGRAM (JCP)**

Third Quarter Report

1 July 2017 to 31 March 2018

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 members 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 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

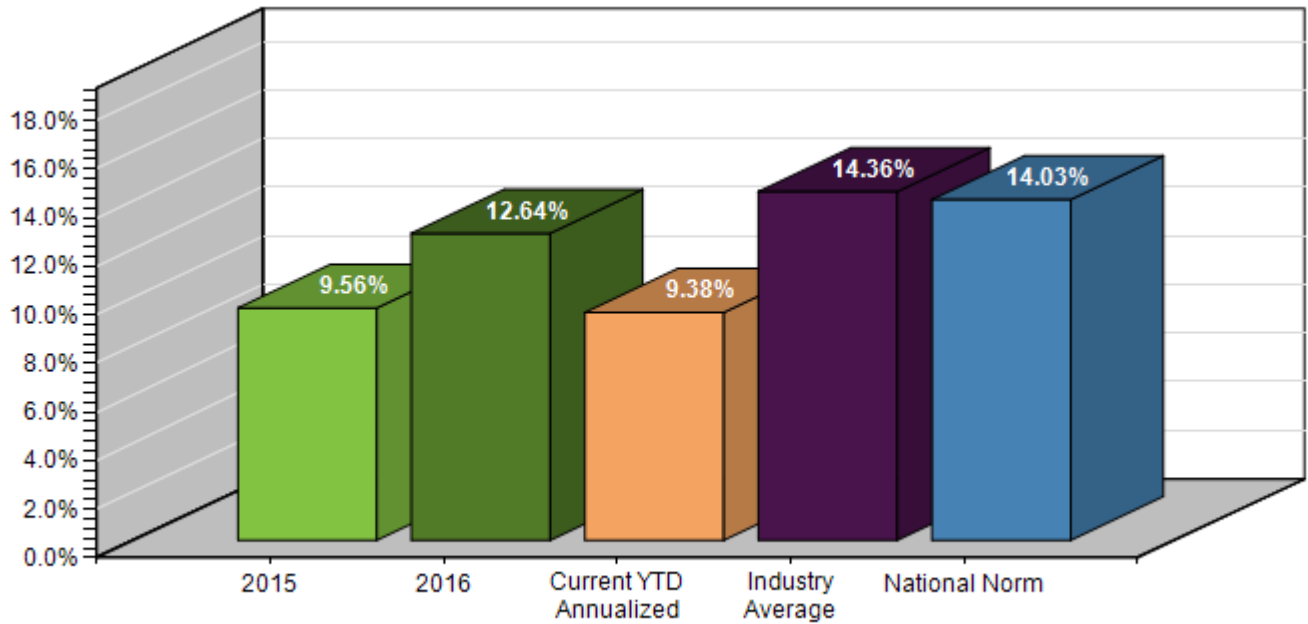
Finally, an overview of the outcomes from closed counselling cases is provided. This section delves into the themes of counselling, which are based on closed case goals set during the counselling process, as well as the percentage of counselling cases where the measures of clinical goals were attained.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

5. Workplace Learning Services

Workplace Learning Services are training programs that are developed from flexible learning principles, case studies, and best practices to deliver the tools, resources, and support employers and members need. By focusing on work, health, and life learning, specialized learning, intercultural learning, and workplace development your members will acquire skills, capabilities, and the knowledge that will allow them to be more productive in both their personal and work lives.

1. Utilization

Utilization rate history, annual



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				2729	
Counselling	47	50	52		149	1.91%	5.46%	7.28%
Management Consultation	0	0	0		0	0.00%	0.00%	0.00%
WorkLife Services	17	12	14		43	0.51%	1.58%	2.10%
TOTAL Accesses	64	62	66		192	2.42%	7.04%	9.38%

