

JUDGES COUNSELLING PROGRAM

Fourth Quarter Report

1 July 2015 to 30 June 2016

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

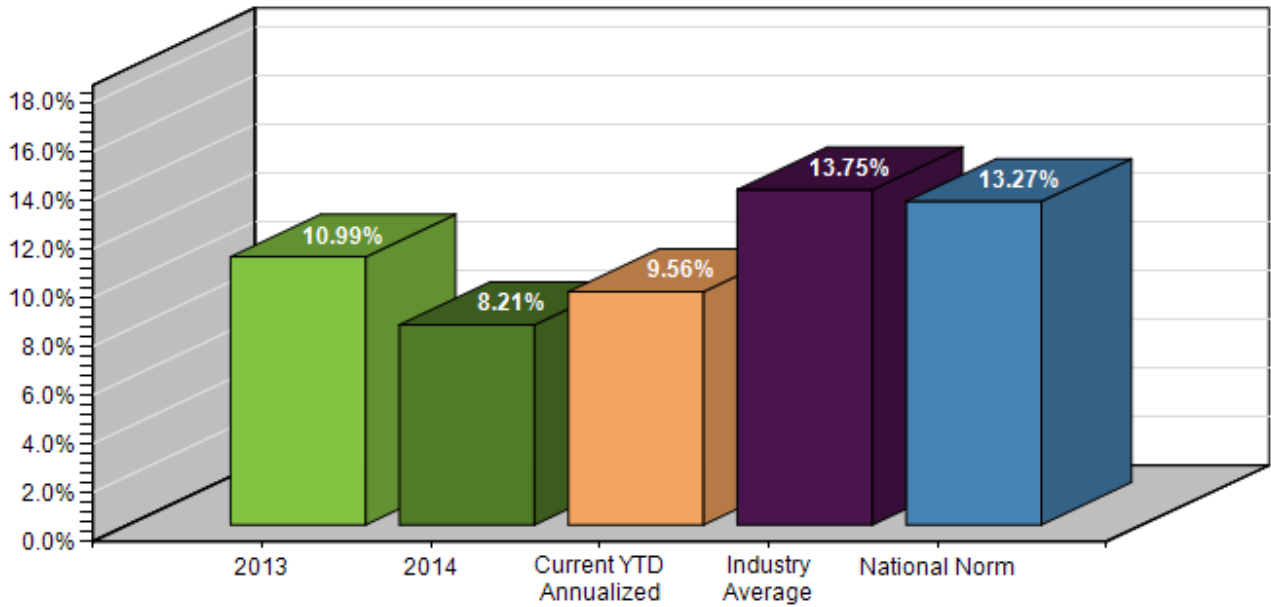
Finally, an overview of the outcomes from closed counselling cases is provided. This section delves into the themes of counselling, which are based on closed case goals set during the counselling process, as well as the percentage of counselling cases where the measures of clinical goals were attained. 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			2729	
Counselling	68	50	54	44	216	1.61%	7.91%	7.91%
WorkLife Services	9	15	11	10	45	0.37%	1.65%	1.65%
TOTAL Accesses	77	65	65	54	261	1.98%	9.56%	9.56%

