

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

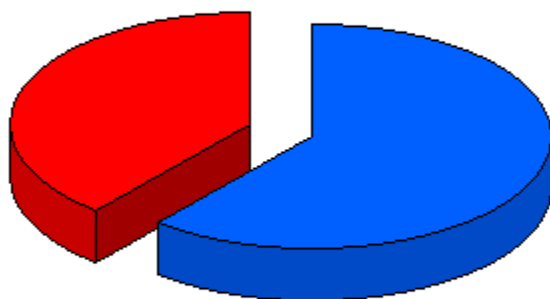
**General Summary**

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2009-9/2009
Total New Cases	147	102	103		352

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2009-9/2009
Employee Population (Weighted)	7308	7342	6413		7021
Clients Served Utilization Rate	2.01%	1.39%	1.61%		5.01%
Clients Served Annualized Rate	8.16%	5.57%	6.37%		6.70%

Description	1/1-3/31	4/1-6/30	7/1-9/30	10/1-12/31	1/2009-9/2009
Total Contacts	984	705	680		2369
Contact Utilization Rate	13.47%	9.60%	10.60%		33.74%
Contact Annualized Rate	54.61%	38.51%	42.07%		45.11%

**Case Status**



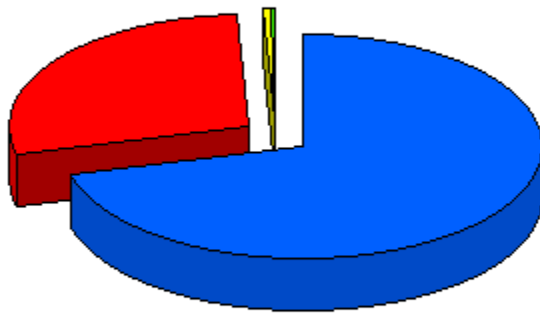
<span style="color: blue;">■</span> New User	61.1%
<span style="color: red;">■</span> Re-User New Problem	38.9%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31	1/2009-9/2009	
New User	94	63.9%	60	58.8%	61	59.2%		215	61.1%
Re-User New Problem	53	36.1%	42	41.2%	42	40.8%		137	38.9%
<b>TOTAL</b>	147		102		103			352	

**Tucson Unified School District**

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**Client Type**



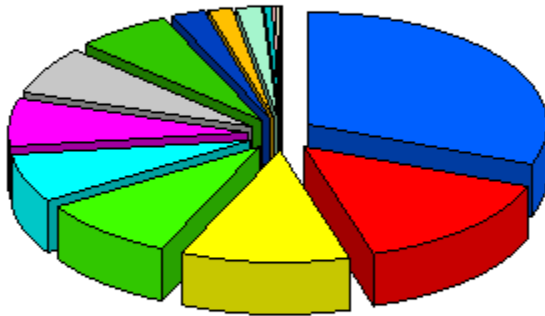
Employee	71.0%
Dependant	28.1%
Recently Separated from Employment	0.6%
Retiree	0.3%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Employee	107	72.8%	69	67.6%	74	71.8%			250	71.0%
Dependant	40	27.2%	31	30.4%	28	27.2%			99	28.1%
Recently Separated from Employment	0	0.0%	1	1.0%	1	1.0%			2	0.6%
Retiree	0	0.0%	1	1.0%	0	0.0%			1	0.3%
<b>TOTAL</b>	147		102		103				352	

