

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**General Summary**

**New/Ongoing Case Summary**

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2008-12/2008	1/2007-12/2007
Total New Cases	136	99	108	90	433	600

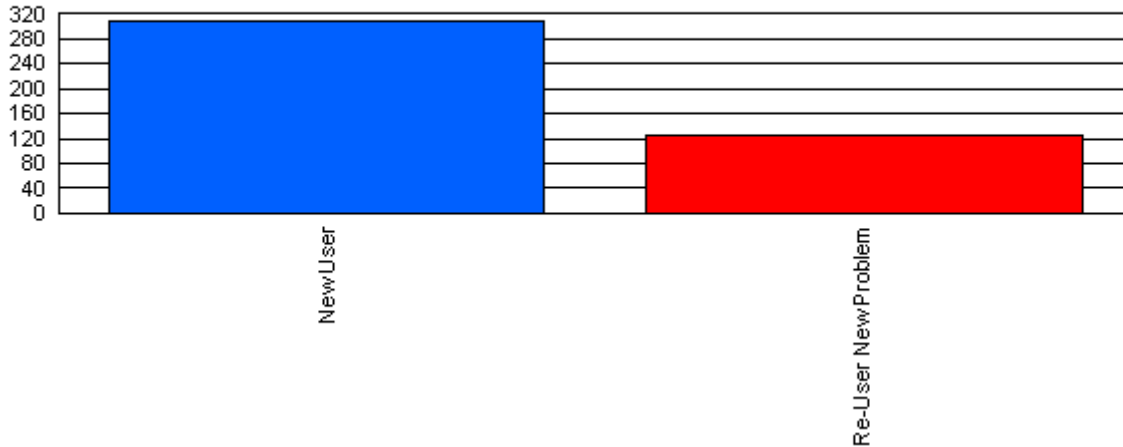
**Penetration Rate**

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2008-12/2008	1/2007-12/2007
Employee Population (Weighted)	7470	7471	6906	7146	7248	7470
Clients Served Utilization Rate	1.82%	1.33%	1.56%	1.26%	5.97%	8.03%
Clients Served Annualized Rate	7.32%	5.32%	6.21%	5.00%	5.97%	8.03%
Total Information Calls	0	0	0	0	0	0

**Utilization Rate: Contacts/Hours Summary**

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2008-12/2008	1/2007-12/2007
Total Contacts	1040	908	702	672	3322	4227
Contact Utilization Rate	13.92%	12.15%	10.17%	9.40%	45.83%	56.59%
Contact Annualized Rate	55.99%	48.75%	40.33%	37.31%	45.83%	56.59%

**Case Status**



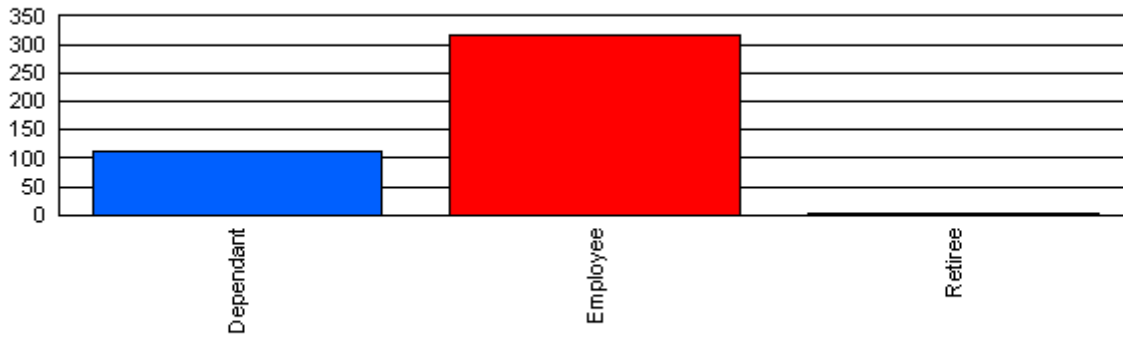
Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
New User	109	80.1%	69	69.7%	68	63.0%	62	68.9%	308	71.1%	448	74.7%
Re-User New Problem	27	19.9%	30	30.3%	40	37.0%	28	31.1%	125	28.9%	152	25.3%
<b>TOTAL</b>	<b>136</b>		<b>99</b>		<b>108</b>		<b>90</b>		<b>433</b>		<b>600</b>	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**Client Type**



