CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 07/01/2015 - 09/30/2015

Total Employee Population: 5800

General Summary, 3rd Quarter

TOTAL # OF CASES	118
TOTAL # OF SESSIONS	267
TELEPHONE INQUIRES ONLY	15
NO SHOWS / CANCELLATIONS	76
# OF ON-SITE PROGRAMS	4
# OF EMPLOYEES PARTICIPATING IN ON-SITE PROGRAMS	59
# OF CASE CLIENTS	136
TOTAL # OF CLIENTS SERVED	195

Detailed information on following page(s)

Activity To Date

	Q1	Q2	Q3	Q4	YTD	YTD%
TOTAL # OF CASES	123	113	118		354	6%
TOTAL # OF SESSIONS	278	259	267		804	14%
TELEPHONE INQUIRES ONLY	31	32	15		78	
NO SHOWS / CANCELLATIONS	97	64	76		237	
# OF ON-SITE PROGRAMS	0	6	4		10	
# OF EMPLOYEES PARTICIPATING IN ON-SITE PROGRAMS	0	32	59		91	
# OF CASE CLIENTS	141	132	136		409	7%
TOTAL # OF CLIENTS SERVED	141	164	195		500	
CLIENT CATEGORIES						
EMPLOYEE	109	133	165		407	
CHILD	0	0	0		0	
SPOUSE	0	0	0		0	
PARTNER	0	0	0		0	
OTHER DEPENDENT	31	30	30		91	
RETIREE	0	0	0		0	
OTHER	0	0	0		0	
TOTAL	***140***	***163***	***195***		***498***	

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 07/01/2015 - 09/30/2015

	Q1	Q2	Q3	Q4	YTD
YEARS OF SERVICE TO THE COMPANY					
1 YEAR OR LESS	8	9	9		26
1-4 YEARS	25	27	27		79
5-9 YEARS	22	17	19		58
10-14 YEARS	18	17	20		55
15 YEARS OR MORE	35	28	30		93
NOT GIVEN	1	35	60		96
TOTAL # OF EMPLOYEES	***109***	***133***	***165***		***407***
REFERRAL SOURCE					
BROCHURE	5	4	3		12
BROCHURE / CARD / POSTER	0	0	0		0
CHURCH	0	0	0		0
CO-WORKER / FRIEND	9	15	10		34
COMMUNITY CENTER	0	0	0		0
COMPANY NEWSLETTER	1	1	0		2
CONCERN NEWSLETTER	1	0	0		1
EMPLOYEE ORIENTATION	7	5	13		25
FORMAL MANAGEMENT REFERRAL	7	6	10		23
FRIEND	1	1	1		3
HEALTH BENEFITS FAIR	0	0	1		1
HOME MAILING	0	0	0		0
HUMAN RESOURCES	32	28	32		92
NEWS BROADCAST	0	0	0		0
NEWSLETTER	0	0	0		0
NEWSPAPER AD	0	0	0		0
NEWSPAPER ARTICLE	0	0	0		0
NURSE	0	0	0		0
OTHER	0	0	0		0
PROGRAM BY CONCERN	1	32	59		92
RADIO	0	0	0		0
RELATIVE	8	12	17		37
SCHOOL	0	0	0		0
SELF	11	5	5		21
SUPERVISOR	7	5	4		16
TELEVISION	0	0	0		0
UNION REPRESENTATIVE	1	0	0		1
WEBSITE	0	0	0		0
PREVIOUS EAP CLIENT	34	36	40		110
YOUTH ACTIVITY	0	0	0		0
TOTAL	***125***	***150***	***195***		***470***

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 07/01/2015 - 09/30/2015

PRIMARY PROBLEMS	Q1	Q2	Q3	Q4	YTD
ALCOHOL ABUSE	2	1	2		5
ANOTHER'S ALCOHOL OR DRUG ABUSE	0	0	0		0
DRUG ABUSE	0	0	0		0
EMOTIONAL / PSYCHOLOGICAL	56	48	51		155
FAMILY / CHILD	15	13	14		42
FAMILY VIOLENCE	1	0	0		1
FINANCIAL	0	0	1		1
JOB PERFORMANCE	2	2	2		6
LEGAL	0	0	0		0
MARITAL / RELATIONSHIP	48	41	40		129
OTHER	0	32	59		91
OTHER JOB RELATED	14	23	25		62
OTHER MENTAL HEALTH	0	0	0		0
PHYSICAL HEALTH	2	3	1		6
VIOLENT CRIME	0	0	0		0
TOTAL	***140***	***163***	***195***		***498***