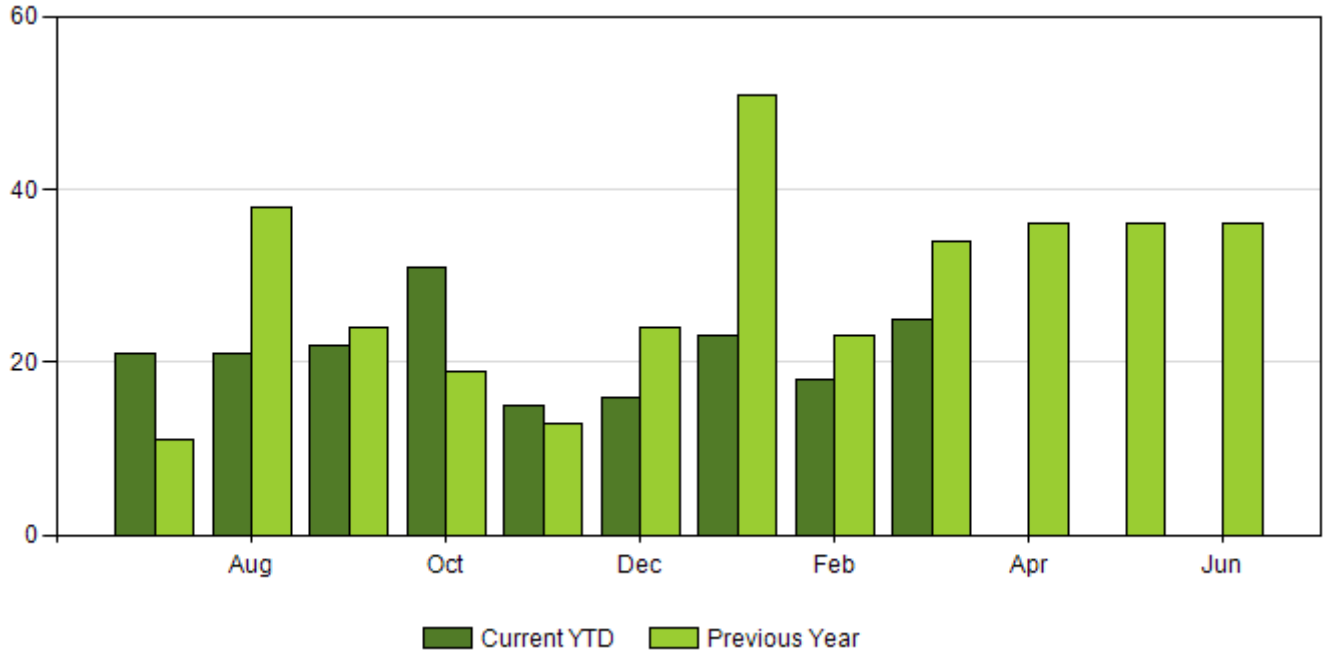
Budgeted Utilization Rate: 8%

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.

Services outside utilization

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

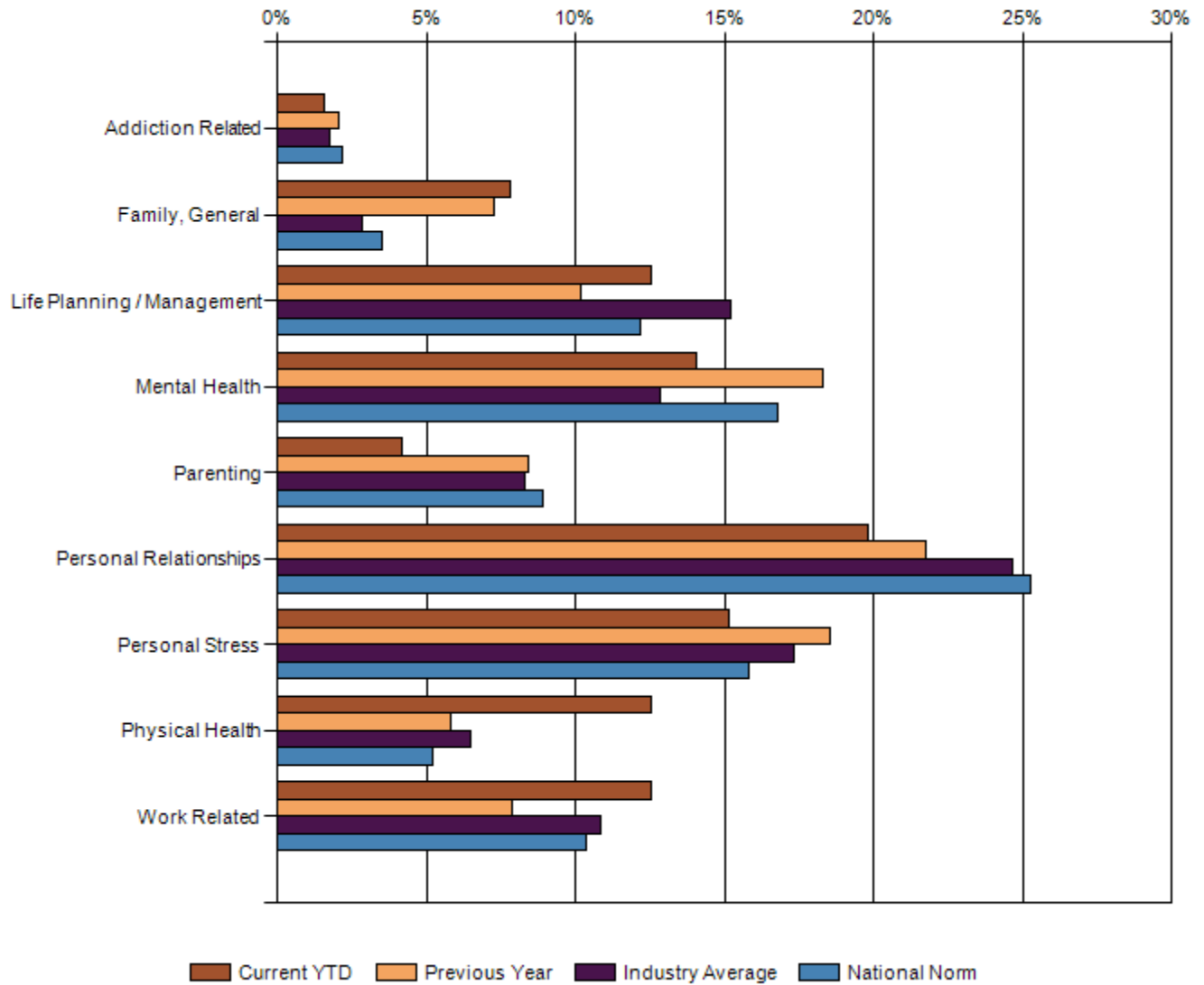
Services accessed by month



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	21	21	22	31	15	16	23	18	25				192
Previous Year	11	38	24	19	13	24	51	23	34	36	36	36	345