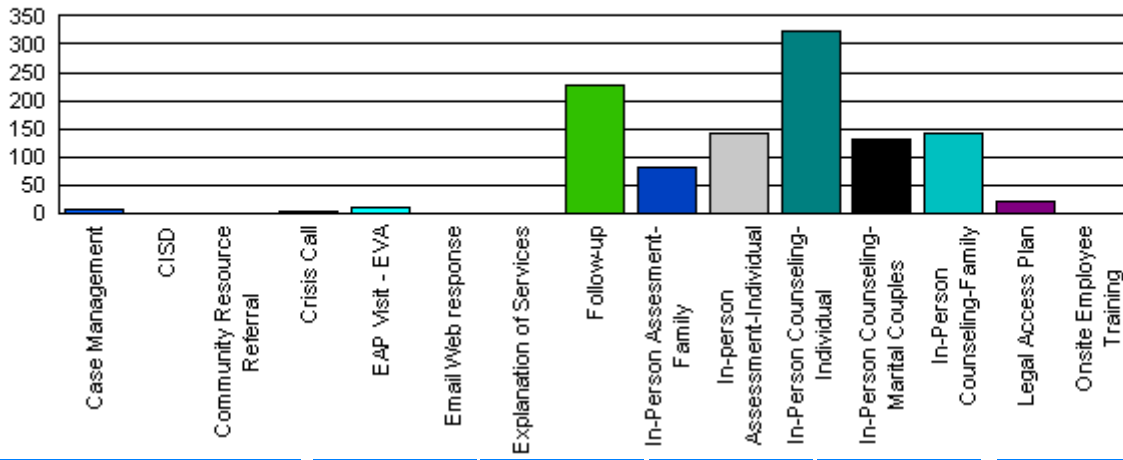
Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
Dependant	49	36.0%	20	20.2%	26	24.1%	18	20.0%	113	26.1%	154	25.7%
Employee	86	63.2%	79	79.8%	82	75.9%	71	78.9%	318	73.4%	443	73.8%
Retiree	1	0.7%	0	0.0%	0	0.0%	1	1.1%	2	0.5%	3	0.5%
<b>TOTAL</b>	136		99		108		90		433		600	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**Contact Type Summary**