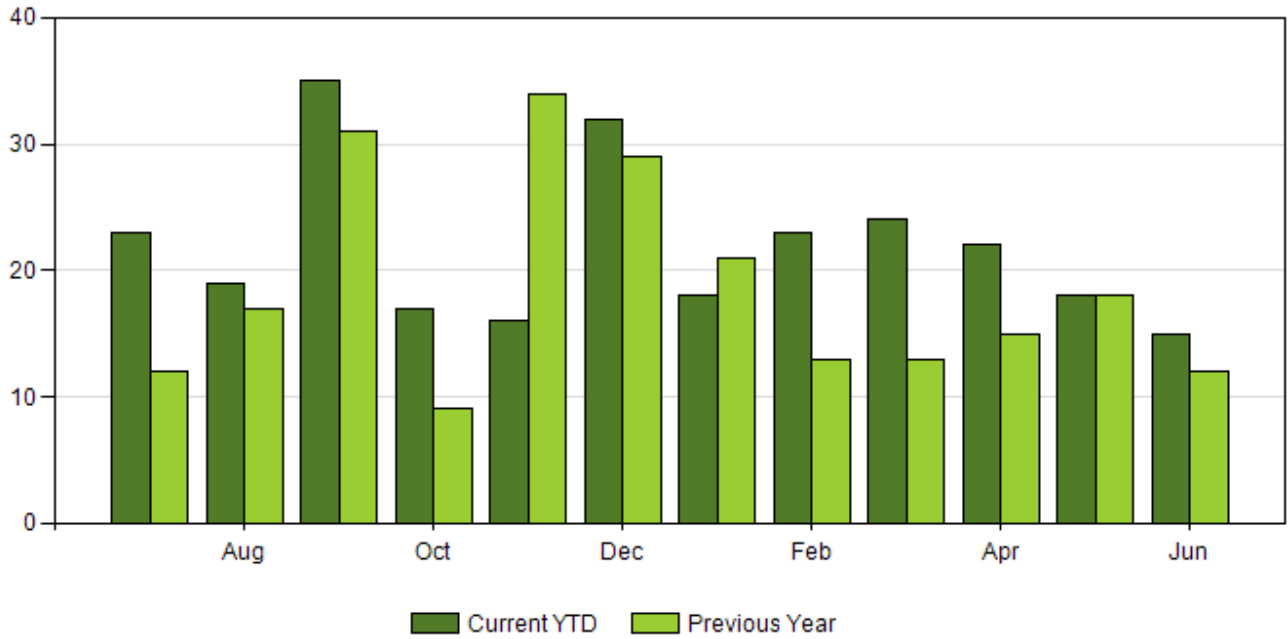
Budgeted Utilization Rate: 4.5%

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.

Services outside utilization

	Q1	Q2	Q3	Q4	Current YTD
Workplace Support Program	0	0	0	1	1
Total Accesses	0	0	0	1	1

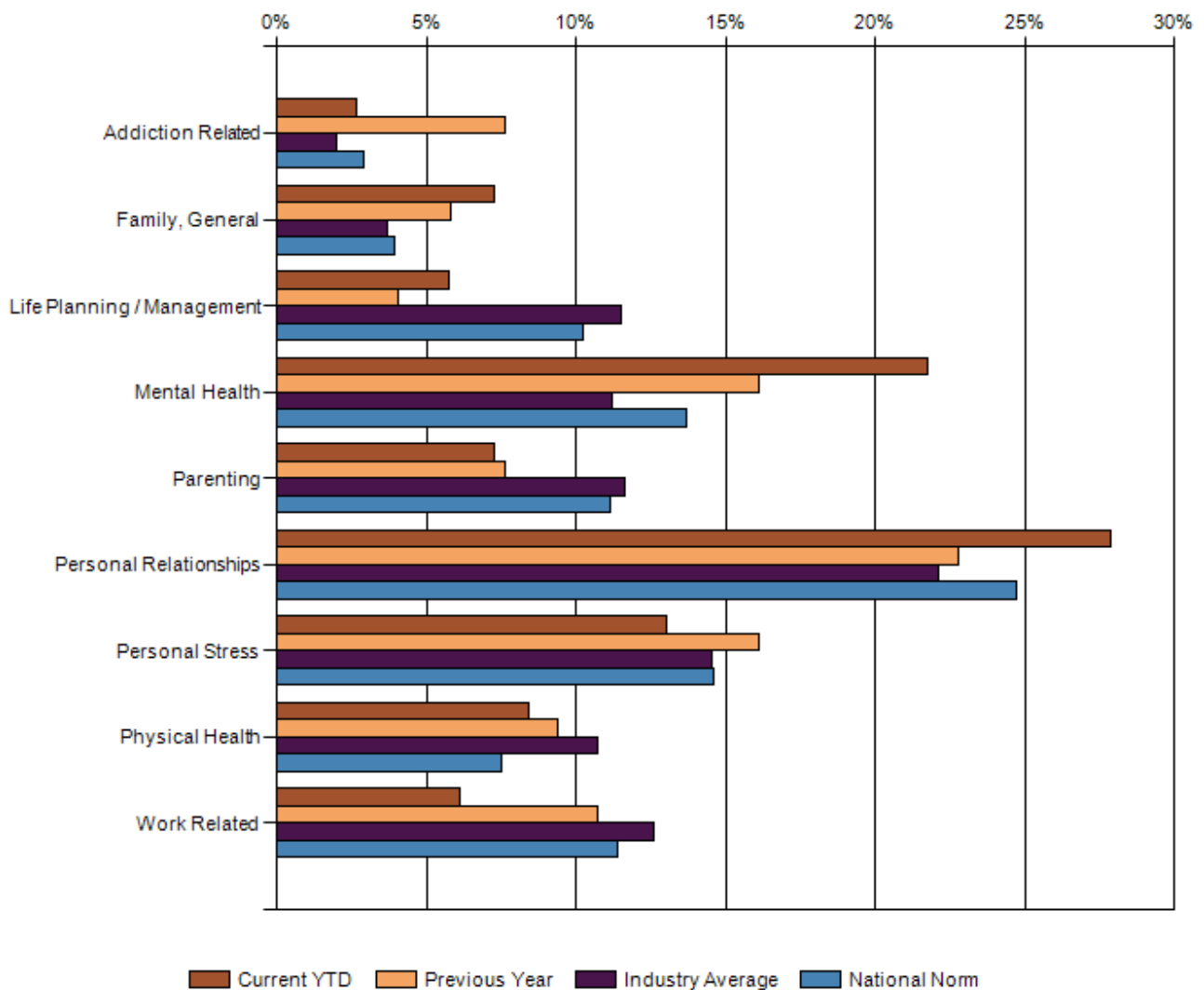
Services accessed by month



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	23	19	35	17	16	32	18	23	24	22	18	15	262
Previous Year	12	17	31	9	34	29	21	13	13	15	18	12	224

