

JUDGES COUNSELLING PROGRAM

Provided for

# JUDGES COUNSELLING PROGRAM

Fourth Quarter Report

1 July 2014 to 30 June 2015



## 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**

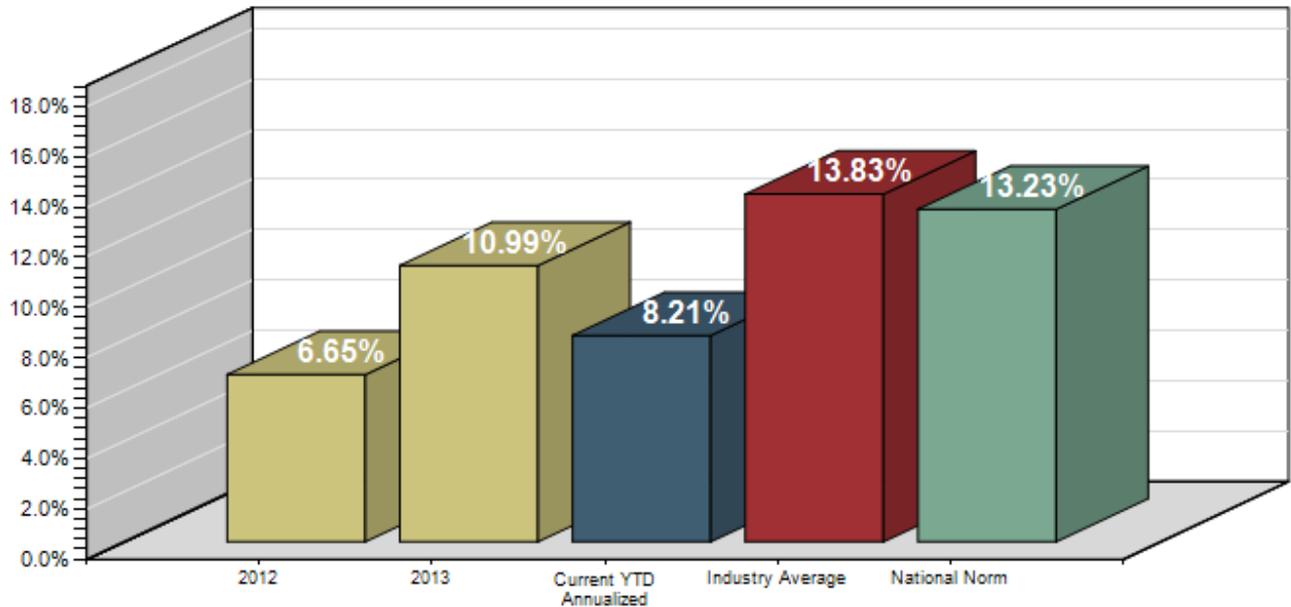
The client profile section provides a non-identifying summary of who is using the program. As part of our standard statistical report, information is provided on the client category (e.g. member or family member), as well as insight into how the client heard about the program. There are also standard 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 QUARTER<sup>1</sup>

	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	60	46	43	195	1.58%	7.15%	7.15%
WorkLife Services	14	12	1	2	29	0.07%	1.06%	1.06%
<b>TOTAL Accesses</b>	<b>60</b>	<b>72</b>	<b>47</b>	<b>45</b>	<b>224</b>	<b>1.65%</b>	<b>8.21%</b>	<b>8.21%</b>

Budgeted Utilization Rate: 4.5%

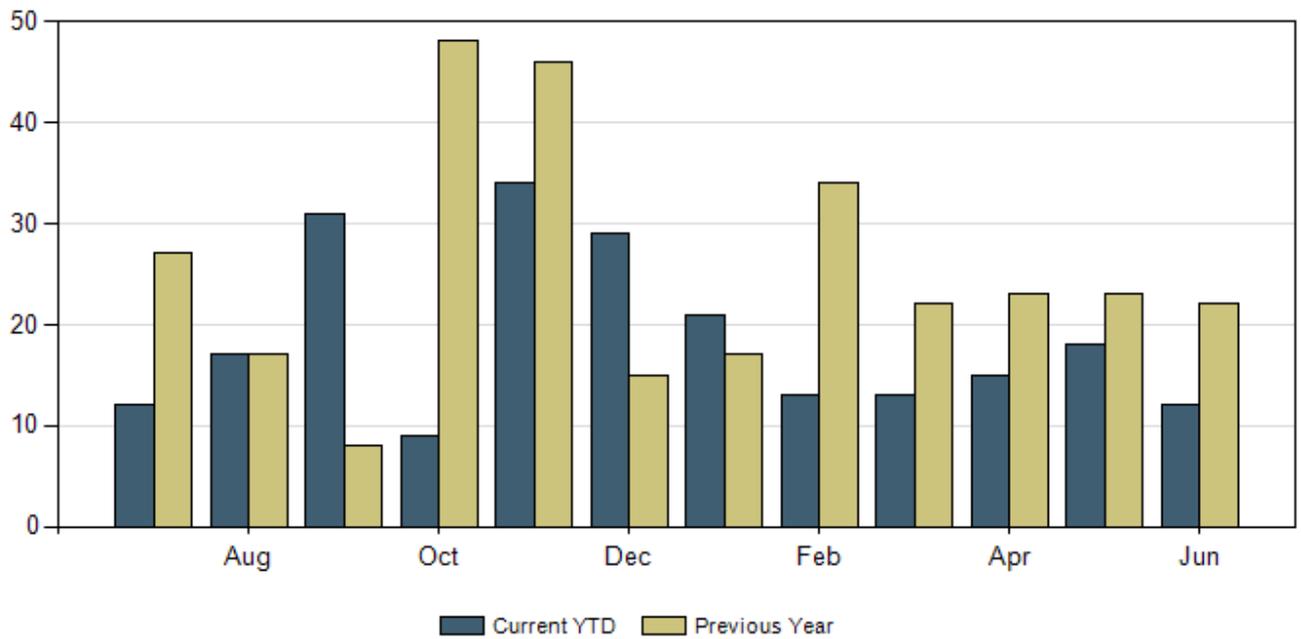
<sup>1</sup>For any services that are counted at a ratio other than 1:1, the utilization above has been calculated based on the ratio. Number of members under contract reflects the weighted average population of each quarter and in the year to date.

