

JUDGES COUNSELLING PROGRAM

Fourth Quarter Report

1 July 2013 to 30 June 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 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

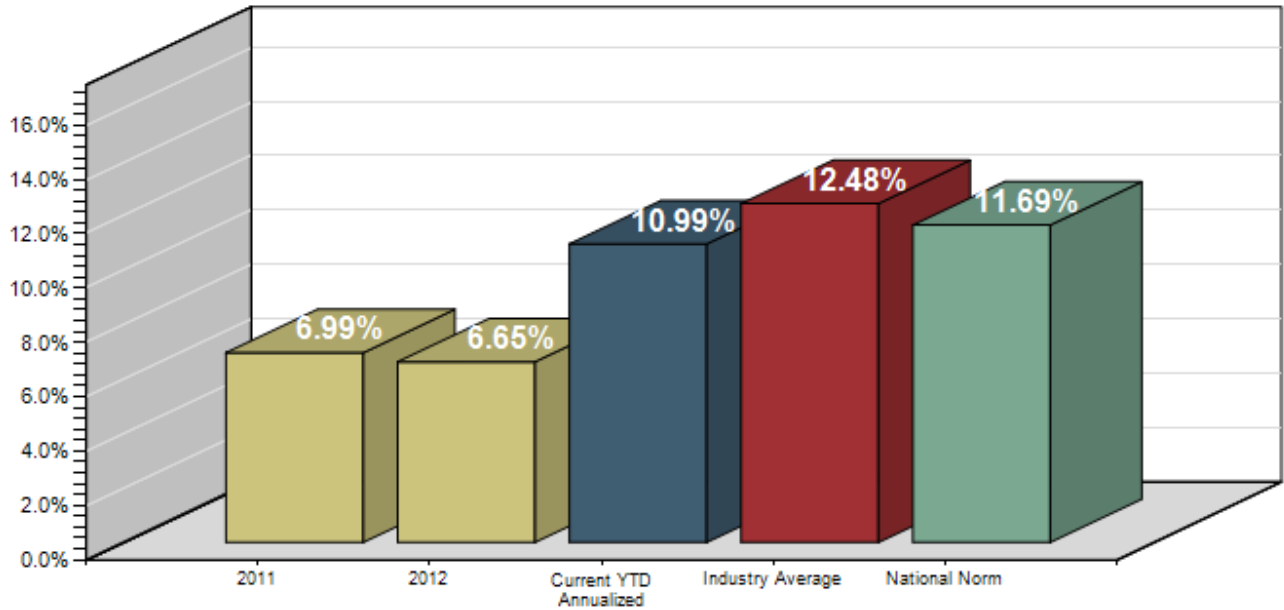
The client profile section provides a non-identifying summary of who is using the program. As part of our standard statistical report, information is provided on the client category (e.g. member or family member), as well as insight into how the client heard about the program. There are also standard 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.

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	2729			2729	
Counselling	46	64	61	54	225	1.98%	8.24%	8.24%
WorkLife Services	6	44	12	13	75	0.48%	2.75%	2.75%
TOTAL Accesses	52	108	73	67	300	2.46%	10.99%	10.99%

Budgeted Utilization Rate: 4.5%

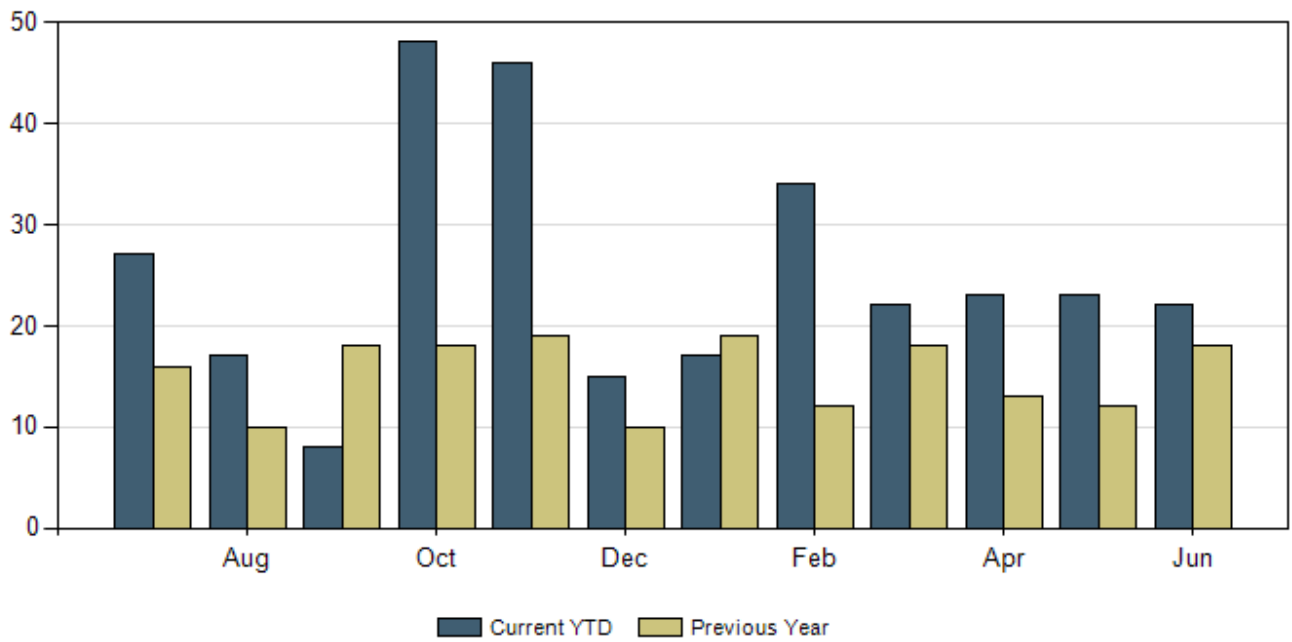
¹For any services that are counted at a ratio other than 1:1, the utilization above has been calculated based on the ratio. Number of members under contract reflects the weighted average population of each quarter and in the year to date.

