Executive Summary for San Francisco Health Services System

Meeting Date: March 12, 2021 **Reporting Period:** 4/2020 -12/2020

SAN FRANCISCO
HEALTH SERVICE SYSTEM

Program Model for San Francisco Health Services System

24/7 multilingual access to master's and doctoral-level professionals

First Responders: 10- session per person, per issue, per year

General Population: 6- session per person, per issue, per year

SF MTA: 6- session per person, per issue, per year

Personal Development Training

GuidanceResources® Online & GuidanceNow℠ App

2020 Performance Snapshot

- 1878 total number of calls from 4/24-12/24

    - On average, highest volume of calls from 11am-2pm

    - Average speed of answer 38 seconds

    - 1.9% Abandonment Rate

- 590 referrals 12% first responders, 87% general population

- 64% clients identify as female, 35% as male, 1% as other

- 26% of clients identify as White, 10% Hispanic, 13% Asian, 9% Black

- Highest percentage of users between the ages of 31-40 at 37% followed by 23% aged 41-50

- May 2020 represented highest month of usage with 115 live referrals, followed by June with 91

- Stress reflected the top presenting issue at 24%, followed by Psychological at 16%

- 9% of users reported presenting issues related to "Health Crisis"

- DPH reflected the highest number of services, followed by HAS, and FIR

- First responder survey respondents rated service satisfaction at 4.6/5 (24 respondents), general population reported satisfaction at 4.5/5 (61 respondents)