**1. UTILIZATION**

**SERVICES OUTSIDE UTILIZATION**

	Q1	Q2	Q3	Q4	Current YTD
Workplace Support Program	0	0	0	0	0
Management Consultation	0	0	0	0	0
<b>Total Accesses</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**SERVICES ACCESSED BY MONTH**

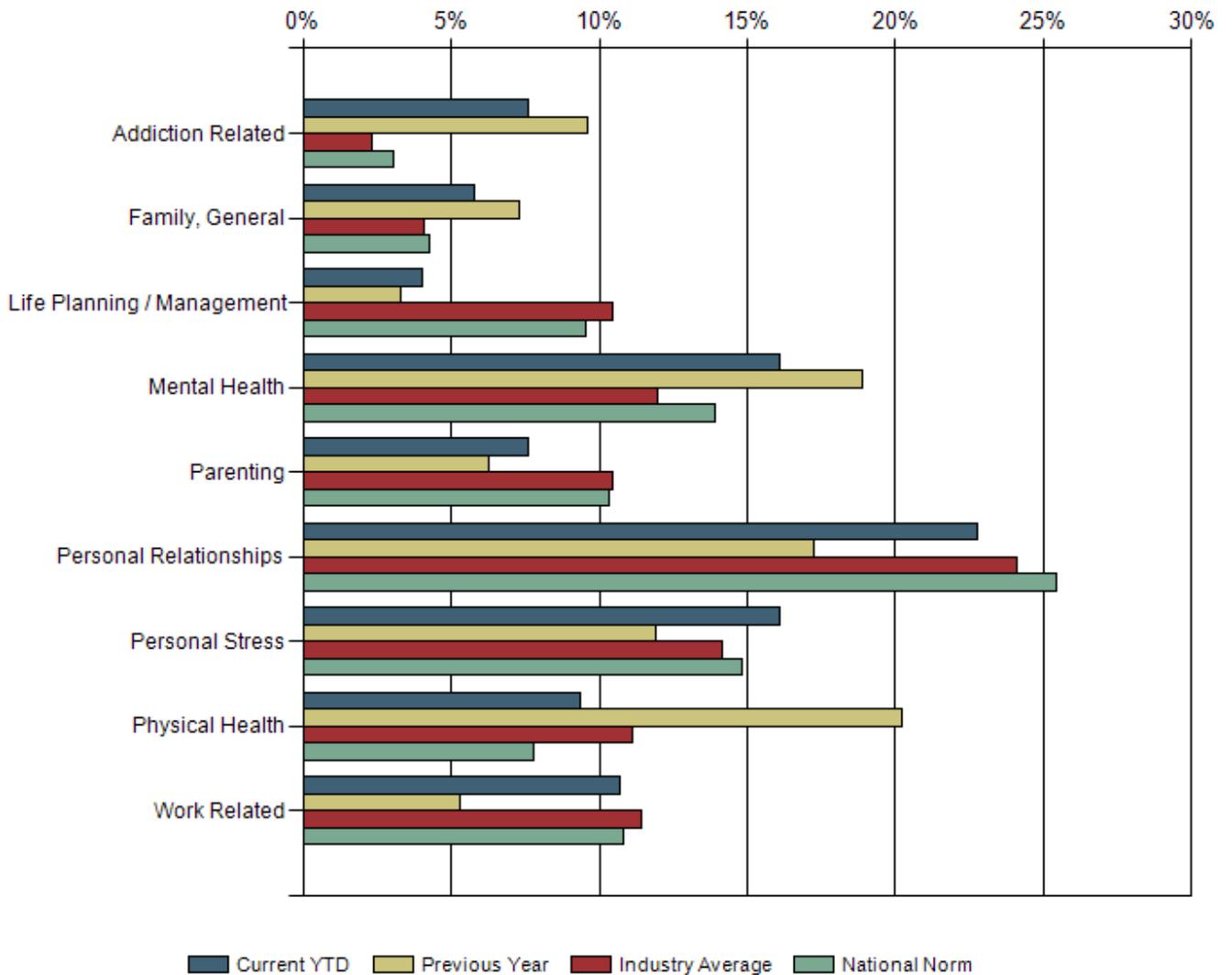


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Current YTD	12	17	31	9	34	29	21	13	13	15	18	12	224
Previous Year	27	17	8	48	46	15	17	34	22	23	23	22	302

