

Center for Family Life Recovery, Inc. (CFLR)
Employee Assistance Program
2024 Utilization Report

Oneida County

2025	Q1	Q2	Q3	Q4	YEAR END
REPORTING PERIOD:			X		
TOTAL FTEs:	1256	1256	1256		1256
EMPLOYEE UTILIZATION					
Initial (New) Face-to Face					
Employee	2	4	4		10
Family Member					0
*Affiliate Counselor					0
Total:	2	4	4	0	10
Initial (New) Telephonic					
Employee	2	1			3
Family Member of Employee					0
*Affiliate Counselor					0
Total:	2	1	0	0	3
Initial (New) Virtual					
Employee			1		1
Family Member of Employee					0
Total:	0	0	1	0	1
Subsequent Face-to Face					
Employee	3	12	24		39
Family Member	2	4			6
*Affiliate Counselor					0
Total:	5	16	24	0	45
Subsequent Telephonic					
Employee	6	3			9
Family Member of Employee					0
*Affiliate Counselor					0
Total:	6	3	0	0	9
Subsequent Virtual					
Employee		1	5		6
Family Member of Employee					0
*Affiliate Counselor					0
Total:	0	1	5	0	6
Total Employee Consultations					
Total	15	25	34	0	74
Appointment Cancellations					
No-Call/No-Show	4	2			6
Call to Cancel		2	3		5
Call to Cancel w/ reschedule	7	4	6		17
Total	11	8	9	0	28
Primary Presenting Issue					
Sexual Abuse					0
Physical Abuse					0
Domestic Violence					0
Addiction					0
Grief and Loss	1	1	x		2
Financial Stress			x		0
Legal Stress			x		0

Center for Family Life Recovery, Inc. (CFLR)
Employee Assistance Program
2024 Utilization Report

Medical Stress					0
Work Place Stress	10	18	x		28
Family Conflict			x		0
Intimate Partner Conflict			x		0
General Mental Health	13	11	x		24
Other					0
Source of Employee Referral to EAP					
Self		1			1
Co-Worker					0
Supervisory Referral	3		1		4
Other		1			1
In-House Referral to CFLR Services					
CFLR Prevention					0
CFLR FSN					0
CFLR Compeer					0
CFLR Recovery					0
Total	0	0	0	0	0
Referral To Outside Services					
Financial Wellness			2		2
Legal Assistance					0
Physical Health/Substance Abuse					0
Family Care					0
Organizational Health					0
Mental Health/General Counseling		1	3		4
Lifestyle Support					0
Total	0	1	5	0	6
TOTAL EMPLOYEE UTILIZATION					
Total	26	34	48	0	108
EMPLOYER UTILIZATION					
EAP Web Portal - Total Visits	25	14	34		73
EAP Orientation					0
Group Trainings / Workshops					0
-Total Employees					0
Employee Benefit / Health Fair					0
Outreach Materials	62	3	3		68
HR Consultations		1			1
Employee Consultations	3		1		4
Prof Development/Coaching	3	1			4
Lunch & Learns offered/facilitat	3	3	3		9
Critical Incident Stress Debriefings					0
- # of CISD consultations		1			1
- # of employee attendees		7	3		10
TOTAL EMPLOYER UTILIZATION					
Total	96	30	44	0	170
Total Employer & Employee Utilization					
Employee & Employer	122	64	92	0	278