INSURANCE BASED TREATMENT RECOMMENDATION					
CHEMICAL DEPENDENCY INPATIENT	0	0	0		0
CHEMICAL DEPENDENCY OUTPATIENT	0	0	0		0
MEDICAL EVALUATION	1	1	0		2
PSYCHIATRIC INPATIENT	0	0	0		0
PSYCHIATRIC OUTPATIENT	1	5	0		6
PSYCHOLOGICAL OUTPATIENT	0	0	0		0
****TOTAL***	***2***	***6***	***0***		***8***

** In some cases, a client uses several forms of treatment.*

NON-INSURANCE BASED TREATMENT RECOMMENDATIONS					
ALCOHOL / DRUG EDUCATION	0	0	0		0
ANGER EDUCATION	0	0	0		0
CONCERN ONLY	0	0	0		0
FINANCIAL / LEGAL ASSISTANCE	0	0	0		0
GROUP THERAPY	1	0	0		1
MARITAL / FAMILY COUNSELING	0	0	0		0
MEDICATION	0	0	0		0
OTHER	0	0	0		0
OTHER EDUCATION	0	0	0		0
SELF-HELP / SUPPORT GROUP	1	0	0		1
****TOTAL***	***3***	***0***	***0***		***3***

** In some cases, a client uses several forms of treatment.*

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 07/01/2015 - 09/30/2015

TRAINING OR PROMOTIONAL ACTIVITIES

JANUARY – FEBRUARY – MARCH – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

24 Training Hours Per Year
0 Used
24 Balance

The Director of Concern EAP contacts approximately 30% of all new clients at Concern for a Client Satisfaction Survey. Below are the results of this survey taken from your employees.

January 2015
3 Responses.
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall = 4.0 out of 4.0
Comments: "The scheduler was very polite."
"The scheduler was very helpful. The counselor had a listening ear and was helpful."
" It was very easy to make an appointment."

February 2015
8 Respondents
4.0 out of 4.0 for Front Office and Ease of Scheduling
4.0 out of 4.0 for Counselor
4.0 out of 4.0 for Overall Score

Comments: "I was very pleased with how everything played out."
"I've seen a counselor there individually before. This is for a family issue. I'm really pleased with the services you provide."
"The scheduler was very helpful and polite. I enjoyed talking to the counselor. He offered me some good insight. I felt like he understood what I was going through."
"The counselor was very accepting. I was just so happy that you are there to help my son."
"Everyone was very polite and helpful."
"The counselor was great. He completely understood what I was trying to say."
"It was perfect."
"The counselor was very very good. She made me feel very comfortable. In fact, I shared some things with her that I have never told anyone."

APRIL – MAY – JUNE – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

Concern:EAP computer calendars included in 2nd quarter report.

APRIL 21 - Judy Bookman conductred a 3 hour "Ethics workshop for social workers" with 10 employees at the Health Department as requested by Venus Jordan.

APRIL 27 - Judy Bookman attended a 1 hour "Planning meeting" with 4 employees as requested by Ora Applewhite.

MAY 18 - Judy Bookman attended a 1 hour "Planning meeting" with 2 employees at Public Works as requested by Mary Daniels.

MAY 22 - Judy Bookman conducted a 1 hour "Training Walk Through" with 2 employees at HR as requested by Ora Applewhite.

MAY 27 - Judy Bookman conducted a 2 hour "Workshop: Sleepless in Memphis" with 7 employees at HR as requested by Ora Applewhite.

JUNE 4 - Judy Bookman conducted a 1.5 hour "Workshop: Everything Has Side Effects" with 7 employees as requested by Ora Applewhite.

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 07/01/2015 - 09/30/2015

JULY – AUGUST – SEPTEMBER – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

AUGUST 4 - Paula Wilkinson conducted an "Orientation-Shelby County Correctional Training Class" from 10:30am - 11:00am with 25 employees as requested by Lt. Talley.

AUGUST 14 - Judy Bookman conducted a 2 hour "Walk-through: Mental Health/Mental Illness" at the Training Department with 3 employees as requested by Ora Applewhite.

AUGUST 19 - Judy Bookman conducted a 2 hour "Mental Health/Mental Illness workshop" at the Training Department with 13 employees as requested by Ora Applewhite.