**2. EMERGING ISSUES**

**COMPARATIVE OVERVIEW OF EMERGING ISSUES**

Based on current year to date accesses: 224

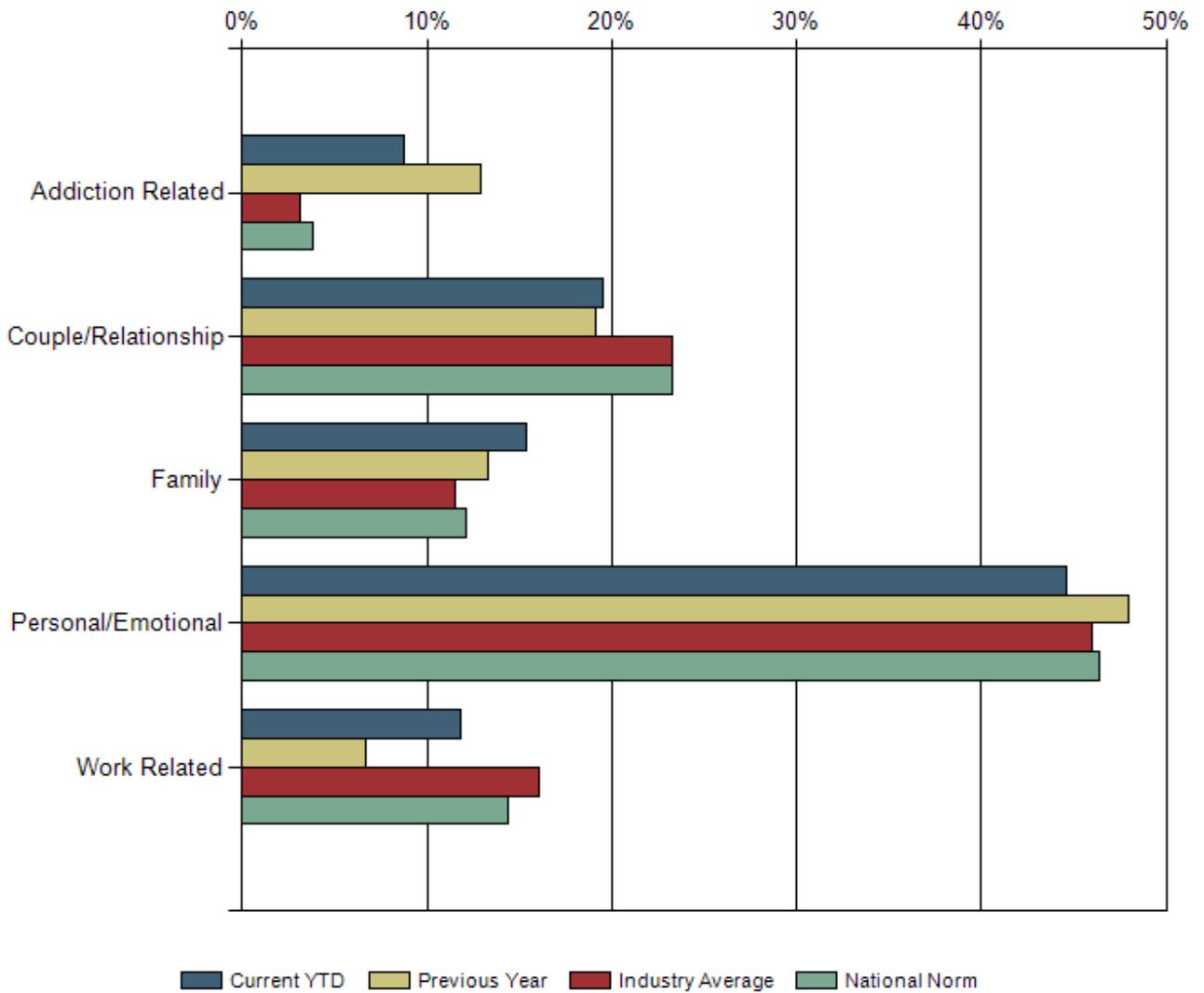


	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	7.6%	5.8%	4.0%	16.1%	7.6%	22.8%	16.1%	9.4%	10.7%
Previous Year	9.6%	7.3%	3.3%	18.9%	6.3%	17.2%	11.9%	20.2%	5.3%
Industry Average	2.3%	4.1%	10.5%	12.0%	10.4%	24.1%	14.2%	11.1%	11.4%
National Norm	3.0%	4.3%	9.5%	13.9%	10.3%	25.4%	14.8%	7.8%	10.8%

