



**CITY OF DURHAM
EAP UTILIZATION REPORT**

Location: Durham
Quarter: First Quarter Through March 31
Year: 2011
Client Population: 2606

2011 Estimated Annual Utilization 7.2%

	1st Qtr	YTD	PTD
Number of New Clients			
Employees	32	32	2699
Family Members	14	14	1234
Retirees	1	1	51
Retiree Family Members	0	0	28
Referral Sources			
Self	45	45	3708
Supervisor	2	2	304
Clients' Gender			
Male	20	20	1989
Female	27	27	2023
Clients' Ethnic Group			
Caucasian	18	18	2136
African-American	26	26	1749
Hispanic	3	3	65
Other	0	0	34
Native American	0	0	10
Asian	0	0	15
Unknown	0	0	3
Primary Presenting Problem			
Marital/Family/Child	27	27	2053
Emot/Psych.	8	8	907
Alcohol	1	1	143
Drugs	0	0	159
Alcohol & Drugs	0	0	52
Other's Substance Use	0	0	19
Job Stress	2	2	250
Job Perf.	1	1	52
Job Related	5	5	179
Financial	1	1	33
Legal*	0	0	18
Other	<u>2</u>	<u>2</u>	<u>155</u>
Total	47	47	4020
Clients' Disposition			
Inpatient	0	0	62
Outpatient	2	2	1743
Resolved in EAP	5	5	2147
Continuing	40	40	60
Additional Services			
Emergency/24 hour Crisis Line Consults	2	2	91
Total Number of Clinical Phone Consults	3	3	278
Total Number of Mgmt/Supervisory Consults re:			
employees	3	3	146
organizational development	0	0	6
Fitness-For-Duty Coordination	0	0	3
Large Scale Case Mgmt (ceased service 09/2008)	0	0	269
Trainings/Talks			
Psycho-educational Programs	2	2	50
Number of attendees	65	65	927
Critical Incident Stress Debriefing	0	0	14
Number of attendees	0	0	95
Workgroup Consult	0	0	4
Number of attendees	0	0	35
Health/Wellness Fair	0	0	4
Number of attendees	0	0	260

*Legal problems reported in addition to other categories, so that overall total will be greater than the total number of cases.