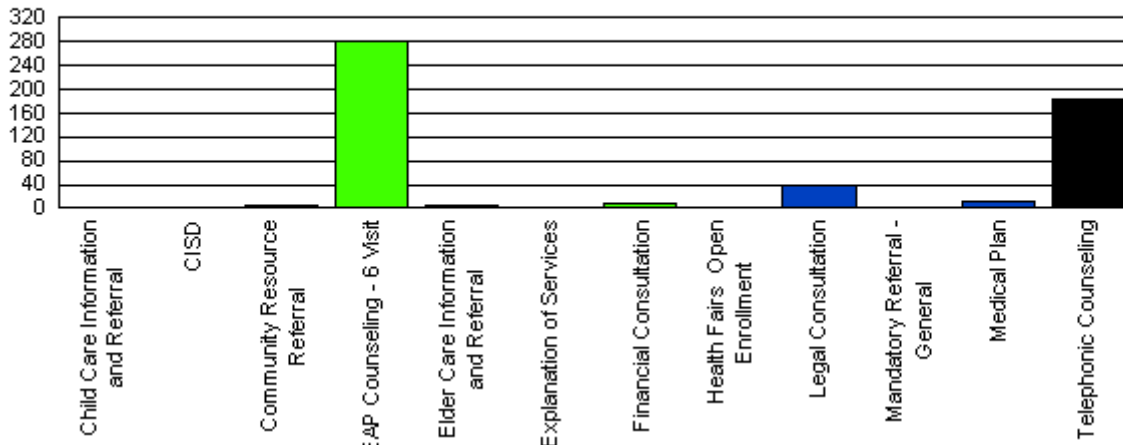
Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
Case Management	2.00	0.4%	1.50	0.4%	0.50	0.2%	2.75	0.8%	6.75	0.4%	4.25	0.2%
CISD	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	13.50	0.7%
Community Resource Referral	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.75	0.0%
Crisis Call	0.50	0.1%	1.25	0.3%	0.25	0.1%	0.00	0.0%	2.00	0.1%	1.75	0.1%
EAP Visit - EVA	5.00	1.1%	2.00	0.5%	1.00	0.3%	1.75	0.5%	9.75	0.6%	5.00	0.2%
Email/Web response	0.50	0.1%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.50	0.0%	5.50	0.3%
Explanation of Services	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.50	0.1%	0.50	0.0%	0.50	0.0%
Follow-up	59.50	13.0%	57.00	14.1%	57.25	19.2%	53.25	15.4%	227.00	15.1%	279.75	13.5%
In-Person Assessment- Family	24.00	5.2%	23.00	5.7%	14.00	4.7%	20.00	5.8%	81.00	5.4%	21.00	1.0%
In-person Assessment-Individual	43.00	9.4%	32.00	7.9%	40.00	13.4%	28.00	8.1%	143.00	9.5%	307.25	14.9%
In-Person Counseling- Individual	96.00	20.9%	83.00	20.5%	57.00	19.1%	87.00	25.2%	323.00	21.4%	852.00	41.2%
In-Person Counseling- Marital/Couples	26.00	5.7%	35.00	8.7%	21.00	7.0%	49.00	14.2%	131.00	8.7%	44.00	2.1%
In-Person Counseling-Family	46.00	10.0%	36.00	8.9%	14.00	4.7%	45.00	13.0%	141.00	9.4%	69.00	3.3%
Legal Access Plan	3.50	0.8%	6.00	1.5%	5.50	1.8%	5.00	1.4%	20.00	1.3%	25.50	1.2%
Onsite Employee Training	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	5.17	0.2%
Patient Care Coordination	56.50	12.3%	44.25	11.0%	31.75	10.6%	20.25	5.9%	152.75	10.1%	95.52	4.6%
ProtoCall Crisis Intervention	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.00	0.0%	0.25	0.0%
Provider Relations	9.00	2.0%	7.00	1.7%	4.00	1.3%	2.00	0.6%	22.00	1.5%	31.25	1.5%
Provider Request	7.25	1.6%	5.25	1.3%	1.25	0.4%	1.50	0.4%	15.25	1.0%	81.25	3.9%
Provider Search	0.25	0.1%	0.25	0.1%	0.00	0.0%	0.00	0.0%	0.50	0.0%	14.25	0.7%
Satisfaction Surveys	6.50	1.4%	5.75	1.4%	4.75	1.6%	5.50	1.6%	22.50	1.5%	40.75	2.0%
Telephonic Assessment	33.75	7.3%	35.25	8.7%	16.50	5.5%	0.00	0.0%	85.50	5.7%	0.75	0.0%
Telephonic Counseling	6.75	1.5%	4.50	1.1%	0.75	0.3%	0.00	0.0%	12.00	0.8%	14.33	0.7%
Telephonic triage	32.75	7.1%	25.00	6.2%	28.75	9.6%	22.50	6.5%	109.00	7.2%	154.50	7.5%
Telephonic Triage/Mandatory Referral	0.50	0.1%	0.00	0.0%	0.00	0.0%	1.00	0.3%	1.50	0.1%	1.00	0.0%
<b>TOTAL</b>	<b>459.25</b>		<b>404.00</b>		<b>298.25</b>		<b>345.00</b>		<b>1,506.50</b>		<b>2,068.77</b>	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**Service Type Summary**



