

2015 EMPLOYEE ASSISTANCE PROGRAM EXECUTIVE SUMMARY

CLINICAL CLIENT SERVICES

2015 Highlights

- 362 clients
- 838 contact hours, 2.3 average hours/client
- 63% of clients are self-referred, 27% are referred by a manager/supervisor
- 37% cite work-related problems (difficulties with co-workers or supervisors, organizational change, career concerns) as the reason for counseling
- 54% are female
- 55% are insured by Kaiser Permanente, 37% are insured by Blue Shield
- Counseling clients increased slightly in 2015 despite staff transitions

Critical Incident Situation Debriefings

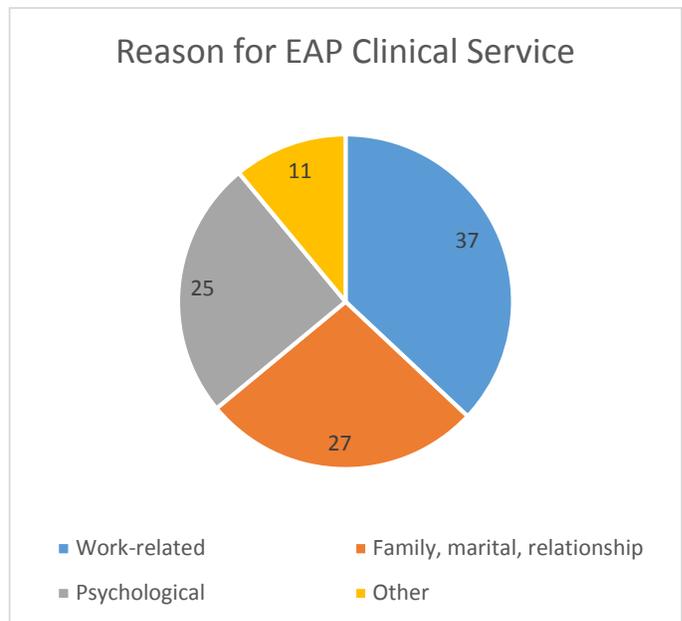
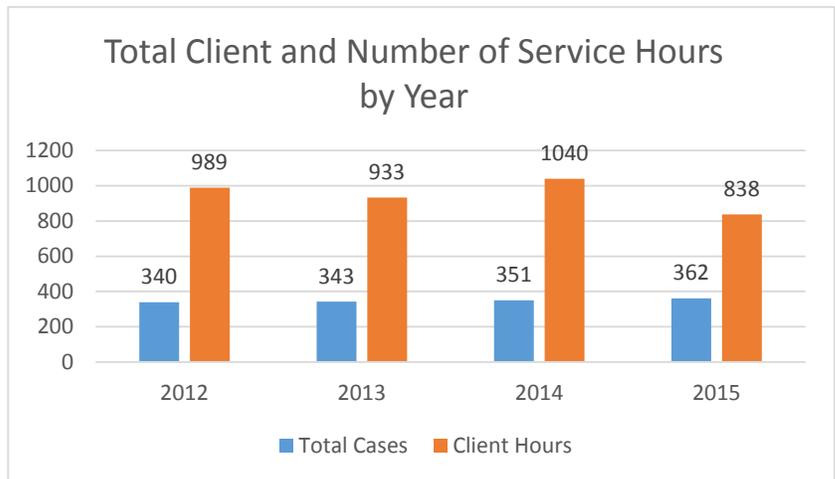
- Served 8 employees affected by workplace violence
- Provided three group-based CISDs

Mediations

- Provided 8 mediations for 16 employees

Administrative

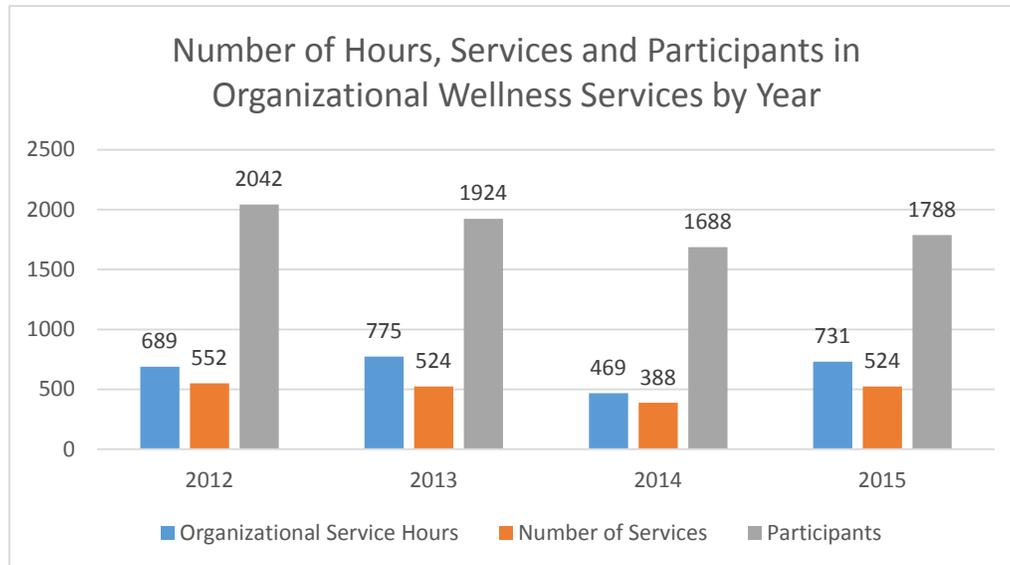
- EAP added one new counselor position increasing the staff to 3.
- EAP hired two new EAP Counselors and promoted a new Senior EAP Counselor.



ORGANIZATIONAL WELLNESS SERVICES

2015 Highlights

- 524 organizational services to 1788 employees
- Organizational/management consultations were the most frequently requested organizational service
- Employee education and training is the second most popular
- 28 of the educational events were sponsored by Champions



Crisis Response Package

- EAP developed a combination of supervisor training on Psychological First Aid, group Critical Incident Stress Debriefings (CISDs) and group support/resiliency training to train and support their staff mitigating the negative effects of trauma.

Non-Violent Crisis Intervention

- This training was expanded in 2015 through a pilot program to include a pre-training workplace assessment, the full all-day training, a four hour refresher and follow-up evaluation of the training.
- 16 work groups expressed interest of which 6 were chosen. At present, the pilot program is still underway.