**Tucson Unified School District**

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**Contact Type Summary**



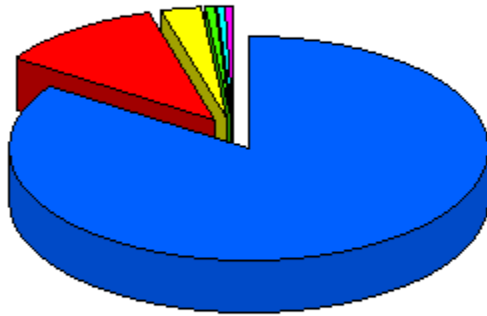
In-Person Counseling- Individual	30.7%
In-Person Counseling-Family	14.4%
Follow-up	11.4%
In-person Assessment-Individual	9.3%
Telephonic triage	7.2%
Patient Care Coordination	7.0%
In-Person Assessment- Family	6.9%
In-Person Counseling- Marital/Couples	6.3%
Satisfaction Surveys	2.3%
Case Management	1.8%
Legal Access Plan	1.6%
EAP Visit - EVA	0.6%
Crisis Call	0.2%
Telephonic Counseling	0.1%
Telephonic Triage/Mandatory Referral	0.0%
Onsite Supervisor Training	0.0%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
In-Person Counseling- Individual	148.0	28.2%	126.00	33.5%	110.00	31.5%			384.00	30.7%
In-Person Counseling-Family	85.00	16.2%	53.00	14.1%	42.00	12.0%			180.00	14.4%
Follow-up	59.75	11.4%	42.75	11.4%	40.50	11.6%			143.00	11.4%
In-person Assessment-Individual	45.00	8.6%	40.00	10.6%	31.00	8.9%			116.00	9.3%
Telephonic triage	36.75	7.0%	25.75	6.8%	27.00	7.7%			89.50	7.2%
Patient Care Coordination	34.50	6.6%	24.00	6.4%	29.25	8.4%			87.75	7.0%
In-Person Assessment- Family	44.00	8.4%	23.00	6.1%	19.00	5.4%			86.00	6.9%
In-Person Counseling- Marital/Couples	34.00	6.5%	14.00	3.7%	31.00	8.9%			79.00	6.3%
Satisfaction Surveys	13.50	2.6%	7.50	2.0%	7.25	2.1%			28.25	2.3%
Case Management	10.50	2.0%	8.25	2.2%	3.50	1.0%			22.25	1.8%
Legal Access Plan	11.00	2.1%	4.00	1.1%	5.50	1.6%			20.50	1.6%
EAP Visit - EVA	0.00	0.0%	7.00	1.9%	1.00	0.3%			8.00	0.6%
Crisis Call	1.75	0.3%	0.25	0.1%	0.75	0.2%			2.75	0.2%
Telephonic Counseling	0.50	0.1%	0.50	0.1%	0.75	0.2%			1.75	0.1%
Telephonic Triage/Mandatory Referral	0.50	0.1%	0.00	0.0%	0.00	0.0%			0.50	0.0%
Onsite Supervisor Training	0.00	0.0%	0.00	0.0%	0.25	0.1%			0.25	0.0%
<b>TOTAL</b>	<b>524.75</b>		<b>376.00</b>		<b>348.75</b>				<b>1,249.50</b>	

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

**Service Type Summary**



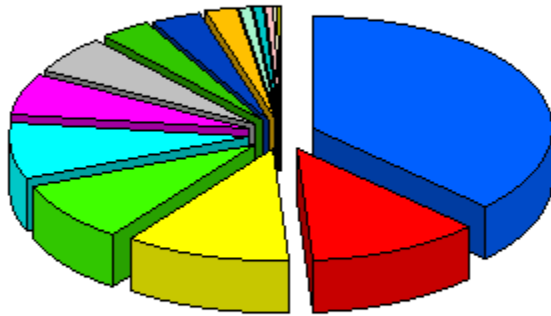
EAP Counseling - 6 Visit	84.5%
Legal Consultation	11.0%
Financial Consultation	2.8%
Telephonic Counseling	0.6%
Mandatory Referral - General	0.6%
Community Resource Referral	0.6%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
EAP Counseling - 6 Visit	117	78.5%	91	89.2%	91	88.3%			299	84.5%
Legal Consultation	22	14.8%	7	6.9%	10	9.7%			39	11.0%
Financial Consultation	6	4.0%	2	2.0%	2	1.9%			10	2.8%
Telephonic Counseling	2	1.3%	0	0.0%	0	0.0%			2	0.6%
Community Resource Referral	1	0.7%	1	1.0%	0	0.0%			2	0.6%
Mandatory Referral - General	1	0.7%	1	1.0%	0	0.0%			2	0.6%
<b>TOTAL</b>	149		102		103				354	

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

**Primary Presenting Problem**



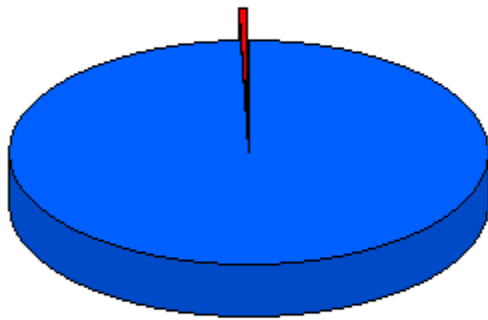
Relational Problems	37.2%
Emotional/Personal Problems	11.6%
Legal Problems	11.1%
Anxiety/Stress	8.8%
Child/Adolescent Problems	8.2%
Grief	6.0%
Depression	5.7%
Addictions	3.4%
Financial Problems	3.1%
Work Related Problem	2.3%
Medical/Health Related Issues	0.9%
Provide Information	0.6%
Anger Management Problems	0.6%
Economic Issues	0.3%
Eating Disorder	0.3%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Relational Problems	52	35.4%	34	33.3%	45	43.7%			131	37.2%
Emotional/Personal Problems	15	10.2%	17	16.7%	9	8.7%			41	11.6%
Legal Problems	21	14.3%	8	7.8%	10	9.7%			39	11.1%
Anxiety/Stress	14	9.5%	8	7.8%	9	8.7%			31	8.8%
Child/Adolescent Problems	14	9.5%	12	11.8%	3	2.9%			29	8.2%
Grief	5	3.4%	4	3.9%	12	11.7%			21	6.0%
Depression	9	6.1%	6	5.9%	5	4.9%			20	5.7%
Addictions	3	2.0%	5	4.9%	4	3.9%			12	3.4%
Financial Problems	7	4.8%	2	2.0%	2	1.9%			11	3.1%
Work Related Problem	2	1.4%	4	3.9%	2	1.9%			8	2.3%
Medical/Health Related Issues	3	2.0%	0	0.0%	0	0.0%			3	0.9%
Anger Management Problems	1	0.7%	0	0.0%	1	1.0%			2	0.6%
Provide Information	1	0.7%	1	1.0%	0	0.0%			2	0.6%
Eating Disorder	0	0.0%	1	1.0%	0	0.0%			1	0.3%
Economic Issues	0	0.0%	0	0.0%	1	1.0%			1	0.3%
<b>TOTAL</b>	<b>147</b>		<b>102</b>		<b>103</b>				<b>352</b>	