2. Emerging issues

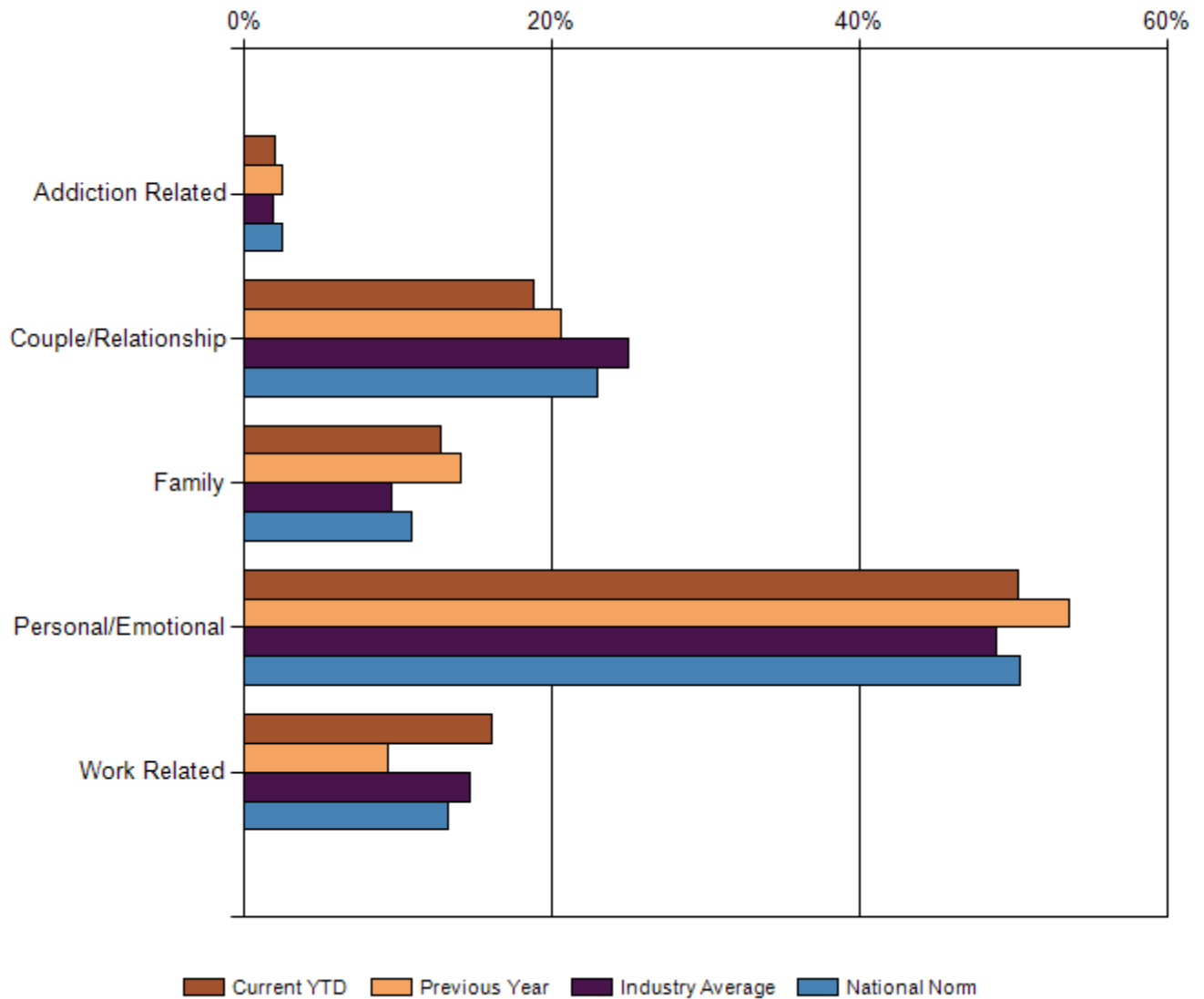
Comparative overview of emerging issues



Based on current year to date accesses: 192

	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	1.6%	7.8%	12.5%	14.1%	4.2%	19.8%	15.1%	12.5%	12.5%
Previous Year	2.0%	7.3%	10.1%	18.3%	8.4%	21.7%	18.6%	5.8%	7.8%
Industry Average	1.7%	2.8%	15.2%	12.8%	8.3%	24.6%	17.3%	6.4%	10.8%
National Norm	2.2%	3.5%	12.2%	16.8%	8.9%	25.3%	15.8%	5.2%	10.3%

Comparative overview of counselling service



Based on current year to date accesses: 149

	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	2.0%	18.8%	12.8%	50.3%	16.1%
Previous Year	2.4%	20.6%	14.1%	53.6%	9.3%
Industry Average	1.9%	25.0%	9.6%	48.9%	14.6%
National Norm	2.5%	23.0%	10.9%	50.5%	13.2%