**2. EMERGING ISSUES**

**COMPARATIVE OVERVIEW OF COUNSELLING SERVICE**

Based on current year to date accesses: 195



	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	8.7%	19.5%	15.4%	44.6%	11.8%
Previous Year	12.9%	19.1%	13.3%	48.0%	6.7%
Industry Average	3.1%	23.3%	11.5%	45.9%	16.1%
National Norm	3.8%	23.3%	12.2%	46.4%	14.4%

## 2. EMERGING ISSUES

## COUNSELLING SERVICE: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
<b>Addiction Related</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>17</b>	<b>8.7%</b>	<b>29</b>	<b>12.9%</b>	<b>3.1%</b>	<b>3.8%</b>
Alcohol	0	4	2	2	8	4.1%	16	7.1%	1.2%	1.7%
Drug	1	1	0	0	2	1.0%	2	0.9%	0.5%	0.7%
Smoking	0	0	0	0	0	0.0%	3	1.3%	0.3%	0.2%
Addiction Other	0	0	1	1	2	1.0%	3	1.3%	0.3%	0.4%
Other's Addiction	4	1	0	0	5	2.6%	5	2.2%	0.6%	0.6%
<b>Couple / Relationship</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>14</b>	<b>38</b>	<b>19.5%</b>	<b>43</b>	<b>19.1%</b>	<b>23.3%</b>	<b>23.3%</b>
Communication / Conflict Resolution	2	2	4	7	15	7.7%	11	4.9%	6.0%	6.1%
Relationship Breakdown	0	2	2	1	5	2.6%	12	5.3%	3.3%	3.4%
Relationship – General	1	5	2	2	10	5.1%	13	5.8%	9.1%	8.2%
Separation / Divorce	2	0	2	4	8	4.1%	7	3.1%	4.5%	5.0%
<b>Family</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>30</b>	<b>15.4%</b>	<b>30</b>	<b>13.3%</b>	<b>11.5%</b>	<b>12.2%</b>
Adolescent Behaviour	0	6	2	1	9	4.6%	8	3.6%	2.3%	2.6%
Child Behaviour	0	0	0	1	1	0.5%	4	1.8%	2.2%	2.6%
Communication	4	2	3	2	11	5.6%	11	4.9%	2.8%	3.2%
Elder Related	0	0	0	0	0	0.0%	1	0.4%	0.3%	0.2%
Extended Family Relations	1	0	0	0	1	0.5%	2	0.9%	0.7%	0.6%
Family Planning	0	0	1	0	1	0.5%	0	0.0%	0.2%	0.2%
Parenting	3	1	0	3	7	3.6%	4	1.8%	2.7%	2.5%
<b>Personal / Emotional</b>	<b>24</b>	<b>27</b>	<b>19</b>	<b>17</b>	<b>87</b>	<b>44.6%</b>	<b>108</b>	<b>48.0%</b>	<b>45.9%</b>	<b>46.4%</b>
Abuse	0	0	1	0	1	0.5%	1	0.4%	0.4%	0.7%
Anger Issues	0	1	0	0	1	0.5%	2	0.9%	1.0%	1.2%
Anxiety	3	2	2	2	9	4.6%	24	10.7%	7.0%	7.2%
Depression	2	6	4	4	16	8.2%	16	7.1%	5.2%	5.5%
Grief	2	1	1	1	5	2.6%	4	1.8%	2.3%	2.5%
Life Stages	1	2	1	1	5	2.6%	7	3.1%	2.9%	2.8%

Mental Health Condition	1	1	0	0	2	1.0%	8	3.6%	1.2%	1.2%
Post Trauma	0	1	0	0	1	0.5%	3	1.3%	0.9%	1.4%
Self Esteem	1	1	0	2	4	2.1%	0	0.0%	0.9%	0.8%
Stress	9	11	9	7	36	18.5%	35	15.6%	20.4%	20.2%
Suicidal Risk	2	1	0	0	3	1.5%	4	1.8%	0.6%	0.7%
Other	3	0	1	0	4	2.1%	4	1.8%	3.0%	2.0%
<b>Work Related</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>2</b>	<b>23</b>	<b>11.8%</b>	<b>15</b>	<b>6.7%</b>	<b>16.1%</b>	<b>14.4%</b>
Career	2	4	2	0	8	4.1%	4	1.8%	6.1%	3.7%
Work Performance	0	0	0	0	0	0.0%	1	0.4%	0.5%	0.5%
Work Relationships / Conflict	1	0	0	0	1	0.5%	1	0.4%	1.0%	1.4%
Workplace Stress	0	5	6	2	13	6.7%	9	4.0%	8.2%	8.2%
Workplace Violence / Harassment	1	0	0	0	1	0.5%	0	0.0%	0.4%	0.6%
<b>Total</b>	<b>46</b>	<b>60</b>	<b>46</b>	<b>43</b>	<b>195</b>	<b>100.0%</b>	<b>225</b>	<b>100.0%</b>		