2. Emerging issues

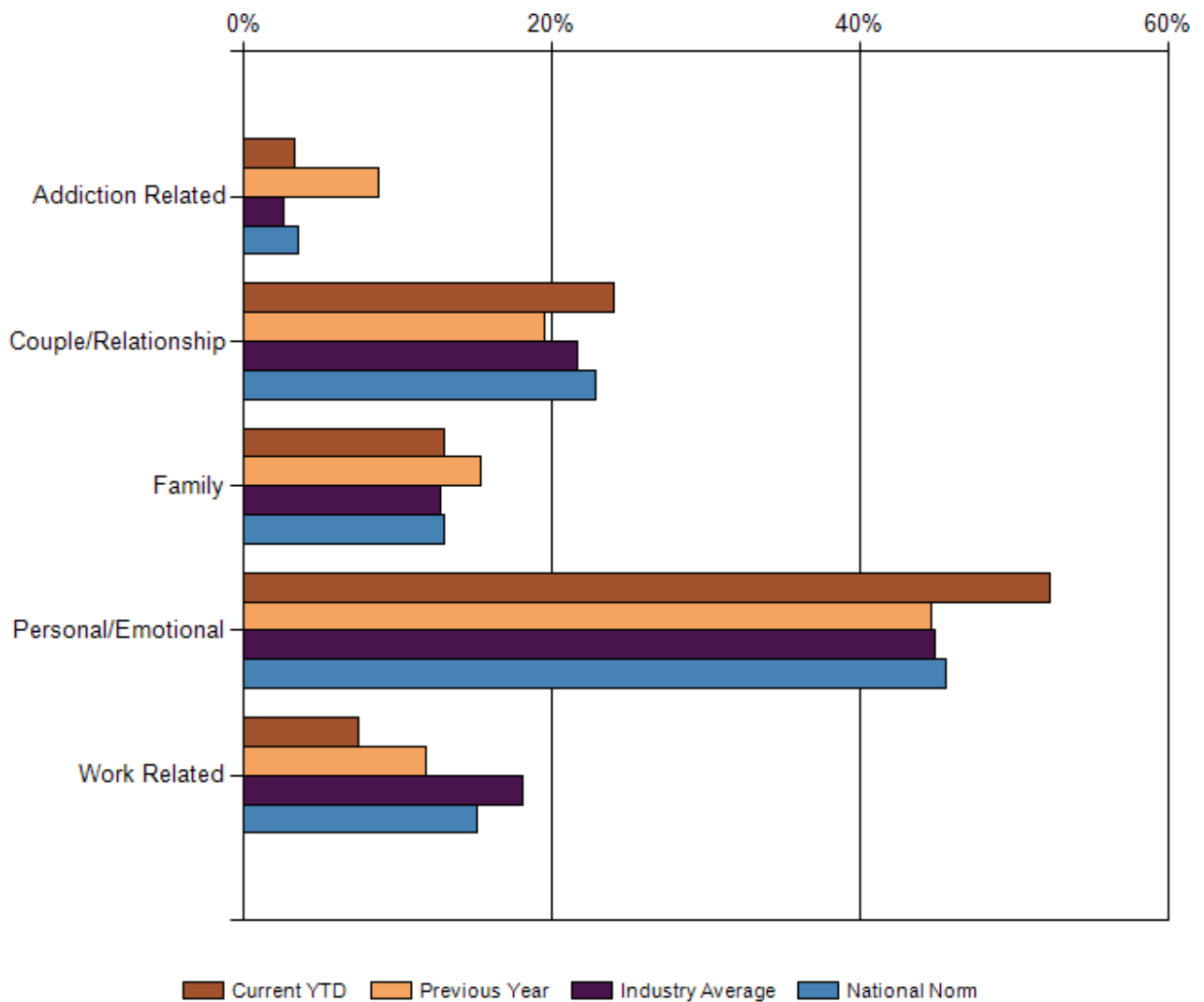
Comparative overview of emerging issues



Based on current year to date accesses: 262

	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	2.7%	7.3%	5.7%	21.8%	7.3%	27.9%	13.0%	8.4%	6.1%
Previous Year	7.6%	5.8%	4.0%	16.1%	7.6%	22.8%	16.1%	9.4%	10.7%
Industry Average	2.0%	3.7%	11.5%	11.2%	11.6%	22.1%	14.5%	10.7%	12.6%
National Norm	2.9%	3.9%	10.2%	13.7%	11.1%	24.7%	14.6%	7.5%	11.4%

