

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

Oneida County					
2024	Q1	Q2	Q3	Q4	YEAR END
REPORTING PERIOD:	X	X	X	X	
TOTAL FTEs:	1256	1256	1256	1256	1256
EMPLOYEE UTILIZATION					
Initial (New) Face-to Face					
Employee	4	2	3		9
Family Member	1	1	1		4
*Affiliate Counselor					0
Total:	5	3	4	0	12
Initial (New) Telephonic					
Employee	1	1			0
Family Member of Employee					0
*Affiliate Counselor					0
Total:	1	1	0	0	2
Initial (New) Virtual					
Employee	1		1		0
Family Member of Employee					0
Total:	1	0	1	0	2
Subsequent Face-to Face					
Employee	5	9	9	4	27
Family Member	2	4	2	4	12
*Affiliate Counselor					0
Total:	7	13	11	8	39
Subsequent Telephonic					
Employee	4	5	3	4	16
Family Member of Employee				1	1
*Affiliate Counselor					0
Total:	4	5	3	5	17
Subsequent Virtual					
Employee	2	2	0		4
Family Member of Employee					0
*Affiliate Counselor					0
Total:	2	2	0	0	4
Total Employee Consultations					
Total	20	24	19	13	76
Appointment Cancellations					
No-Call/No-Show	6	3	4	4	17
Call to Cancel	2		4		6
Call to Cancel w/ reschedule			4	5	9
Total	8	3	12	9	32
Primary Presenting Issue					
Sexual Abuse					0
Physical Abuse					0
Domestic Violence	1				1
Addiction					0
Grief and Loss	1		1		2
Financial Stress					0
Legal Stress					0

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Medical Stress					0
Work Place Stress	7				7
Family Conflict	1				1
Intimate Partner Conflict	4				4
General Mental Health	17	1	3		21
Other		3			3
Source of Employee Referral to EAP					
Self					0
Co-Worker			1		1
<i>Supervisory Referral</i>	1	2	2		5
Other		2	1		3
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					0
Legal Assistance					0
Physical Health/Substance Abuse				1	1
Family Care					0
Organizational Health					0
Mental Health/General Counseling		3	1		4
Lifestyle Support					0
Total	0	3	1	1	5
TOTAL EMPLOYEE UTILIZATION					
Total	28	30	32	23	113
EMPLOYER UTILIZATION					
EAP Web Portal - Total Visits	0	0	0	0	0
EAP Orientation					0
Group Trainings / Workshops					0
-Total Employees					0
Employee Benefit / Health Fair					0
Outreach Materials		120			120
HR Consultations				1	1
Employee Consultations					0
Prof Development/Coaching					0
Lunch & Learns offered/facilitated	4	4	4	4	16
Critical Incident Stress Debriefings					0
- # of CISD consultations					0
- # of employee attendees					0
TOTAL EMPLOYER UTILIZATION					
Total	4	124	4	5	137
TOTAL UTILIZATION					
Employee & Employer	32	154	36	28	250
Utilization Rate	3%	12%	3%	2%	5%