1. UTILIZATION

SERVICES OUTSIDE UTILIZATION

	Q1	Q2	Q3	Q4	Current YTD
Workplace Support Program	0	1	0	1	2
Total Accesses	0	1	0	1	2

SERVICES ACCESSED BY MONTH

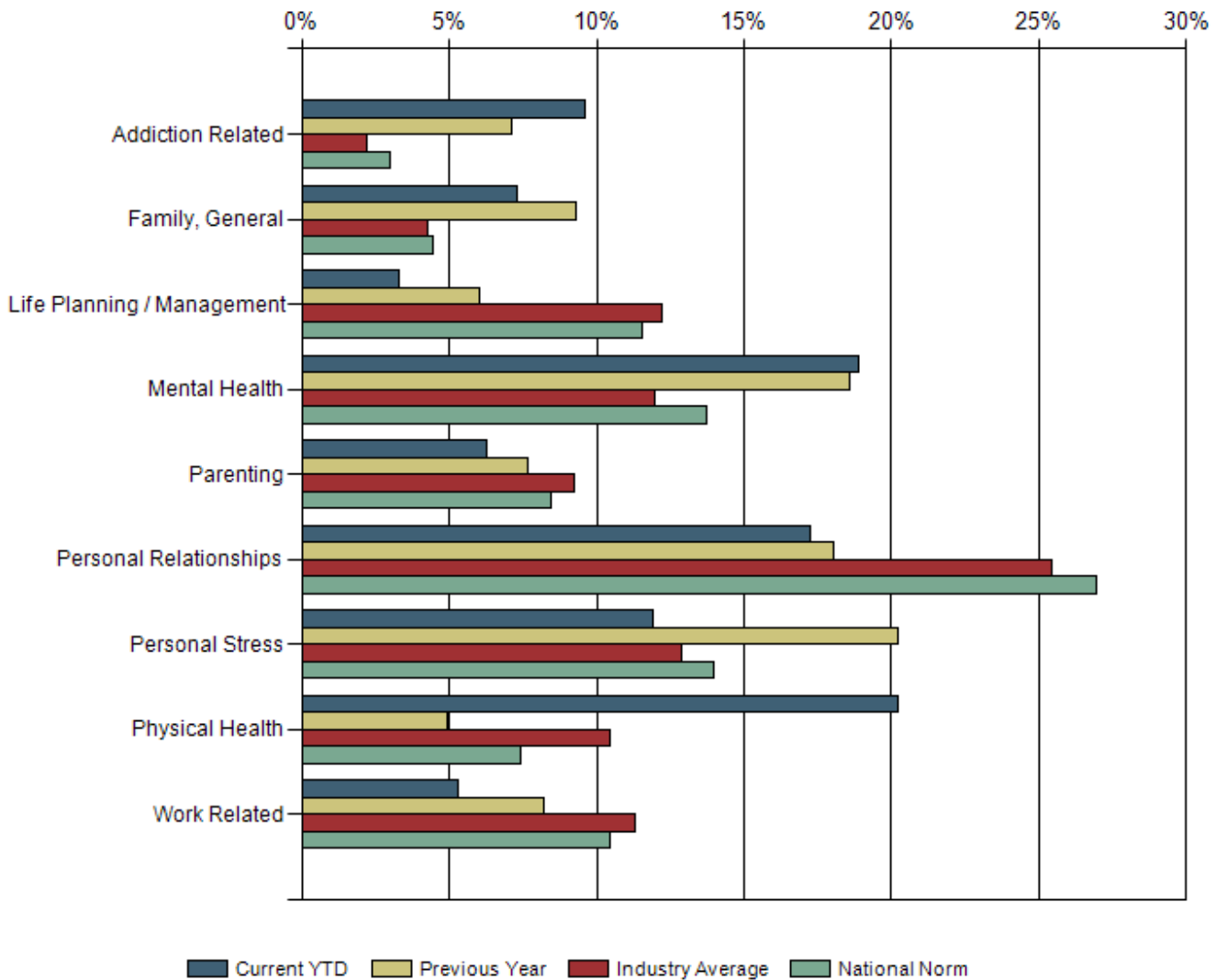


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	27	17	8	48	46	15	17	34	22	23	23	22	302
Previous Year	16	10	18	18	19	10	19	12	18	13	12	18	183