Comparative overview of counselling service



Based on current year to date accesses: 216

	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	3.2%	24.1%	13.0%	52.3%	7.4%
Previous Year	8.7%	19.5%	15.4%	44.6%	11.8%
Industry Average	2.6%	21.7%	12.7%	44.9%	18.1%
National Norm	3.5%	22.8%	13.0%	45.6%	15.1%

Counselling service: detail

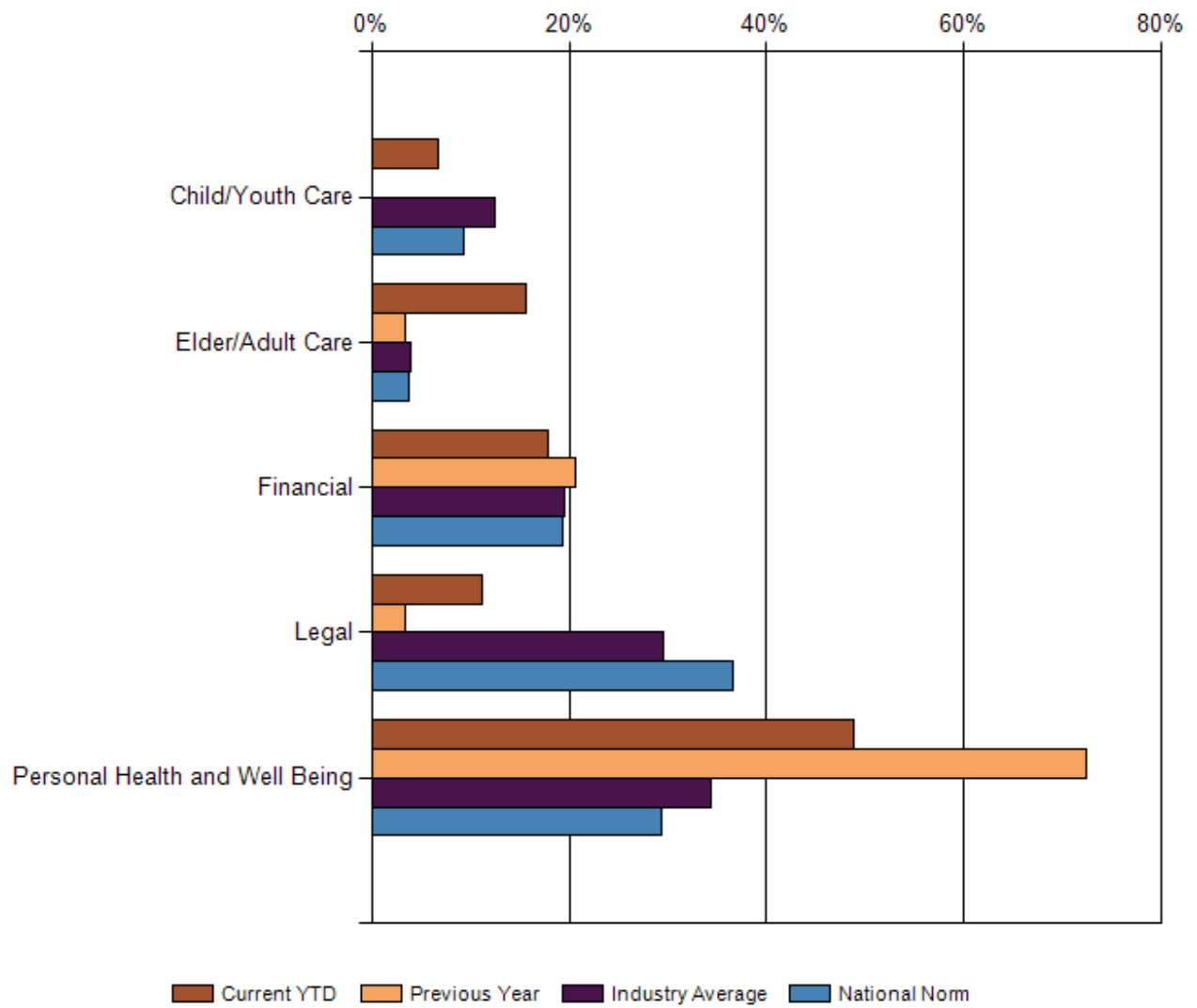
	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Addiction Related	2	2	1	2	7	3.2%	17	8.7%	2.6%	3.5%
Alcohol	2	2	1	1	6	2.8%	8	4.1%	1.0%	1.6%
Drug	0	0	0	1	1	0.5%	2	1.0%	0.4%	0.7%
Addiction Other	0	0	0	0	0	0.0%	2	1.0%	0.3%	0.3%
Other's Addiction	0	0	0	0	0	0.0%	5	2.6%	0.6%	0.5%
Couple / Relationship	17	13	15	7	52	24.1%	38	19.5%	21.7%	22.8%
Communication / Conflict Resolution	3	2	1	2	8	3.7%	15	7.7%	5.1%	5.9%
Relationship Breakdown	2	1	0	0	3	1.4%	5	2.6%	2.4%	3.0%
Relationship – General	7	7	8	2	24	11.1%	10	5.1%	9.4%	8.4%
Separation / Divorce	5	3	6	3	17	7.9%	8	4.1%	4.4%	4.9%
Family	7	7	8	6	28	13.0%	30	15.4%	12.7%	13.0%
Adolescent Behaviour	0	2	2	0	4	1.9%	9	4.6%	2.7%	2.6%
Blended Family	1	1	0	0	2	0.9%	0	0.0%	0.3%	0.3%
Child Behaviour	1	1	2	2	6	2.8%	1	0.5%	3.4%	3.8%
Communication	1	3	2	2	8	3.7%	11	5.6%	2.7%	3.0%
Extended Family Relations	0	0	1	1	2	0.9%	1	0.5%	0.5%	0.5%
Family Planning	0	0	0	0	0	0.0%	1	0.5%	0.1%	0.2%
Parenting	4	0	1	1	6	2.8%	7	3.6%	2.8%	2.4%
Personal / Emotional	36	23	26	28	113	52.3%	87	44.6%	44.9%	45.6%
Abuse	1	0	0	2	3	1.4%	1	0.5%	0.5%	0.7%
Anger Issues	1	1	1	0	3	1.4%	1	0.5%	0.9%	1.1%
Anxiety	10	4	10	9	33	15.3%	9	4.6%	6.4%	7.1%
Depression	4	0	0	3	7	3.2%	16	8.2%	4.9%	5.5%
Grief	2	2	1	3	8	3.7%	5	2.6%	2.1%	2.5%
Life Stages	3	1	0	3	7	3.2%	5	2.6%	2.6%	2.8%
Mental Health Condition	3	1	2	1	7	3.2%	2	1.0%	1.3%	1.3%
Post Trauma	0	0	0	1	1	0.5%	1	0.5%	1.0%	1.4%
Self Esteem	0	1	1	0	2	0.9%	4	2.1%	0.8%	0.8%
Stress	10	11	9	4	34	15.7%	36	18.5%	21.2%	19.8%
Suicidal Risk	1	0	0	2	3	1.4%	3	1.5%	0.6%	0.6%
Other	1	2	2	0	5	2.3%	4	2.1%	2.5%	1.8%
Work Related	6	5	4	1	16	7.4%	23	11.8%	18.1%	15.1%
Career	4	2	1	1	8	3.7%	8	4.1%	6.6%	4.1%