Counselling service: detail

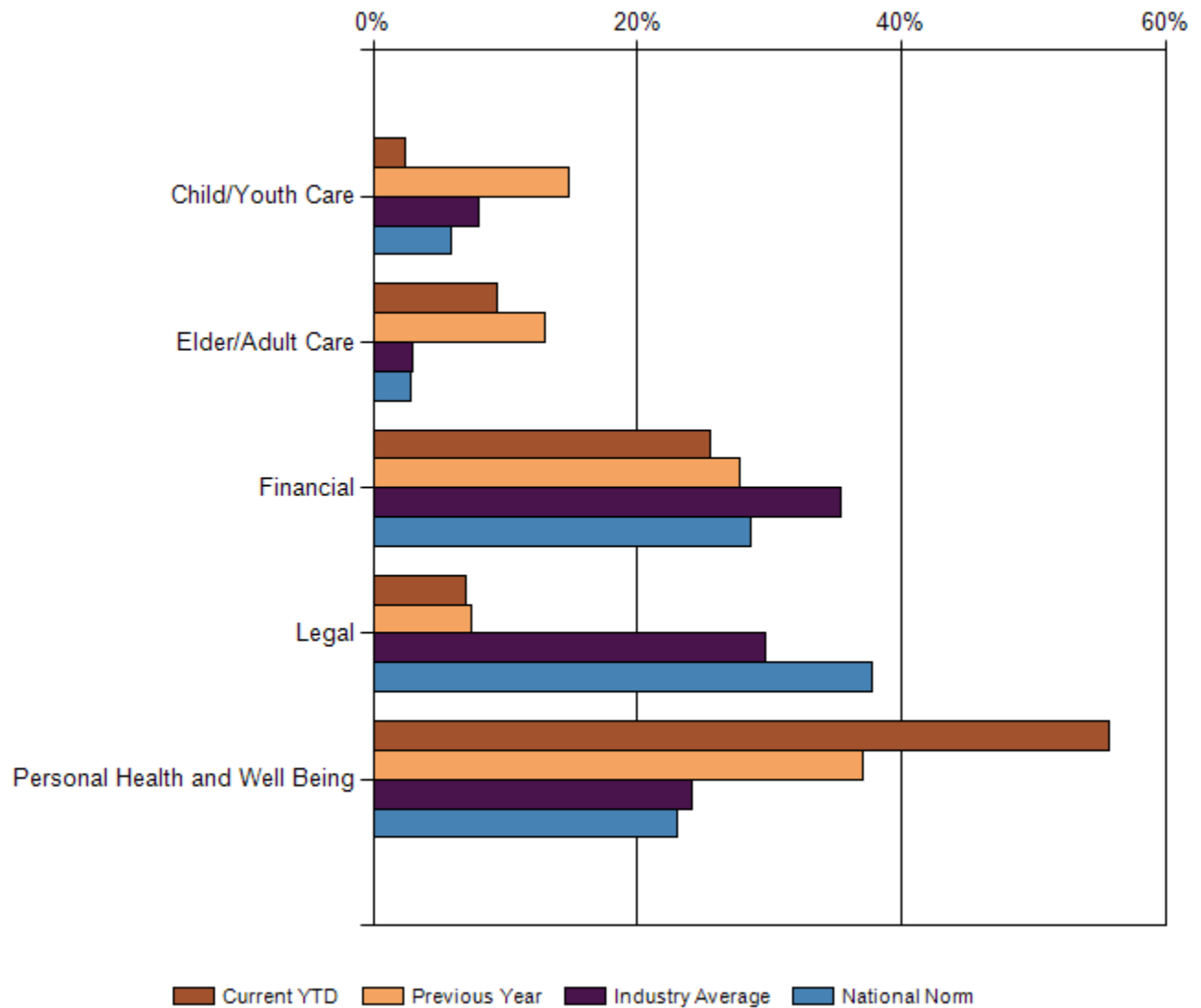
	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Addiction Related	0	0	3		3	2.0%	7	2.4%	2.7%	4.3%
Alcohol	0	0	1		1	0.7%	5	1.7%	0.7%	1.0%
Smoking	0	0	0		0	0.0%	1	0.3%	0.3%	0.2%
Addiction Other	0	0	0		0	0.0%	1	0.3%	0.3%	0.3%
Other's Addiction	0	0	2		2	1.3%	0	0.0%	0.3%	0.4%
Couple / Relationship	8	13	7		28	18.8%	60	20.6%	25.0%	23.0%
Communication / Conflict Resolution	3	1	5		9	6.0%	9	3.1%	4.6%	5.7%
Intimacy Issues	0	0	0		0	0.0%	1	0.3%	0.3%	0.3%
Relationship Breakdown	0	0	0		0	0.0%	3	1.0%	2.2%	2.5%
Relationship – General	4	6	2		12	8.1%	36	12.4%	13.4%	10.0%
Separation / Divorce	1	6	0		7	4.7%	11	3.8%	4.4%	4.4%
Family	7	8	4		19	12.8%	41	14.1%	6.5%	7.4%
Adolescent Behaviour	1	4	0		5	3.4%	9	3.1%	2.1%	2.1%
Child Behaviour	0	1	0		1	0.7%	3	1.0%	2.5%	3.1%
Communication	4	3	3		10	6.7%	15	5.2%	2.1%	2.8%
Extended Family Relations	1	0	0		1	0.7%	3	1.0%	0.4%	0.4%
Family Planning	0	0	1		1	0.7%	2	0.7%	0.1%	0.1%
Parenting	1	0	0		1	0.7%	9	3.1%	2.1%	2.0%
Personal / Emotional	20	25	30		75	50.3%	156	53.6%	48.9%	50.5%
Abuse	0	0	0		0	0.0%	2	0.7%	0.5%	0.7%
Other	0	0	1		1	0.7%	1	0.3%	2.1%	1.8%
Anger Issues	0	0	1		1	0.7%	1	0.3%	0.8%	1.0%
Anxiety	5	7	7		19	12.8%	31	10.7%	8.5%	9.6%
Depression	1	0	5		6	4.0%	15	5.2%	4.8%	6.1%
Grief	2	3	2		7	4.7%	10	3.4%	2.0%	2.8%
Life Stages	3	4	4		11	7.4%	16	5.5%	3.2%	3.3%
Mental Health Condition	0	1	0		1	0.7%	5	1.7%	1.1%	1.4%
Post Trauma	0	0	0		0	0.0%	4	1.4%	1.0%	1.8%
Self Esteem	0	0	0		0	0.0%	1	0.3%	0.6%	0.6%
Stress	9	10	10		29	19.5%	64	22.0%	23.7%	20.6%
Suicidal Risk	0	0	0		0	0.0%	6	2.1%	0.4%	0.7%
Work Related	12	4	8		24	16.1%	27	9.3%	4.0%	4.9%
Career	4	2	2		8	5.4%	7	2.4%	4.9%	3.3%