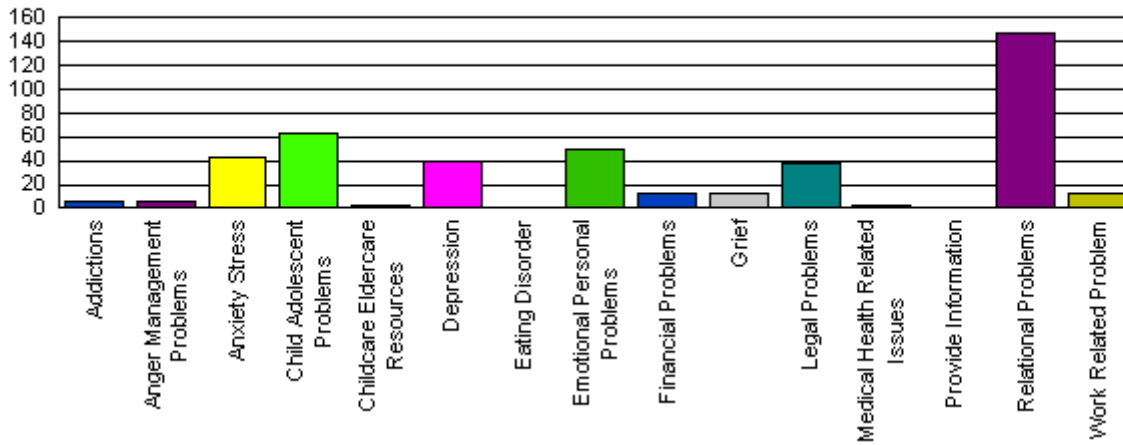
Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
Child Care Information and Referral	0	0.0%	0	0.0%	2	1.6%	0	0.0%	2	0.4%	0	0.0%
CISD	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.3%
Community Resource Referral	1	0.6%	0	0.0%	4	3.1%	0	0.0%	5	0.9%	3	0.5%
EAP Counseling - 6 Visit	78	45.1%	54	36.7%	72	56.3%	77	85.6%	281	52.2%	518	85.5%
Elder Care Information and Referral	0	0.0%	0	0.0%	3	2.3%	0	0.0%	3	0.6%	0	0.0%
Explanation of Services	0	0.0%	0	0.0%	2	1.6%	0	0.0%	2	0.4%	11	1.8%
Financial Consultation	1	0.6%	4	2.7%	2	1.6%	2	2.2%	9	1.7%	6	1.0%
Health Fairs/ Open Enrollment	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.3%
Legal Consultation	9	5.2%	10	6.8%	8	6.3%	10	11.1%	37	6.9%	48	7.9%
Mandatory Referral - General	1	0.6%	0	0.0%	0	0.0%	1	1.1%	2	0.4%	3	0.5%
Medical Plan	1	0.6%	7	4.8%	4	3.1%	0	0.0%	12	2.2%	0	0.0%
Telephonic Counseling	82	47.4%	72	49.0%	31	24.2%	0	0.0%	185	34.4%	13	2.1%
<b>TOTAL</b>	173		147		128		90		538		606	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**Primary Presenting Problem**

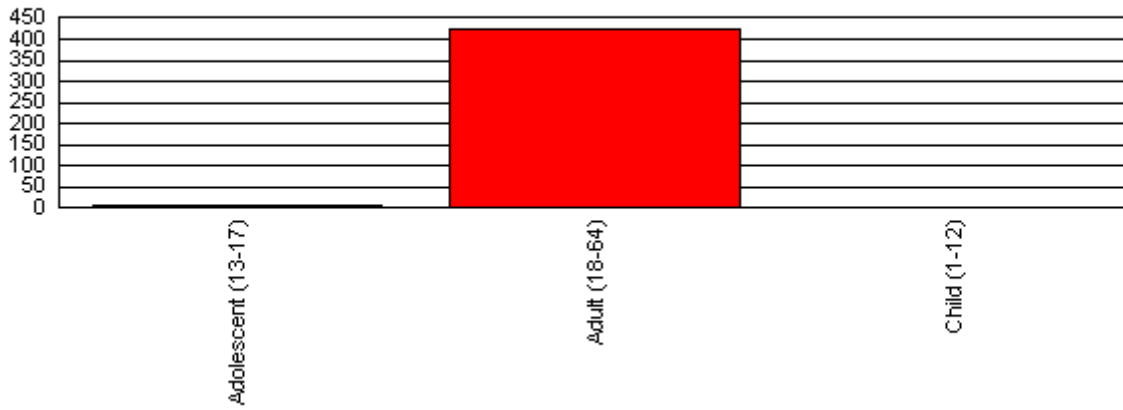


Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
Addictions	2	1.5%	2	2.0%	0	0.0%	1	1.1%	5	1.2%	14	2.3%
Anger Management Problems	2	1.5%	1	1.0%	2	1.9%	1	1.1%	6	1.4%	17	2.8%
Anxiety/Stress	12	8.8%	9	9.1%	14	13.0%	7	7.8%	42	9.7%	94	15.7%
Child/Adolescent Problems	18	13.2%	16	16.2%	17	15.7%	12	13.3%	63	14.5%	33	5.5%
Childcare/Eldercare Resources	0	0.0%	0	0.0%	2	1.9%	0	0.0%	2	0.5%	0	0.0%
Depression	8	5.9%	11	11.1%	14	13.0%	6	6.7%	39	9.0%	65	10.8%
Eating Disorder	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	0.2%	3	0.5%
Emotional/Personal Problems	16	11.8%	7	7.1%	8	7.4%	19	21.1%	50	11.5%	49	8.2%
Financial Problems	1	0.7%	4	4.0%	5	4.6%	2	2.2%	12	2.8%	11	1.8%
Grief	3	2.2%	3	3.0%	4	3.7%	3	3.3%	13	3.0%	25	4.2%
Legal Problems	9	6.6%	11	11.1%	7	6.5%	10	11.1%	37	8.5%	54	9.0%
Medical/Health Related Issues	0	0.0%	1	1.0%	1	0.9%	0	0.0%	2	0.5%	7	1.2%
Provide Information	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	1.0%
Relational Problems	61	44.9%	30	30.3%	33	30.6%	24	26.7%	148	34.2%	198	33.0%
Work Related Problem	4	2.9%	3	3.0%	1	0.9%	5	5.6%	13	3.0%	24	4.0%
<b>TOTAL</b>	136		99		108		90		433		600	