Comprehensive Vendor Integration

Rx Benefits

Work-Life

Medical Plan

Guidance Resources

Managed Behavioral Health

Wellness

On-site Support

Disability/Absence Management
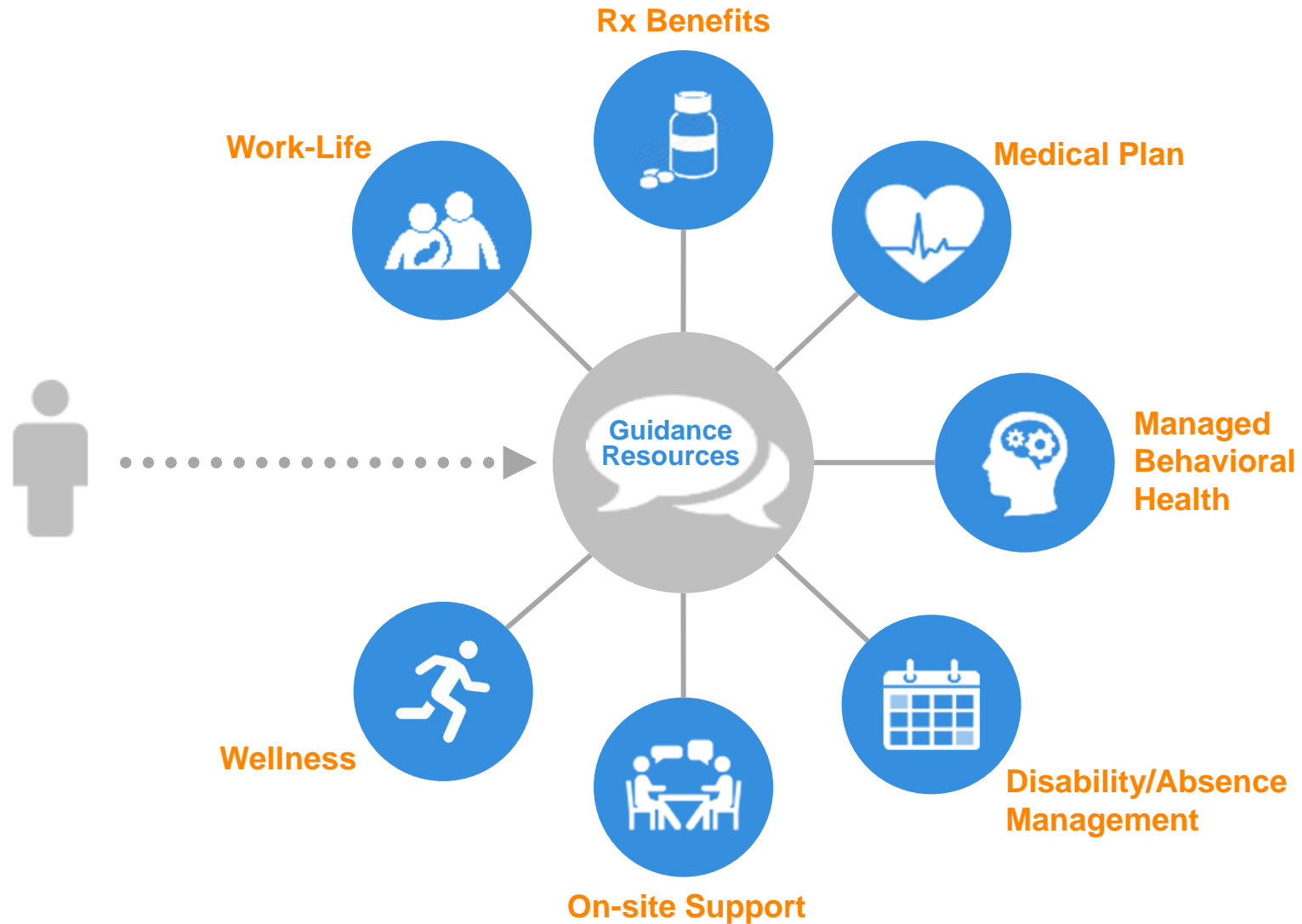
Program Utilization Snapshot
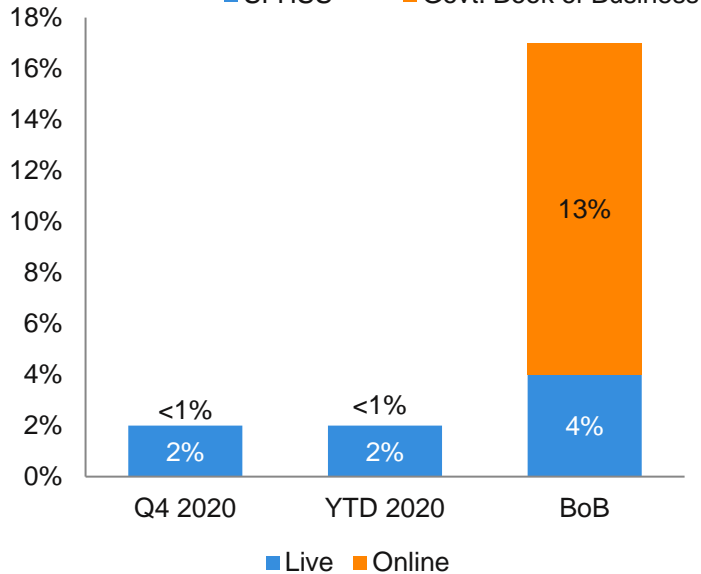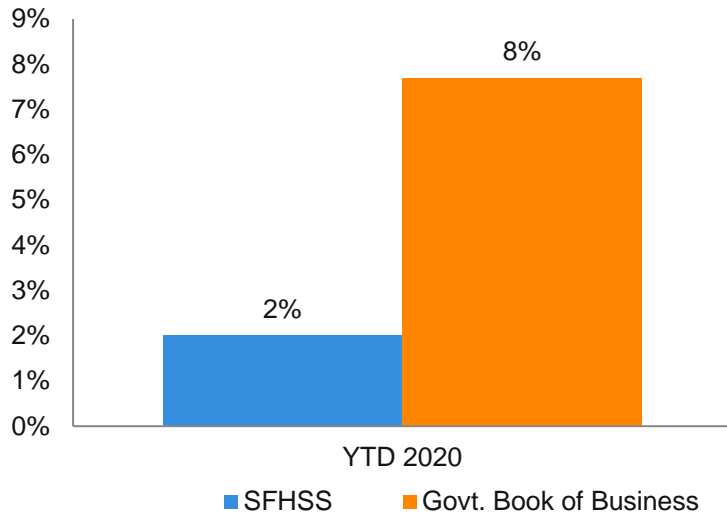
Observations and Comments

- 769 total services in 2020
  - Live access – 590 cases
    - 483 unique users
  - Online access – 179 actionable items
    - 24 unique users