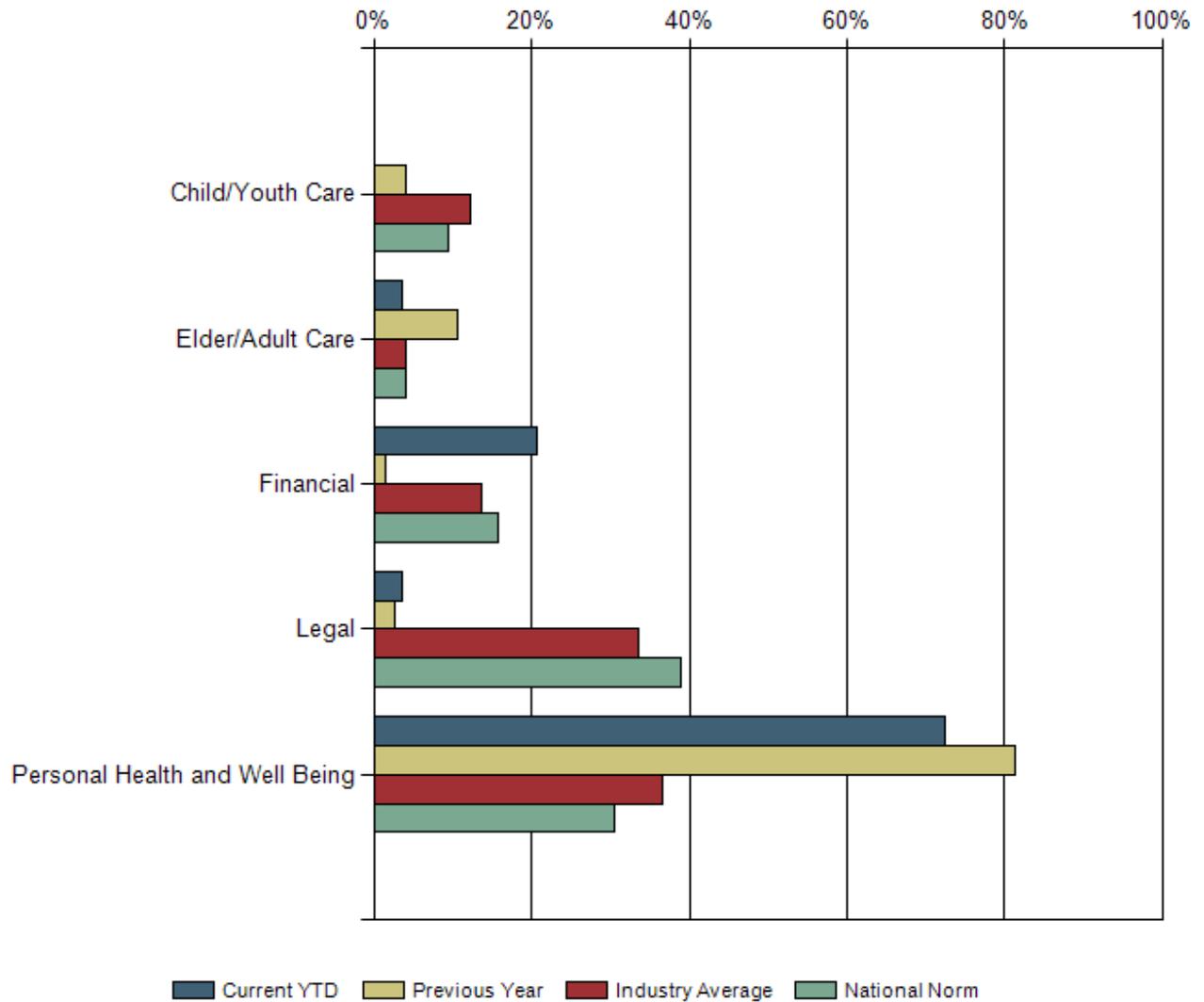
**COUNSELLING SERVICE: METHOD OF DELIVERY**

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Coach Chat	2	5	2	4	13	0
E-Counselling	1	3	1	1	6	2
First Chat	0	0	0	0	0	0
Group Counselling	0	0	0	0	0	0
Health and Wellness Resource	0	9	2	0	11	10
In Person	29	27	29	29	114	138
On-Line Tools	0	1	1	0	2	9
Tele-Counselling	14	15	10	9	48	65
Video-Counselling	0	0	1	0	1	1
<b>Total</b>	<b>46</b>	<b>60</b>	<b>46</b>	<b>43</b>	<b>195</b>	<b>225</b>

**2. EMERGING ISSUES**

**COMPARATIVE OVERVIEW OF WORKLIFE SERVICES**

Based on current year to date accesses: 29



	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	0.0%	3.5%	20.7%	3.5%	72.4%
Previous Year	4.0%	10.7%	1.3%	2.7%	81.3%
Industry Average	12.2%	4.0%	13.7%	33.4%	36.6%
National Norm	9.3%	4.0%	15.7%	38.9%	30.5%