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

**Age**



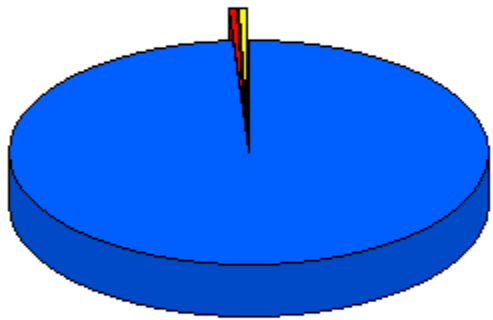
■	Adult (18-64)	99.4%
■	Adolescent (13-17)	0.6%
Total:		100.0%

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Adult (18-64)	145	98.6%	102	100.0%	103	100.0%			350	99.4%
Adolescent (13-17)	2	1.4%	0	0.0%	0	0.0%			2	0.6%
<b>TOTAL</b>	147		102		103				352	

**Tucson Unified School District**

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**Referral Source**



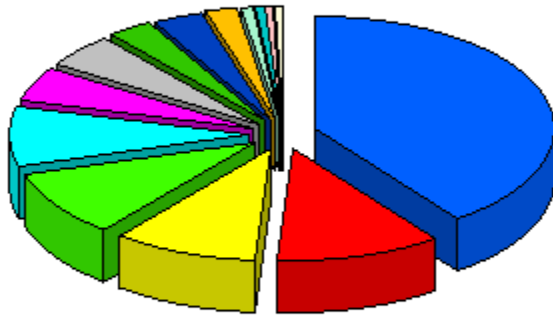
Self-Referral	98.9%
Supervisor Suggested	0.6%
HR Mandatory Referral - Management Directed	0.6%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Self-Referral	144	98.0%	101	99.0%	103	100.0%			348	98.9%
HR Mandatory Referral -Management Directed	1	0.7%	1	1.0%	0	0.0%			2	0.6%
Supervisor Suggested	2	1.4%	0	0.0%	0	0.0%			2	0.6%
<b>TOTAL</b>	147		102		103				352	

**Tucson Unified School District**

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**Referral Problem**



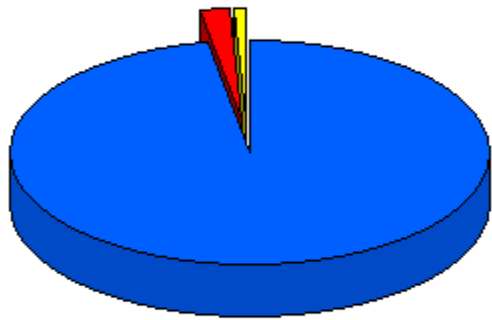
Relational Problems	40.1%
Emotional/Personal Problems	11.1%
Legal Problems	9.7%
Child/Adolescent Problems	9.4%
Anxiety/Stress	8.8%
Grief	5.1%
Depression	4.8%
Financial Problems	3.1%
Addictions	3.1%
Work related problems	2.3%
Medical/Health Related Issues	0.9%
Provide Information	0.6%
Eating Disorder	0.6%
Anger Management Problems	0.6%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Relational Problems	57	38.8%	33	32.4%	51	49.5%			141	40.1%
Emotional/Personal Problems	14	9.5%	18	17.6%	7	6.8%			39	11.1%
Legal Problems	19	12.9%	6	5.9%	9	8.7%			34	9.7%
Child/Adolescent Problems	13	8.8%	15	14.7%	5	4.9%			33	9.4%
Anxiety/Stress	13	8.8%	7	6.9%	11	10.7%			31	8.8%
Grief	5	3.4%	3	2.9%	10	9.7%			18	5.1%
Depression	8	5.4%	6	5.9%	3	2.9%			17	4.8%
Addictions	2	1.4%	5	4.9%	4	3.9%			11	3.1%
Financial Problems	8	5.4%	3	2.9%	0	0.0%			11	3.1%
Work related problems	3	2.0%	3	2.9%	2	1.9%			8	2.3%
Medical/Health Related Issues	3	2.0%	0	0.0%	0	0.0%			3	0.9%
Provide Information	1	0.7%	1	1.0%	0	0.0%			2	0.6%
Eating Disorder	0	0.0%	2	2.0%	0	0.0%			2	0.6%
Anger Management Problems	1	0.7%	0	0.0%	1	1.0%			2	0.6%
<b>TOTAL</b>	147		102		103				352	