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF EMERGING ISSUES

Based on current year to date accesses: 302

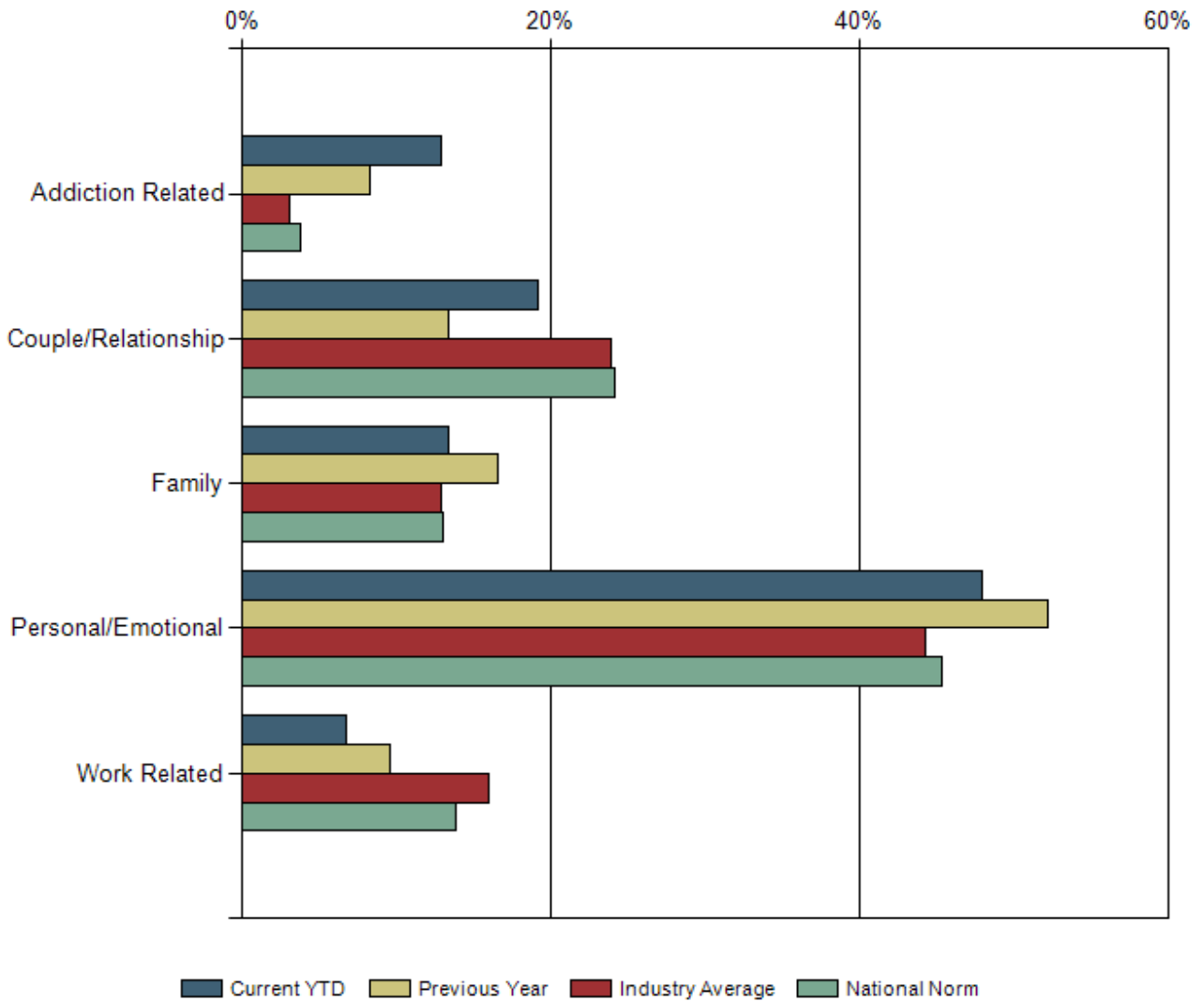


	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	9.6%	7.3%	3.3%	18.9%	6.3%	17.2%	11.9%	20.2%	5.3%
Previous Year	7.1%	9.3%	6.0%	18.6%	7.7%	18.0%	20.2%	4.9%	8.2%
Industry Average	2.2%	4.3%	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: 225



