



# State of Wisconsin

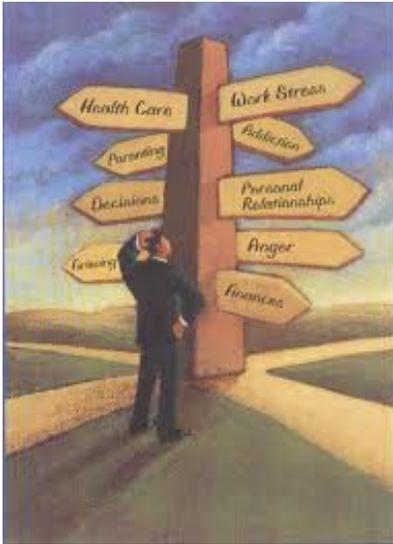
## Employee Assistance Vendor Utilization Report FY10 – FY12



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**Data provided by Deer Oaks EAP**

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# Employee Assistance Vendor Utilization Report



## ABOUT WISCONSIN'S EMPLOYEE ASSISTANCE PROGRAMS

Employee Assistance Programs (EAPs) reduce costs to the workplace associated with employees' work performance by enhancing employee and workplace effectiveness through prevention, identification, and resolution of personal and productivity issues; and promotion of healthy lifestyles. Employee Assistance Programs are inherently voluntary and confidential.

Employee Assistance Programs provide services to members of the employee's household because family concerns are known to also impact performance and retention.

Research consistently demonstrates that EAPs have a return on investment of \$3-19 for each \$1 spent. For this reason most public and corporate employers in North America offer an Employee Assistance benefit to their employees.

Higher rates of return can be expected when supervisors regularly refer to and consult with the program, and when employees contact the EAP before personal

issues start to significantly impact the workplace.

The industry standard for a cost effective EAP is an annual utilization by 3% or more employees. The national average across all businesses is 4.5% utilization. The rates below are based on utilization of the State's EAP vendor, Deer Oaks. Deer Oaks' EAP offers distinct services. Some employees might access their internal EAP program (available only at the Departments of Health Services, Natural Resources and Transportation) as well as Deer Oaks. This report primarily represents utilization by Deer Oaks.

## Utilization

|   | <b>FY10</b> | <b>FY11</b> | <b>FY12</b> |
|---|-------------|-------------|-------------|
| <b>Number of Employees</b>                      | 27,101      | 27,135      | 29,437      |
| <b>Number of new users/or distinct problems</b> | 1062        | 1088        | 1343        |
| <b>Overall annualized utilization rate</b>      | 4.61%       | 5.10%       | 5.92%       |
| <b>CISM</b> Critical Incident Stress Management | 23          | 37          | 19          |
| <b>Grief/Loss</b>                               | 16          | 21          | 18          |
| <b>Onsite Employee Training</b>                 | 49          | 74          | 5           |
| <b>In-Person Counseling</b>                     | 1160        | 1124        | 1609        |
| <b>Mediation</b>                                | 8           | 4           | 3           |
| <b>Workplace Conflict</b>                       | 6           | 9           | 1           |
| <b>Legal Services</b>                           | 172         | 228         | 271         |
| <b>Crisis Call</b>                              | 79          | 76          | 177         |
| <b>Telephone Triage</b>                         | 1150        | 1217        | 1342        |
| <b>Telephone Counseling</b>                     | 58          | 20          | 20          |
| <b>Management Consultation</b>                  | 7           | 17          | 28          |
| <b>Educational Seminars</b>                     | 46          | 99          | 97          |
| <b>Health Fairs</b>                             | 10          | 9           | 16          |
| <b>EAP Orientations</b>                         | 2           | 10          | 35          |

*Note: State agencies did not begin using Deer Oaks EAP services at the same time.*

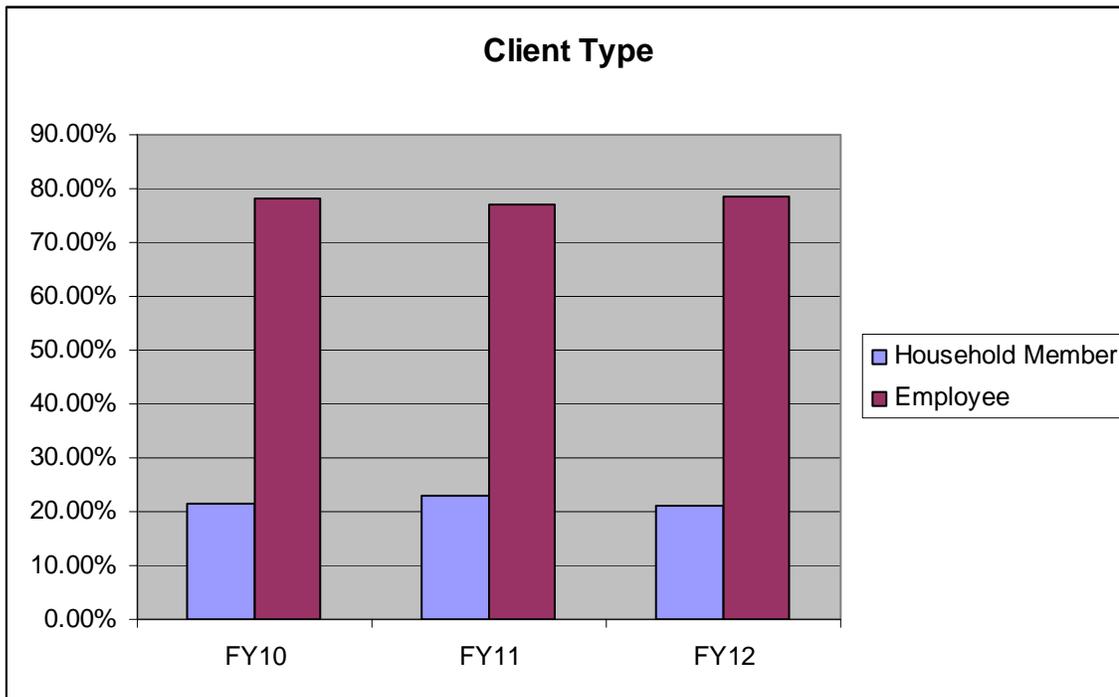
**Primary Presenting Problem**

These are the top five primary issues presented by employees and their household members.