Work Performance	1	0	0	0	1	0.5%	0	0.0%	0.6%	0.6%
Work Relationships / Conflict	0	0	0	0	0	0.0%	1	0.5%	1.1%	1.4%
Workplace Stress	1	3	3	0	7	3.2%	13	6.7%	9.4%	8.4%
Workplace Violence / Harassment	0	0	0	0	0	0.0%	1	0.5%	0.4%	0.6%
Total	68	50	54	44	216	100.0%	195	100.0%		

Counselling service: method of delivery

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Coach Chat	0	3	4	1	8	13
E-Counselling	1	0	0	0	1	6
First Chat	0	0	0	0	0	0
Group Counselling	0	0	0	0	0	0
Health and Wellness Resource	2	9	4	0	15	11
In Person	51	24	37	35	147	114
On-Line Tools	0	2	2	0	4	2
Tele-Counselling	14	11	7	8	40	48
Video-Counselling	0	1	0	0	1	1
Total	68	50	54	44	216	195

Comparative overview of worklife services



Based on current year to date accesses: 45

	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	6.7%	15.6%	17.8%	11.1%	48.9%
Previous Year	0.0%	3.5%	20.7%	3.5%	72.4%
Industry Average	12.5%	3.9%	19.5%	29.6%	34.4%
National Norm	9.3%	3.7%	19.4%	36.6%	29.4%