EAP Resolution

- Resolved within EAP
- Referred Outpatient

4%
9…
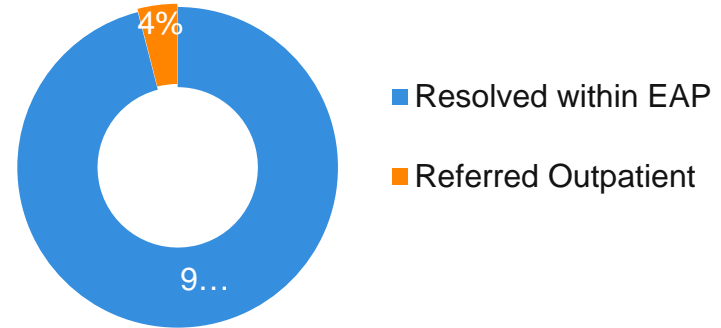
Service Access Points – Live and Online

Live Access

	Q42020	YTD 2020	BoB
FinancialConnect			4%
LegalConnect	3%	2%	12%
FamilySource	1%		7%
EAP	96%	98%	77%
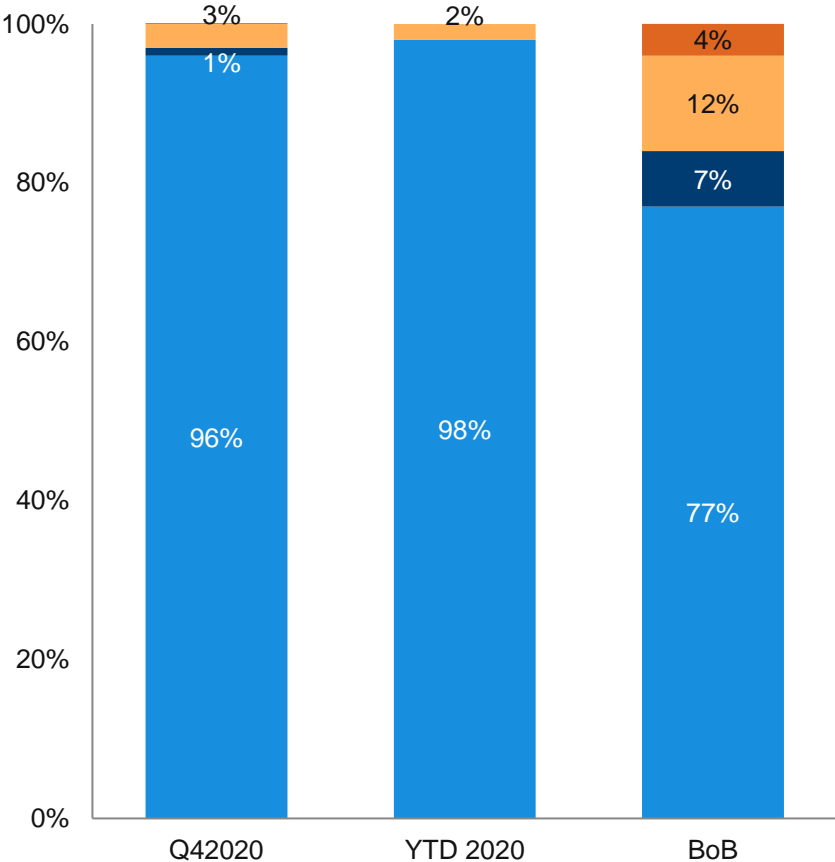
Legend: ■ EAP ■ FamilySource ■ LegalConnect ■ FinancialConnect