| <b>FY10</b>                       | <b>FY11</b>                       | <b>FY12</b>                       |
|-----------------------------------|-----------------------------------|-----------------------------------|
| Relational Problems (29.10%)      | Relational Problems (28.49%)      | Relational Problems (24.80%)      |
| Legal Problems (16.1%)            | Legal Problems (20.40%)           | Legal Problems (19.66%)           |
| Anxiety/Stress (11.77%)           | Emotional Problems (8.64%)        | Anxiety/Stress (9.61%)            |
| Child/Adolescent Problems (7.63%) | Work Related Problem (8.09%)      | Child/Adolescent Problems (9.08%) |
| Emotional Problems (6.78%)        | Child/Adolescent Problems (7.72%) | Work Related Problem (8.49%)      |

**Client Type**

The State’s EAP is available to employees and members of employees’ household. Three years’ data consistently show that over 75% of EAP services are utilized by employees.



**Agency Usage**

This table shows the overall annualized utilization rate. Data are estimates based on closest annual period.

| State of Wisconsin Agencies |   | Annualized Utilization Rate |        |        |
|-----------------------------|---|-----------------------------|--------|--------|
|                             |   | FY10                        | FY11   | FY12   |
| 1                           | WI Assembly   | N/A                         | N/A    | 4.56%  |
| 2                           | WI Dept of Administration (WI DOA)                  | 4.99%                       | 4.50%  | 7.83%  |
| 3                           | WI Dept of Agriculture Trade (WI DATCP)             | 3.07%                       | 4.64%  | 7.83%  |
| 4                           | WI Dept of Children & Families (WI DCF)             | 8.14%                       | 7.43%  | 16.49% |
| 5                           | WI Dept of Commerce                                 | 6.85%*                      | 5.80%* | N/A    |
| 6                           | WI Dept of Corrections (WI DOC)                     | 4.28%                       | 4.38%  | 4.73%  |
| 7                           | WI Dept of Health Svcs (WI DHS)                     | 3.53%                       | 4.54%  | 5.44%  |
| 8                           | WI Dept of Justice (WI DOJ)                         | 5.69%                       | 5.04%  | 5.06%  |
| 9                           | WI Dept of Natural Resources (WI DNR)               | N/A                         | 5.06%  | 3.30%  |
| 10                          | WI Dept of Public Instruction (WI DPI)              | 7.16%                       | 7.70%  | 6.75%  |
| 11                          | WI Dept of Revenue (WI DOR)                         | 3.90%                       | 4.65%  | 5.39%  |
| 12                          | WI Dept of Safety & Professional Services (WI DSPS) | N/A                         | N/A    | 6.90%  |
| 13                          | WI Dept of Transportation (WI DOT)                  | 6.13%                       | 7.24%  | 8.38%  |
| 14                          | WI Office of State Public Defenders (WI OSPD)       | N/A                         | N/A    | 8.99%  |
| 15                          | WI Dept of Workforce Dev (WI DWD)                   | 8.02%                       | 8.02%  | 10.47% |
| 16                          | WI Employee Trust Funds (WI ETF)                    | 6.02%                       | 11.16% | 6.22%  |
| 17                          | WI Investment Board (WI SWIB)                       | 9.70%                       | 12.41% | 8.09%  |
| 18                          | WI Legislative Council                              | N/A                         | N/A    | 45.45% |
| 19                          | WI Legislative Fiscal Bureau (WI LFB)               | N/A                         | N/A    | 29.17% |
| 20                          | WI Legislative Reference Bureau (WI LRB)            | N/A                         | N/A    | 6.52%  |
| 21                          | WI Legislative Tech Svcs Bur (WI LTS)               | 34.21%                      | 34.15% | 30.00% |
| 22                          | WI Senate   | N/A                         | N/A    | 8.99%  |
| 23                          | WI Univ of WS-Parkside (WI UWP)                     | 1.76%                       | 5.01%  | 4.64%  |

This report is intended to cover only the State’s external EAP program. It is important to note that the EAP officers at Health Services, Natural Resources and Transportation also provide direct EAP services to employees and their families as well as consultation to the organization. This table shows the rate of utilization for each of these internal programs. Internal programs tend to have a higher rate of use because of proximity, understanding of the workplace culture, and familiarity with the EAP staff.

| Agency                     | Internal EAP Utilization FY12 |
|----------------------------|-------------------------------|
| Dept. of Health Services   | 6.1%                          |
| Dept. of Natural Resources | 7.9%                          |
| Dept. of Transportation    | 15.4%                         |

*It is important to note that there is no industry standard for calculating utilization for employee assistance programs. Deer Oaks calculates utilization on every service including in-person sessions, phone calls, web hits, satisfaction surveys etc. The state agency internal EAP programs calculate utilization on direct service.*