Worklife services: detail

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Child/Youth Care	0	1	0	2	3	6.7%	0	0.0%	12.5%	9.3%
Parenting Resources & Information	0	1	0	1	2	4.4%	0	0.0%	6.5%	5.0%
Special Needs	0	0	0	1	1	2.2%	0	0.0%	0.8%	0.8%
Elder/Adult Care	3	3	1	0	7	15.6%	1	3.5%	3.9%	3.7%
Compassionate Care & Bereavement	1	2	0	0	3	6.7%	1	3.5%	1.7%	2.0%
Elder/Adult Care Resources & Information	1	1	0	0	2	4.4%	0	0.0%	1.1%	0.8%
Home Support Services	1	0	0	0	1	2.2%	0	0.0%	0.6%	0.4%
Residential Care Options	0	0	1	0	1	2.2%	0	0.0%	0.3%	0.2%
Financial	0	4	1	3	8	17.8%	6	20.7%	19.5%	19.4%
Debt/Credit	0	2	1	1	4	8.9%	3	10.3%	10.6%	10.9%
Divorce	0	2	0	0	2	4.4%	2	6.9%	1.9%	2.2%
Employment Transition	0	0	0	0	0	0.0%	1	3.5%	0.7%	0.5%
Real Estate/Mortgages	0	0	0	1	1	2.2%	0	0.0%	0.7%	0.6%
Retirement	0	0	0	1	1	2.2%	0	0.0%	1.0%	1.1%
Legal	1	1	2	1	5	11.1%	1	3.5%	29.6%	36.6%
Criminal Law	1	0	0	0	1	2.2%	0	0.0%	1.7%	2.2%
Separation/Divorce	0	1	2	0	3	6.7%	1	3.5%	10.1%	14.0%
Wills & Estates	0	0	0	1	1	2.2%	0	0.0%	3.1%	3.2%
Personal Health and Well Being	5	6	7	4	22	48.9%	21	72.4%	34.4%	29.4%
Fitness Coaching	0	0	0	0	0	0.0%	10	34.5%	10.6%	7.6%
Health Coaching	1	0	1	0	2	4.4%	1	3.5%	1.1%	1.7%
Naturopathic Services	0	0	0	0	0	0.0%	1	3.5%	1.7%	1.5%
Nutrition, Disease State Management	0	0	1	0	1	2.2%	0	0.0%	1.6%	1.2%
Nutrition, General Healthy Eating	1	4	4	1	10	22.2%	8	27.6%	16.5%	14.3%
Nutrition, Weight Management	3	2	1	3	9	20.0%	1	3.5%	2.7%	3.0%
Total	9	15	11	10	45	100.0%	29	100.0%		

Workplace support program: detail

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Depression Care	0	0	0	1	1	100.0%	0	0.0%
Structured Relapse Prevention Program	0	0	0	0	0	0.0%	0	0.0%
Workplace Referral Program	0	0	0	0	0	0.0%	0	0.0%
Total	0	0	0	1	1	100.0%	0	0.0%

3. Client profile

Client demographics

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	76	65	65	54	260		221	
Caller was a Previous Client	5	20	10	6	41	15.8%	31	14.0%
Co-worker	2	4	0	1	7	2.7%	11	5.0%
Family Member	34	27	30	28	119	45.8%	85	38.5%
Human Resources	12	6	5	3	26	10.0%	29	13.1%
Information Booth	0	0	0	1	1	0.4%	1	0.5%
Internal Communication	3	2	3	5	13	5.0%	12	5.4%
My EAP Mobile Application	1	0	3	1	5	1.9%	7	3.2%
Orientation	2	3	0	0	5	1.9%	6	2.7%
Peer Support Team/Wellness Bureau	2	0	0	0	2	0.8%	0	0.0%
Promotional Literature	5	0	2	2	9	3.5%	15	6.8%
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	2	0	2	0.8%	1	0.5%
Web Intake	0	0	0	1	1	0.4%	0	0.0%
Website Viewing	0	0	1	1	2	0.8%	2	0.9%
Wellness Seminar	0	0	2	1	3	1.2%	0	0.0%
Worksite Health Services	0	0	1	0	1	0.4%	2	0.9%
Declined	10	3	6	4	23	8.9%	19	8.6%

