

RFP 07172023LB Employee Assistance Program (EAP) Services  
EAP Breakdown Report

Memphis Shelby County Schools EAP Utilization Report June 2022 - June 2023													
Sections of Report Separated By Color	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	YTD Total
<b>CASE INFORMATION</b>													
Total Clients Seen	85	91	89	107	104	98	103	134	145	132	134	118	1340
Total New Client Cases Opened	46	32	39	52	43	41	39	59	55	50	39	30	525
Total Sessions (IC, AV, FV)	164	174	173	203	181	188	190	264	265	246	204	216	2468
Total Closed Cases	21	47	48	21	47	38	27	34	67	33	33	78	494
Additional Case Mgmt Hours	174	209	218	149	199	197	167	198	234	220	172	267	2404
<b>NEW OPEN CASES DEMOGRAPHIC</b>													
Employee Only	34	20	30	39	31	26	27	45	41	29	22	17	361
Employee and Household Member	0	1	0	1	2	3	0	1	1	2	2	0	13
Couple	1	0	2	0	4	2	2	1	3	0	5	1	21
Household Member Only	6	4	3	2	2	4	2	1	4	2	1	3	34
Dependent	4	5	2	4	4	4	6	6	3	10	7	7	62
Retiree	1	0	0	1	0	2	1	1	0	2	1	0	9
Other	0	0	0	0	0	0	0	0	0	0	1	0	1
Unspecified	0	2	2	5	0	0	1	4	3	5	0	2	24
<b>PROBLEM AREAS</b>													
Abuse/Addiction	1	0	0	0	0	0	1	1	1	0	2	0	6
Family	6	4	4	3	5	6	3	6	2	9	3	1	52
Marital/Relationship	4	3	10	9	6	6	8	15	10	6	10	7	94
Emotional Issues	29	19	15	23	21	17	22	19	26	23	13	19	246
Trauma and Abuse	2	2	1	1	0	0	0	1	1	0	1	0	9
Work Related	4	1	6	8	9	11	4	9	10	6	6	1	75
Medical Condition	0	1	0	1	0	0	0	0	0	0	1	0	3
EAP Financial	0	0	0	0	0	0	0	0	1	0	0	0	1
EAP Legal	0	0	0	0	0	0	0	0	0	0	0	0	0
Work/Life Balance	0	0	1	1	0	1	0	0	0	1	1	0	5
No Personal Issue	0	0	1	0	0	0	0	2	0	0	1	0	4
Other	0	0	0	0	0	0	0	1	0	0	0	0	1
Unspecified	0	2	1	6	2	0	1	5	4	5	1	2	29
<b>CLIENTS REFERRED BY</b>													
Supervisor/HR Formal	1	0	0	2	0	0	1	0	1	0	0	0	5
Supervisor/HR Recommendation	2	1	0	2	3	2	1	1	2	2	3	2	21
Medical Dept. or Employee Health	0	0	0	0	0	0	0	0	0	0	1	0	1
Self	37	19	35	38	32	29	25	44	41	31	25	15	371
Spouse	0	0	0	1	0	0	2	1	0	1	0	1	6
Parent/Guardian	5	6	2	3	5	7	6	4	4	9	6	8	65
Nurse/Doctor	0	1	0	1	0	1	0	1	0	0	0	0	4
Other	0	3	0	0	2	1	3	0	1	1	4	0	15
<b>CLIENT AWARE OF EAP FROM</b>													
Prior Participation	23	10	16	17	14	12	13	23	14	15	14	6	177
Newsletter Article	0	1	1	2	0	1	2	3	3	1	0	0	14
Posters	1	0	0	1	0	0	0	0	1	0	1	0	4
Brochures	0	0	2	1	0	3	1	1	2	0	1	0	11
Supervisor Suggested	3	0	0	8	2	4	5	3	7	4	7	2	45
Co-Worker Suggested	1	3	7	2	8	2	6	3	8	6	2	7	55
Family Suggested	8	9	4	4	6	5	5	10	9	8	7	6	81
In Service Training/Orientation	4	1	4	9	7	9	3	6	5	8	3	1	60
Other	6	4	2	0	5	5	3	5	3	3	4	6	46
Website	0	0	0	0	0	0	0	0	0	0	0	0	0
Unspecified	0	4	3	8	1	0	1	5	3	5	0	2	32
<b>REFERRALS MADE TO</b>													
Out-Patient Mental Health	1	0	3	2	4	1	2	2	2	3	0	5	25
Out-Patient Drug and Alcohol	0	0	0	0	0	0	0	0	0	0	0	0	0
In-Patient Mental Health	0	0	0	0	0	0	0	0	1	0	0	0	1

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In-Patient Drug/ Alcohol	0	0	0	0	0	0	0	0	0	0	0	1	1
Legal	0	0	0	0	0	0	0	0	0	0	0	0	0
Financial	0	0	0	0	0	0	0	0	0	0	0	0	0
Self-Help	0	0	0	0	0	0	0	0	0	0	0	0	0
Psychiatrist	0	0	0	0	0	0	0	0	1	0	2	0	3
Social Services	0	1	0	0	0	0	0	0	2	1	0	0	4
Medical	0	0	0	0	1	0	2	0	1	0	0	0	4
Practitioner Masters	1	4	5	0	2	1	1	5	3	2	1	3	28
Others	1	0	2	2	1	2	1	2	1	0	0	0	12
<b>II. ORGANIZATION SERVICES</b>													
Supervisor/ Manager Consultations	0	0	0	0	0	0	0	0	0	0	0	0	0
Trainings	7	2	3	0	2	2	1	1	1	3	2	2	26
Critical Incident Stress Debriefing	0	0	3	6	2	3	1	4	1	0	1	0	21
Admin Services	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>III. PROJECTS</b>													
Number of Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Hours	0	0	0	0	0	0	0	0	0	0	0	0	0