SEPTEMBER 16 - Paula Wilkinson conducted a "CISD-death of employee" at the Health Department from 2:00pm - 3:00pm with 18 employees as requested by Morristein Holman.

The Director of Concern EAP contacts approximately 30% of all new clients at Concern for a Client Satisfaction Survey. Below are the results of this survey taken from your employees.

April 2015
5 Responses.
Front Desk / Scheduling = 3.6 out of 4.0
Counselor = 4.0 out of 4.0
Overall =3.9 out of 4.0
Comments: "The front desk was very helpful and friendly. Linda was accepting, understanding and very honest."
"Scheduling was a little challenging, but it was my fault, not yours. The scheduler was very polite. The counselor (Stephanie) was very sincere. You are doing a good job."
"Everything went well."
"It was real easy to schedule an appointment and the counselor was real nice."
"The process for scheduling was very easy, but I couldn't get in immediately. I like the privacy and confidentiality you provide."

May 2015
7 Responses
Front Desk / Scheduling = 3.86 out of 4.0
Counselor = 3.96 out of 4.0
Overall =3.93 out of 4.0
Comments: "The receptionist was very polite and helpful. The counselor was very accepting and absolutely understood what I was saying. Everything went well. There were no issues."
"I called after-hours and spoke to your service. "
"Everything went really well. It was easy to navigate. They gave me several options of locations and I was pleased."
"The receptionist was helpful."
"The counselor made me feel very comfortable. She was understanding, comforting and she listened and was honest. You are doing a great job."
"It was excellent. I really had a good session."

June 2015
5 Responses
Front Desk / Scheduling = 3.90 out of 4.0
Counselor = 4.0 out of 4.0
Overall =3.95 out of 4.0
Comments: "It was very easy to schedule an appointment. The scheduler was nice and the counselor made me feel comfortable."
"The counselor was great. He understood me perfectly."
"The scheduler was extremely pleasant. She deserves a raise! What I liked most were the options."
"The scheduler could have been a little friendlier on the phone. I went into the office kind of negative, but after the session I felt great. I was pleasantly surprised."
"Darin is amazing. I'm so happy."

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 07/01/2015 - 09/30/2015

July 2015
9 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "Miss Ann (the scheduler) really helped me. She calmed me down and gave me my appointment options. The counselor really helped me. I was surprised about the level of competency. I was impressed with the level of your services."
"The scheduler could have been warmer on the phone. The counselor was a perfect fit. She exceeded my expectations."
"The scheduler was polite and helpful. I liked the counselor. I can find no fault."
"I was very pleased with your services. It was easy to make an appointment. The counselor was respectful and really listened."
"It was wonderful. I enjoyed it. I felt relieved when I left."
"I really felt like the counselor cared."
"The counselor made me feel better. She was very attentive."

August 2015
5 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "The scheduler is always very polite. I brought my child in. We will be returning. We both felt like it helped."
"The scheduler was very pleasant and nice. She was detailed and courteous. My counselor was Sherita. She was nice and her spirit seemed accepting. Everything was nice at Concern."
"Ann who answered the phone was so professional I thought she was one of the counselors. Linda put me at ease. I felt very comfortable talking to her. I didn't really want to come at first, but now I can't wait to come back. Your people from the get-go were top notch. Everything was great."

September 2015
4 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "I think the counselor did a good job and the program is a good thing."
"I think ya'll are doing a good job."
"I wish you had more late hours."
"It was a very good experience."

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 10/01/2015 - 12/31/2015

Total Employee Population: 5800

General Summary, 4th Quarter

TOTAL # OF CASES	108
TOTAL # OF SESSIONS	240
TELEPHONE INQUIRES ONLY	23
NO SHOWS / CANCELLATIONS	66
# OF ON-SITE PROGRAMS	4
# OF EMPLOYEES PARTICIPATING IN ON-SITE PROGRAMS	47
# OF CASE CLIENTS	125
TOTAL # OF CLIENTS SERVED	172

Detailed information on following page(s)

