

**Center for Family Life Recovery, Inc.**  
**EAP 2023 Utilization Report**  
**Oneida County**  
**Fourth Quarter**

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD
<b>I.Total Contacts</b>					
Appointments	36	49	28	13	126
<b>II.New Cases / Initial Visits</b>					
Employee	9	2	4		15
Family Member of Employee	1				1
Affiliate					0
<b>Total New Cases</b>	10	2	4		16
<b>III.Subsequent Visits</b>					
Employee	15	13	4	1	33
Family Member of Employee	1	1			2
Affiliate					0
<b>Total:</b>	16	14	4	1	35
<b>IV.Initial Telephonic/VSEE Counseling</b>					
Employee (telephonic)		6	1	1	8
Family Member of Employee (telephonic)					0
<b>Total:</b>		6	1	1	8
Employee (VSEE)	1	2	1	1	5
Family Member of Employee (VSEE)	1				1
<b>Total:</b>	2	2	1	1	6
<b>V.Subsequent Telephonic/VSEE Counseling</b>					
Employee (telephonic)	3	9	12	6	30
Family (telephonic)					0
<b>Total:</b>	3	9	12	6	30
Employee (VSEE)	1	13	6	4	24
Family (VSEE)	4	3			7
<b>Total:</b>	5	16	6	4	31
<b>V.Appointment Cancellations</b>					
No-Call/No-Show	1	2	2	3	8
Call to Cancel		2	1	2	5
Call to Cancel w/ reschedule	3	1		2	6
<b>Total:</b>	4	5	3	7	19
<b>VI.Primary Presenting Problem</b>					
Sexual Abuse					
Physical Abuse					
Domestic Violence					
Addiction	x		x		
Grief	x	x			
Financial Stress	x				
Legal Stress	x				
Medical Stress					
Work Place Stress	x	x	x	x	
Family Conflict	x		x	x	
Intimate Partner Conflict	x	x	x	x	
General Mental Health	x	x	x	x	
Other:					
<b>VII.Referral Source</b>					
Self	6	6	2		14
Co-Worker					0
Supervisory Referral	2	4	2		8
Other: Was suggested by ER - not supervisory/HR/Parent	3				3

**Center for Family Life Recovery, Inc.**  
**EAP 2023 Utilization Report**  
**Oneida County**  
**Fourth Quarter**

<b>VIII.In-House Referral</b>					
CFLR Prevention					0
CFLR FSN					0
CFLR Compeer					0
CFLR Clinical Counseling					0
Other: Discussed Peer Support and Samaritian Professional Counseling Center	1				1
<b>IX.Trainings</b>					
Orientation	20				20
Group Training / Workshop /Support Groups		2			2
Employee Benefit / Health Fair					0
CISD					0
Marketing Materials		100 pens			100
Brochuers	50	50			50
Consultation	1		1	1	3
Tuesdays at 12	2	3	3	2	10