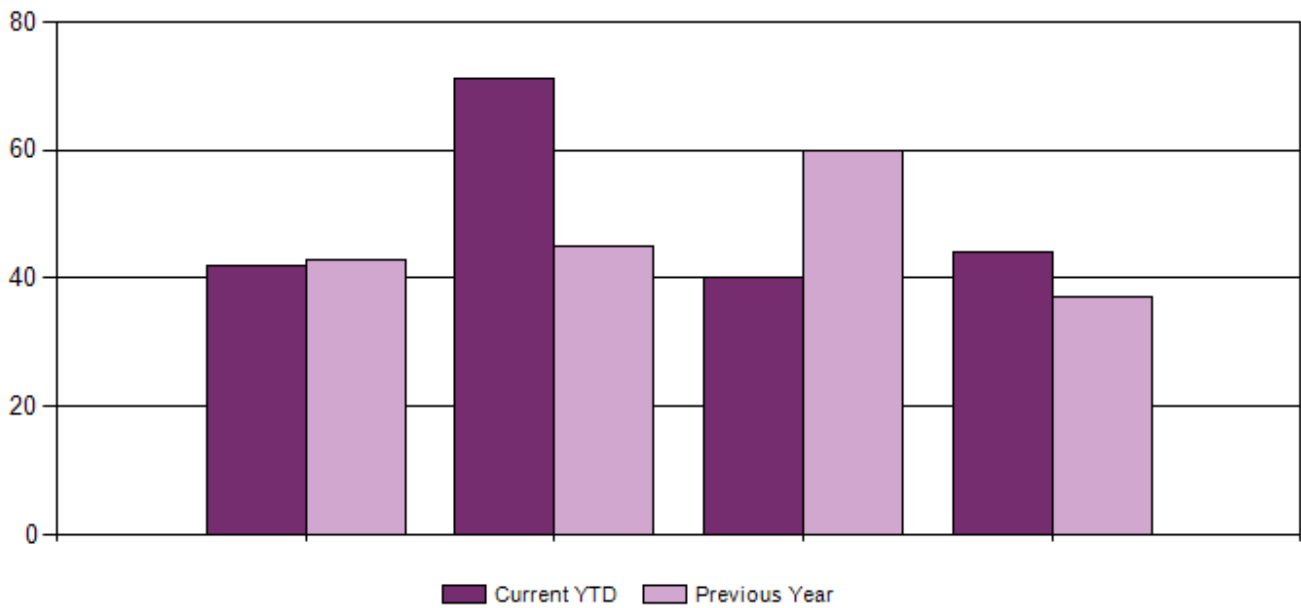
	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Client Category	77	65	65	54	261		224			
Judge	42	31	29	31	133	51.0%	128	57.2%	87.0%	87.6%
Spouse/Partner	10	8	5	8	31	11.9%	25	11.2%	9.1%	8.2%
Dependant	25	26	31	14	96	36.8%	71	31.7%	3.6%	3.8%
Retiree/Pensioner	0	0	0	1	1	0.4%	0	0.0%	0.4%	0.2%

Member demographics

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Gender	39	28	23	20	110		111			
Female	22	19	10	14	65	59.1%	52	46.9%	64.0%	66.5%
Male	17	9	13	6	45	40.9%	59	53.2%	36.0%	33.5%
Years of Service	38	28	23	20	109		110			
Under 1 year	5	1	0	0	6	5.5%	9	8.2%	8.6%	6.9%
1-4 years	4	5	4	1	14	12.8%	14	12.7%	24.0%	22.0%
5-14 years	14	4	10	5	33	30.3%	42	38.2%	28.3%	34.1%
15 Years and Over	3	2	1	3	9	8.3%	21	19.1%	13.5%	18.8%
Declined	12	16	8	11	47	43.1%	24	21.8%	25.5%	18.3%
Age Group	39	28	23	20	110		111			
Under 20 Years	0	0	0	0	0	0.0%	0	0.0%	0.3%	0.1%
20-29 Years	0	0	1	0	1	0.9%	0	0.0%	8.4%	8.4%
30-39 Years	0	0	0	1	1	0.9%	1	0.9%	36.8%	30.0%
40-49 Years	11	14	5	3	33	30.0%	20	18.0%	28.9%	32.3%
50 Years and Over	28	14	17	16	75	68.2%	90	81.1%	25.3%	28.7%
Declined	0	0	0	0	0	0.0%	0	0.0%	0.4%	0.5%