Activity To Date

	Q1	Q2	Q3	Q4	YTD	YTD%
TOTAL # OF CASES	125	113	119	108	465	8%
TOTAL # OF SESSIONS	280	259	270	240	1049	18%
TELEPHONE INQUIRES ONLY	31	32	21	23	107	
NO SHOWS / CANCELLATIONS	98	64	76	66	304	
# OF ON-SITE PROGRAMS	0	6	4	4	14	
# OF EMPLOYEES PARTICIPATING IN ON-SITE PROGRAMS	0	32	59	47	138	
# OF CASE CLIENTS	143	132	137	125	537	9%
TOTAL # OF CLIENTS SERVED	143	164	196	172	675	
CLIENT CATEGORIES						
EMPLOYEE	111	133	166	139	549	
CHILD	0	0	0	0	0	
SPOUSE	0	0	0	0	0	
PARTNER	0	0	0	0	0	
OTHER DEPENDENT	31	30	30	33	124	
RETIREE	0	0	0	0	0	
OTHER	0	0	0	0	0	
TOTAL	***142***	***163***	***196***	***172***	***673***	

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 10/01/2015 - 12/31/2015

	Q1	Q2	Q3	Q4	YTD
YEARS OF SERVICE TO THE COMPANY					
1 YEAR OR LESS	8	8	9	6	31
1-4 YEARS	26	28	27	25	106
5-9 YEARS	22	16	19	14	71
10-14 YEARS	18	18	20	17	73
15 YEARS OR MORE	36	28	31	27	122
NOT GIVEN	1	35	60	50	146
TOTAL # OF EMPLOYEES	***111***	***133***	***166***	***139***	***549***
REFERRAL SOURCE					
BROCHURE	5	4	3	5	17
BROCHURE / CARD / POSTER	0	0	0	0	0
CHURCH	0	0	0	0	0
CO-WORKER / FRIEND	10	15	11	11	47
COMMUNITY CENTER	0	0	0	0	0
COMPANY NEWSLETTER	1	1	0	1	3
CONCERN NEWSLETTER	1	0	0	0	1
EMPLOYEE ORIENTATION	7	5	13	9	34
FORMAL MANAGEMENT REFERRAL	7	6	10	6	29
FRIEND	1	1	1	1	4
HEALTH BENEFITS FAIR	1	0	1	2	4
HOME MAILING	0	0	0	0	0
HUMAN RESOURCES	31	28	32	34	125
NEWS BROADCAST	0	0	0	0	0
NEWSLETTER	0	0	0	0	0
NEWSPAPER AD	0	0	0	0	0
NEWSPAPER ARTICLE	0	0	0	0	0
NURSE	0	0	0	0	0
OTHER	0	0	0	0	0
PROGRAM BY CONCERN	1	32	59	47	139
RADIO	0	0	0	0	0
RELATIVE	8	12	17	11	48
SCHOOL	0	0	0	1	1
SELF	11	5	5	4	25
SUPERVISOR	7	5	4	0	16
TELEVISION	0	0	0	0	0
UNION REPRESENTATIVE	1	0	0	0	1
WEBSITE	0	0	0	0	0
PREVIOUS EAP CLIENT	35	36	40	40	151
YOUTH ACTIVITY	0	0	0	0	0
TOTAL	***127***	***150***	***196***	***172***	***645***

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 10/01/2015 - 12/31/2015

PRIMARY PROBLEMS	Q1	Q2	Q3	Q4	YTD
ALCOHOL ABUSE	2	1	3	3	9
ANOTHER'S ALCOHOL OR DRUG ABUSE	0	0	0	0	0
DRUG ABUSE	0	0	0	0	0
EMOTIONAL / PSYCHOLOGICAL	58	49	52	66	225
FAMILY / CHILD	15	13	15	19	62
FAMILY VIOLENCE	1	0	0	0	1
FINANCIAL	0	0	0	0	0
JOB PERFORMANCE	2	2	2	7	13
LEGAL	0	0	0	0	0
MARITAL / RELATIONSHIP	48	41	39	16	144
OTHER	0	32	59	47	138
OTHER JOB RELATED	13	22	25	13	73
OTHER MENTAL HEALTH	0	0	0	0	0
PHYSICAL HEALTH	3	3	1	1	8
VIOLENT CRIME	0	0	0	0	0
TOTAL	***142***	***163***	***196***	***172***	***673***

INSURANCE BASED TREATMENT RECOMMENDATION					
CHEMICAL DEPENDENCY INPATIENT	0	0	0	0	0
CHEMICAL DEPENDENCY OUTPATIENT	0	0	0	0	0
MEDICAL EVALUATION	1	1	0	2	4
PSYCHIATRIC INPATIENT	0	0	0	0	0
PSYCHIATRIC OUTPATIENT	1	5	0	5	11
PSYCHOLOGICAL OUTPATIENT	0	0	0	0	0
****TOTAL***	***2***	***6***	***0***	***7***	***15***