	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	12.9%	19.1%	13.3%	48.0%	6.7%
Previous Year	8.3%	13.4%	16.6%	52.2%	9.6%
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	4	13	5	7	29	12.9%	13	8.3%	3.0%	3.7%
Alcohol	3	6	1	6	16	7.1%	5	3.2%	1.2%	1.7%
Drug	0	1	1	0	2	0.9%	3	1.9%	0.5%	0.7%
Smoking	0	3	0	0	3	1.3%	0	0.0%	0.3%	0.2%
Addiction Other	0	1	2	0	3	1.3%	1	0.6%	0.3%	0.4%
Other's Addiction	1	2	1	1	5	2.2%	4	2.6%	0.5%	0.6%
Couple / Relationship	12	6	13	12	43	19.1%	21	13.4%	23.9%	24.1%
Communication / Conflict Resolution	3	2	3	3	11	4.9%	10	6.4%	6.1%	6.5%
Relationship Breakdown	2	1	5	4	12	5.3%	3	1.9%	3.5%	3.8%
Relationship – General	4	2	2	5	13	5.8%	3	1.9%	8.6%	7.8%
Separation / Divorce	3	1	3	0	7	3.1%	5	3.2%	5.1%	5.3%
Family	8	9	7	6	30	13.3%	26	16.6%	12.9%	13.0%
Adolescent Behaviour	2	2	2	2	8	3.6%	6	3.8%	3.0%	3.1%
Child Behaviour	1	2	0	1	4	1.8%	2	1.3%	2.4%	2.5%
Communication	5	3	2	1	11	4.9%	10	6.4%	2.8%	3.1%
Elder Related	0	0	1	0	1	0.4%	1	0.6%	0.3%	0.3%
Extended Family Relations	0	0	1	1	2	0.9%	3	1.9%	0.9%	0.8%
Parenting	0	2	1	1	4	1.8%	4	2.6%	3.0%	2.7%
Personal / Emotional	18	31	32	27	108	48.0%	82	52.2%	44.3%	45.3%
Abuse	0	1	0	0	1	0.4%	1	0.6%	0.7%	0.8%
Anger Issues	1	1	0	0	2	0.9%	0	0.0%	1.1%	1.3%
Anxiety	5	10	8	1	24	10.7%	11	7.0%	6.0%	6.3%
Depression	2	4	5	5	16	7.1%	16	10.2%	5.6%	6.0%
Grief	0	2	2	0	4	1.8%	8	5.1%	2.1%	2.6%
Life Stages	1	2	1	3	7	3.1%	3	1.9%	2.8%	2.7%
Mental Health Condition	1	2	4	1	8	3.6%	2	1.3%	1.1%	1.2%

Post Trauma	0	0	2	1	3	1.3%	1	0.6%	1.1%	1.4%
Self Esteem	0	0	0	0	0	0.0%	1	0.6%	1.0%	0.9%
Stress	8	8	9	10	35	15.6%	36	22.9%	18.4%	18.8%
Suicidal Risk	0	0	1	3	4	1.8%	0	0.0%	0.7%	0.6%
Other	0	1	0	3	4	1.8%	3	1.9%	3.4%	2.5%
Work Related	4	5	4	2	15	6.7%	15	9.6%	15.9%	13.8%
Career	2	0	2	0	4	1.8%	8	5.1%	6.0%	3.2%
Work Performance	1	0	0	0	1	0.4%	1	0.6%	0.6%	0.5%
Work Relationships / Conflict	1	0	0	0	1	0.4%	2	1.3%	1.1%	1.5%
Workplace Stress	0	5	2	2	9	4.0%	4	2.6%	7.9%	7.9%
Total	46	64	61	54	225	100.0%	157	100.0%		