**Tucson Unified School District**

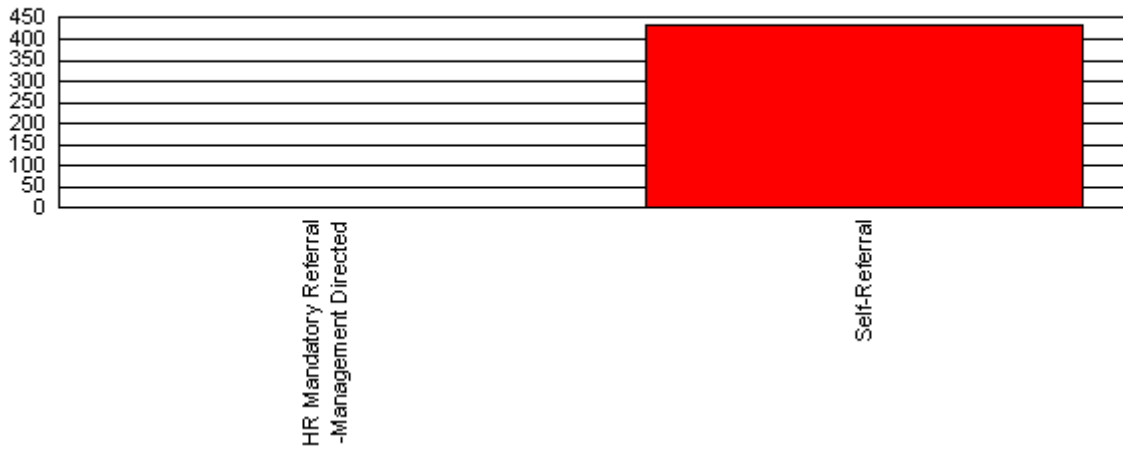
From: January 01, 2008 To: December 31, 2008

**Age**



Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
Adolescent (13-17)	4	2.9%	0	0.0%	0	0.0%	1	1.1%	5	1.2%	31	5.2%
Adult (18-64)	131	96.3%	98	99.0%	108	100.0%	89	98.9%	426	98.4%	558	93.0%
Child (1-12)	1	0.7%	1	1.0%	0	0.0%	0	0.0%	2	0.5%	11	1.8%
<b>TOTAL</b>	<b>136</b>		<b>99</b>		<b>108</b>		<b>90</b>		<b>433</b>		<b>600</b>	

**Referral Source**



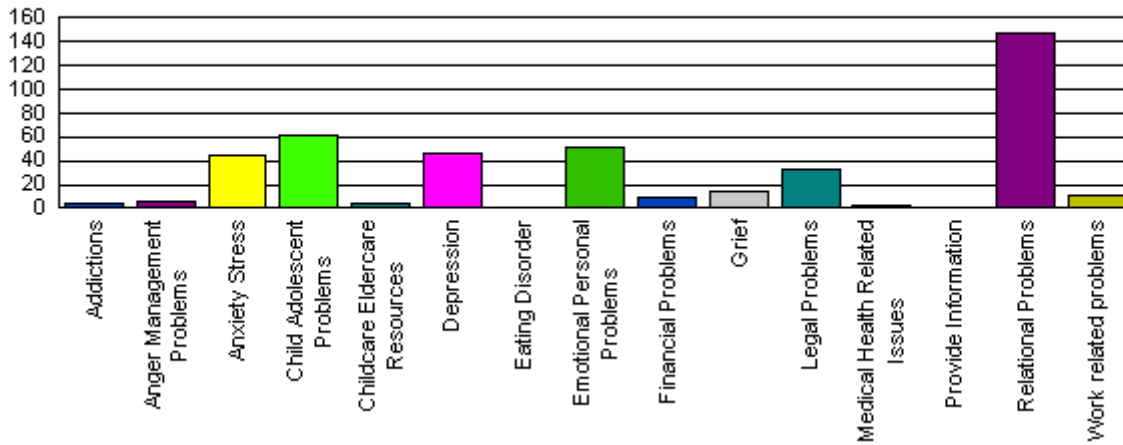
Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
HR Mandatory Referral -Management Directed	1	0.7%	0	0.0%	0	0.0%	1	1.1%	2	0.5%	6	1.0%
Self-Referral	135	99.3%	99	100.0%	108	100.0%	89	98.9%	431	99.5%	594	99.0%
<b>TOTAL</b>	<b>136</b>		<b>99</b>		<b>108</b>		<b>90</b>		<b>433</b>		<b>600</b>	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**Referral Problem**