** In some cases, a client uses several forms of treatment.*

NON-INSURANCE BASED TREATMENT RECOMMENDATIONS					
ALCOHOL / DRUG EDUCATION	0	0	0	0	0
ANGER EDUCATION	0	0	0	0	0
CONCERN ONLY	0	0	0	0	0
FINANCIAL / LEGAL ASSISTANCE	0	0	0	0	0
GROUP THERAPY	1	0	0	0	1
MARITAL / FAMILY COUNSELING	0	0	0	0	0
MEDICATION	0	0	0	0	0
OTHER	0	0	0	0	0
OTHER EDUCATION	0	0	0	0	0
SELF-HELP / SUPPORT GROUP	1	0	0	1	2
****TOTAL***	***3***	***0***	***0***	***1***	***4***

** In some cases, a client uses several forms of treatment.*

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 10/01/2015 - 12/31/2015

TRAINING OR PROMOTIONAL ACTIVITIES

JANUARY – FEBRUARY – MARCH – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

APRIL – MAY – JUNE – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

Concern:EAP computer calendars included in 2nd quarter report.

APRIL 21 - Judy Bookman conductred a 3 hour "Ethics workshop for social workers" with 10 employees at the Health Department as requested by Venus Jordan.

APRIL 27 - Judy Bookman attended a 1 hour "Planning meeting" with 4 employees as requested by Ora Applewhite.

MAY 18 - Judy Bookman attended a 1 hour "Planning meeting" with 2 employees at Public Works as requested by Mary Daniels.

MAY 22 - Judy Bookman conducted a 1 hour "Training Walk Through" with 2 employees at HR as requested by Ora Applewhite.

MAY 27 - Judy Bookman conducted a 2 hour "Workshop: Sleepless in Memphis" with 7 employees at HR as requested by Ora Applewhite.

JUNE 4 - Judy Bookman conducted a 1.5 hour "Workshop: Everything Has Side Effects" with 7 employees as requested by Ora Applewhite.

JULY – AUGUST – SEPTEMBER – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

AUGUST 4 - Paula Wilkinson conducted an "Orientation-Shelby County Correctional Training Class" from 10:30am - 11:00am with 25 employees as requested by Lt. Talley.

AUGUST 14 - Judy Bookman conducted a 2 hour "Walk-through: Mental Health/Mental Illness" at the Training Department with 3 employees as requested by Ora Applewhite.

AUGUST 19 - Judy Bookman conducted a 2 hour "Mental Health/Mental Illness workshop" at the Training Department with 13 employees as requested by Ora Applewhite.

SEPTEMBER 16 - Paula Wilkinson conducted a "CISD-death of employee" at the Health Department from 2:00pm - 3:00pm with 18 employees as requested by Morristein Holman.

OCTOBER – NOVEMBER – DECEMBER – provided the monthly 2 page email newsletter, The CONCERN Connection, for distribution.

OCTOBER 7 - Paula Wilkinson conducted a "New Employee Orientation" from 10:30am - 11:00am with 28 employees as requested by Lt. Talley.

OCTOBER 15 - Judy Bookman dropped off brochures at the Training Center as requested by Richard Sherman.

NOVEMBER 10 - Judy Bookman conducted a 2 hour "Mental Health/Mental Illness Overview" with 17 employees as requested by Ora Applewhite.

DECEMBER 8 - Judy Bookman conducted a 1 hour "Conflict management meeting" with 2 employees as requested by Vicky Lyon, HR.

The Director of Concern EAP contacts approximately 30% of all new clients at Concern for a Client Satisfaction Survey. Below are the results of this survey taken from your employees.

January 2015

3 Responses.
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall = 4.0 out of 4.0
Comments: "The scheduler was very polite."
"The scheduler was very helpful. The counselor had a listening ear and was helpful."
" It was very easy to make an appointment."