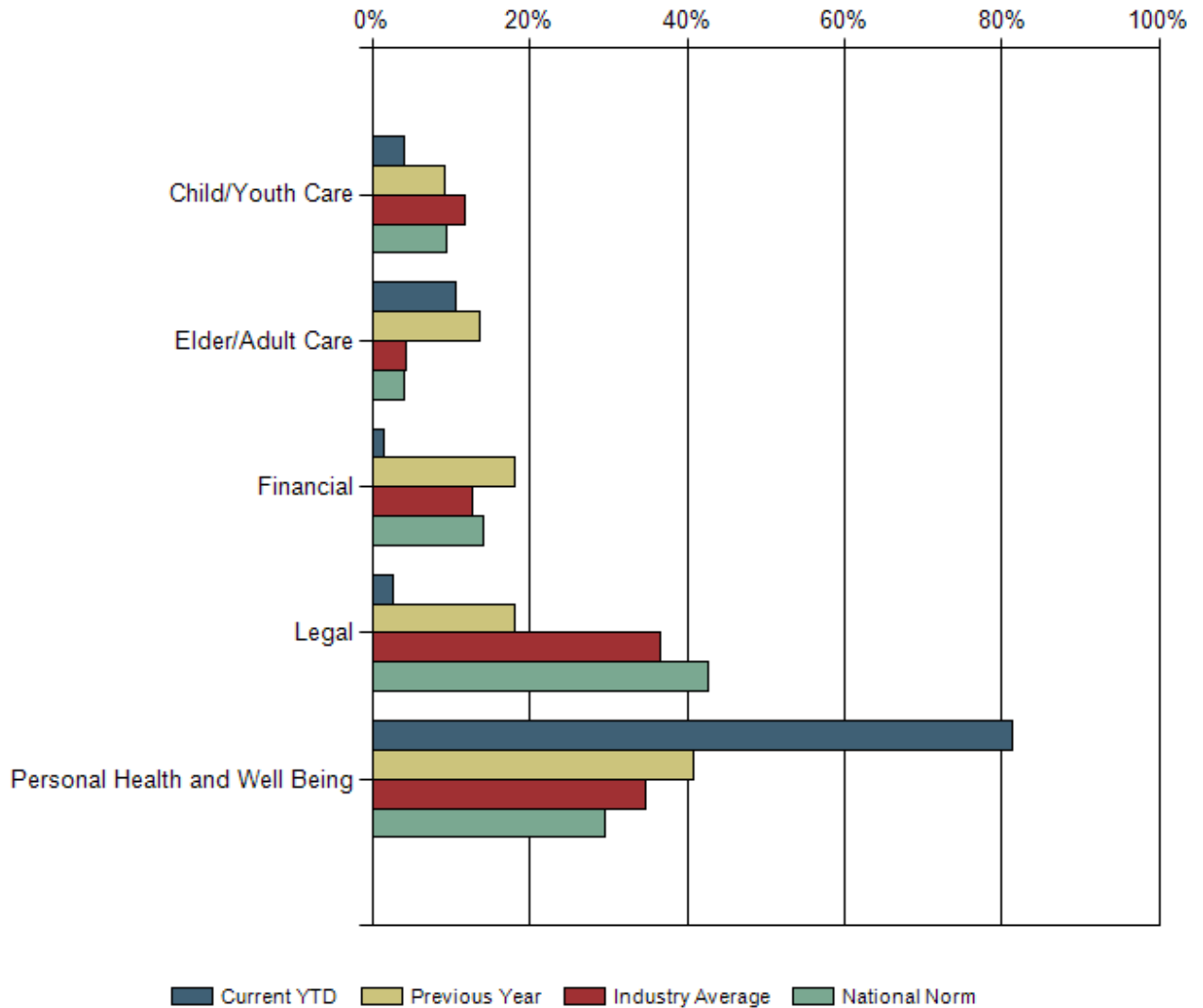
COUNSELLING SERVICE: METHOD OF DELIVERY

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Coach Chat	0	0	0	0	0	0
E-Counselling	1	0	1	0	2	2
First Chat	0	0	0	0	0	0
Health and Wellness Resource	2	4	1	3	10	5
In Person	27	37	38	36	138	103
On-Line Tools	4	5	0	0	9	7
Tele-Counselling	11	18	21	15	65	39
Video-Counselling	1	0	0	0	1	1
Total	46	64	61	54	225	157