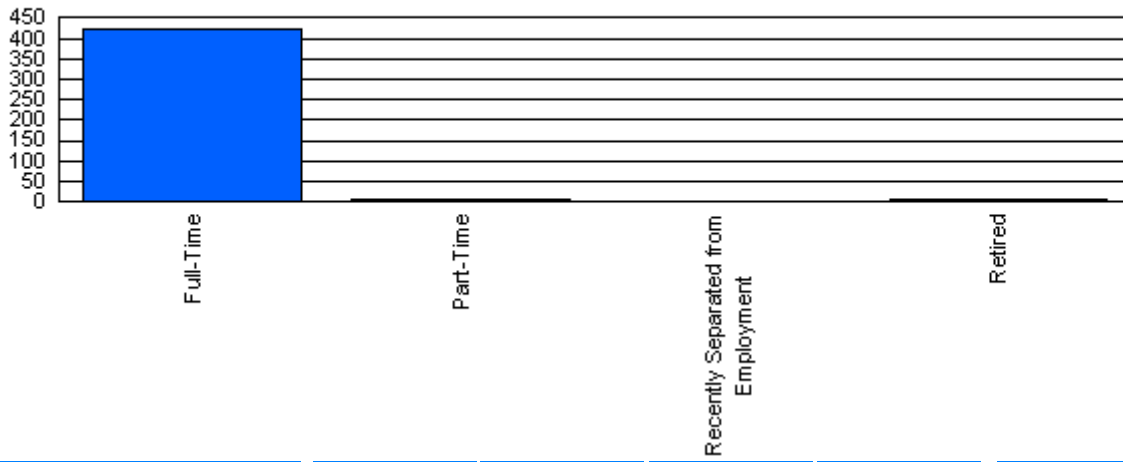


Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
Addictions	2	1.5%	1	1.0%	0	0.0%	1	1.1%	4	0.9%	15	2.5%
Anger Management Problems	2	1.5%	1	1.0%	2	1.9%	1	1.1%	6	1.4%	18	3.0%
Anxiety/Stress	11	8.1%	8	8.1%	17	15.7%	8	8.9%	44	10.2%	92	15.3%
Child/Adolescent Problems	15	11.0%	17	17.2%	13	12.0%	17	18.9%	62	14.3%	35	5.8%
Childcare/Eldercare Resources	4	2.9%	0	0.0%	0	0.0%	0	0.0%	4	0.9%	0	0.0%
Depression	11	8.1%	9	9.1%	15	13.9%	11	12.2%	46	10.6%	69	11.5%
Eating Disorder	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.5%
Emotional/Personal Problems	14	10.3%	12	12.1%	8	7.4%	17	18.9%	51	11.8%	41	6.8%
Financial Problems	1	0.7%	4	4.0%	3	2.8%	1	1.1%	9	2.1%	12	2.0%
Grief	4	2.9%	1	1.0%	4	3.7%	5	5.6%	14	3.2%	28	4.7%
Legal Problems	8	5.9%	12	12.1%	5	4.6%	7	7.8%	32	7.4%	49	8.2%
Medical/Health Related Issues	0	0.0%	1	1.0%	1	0.9%	0	0.0%	2	0.5%	5	0.8%
Provide Information	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	1.0%
Relational Problems	61	44.9%	29	29.3%	39	36.1%	19	21.1%	148	34.2%	200	33.3%
Work related problems	3	2.2%	4	4.0%	1	0.9%	3	3.3%	11	2.5%	27	4.5%
<b>TOTAL</b>	136		99		108		90		433		600	