February 2015
8 Respondents
4.0 out of 4.0 for Front Office and Ease of Scheduling
4.0 out of 4.0 for Counselor
4.0 out of 4.0 for Overall Score

Comments: "I was very pleased with how everything played out."
"I've seen a counselor there individually before. This is for a family issue. I'm really pleased with the services you provide."
"The scheduler was very helpful and polite. I enjoyed talking to the counselor. He offered me some good insight. I felt like he understood what I was going through."
"The counselor was very accepting. I was just so happy that you are there to help my son."
"Everyone was very polite and helpful."
"The counselor was great. He completely understood what I was trying to say."
"It was perfect."
"The counselor was very very good. She made me feel very comfortable. In fact, I shared some things with her that I have never told anyone."

April 2015
5 Responses.
Front Desk / Scheduling = 3.6 out of 4.0
Counselor = 4.0 out of 4.0
Overall =3.9 out of 4.0
Comments: "The front desk was very helpful and friendly. Linda was accepting, understanding and very honest."
"Scheduling was a little challenging, but it was my fault, not yours. The scheduler was very polite. The counselor (Stephanie) was very sincere. You are doing a good job."
"Everything went well."
"It was real easy to schedule an appointment and the counselor was real nice."
"The process for scheduling was very easy, but I couldn't get in immediately. I like the privacy and confidentiality you provide."

May 2015
7 Responses
Front Desk / Scheduling = 3.86 out of 4.0
Counselor = 3.96 out of 4.0
Overall =3.93 out of 4.0
Comments: "The receptionist was very polite and helpful. The counselor was very accepting and absolutely understood what I was saying. Everything went well. There were no issues."
"I called after-hours and spoke to your service."
"Everything went really well. It was easy to navigate. They gave me several options of locations and I was pleased."
"The receptionist was helpful."
"The counselor made me feel very comfortable. She was understanding, comforting and she listened and was honest. You are doing a great job."
"It was excellent. I really had a good session."

June 2015
5 Responses
Front Desk / Scheduling = 3.90 out of 4.0
Counselor = 4.0 out of 4.0
Overall =3.95 out of 4.0
Comments: "It was very easy to schedule an appointment. The scheduler was nice and the counselor made me feel comfortable."
"The counselor was great. He understood me perfectly."

"The scheduler was extremely pleasant. She deserves a raise! What I liked most were the options."
"The scheduler could have been a little friendlier on the phone. I went into the office kind of negative, but after the session I felt great. I was pleasantly surprised."
"Darin is amazing. I'm so happy."

July 2015
9 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "Miss Ann (the scheduler) really helped me. She calmed me down and gave me my appointment options. The counselor really helped me. I was surprised about the level of competency. I was impressed with the level of your services."
"The scheduler could have been warmer on the phone. The counselor was a perfect fit. She exceeded my expectations."
"The scheduler was polite and helpful. I liked the counselor. I can find no fault."
"I was very pleased with your services. It was easy to make an appointment. The counselor was respectful and really listened."
"It was wonderful. I enjoyed it. I felt relieved when I left."
"I really felt like the counselor cared."
"The counselor made me feel better. She was very attentive."

August 2015
5 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "The scheduler is always very polite. I brought my child in. We will be returning. We both felt like it helped."
"The scheduler was very pleasant and nice. She was detailed and courteous. My counselor was Sherita. She was nice and her spirit seemed accepting. Everything was nice at Concern."
"Ann who answered the phone was so professional I thought she was one of the counselors. Linda put me at ease. I felt very comfortable talking to her. I didn't really want to come at first, but now I can't wait to come back. Your people from the get-go were top notch. Everything was great."

September 2015
4 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "I think the counselor did a good job and the program is a good thing."
"I think ya'll are doing a good job."
"I wish you had more late hours."
"It was a very good experience."

October 2015

3 Responses.
Front Office / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall Experience = 4.0 out of 4.0

Comments:
"The counselor was very accepting. I couldn't have asked for anything better."
"I thought it was great."
"The scheduler was very helpful. It is an excellent service."

November 2015
3 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0

CONCERN: EAP

Utilization Report

SHELBY COUNTY GOVERNMENT

Date Range: 10/01/2015 - 12/31/2015

Overall =4.0 out of 4.0
Comments: "You guys are doing a good job."
"Everyone was perfectly professional and understanding."
"I felt really totally relaxed after talking to the counselor."

December 2015
4 Responses
Front Desk / Scheduling = 4.0 out of 4.0
Counselor = 4.0 out of 4.0
Overall =4.0 out of 4.0
Comments: "There were some redundancies on the forms I filled out prior to my first session."
"I felt like the counselor really understood me. The location was good, and everything went well."
"I like the fact that you have someone on call 24 / 7."
"Everything was good."