Work Performance	0	1	0		1	0.7%	1	0.3%	0.4%	0.5%
Work Relationships / Conflict	0	0	1		1	0.7%	0	0.0%	1.0%	1.3%
Workplace Stress	8	1	5		14	9.4%	19	6.5%	7.8%	7.3%
Total	47	50	52		149	100.0%	291	100.0%		

Counselling service: method of delivery

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Coach Chat	4	5	6		15	33
Consultation	0	0	0		0	0
E-Counselling	2	2	1		5	6
First Chat	0	0	0		0	1
Group Counselling	0	0	0		0	0
Health and Wellness Resource	5	1	3		9	34
In Person	26	30	28		84	149
Mobile Tool	0	1	0		1	5
On-Line Tools	0	3	0		3	17
Tele-Counselling	9	8	13		30	41
Video-Counselling	1	0	1		2	5
Total	47	50	52		149	291

Comparative overview of worklife services



Based on current year to date accesses: 43

	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	2.3%	9.3%	25.6%	7.0%	55.8%
Previous Year	14.8%	13.0%	27.8%	7.4%	37.0%
Industry Average	7.9%	2.9%	35.3%	29.7%	24.1%
National Norm	5.9%	2.8%	28.6%	37.8%	23.0%

Worklife services: detail

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Child/Youth Care	0	1	0		1	2.3%	8	14.8%	9.1%	4.8%
Day Care	0	0	0		0	0.0%	1	1.9%	1.1%	0.7%
Parenting Resources & Information	0	1	0		1	2.3%	6	11.1%	3.4%	2.9%
Special Needs	0	0	0		0	0.0%	1	1.9%	0.6%	0.5%
Elder/Adult Care	2	1	1		4	9.3%	7	13.0%	2.9%	2.8%
Compassionate Care & Bereavement	2	1	0		3	7.0%	2	3.7%	1.1%	1.3%
Elder/Adult Care Resources & Information	0	0	0		0	0.0%	4	7.4%	0.8%	0.7%
Home Support Services	0	0	1		1	2.3%	1	1.9%	0.5%	0.4%
Financial	5	4	2		11	25.6%	15	27.8%	16.4%	13.1%
Debt/Credit	5	1	0		6	14.0%	9	16.7%	17.2%	14.8%
Divorce	0	0	0		0	0.0%	1	1.9%	1.7%	1.9%
Investment Planning	0	3	0		3	7.0%	4	7.4%	10.2%	6.8%
Retirement	0	0	2		2	4.7%	0	0.0%	1.4%	1.5%
Taxes	0	0	0		0	0.0%	1	1.9%	2.5%	1.6%
Legal	0	2	1		3	7.0%	4	7.4%	29.7%	37.8%
Civil Litigation	0	0	0		0	0.0%	1	1.9%	5.4%	5.7%
Criminal Law	0	0	0		0	0.0%	1	1.9%	1.5%	2.1%
Separation/Divorce	0	2	0		2	4.7%	1	1.9%	9.8%	14.0%
Wills & Estates	0	0	1		1	2.3%	1	1.9%	2.8%	3.6%
Personal Health and Well Being	10	4	10		24	55.8%	20	37.0%	0.5%	0.1%
Health Coaching	1	0	1		2	4.7%	0	0.0%	1.3%	1.9%
Naturopathic Services	0	0	0		0	0.0%	3	5.6%	1.5%	1.5%
Nutrition, Disease State Management	1	0	2		3	7.0%	1	1.9%	1.6%	1.3%
Nutrition, General Healthy Eating	5	4	4		13	30.2%	13	24.1%	13.6%	12.4%
Nutrition, Weight Management	3	0	3		6	14.0%	3	5.6%	4.6%	4.0%
Total	17	12	14		43	100.0%	54	100.0%		

Workplace support program: detail

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

Management consultation: detail

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Total						

3. Client profile

Client demographics

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	60	60	65		185		335	
Caller was a Previous Client	15	13	13		41	22.2%	67	20.0%
Co-worker	6	9	3		18	9.7%	9	2.7%
Family Member	14	15	18		47	25.4%	130	38.8%
Human Resources	8	6	4		18	9.7%	29	8.7%
Information Booth	1	0	0		1	0.5%	4	1.2%
Internal Communication	0	2	2		4	2.2%	12	3.6%
My JCP Mobile Application	0	2	0		2	1.1%	5	1.5%
Orientation	1	0	3		4	2.2%	11	3.3%
Peer Support Team/Wellness Bureau	0	1	1		2	1.1%	3	0.9%
Promotional Literature	2	0	3		5	2.7%	11	3.3%
Supervisor/Manager	0	0	2		2	1.1%	0	0.0%
Trauma Debriefing	0	0	0		0	0.0%	0	0.0%
Union Representative	0	0	0		0	0.0%	1	0.3%
Web Intake	3	1	0		4	2.2%	2	0.6%
Website Viewing	2	1	1		4	2.2%	7	2.1%
Wellness Seminar	0	0	0		0	0.0%	2	0.6%
Worksite Health Services	1	1	6		8	4.3%	8	2.4%
Declined	7	9	9		25	13.5%	34	10.2%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Client Category	64	62	66		192		345			
Member	40	26	30		96	50.0%	141	40.9%	86.2%	87.4%
Spouse/Partner	5	7	9		21	10.9%	58	16.8%	9.0%	8.0%
Dependant	8	8	13		29	15.1%	99	28.7%	4.3%	4.3%
Retiree/Pensioner	0	4	0		4	2.1%	5	1.5%	0.3%	0.3%
Judge	11	17	14		42	21.9%	42	12.2%		