## 2. EMERGING ISSUES

### WORKLIFE SERVICES: DETAIL

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
<b>Child/Youth Care</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>3</b>	<b>4.0%</b>	<b>12.2%</b>	<b>9.3%</b>
Day Care	0	0	0	0	0	0.0%	2	2.7%	1.4%	1.0%
Expectant & New Parents	0	0	0	0	0	0.0%	1	1.3%	3.9%	2.6%
<b>Elder/Adult Care</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3.5%</b>	<b>8</b>	<b>10.7%</b>	<b>4.0%</b>	<b>4.0%</b>
Compassionate Care & Bereavement	1	0	0	0	1	3.5%	1	1.3%	1.9%	2.2%
Elder/Adult Care Resources & Information	0	0	0	0	0	0.0%	5	6.7%	0.9%	0.8%
Home Support Services	0	0	0	0	0	0.0%	2	2.7%	0.5%	0.4%
<b>Financial</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>20.7%</b>	<b>1</b>	<b>1.3%</b>	<b>13.7%</b>	<b>15.7%</b>
Debt/Credit	0	1	1	1	3	10.3%	0	0.0%	6.6%	8.4%
Divorce	0	2	0	0	2	6.9%	0	0.0%	1.7%	2.5%
Employment Transition	0	1	0	0	1	3.5%	0	0.0%	0.8%	0.4%
Retirement	0	0	0	0	0	0.0%	1	1.3%	0.9%	1.0%
<b>Legal</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3.5%</b>	<b>2</b>	<b>2.7%</b>	<b>33.4%</b>	<b>38.9%</b>
Criminal Law	0	0	0	0	0	0.0%	1	1.3%	1.6%	2.4%
Separation/Divorce	0	1	0	0	1	3.5%	0	0.0%	11.5%	14.9%
Wills & Estates	0	0	0	0	0	0.0%	1	1.3%	3.1%	3.2%
<b>Personal Health and Well Being</b>	<b>13</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>21</b>	<b>72.4%</b>	<b>61</b>	<b>81.3%</b>	<b>36.6%</b>	<b>30.5%</b>
Fitness Coaching	10	0	0	0	10	34.5%	38	50.7%	14.1%	9.1%
Health Coaching	0	1	0	0	1	3.5%	1	1.3%	1.0%	1.6%
Naturopathic Services	0	1	0	0	1	3.5%	4	5.3%	2.6%	2.1%
Nutrition, Disease State Management	0	0	0	0	0	0.0%	2	2.7%	1.5%	1.3%
Nutrition, General Healthy Eating	2	5	0	1	8	27.6%	11	14.7%	13.9%	12.9%
Nutrition, Weight Management	1	0	0	0	1	3.5%	5	6.7%	3.5%	3.3%
<b>Total</b>	<b>14</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>29</b>	<b>100.0%</b>	<b>75</b>	<b>100.0%</b>		

**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	0.0%
Workplace Referral Program	0	0	0	0	0	0.0%	2	100.0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>2</b>	<b>100.0%</b>

### 3. CLIENT PROFILE

#### CLIENT DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
<b>Source of Information</b>	<b>59</b>	<b>72</b>	<b>46</b>	<b>44</b>	<b>221</b>		<b>298</b>	
Caller was a Previous Client	5	13	5	8	31	14.0%	47	15.8%
Co-worker	5	1	1	4	11	5.0%	23	7.7%
Family Member	29	24	17	15	85	38.5%	96	32.2%
Human Resources	5	9	8	7	29	13.1%	25	8.4%
Information Booth	0	0	0	1	1	0.5%	1	0.3%
Internal Communication	4	5	2	1	12	5.4%	21	7.1%
My EAP Mobile Application	2	4	0	1	7	3.2%	8	2.7%
Orientation	0	1	2	3	6	2.7%	5	1.7%
Peer Support Team/Wellness Bureau	0	0	0	0	0	0.0%	1	0.3%
Promotional Literature	4	6	4	1	15	6.8%	28	9.4%
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	1	0	0	1	0.5%	1	0.3%
Web Intake	0	0	0	0	0	0.0%	13	4.4%
Website Viewing	1	1	0	0	2	0.9%	5	1.7%
Wellness Seminar	0	0	0	0	0	0.0%	0	0.0%
Worksite Health Services	0	0	2	0	2	0.9%	1	0.3%
Declined	4	7	5	3	19	8.6%	23	7.7%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
<b>Client Category</b>	<b>60</b>	<b>72</b>	<b>47</b>	<b>45</b>	<b>224</b>		<b>300</b>			
Member	35	39	29	25	128	57.2%	182	60.7%	87.4%	87.4%
Spouse/Partner	6	10	3	6	25	11.2%	42	14.0%	8.8%	8.4%
Dependant	19	23	15	14	71	31.7%	73	24.3%	3.4%	3.9%
Retiree/Pensioner	0	0	0	0	0	0.0%	3	1.0%	0.3%	0.2%