**Tucson Unified School District**

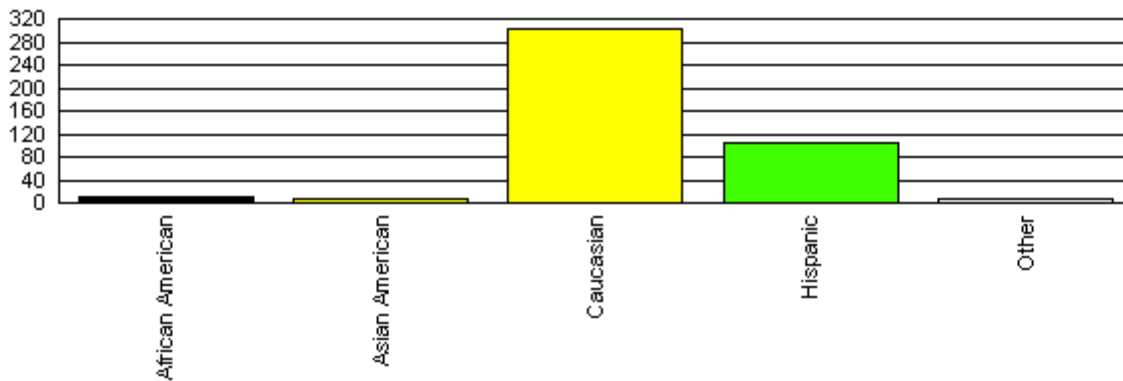
From: January 01, 2008 To: December 31, 2008

**Employee Status**



Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Full-Time	135	99.3%	99	100.0%	103	95.4%	86	95.6%	423	97.7%	585	97.5%
Part-Time	1	0.7%	0	0.0%	4	3.7%	0	0.0%	5	1.2%	9	1.5%
Recently Separated from Employment	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.3%
Retired	0	0.0%	0	0.0%	1	0.9%	4	4.4%	5	1.2%	4	0.7%
<b>TOTAL</b>	<b>136</b>		<b>99</b>		<b>108</b>		<b>90</b>		<b>433</b>		<b>600</b>	

**Ethnicity**



Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2008-12/2008		1/2007-12/2007	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
African American	6	4.4%	2	2.0%	2	1.9%	0	0.0%	10	2.3%	10	1.7%
Asian American	5	3.7%	1	1.0%	1	0.9%	0	0.0%	7	1.6%	3	0.5%
Caucasian	92	67.6%	72	72.7%	76	70.4%	63	70.0%	303	70.0%	431	71.8%
Hispanic	31	22.8%	22	22.2%	28	25.9%	25	27.8%	106	24.5%	138	23.0%
Other	2	1.5%	2	2.0%	1	0.9%	2	2.2%	7	1.6%	18	3.0%
<b>TOTAL</b>	<b>136</b>		<b>99</b>		<b>108</b>		<b>90</b>		<b>433</b>		<b>600</b>	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2008 To: December 31, 2008

**Event Summary**

DATE	EVENT TYPE	DUR	DETAILS
03/31/2008	Participation Results	1.00	<p>1st Quarter January to March 2008:</p> <p>Patient Satisfaction Survey Results:                      Patient Satisfaction Survey Results averaged 97% satisfied with EAP Services.                      Patient Comments:                      Seeing my counselor was therapeutic and helpful.</p>
06/30/2008	Participation Results	1.00	<p>Web Hits=18</p> <p>2nd Quarter April to June 2008:</p> <p>Patient Satisfaction Survey Results:                      Patient Satisfaction Survey Results averaged 87% satisfied with EAP Services.                      Patient Comments:                      "Thank you for your service, it is great to know that there is help out there."</p>
09/30/2008	Participation Results	1.00	<p>Web Hits=24</p> <p>3rd Quarter July to September 2008:</p>
12/31/2008	Participation Results	1.00	<p>Web Hits=21</p> <p>4th Quarter October to December 2008:</p> <p>Patient Satisfaction Survey Results:                      Patient Satisfaction Survey Results averaged 95% satisfied with EAP Services.                      Patient Comments:                      It's a great service for employees. Dr. Howard is a great counselor.</p>
			<p>Web Hits=36</p>
<b>TOTAL</b>		4.00	4