Special information

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Client Category	60	60	65		185		335	
Retired Judge	3	8	5		16	8.7%	27	8.1%

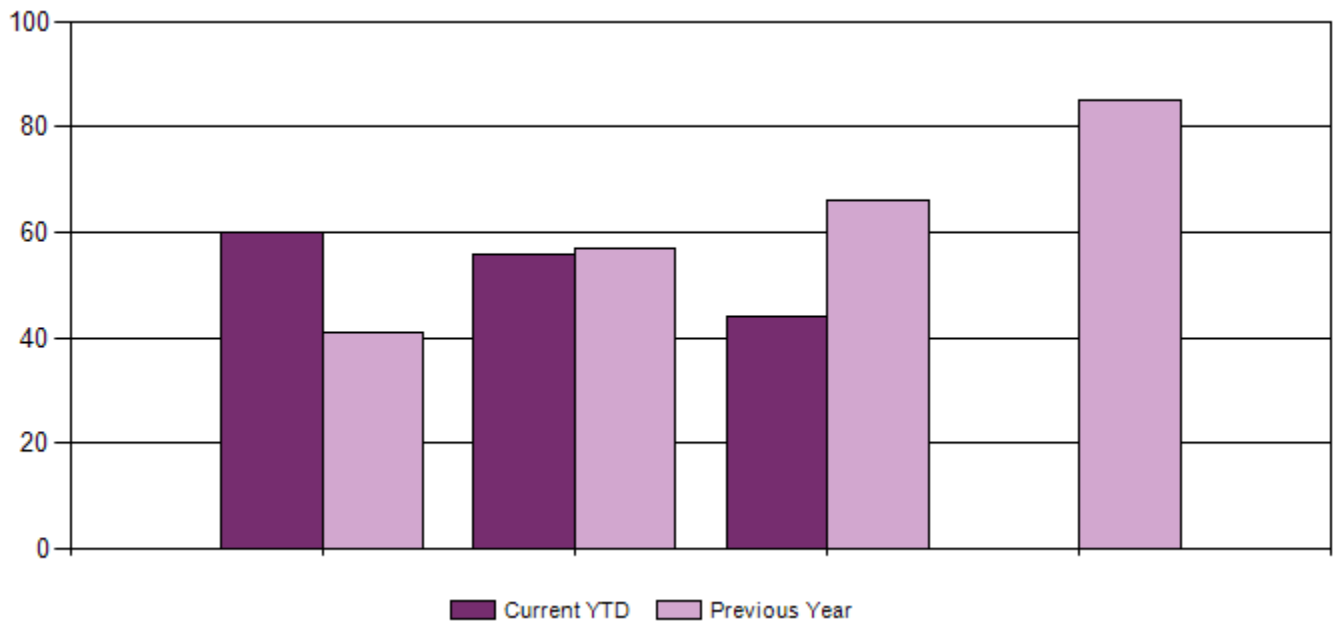
Active Judge	42	31	42		115	62.2%	184	54.9%
Skipped	5	9	4		18	9.7%	40	11.9%
Unknown	1	4	1		6	3.2%	27	8.1%
Declined	9	8	13		30	16.2%	57	17.0%

Member demographics

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Gender	40	26	30		96		141			
Male	12	6	11		29	30.2%	53	37.6%	38.0%	34.4%
Female	28	20	19		67	69.8%	88	62.4%	62.0%	65.6%
Years of Service	37	25	29		91		138			
Under 1 year	2	2	2		6	6.6%	8	5.8%	8.2%	6.5%
1-4 years	6	6	7		19	20.9%	27	19.6%	18.9%	18.3%
5-14 years	7	5	8		20	22.0%	28	20.3%	25.2%	29.8%
15 Years and Over	9	3	5		17	18.7%	30	21.7%	12.1%	16.0%
Declined	13	9	7		29	31.9%	45	32.6%	35.6%	29.5%
Age Group	40	26	30		96		141			
Under 20 Years	3	1	0		4	4.2%	0	0.0%	0.2%	0.1%
20-29 Years	0	0	0		0	0.0%	1	0.7%	8.7%	8.9%
30-39 Years	1	1	1		3	3.1%	3	2.1%	35.4%	30.0%
40-49 Years	6	11	6		23	24.0%	25	17.7%	29.2%	31.6%
50 Years and Over	30	10	23		63	65.6%	112	79.4%	26.0%	28.8%
Declined	0	3	0		3	3.1%	0	0.0%	0.4%	0.6%