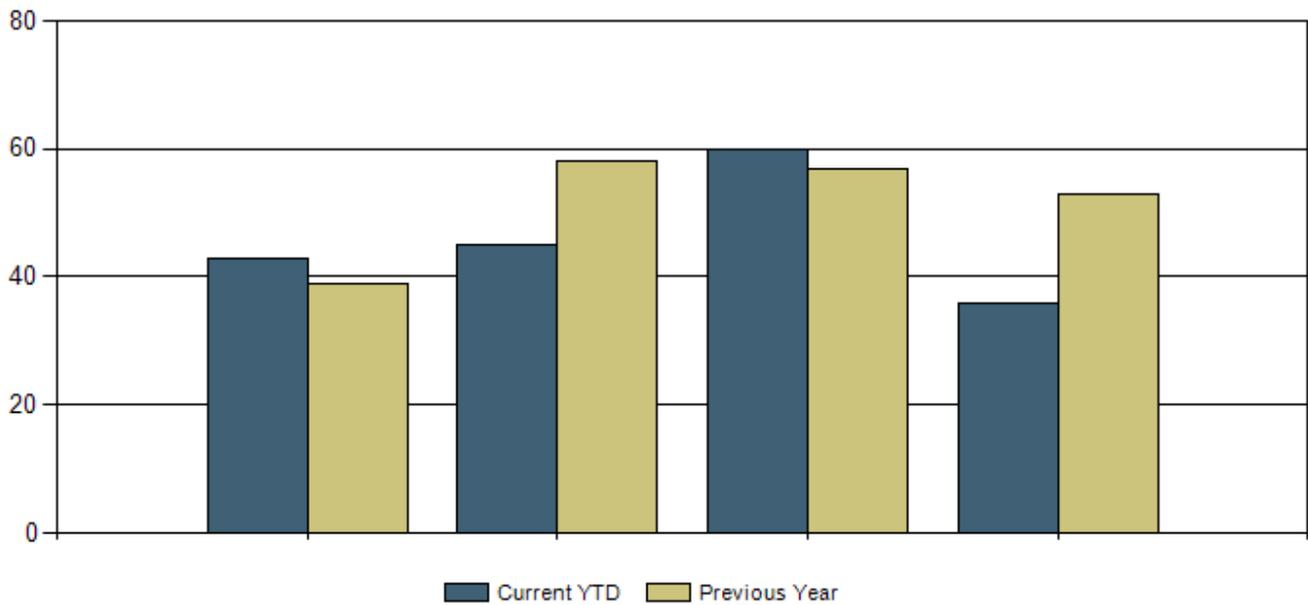
### 3. CLIENT PROFILE

#### MEMBER DEMOGRAPHICS

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
<b>Gender</b>	<b>32</b>	<b>37</b>	<b>22</b>	<b>20</b>	<b>111</b>		<b>182</b>			
Female	16	18	11	7	52	46.9%	89	48.9%	65.3%	65.9%
Male	16	19	11	13	59	53.2%	93	51.1%	34.7%	34.1%
<b>Years of Service</b>	<b>32</b>	<b>37</b>	<b>21</b>	<b>20</b>	<b>110</b>		<b>181</b>			
Under 1 year	0	4	1	4	9	8.2%	0	0.0%	8.8%	7.1%
1-4 years	6	3	2	3	14	12.7%	40	22.1%	26.9%	23.6%
5-14 years	14	18	5	5	42	38.2%	68	37.6%	28.8%	36.1%
15 Years and Over	2	6	7	6	21	19.1%	32	17.7%	12.9%	18.7%
Declined	10	6	6	2	24	21.8%	41	22.7%	22.6%	14.5%
<b>Age Group</b>	<b>32</b>	<b>37</b>	<b>22</b>	<b>20</b>	<b>111</b>		<b>182</b>			
Under 20 Years	0	0	0	0	0	0.0%	0	0.0%	0.4%	0.2%
20-29 Years	0	0	0	0	0	0.0%	3	1.7%	8.6%	8.5%
30-39 Years	0	1	0	0	1	0.9%	4	2.2%	37.6%	30.3%
40-49 Years	6	7	2	5	20	18.0%	20	11.0%	29.0%	32.1%
50 Years and Over	26	29	20	15	90	81.1%	155	85.2%	24.0%	28.5%
Declined	0	0	0	0	0	0.0%	0	0.0%	0.4%	0.4%

**4. OUTCOMES**

**NUMBER OF CLOSED COUNSELLING INTERVENTIONS**



	Q1	Q2	Q3	Q4	Total
Current YTD	43	45	60	36	184
Previous Year	39	58	57	53	207

**GOAL OUTCOME MEASURE**

	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	43	45	60	36	184
% Goal Attainment	93.5	96.4	97.1	89.1	94.4