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

**Employee Status**



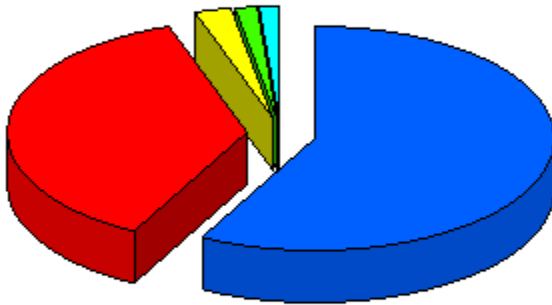
Full-Time	97.2%
Part-Time	2.0%
Recently Separated from Employment	0.9%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Full-Time	140	95.2%	100	98.0%	102	99.0%			342	97.2%
Part-Time	6	4.1%	1	1.0%	0	0.0%			7	2.0%
Recently Separated from Employment	1	0.7%	1	1.0%	1	1.0%			3	0.9%
<b>TOTAL</b>	147		102		103				352	

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

**Ethnicity**



■ Caucasian	57.7%
■ Hispanic	36.9%
■ Other	2.6%
■ Asian American	1.4%
■ African American	1.4%
<b>Total:</b>	<b>100.0%</b>

Description	1/1-3/31		4/1-6/30		7/1-9/30		10/1-12/31		1/2009-9/2009	
Caucasian	84	57.1%	65	63.7%	54	52.4%			203	57.7%
Hispanic	54	36.7%	32	31.4%	44	42.7%			130	36.9%
Other	3	2.0%	5	4.9%	1	1.0%			9	2.6%
African American	3	2.0%	0	0.0%	2	1.9%			5	1.4%
Asian American	3	2.0%	0	0.0%	2	1.9%			5	1.4%
<b>TOTAL</b>	147		102		103				352	

Deer Oaks EAP Services Utilization Report

**Tucson Unified School District**

From: January 01, 2009 To: September 30, 2009

**Event Summary**

DATE	EVENT TYPE	DUR	DETAILS
03/31/2009	Participation Results	1.00	1st Quarter January to March 2009:  Patient Satisfaction Survey Results: Patient Satisfaction Survey Results averaged 95% satisfied with EAP Services. Patient Comments: It's comforting to know that counseling services are available through Deer Oaks. Ms. Howard was of great help to me. Thanks!
04/29/2009	Program Promotion	0.50	Web Hits=57 1- CD(TUSD Presentation) 1= Total EAP Promotional Material
05/06/2009	EAP Orientation	1.00	EAP Orientation 5 attendees
06/30/2009	Participation Results	1.00	2nd Quarter April to June 2009:  Patient Satisfaction Survey Results: Patient Satisfaction Survey Results averaged 99% satisfied with EAP Services. Patient Comments: This is a great program that gives people a chance to get the assistance when they really need it. Thanks!  Seminar Results: Deer Oaks EAP Services performed Wellness Seminars during the 2nd quarter (April to June 2009). The overall participant satisfaction of the seminar was reported at 95% with a total 5 attendees.
07/02/2009	Program Promotion	0.50	Web Hits=59 500- Brochures 500= Total EAP Promotional Material
08/20/2009	Health Fair/ Open Enrollment	2.00	Health Fair 75 attendees
08/25/2009	Health Fair/ Open Enrollment	2.00	Health Fair 75 attendees
08/28/2009	Health Fair/ Open Enrollment	4.00	Health Fair 75 attendees
08/31/2009	Health Fair/ Open Enrollment	4.50	Health Fair 75 attendees
09/30/2009	Participation Results	1.00	3rd Quarter July to September 2009:  Patient Satisfaction Survey Results: Patient Satisfaction Survey Results averaged 96% satisfied with EAP Services. Patient Comments: Sue Tham is easy to talk to, very nice person and she answered my questions.
<b>TOTAL</b>		17.50	Web Hits=23 10