4. Outcomes

Number of closed counselling interventions



	Q1	Q2	Q3	Q4	Total
Current YTD	60	56	44		160
Previous Year	41	57	66	85	249

Goal outcome measure

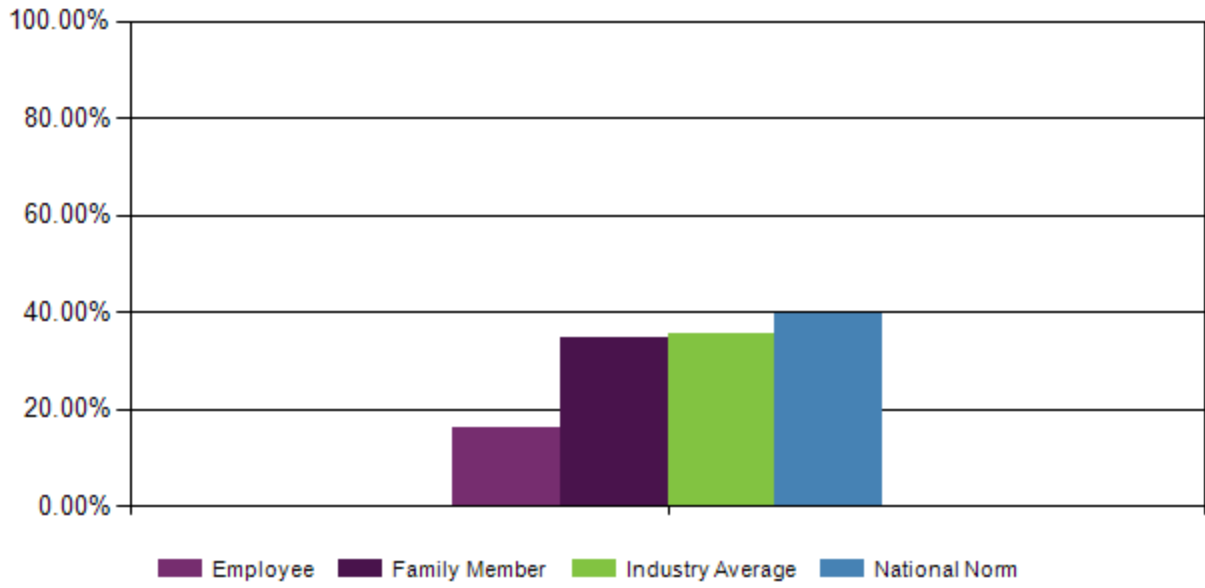
	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	60	56	44		160
% Goal Attainment	95.0	98.3	91.3		95.2

Closed counselling goals by category

	Q1	Q2	Q3	Q4	Current YTD	Previous Year		
Addiction Related	2	0	0		2	1.6%	9	4.3%
Couple/Relationship	8	11	9		28	22.8%	41	19.6%
Family	6	11	5		22	17.9%	34	16.3%
Personal/Emotional	15	21	19		55	44.7%	112	53.6%
Work Related	4	6	6		16	13.0%	13	6.2%
Total	35	49	39		123	100.0%	209	100.0%

Depression screening

Percentage Indicating Moderate/Severe Depression

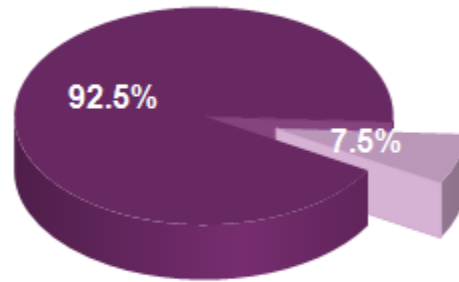


	Total
Member	16.0%
Family Member	34.8%
Industry Average	35.7%
National Norm	39.7%

Of the 98 clients (75 members, 23 family members) who completed the depression screening tool while accessing counselling services in the year to date, 16.0% of members and 34.8% of family members were identified as having signs or symptoms of a moderate to severe level of depression.

Referrals to outside resources

Current Year



■ Issue Addressed Within EAP
 ■ Additional Referral Recommended

Referral acceptance

	Q1	Q2	Q3	Q4	YTD
Referral Accepted	4	5	2		11
Referral Declined	0	0	1		1
Total	4	5	3		12

Referral resource

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	0	0	0		0
Community Resources	1	0	0		1
Family Physician	1	1	1		3
Group Support	0	0	0		0
Hospital	0	0	0		0
Psychiatric	0	0	0		0
Specialized Counselling	2	4	1		7
Total	4	5	2		11