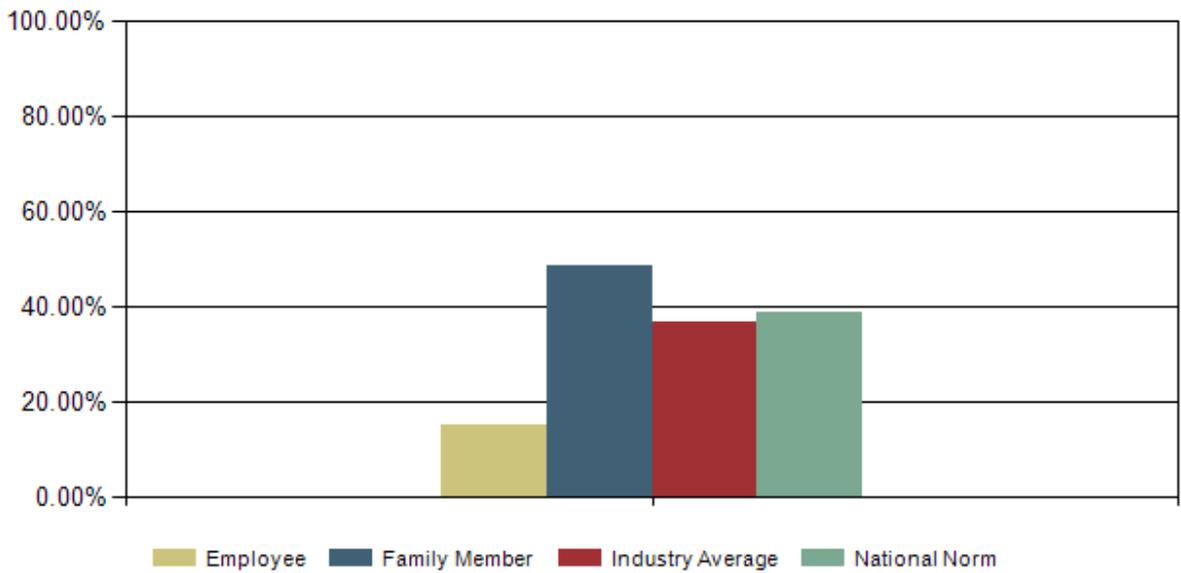
**CLOSED COUNSELLING GOALS BY CATEGORY**

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Addiction Related	6	6	9	5	26	13.0%	23	11.0%
Couple/Relationship	9	11	8	12	40	20.0%	30	14.3%
Family	7	5	2	7	21	10.5%	37	17.6%
Personal/Emotional	20	34	32	16	102	51.0%	104	49.5%
Work Related	1	4	4	2	11	5.5%	16	7.6%
<b>Total</b>	<b>43</b>	<b>60</b>	<b>55</b>	<b>42</b>	<b>200</b>	<b>100.0%</b>	<b>210</b>	<b>100.0%</b>

**4. OUTCOMES**

**DEPRESSION SCREENING**

Percentage Indicating Moderate/Severe Depression



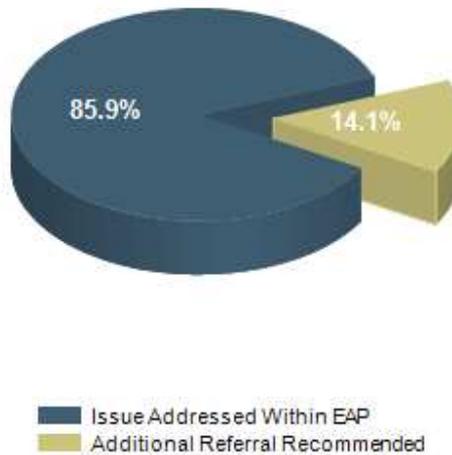
	Total
Member	15.3%
Family Member	48.8%
Industry Average	36.8%
National Norm	39.0%

Of the 100 clients (59 members, 41 family members) who completed the depression screening tool while accessing counselling services in the year to date, 15.3% of members and 48.8% 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	8	3	26
Referral Declined	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>26</b>

**REFERRAL RESOURCE**

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	1	0	2	0	3
Community Resources	2	7	2	0	11
Family Physician	1	1	2	1	5
Group Support	0	1	0	0	1
Hospital	0	0	0	0	0
Psychiatric	0	1	0	1	2
Specialized Counselling	1	0	2	1	4
<b>Total</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>26</b>

**4. OUTCOMES**

**CLIENT SATISFACTION**

	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	10	4	5	3	22

**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.	86%	14%	0%	0%	0%
2 I was satisfied with the attention given to me when I first contacted the JCP.	86%	5%	9%	0%	0%
3 The person I spoke to when I first called the JCP was sensitive to my needs.	82%	9%	5%	5%	0%
4 I felt the provider or resource :					
a understood my problems and concerns.	86%	5%	5%	0%	5%
b provided relevant information that assisted me with my problems.	86%	9%	0%	5%	0%
c helped me to consider options and solutions to resolve my problems.	82%	14%	0%	0%	5%
5 a I learned some new things about how to better manage my problems.	73%	9%	9%	9%	0%
b I have been able to make positive changes based on what I learned.	82%	5%	9%	5%	0%
c I am better able to function at home.	62%	19%	14%	0%	5%
d I have improved my relationship with co-workers and/or supervisor.	48%	14%	38%	0%	0%
e I have improved my ability to cope with job demands.	43%	10%	43%	5%	0%
f I have improved my work attendance.	29%	10%	62%	0%	0%
	<b>Yes</b>		<b>No</b>		
6 a If you had not received assistance, would your problem or concern likely have caused you to be away from work?	53%		47%		
	<b>0-1</b>	<b>2-4</b>	<b>5-10</b>	<b>10-20</b>	<b>&gt;20</b>
6 b If yes, please estimate how many days you would have been away from work?	10%	20%	20%	10%	40%
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
7 I would use the JCP again.	82%	14%	0%	0%	5%
8 I would recommend the JCP to others.	82%	9%	5%	0%	5%
9 Overall, I was satisfied with the JCP.	86%	5%	0%	5%	5%