2. EMERGING ISSUES

COMPARATIVE OVERVIEW OF WORKLIFE SERVICES

Based on current year to date accesses: 75



	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	4.0%	10.7%	1.3%	2.7%	81.3%
Previous Year	9.1%	13.6%	18.2%	18.2%	40.9%
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	1	0	0	2	3	4.0%	2	9.1%	11.7%	9.4%
Day Care	1	0	0	1	2	2.7%	0	0.0%	1.6%	1.1%
Expectant & New Parents	0	0	0	1	1	1.3%	0	0.0%	4.0%	2.7%
Parenting Resources & Information	0	0	0	0	0	0.0%	1	4.6%	4.6%	4.3%
Special Needs	0	0	0	0	0	0.0%	1	4.6%	1.0%	0.9%
Elder/Adult Care	2	2	2	2	8	10.7%	3	13.6%	4.1%	4.1%
Community Programs	0	0	0	0	0	0.0%	2	9.1%	0.4%	0.4%
Compassionate Care & Bereavement	0	1	0	0	1	1.3%	0	0.0%	1.6%	2.1%
Elder/Adult Care Resources & Information	2	1	1	1	5	6.7%	1	4.6%	1.1%	0.9%
Home Support Services	0	0	1	1	2	2.7%	0	0.0%	0.6%	0.4%
Financial	0	0	1	0	1	1.3%	4	18.2%	12.8%	14.2%
Debt/Credit	0	0	0	0	0	0.0%	3	13.6%	5.6%	7.4%
Retirement	0	0	1	0	1	1.3%	1	4.6%	1.0%	1.0%
Legal	1	1	0	0	2	2.7%	4	18.2%	36.6%	42.8%
Civil Litigation	0	0	0	0	0	0.0%	4	18.2%	6.3%	6.3%
Criminal Law	0	1	0	0	1	1.3%	0	0.0%	2.1%	2.7%
Wills & Estates	1	0	0	0	1	1.3%	0	0.0%	3.6%	3.2%
Personal Health and Well Being	2	41	9	9	61	81.3%	9	40.9%	34.8%	29.6%
Fitness Coaching	0	25	8	5	38	50.7%	0	0.0%	11.0%	4.4%
Health Coaching	0	1	0	0	1	1.3%	0	0.0%	0.7%	1.2%
Naturopathic Services	2	1	0	1	4	5.3%	2	9.1%	6.1%	8.1%
Nutrition, Disease State Management	0	1	0	1	2	2.7%	1	4.6%	1.7%	1.4%
Nutrition, General Healthy Eating	0	11	0	0	11	14.7%	3	13.6%	11.6%	10.9%
Nutrition, Weight Management	0	2	1	2	5	6.7%	3	13.6%	3.5%	3.4%
Total	6	44	12	13	75	100.0%	22	100.0%		

2. EMERGING ISSUES

WORKPLACE SUPPORT PROGRAM: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Depression Care	0	0	0	0	0	0.0%	0	0.0%
Structured Relapse Prevention Program	0	0	0	0	0	0.0%	0	0.0%
Workplace Referral Program	0	1	0	1	2	100.0%	1	100.0%
Total	0	1	0	1	2	100.0%	1	100.0%

3. CLIENT PROFILE

CLIENT DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	51	108	72	67	298		178	
Caller was a Previous Client	8	18	12	9	47	15.8%	49	27.5%
Co-worker	1	12	4	6	23	7.7%	4	2.3%
Family Member	21	27	25	23	96	32.2%	50	28.1%
Human Resources	4	8	6	7	25	8.4%	17	9.6%
Information Booth	0	0	1	0	1	0.3%	0	0.0%
Internal Communication	1	12	3	5	21	7.1%	5	2.8%
My EAP Mobile Application	1	3	3	1	8	2.7%	3	1.7%
Orientation	1	3	1	0	5	1.7%	4	2.3%
Peer Support Team/Wellness Bureau	0	1	0	0	1	0.3%	1	0.6%
Promotional Literature	7	7	6	8	28	9.4%	16	9.0%
Supervisor/Manager	0	0	0	0	0	0.0%	1	0.6%
Trauma Debriefing	0	0	0	0	0	0.0%	1	0.6%
Union Representative	0	0	0	1	1	0.3%	0	0.0%
Web Intake	1	5	4	3	13	4.4%	4	2.3%
Website Viewing	1	1	1	2	5	1.7%	3	1.7%
Wellness Seminar	0	0	0	0	0	0.0%	0	0.0%
Worksite Health Services	1	0	0	0	1	0.3%	0	0.0%
Declined	4	11	6	2	23	7.7%	20	11.2%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Client Category	52	108	73	67	300		179			
Judge	27	69	43	43	182	60.7%	118	65.9%	87.5%	88.1%
Spouse/Partner	11	11	12	8	42	14.0%	23	12.9%	9.0%	8.5%
Dependant	14	28	17	14	73	24.3%	36	20.1%	3.2%	3.3%
Retiree/Pensioner	0	0	1	2	3	1.0%	2	1.1%	0.3%	0.2%

SPECIAL INFORMATION

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Client Category	51	108	72	67	298		175	
Retired Judge	3	4	2	5	14	4.7%	15	8.6%
Active Judge	34	78	52	51	215	72.2%	117	66.9%
Skipped	4	15	7	2	28	9.4%	13	7.4%
Unknown	3	6	3	4	16	5.4%	6	3.4%
Declined	7	5	8	5	25	8.4%	24	13.7%