Client satisfaction

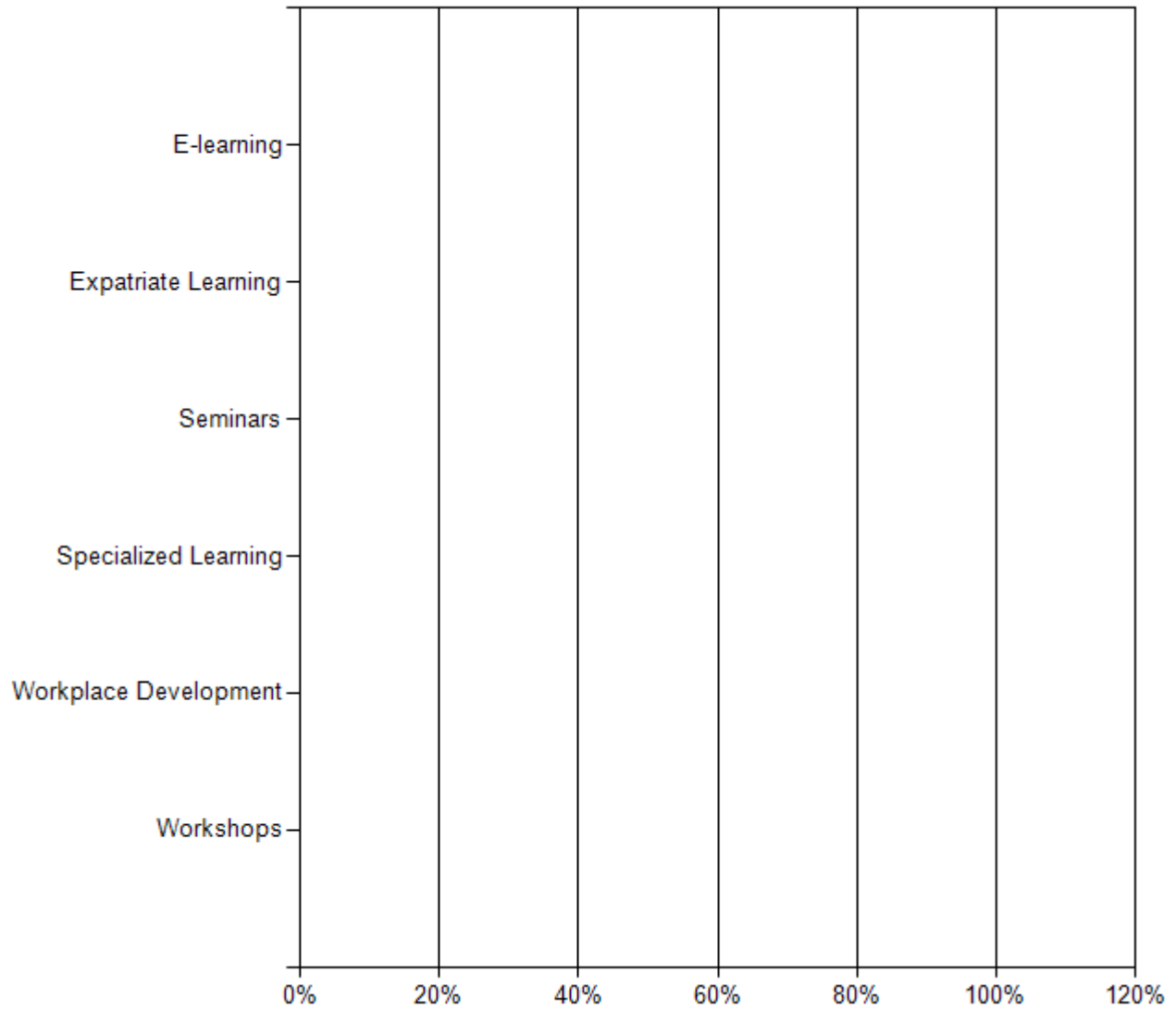
	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	8	2	4		14

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.	79%	21%	0%	0%	0%
2	I was satisfied with the attention given to me when I first contacted the JCP.	71%	29%	0%	0%	0%
3	The person I spoke to when I first called the JCP was sensitive to my needs.	71%	29%	0%	0%	0%
4 a	I felt the provider or resource : understood my problems and concerns.	93%	7%	0%	0%	0%
b	provided relevant information that assisted me with my problems.	79%	21%	0%	0%	0%
c	helped me to consider options and solutions to resolve my problems.	79%	21%	0%	0%	0%
5 a	I learned some new things about how to better manage my problems.	79%	7%	7%	7%	0%
b	I have been able to make positive changes based on what I learned.	50%	36%	7%	7%	0%
c	I am better able to function at home.	64%	21%	7%	7%	0%
d	I have improved my relationship with co-workers and/or supervisor.	36%	7%	57%	0%	0%
e	I have improved my ability to cope with job demands.	36%	29%	36%	0%	0%
f	I have improved my work attendance.	36%	7%	57%	0%	0%
6 a	If you had not received assistance, would your problem or concern likely have caused you to be away from work?	Yes			No	
		50%			50%	
b	If yes, please estimate how many days you would have been away from work?	0-1	2-4	5-10	10-20	>20
		20%	20%	20%	20%	20%
7	I would use the JCP again.	71%	21%	0%	0%	7%
8	I would recommend the JCP to others.	79%	21%	0%	0%	0%
9	Overall, I was satisfied with the JCP.	79%	21%	0%	0%	0%

5. Workplace learning solutions

Comparative overview of Workplace Learning Solutions



Based on current year to date accesses : 0

	E-learning	Expatriate Learning	Seminars	Specialized Learning	Workplace Development	Workshops
Current Year	0	0	0	0	0	0

Session information

Format

Our programs are delivered in a variety of formats to meet your needs.

E-learning: is just-in-time learning, available 24/7 via the Internet, and allows users to learn at their own pace.

Instructor-led workshops or seminars: are interactive classrooms, led by one of our proficient facilitators and are designed to keep learners engaged. This type of learning is our most popular as it fosters relationship building among peers and real-time feedback from the facilitator.

Intercultural Training: You no longer have to be an international organization to have global challenges. The growing diversity and mobility of today's workforce is creating cross-cultural challenges and opportunities in every work environment. Our comprehensive suite of intercultural learning offers services that are designed to support domestic workforces; expatriate members and their families; and global people leaders, short-term business travellers, and groups that require assistance, in working across cultural borders. As the only global intercultural learning provider with in-house clinical experience, our staff of qualified clinicians bring depth and uniqueness to our expatriate support offerings.

Online Seminar Library: Learn anytime, anywhere with our short video seminars covering a variety of health and wellness topics.

Specialized Training: It's important that you receive the right type of care to turn any issue that you are experiencing, into an opportunity. Our specialized solutions are targeted training programs designed to support your workplace's learning strategies. From our keynote speakers' bureau to our online library of video training modules, we offer a number of additional training services designed to meet the learning needs of your workplace.

Language

All sessions are available in both English and French.

Privacy and permission We are committed to protecting the confidentiality, security, and accuracy of the personal information we receive about you. To view our complete privacy policy, please [click here](#)

Disclaimer

The information relayed in our workshops and seminars is not meant to replace diagnosis and treatment by a qualified health professional.