4. Outcomes

Number of closed counselling interventions



	Q1	Q2	Q3	Q4	Total
Current YTD	42	71	40	44	197
Previous Year	43	45	60	37	185

Goal outcome measure

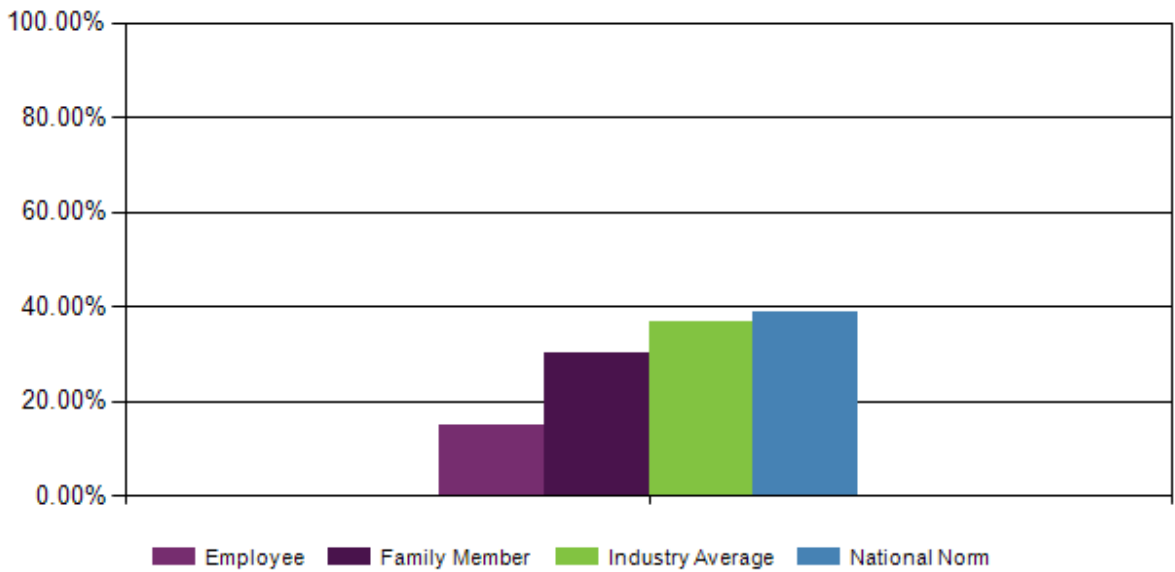
	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	42	71	40	44	197
% Goal Attainment	94.1	94.0	89.2	100.0	94.7

Closed counselling goals by category

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Addiction Related	1	4	3	6	14	7.5%	26	12.9%
Couple/Relationship	12	16	6	15	49	26.2%	41	20.4%
Family	10	10	5	4	29	15.5%	21	10.5%
Personal/Emotional	20	27	21	14	82	43.9%	102	50.8%
Work Related	3	4	1	5	13	7.0%	11	5.5%
Total	46	61	36	44	187	100.0%	201	100.0%

Depression screening

Percentage Indicating Moderate/Severe Depression

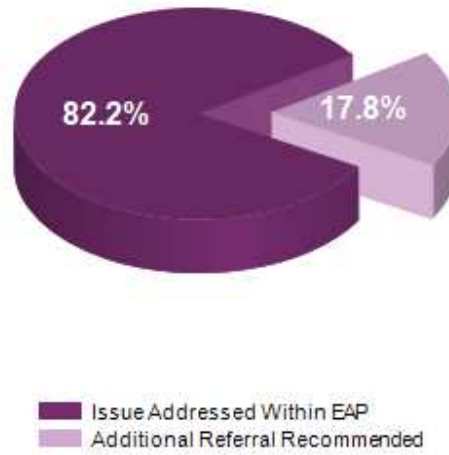


	Total
Member	14.8%
Family Member	30.0%
Industry Average	36.8%
National Norm	39.0%

Of the 111 clients who completed the depression screening tool while accessing counselling services in the year to date, 14.8% of members and 30.0% of family members were identified as having signs or symptoms of a moderate to severe level of depression.

Referrals to outside resources

Current Year



Referral acceptance

	Q1	Q2	Q3	Q4	YTD
Referral Accepted	7	9	7	7	30
Referral Declined	0	2	1	2	5
Total	7	11	8	9	35

Referral resource

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	0	0	4	2	6
Community Resources	3	3	0	0	6
Family Physician	1	1	1	0	3
Group Support	0	1	0	0	1
Hospital	0	0	0	1	1
Psychiatric	0	0	0	0	0
Specialized Counselling	3	4	2	4	13
Total	7	9	7	7	30

Client satisfaction

	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	3	7	10	4	24

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.	67%	33%	0%	0%	0%
2	I was satisfied with the attention given to me when I first contacted the JCP.	71%	25%	0%	4%	0%
3	The person I spoke to when I first called the JCP was sensitive to my needs.	79%	21%	0%	0%	0%
4 a	I felt the provider or resource : understood my problems and concerns.	83%	17%	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.	83%	17%	0%	0%	0%
5 a	I learned some new things about how to better manage my problems.	63%	38%	0%	0%	0%
b	I have been able to make positive changes based on what I learned.	54%	42%	4%	0%	0%
c	I am better able to function at home.	58%	21%	21%	0%	0%
d	I have improved my relationship with co-workers and/or supervisor.	17%	4%	79%	0%	0%
e	I have improved my ability to cope with job demands.	21%	8%	71%	0%	0%
f	I have improved my work attendance.	8%	8%	83%	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	
		35%			65%	
b	If yes, please estimate how many days you would have been away from work?	0-1	2-4	5-10	10-20	>20
		0%	75%	25%	0%	0%
7	I would use the JCP again.	83%	17%	0%	0%	0%
8	I would recommend the JCP to others.	87%	13%	0%	0%	0%
9	Overall, I was satisfied with the JCP.	87%	9%	0%	4%	0%