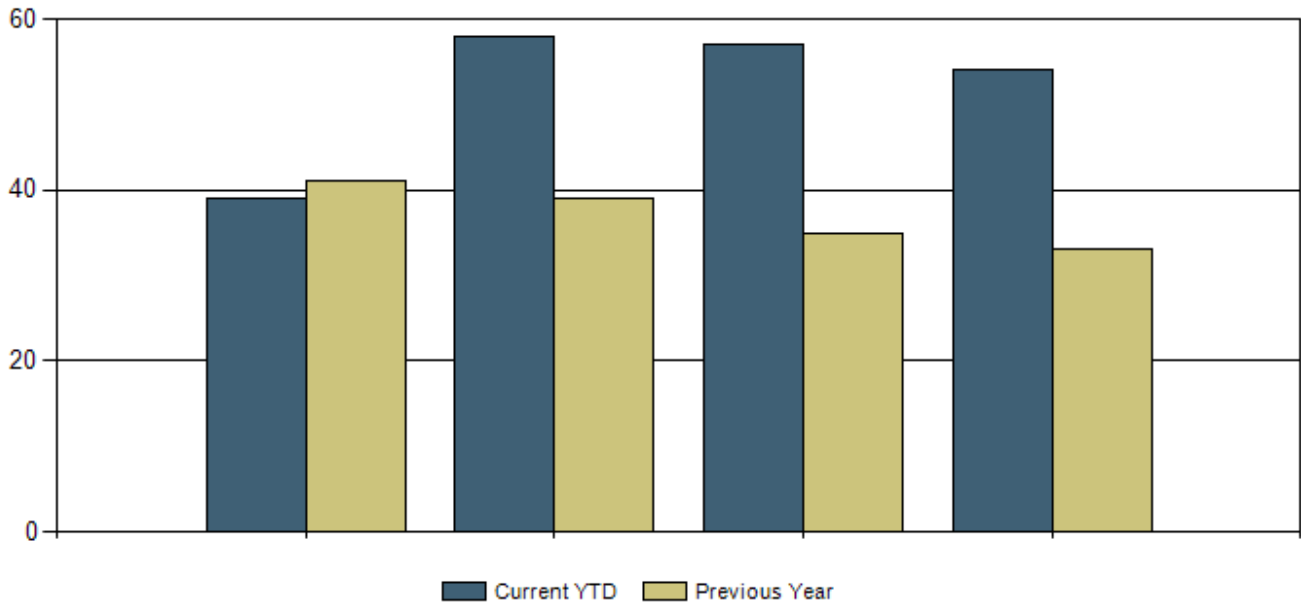
3. CLIENT PROFILE

Member DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Gender	27	69	43	43	182		119			
Female	13	37	14	25	89	48.9%	69	58.0%	65.6%	66.7%
Male	14	32	29	18	93	51.1%	50	42.0%	34.4%	33.3%
Years of Service	26	69	43	43	181		118			
Under 1 year	0	0	0	0	0	0.0%	8	6.8%	10.2%	7.4%
1-4 years	6	10	8	16	40	22.1%	12	10.2%	24.6%	23.0%
5-14 years	11	29	13	15	68	37.6%	40	33.9%	28.5%	35.5%
15 Years and Over	4	12	10	6	32	17.7%	37	31.4%	11.7%	17.5%
Declined	5	18	12	6	41	22.7%	21	17.8%	25.0%	16.5%
Age Group	27	69	43	43	182		119			
Under 20 Years	0	0	0	0	0	0.0%	2	1.7%	0.7%	0.2%
20-29 Years	0	0	3	0	3	1.7%	0	0.0%	8.6%	9.1%
30-39 Years	0	3	1	0	4	2.2%	0	0.0%	37.6%	30.4%
40-49 Years	2	8	3	7	20	11.0%	17	14.3%	30.1%	32.1%
50 Years and Over	25	58	36	36	155	85.2%	99	83.2%	22.5%	27.7%
Declined	0	0	0	0	0	0.0%	1	0.8%	0.5%	0.5%

4. OUTCOMES

NUMBER OF CLOSED COUNSELLING INTERVENTIONS



	Q1	Q2	Q3	Q4	Total
Current YTD	39	58	57	54	208
Previous Year	41	39	35	33	148

GOAL OUTCOME MEASURE

	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	39	58	57	54	208
% Goal Attainment	100.0	94.1	93.6	96.3	95.6

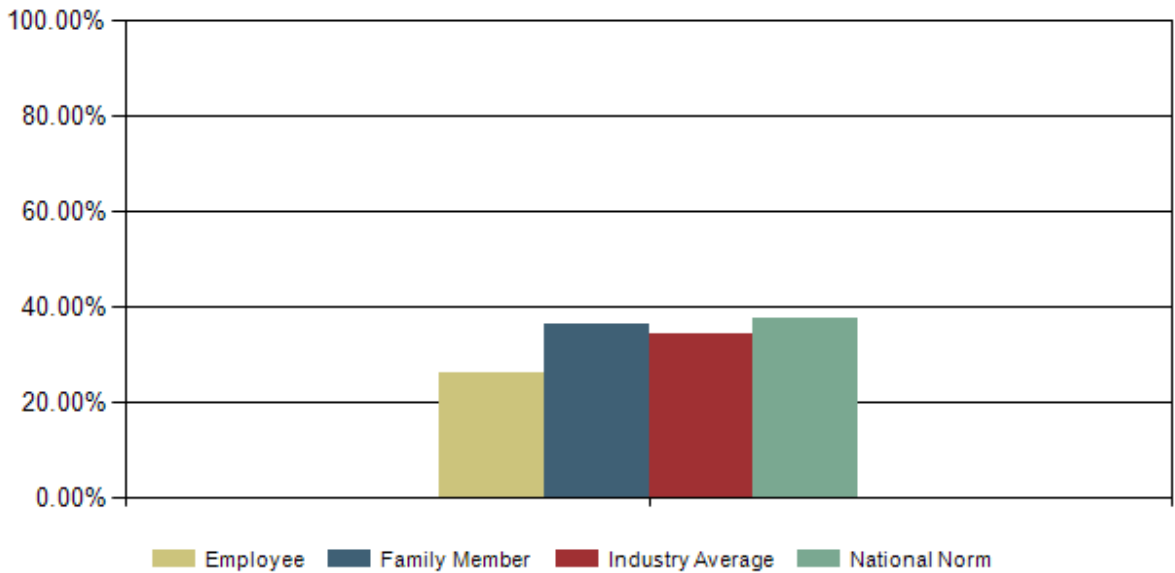
CLOSED COUNSELLING GOALS BY CATEGORY

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Addiction Related	4	8	6	5	23	13
Couple/Relationship	3	7	7	13	30	31
Family	12	10	10	5	37	25
Personal/Emotional	12	33	34	25	104	78
Work Related	4	2	5	5	16	17
Total	35	60	62	53	210	164

4. OUTCOMES

DEPRESSION SCREENING

Percentage Indicating Moderate/Severe Depression



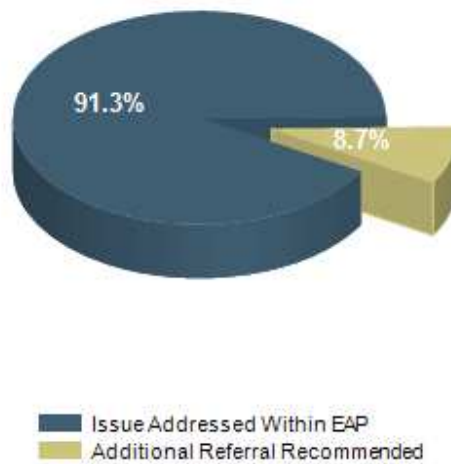
	Total
Member	26.2%
Family Member	36.4%
Industry Average	34.2%
National Norm	37.5%

Of the 94 clients (61 members, 33 family members) who completed the depression screening tool while accessing counselling services in the year to date, 26.2% of members and 36.4% 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	1	4	7	3	15
Referral Declined	0	1	2	0	3
Total	1	5	9	3	18

REFERRAL RESOURCE

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	0	1	0	0	1
Community Resources	0	2	1	1	4
Family Physician	1	1	2	2	6
Group Support	0	0	1	0	1
Hospital	0	0	0	0	0
Psychiatric	0	0	0	0	0
Specialized Counselling	0	0	3	0	3
Total	1	4	7	3	15

4. OUTCOMES

CLIENT SATISFACTION

	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	10	3	12	8	33

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.	68%	26%	6%	0%	0%
2 I was satisfied with the attention given to me when I first contacted the JCP.	74%	24%	3%	0%	0%
3 The person I spoke to when I first called the JCP was sensitive to my needs.	71%	24%	3%	3%	0%
4 I felt the provider :					
a understood my problems and concerns.	71%	24%	3%	3%	0%
b provided relevant information that assisted me with my problems.	53%	41%	6%	0%	0%
c helped me to consider options and solutions to resolve my problems.	62%	29%	9%	0%	0%
5 a I learned some new things about how to better manage my problems.	35%	50%	9%	6%	0%
b I have been able to make positive changes based on what I learned.	38%	53%	3%	6%	0%
c I am better able to function at home.	24%	53%	18%	6%	0%
d I have improved my relationship with co-workers and/or supervisor.	10%	21%	66%	3%	0%
e I have improved my ability to cope with job demands.	14%	25%	57%	4%	0%
f I have improved my work attendance.	4%	11%	81%	0%	4%
	Yes		No		
6 a If you had not received assistance, would your problem or concern likely have caused you to be away from work?	37%		63%		
	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%	43%	0%	43%	14%
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
7 I would use the JCP again.	75%	22%	0%	3%	0%
8 I would recommend the JCP to others.	75%	22%	0%	3%	0%
9 Overall, I was satisfied with the JCP.	77%	19%	0%	3%	0%