Online Access

	Q42020	YTD2020	BoB
Health Care Navigation			2%
Wellness	20%	11%	11%
Legal	50%	16%	22%
Financial		4%	11%
Work-Life/Family	10%	16%	21%
EAP	20%	54%	32%
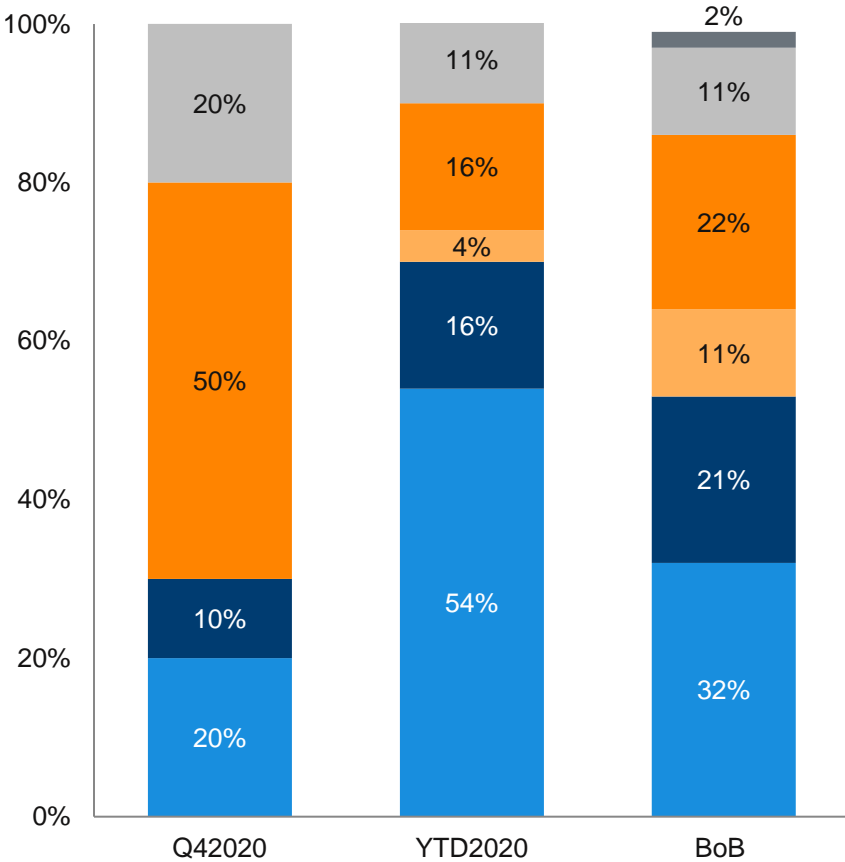
Legend: ■ EAP ■ Work-Life/Family ■ Financial ■ Legal ■ Wellness ■ Health Care Navigation

Client Demographics and Top Referral Sources – Live

	Q42020	YTD2020	BoB
Client Status			
General Population	83%	87%	NA
First Responder	14%	12%	NA
Gender			
Female	67%	64%	63%
Male	33%	35%	37%

Top Referral Sources		
Q42020	**YTD2020**	**BoB**
HR	HR	HR
Decline	Decline	Previous GR User
Email	Email	Decline
Other	Other	Family
Peer	Peer	Other

Client Age Groups YTD 2020

- 13-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60+
- Unknown

1%, 10%, 38%, 22%, 20%, 8%
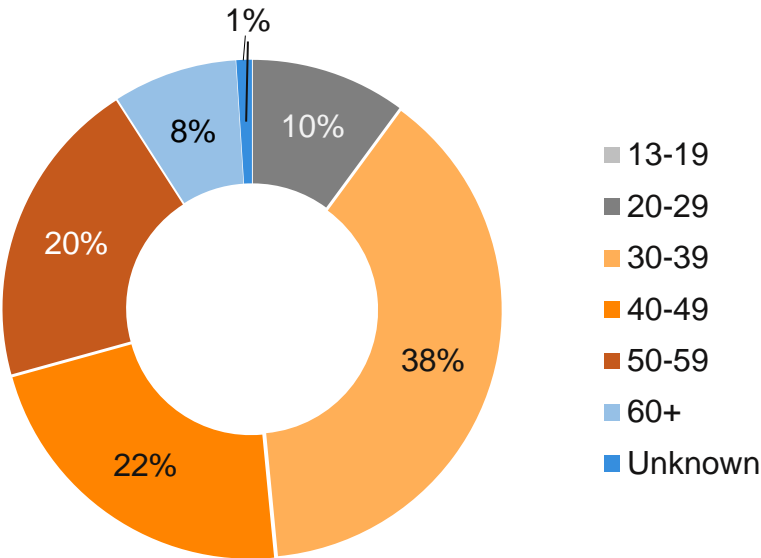
Employee Job Tenure YTD 2020

- Less than 1 year
- 1-4 years
- 5-9 years
- 10-14 years
- 15-19 years
- 20+ years
- Unknown

6%, 26%, 13%, 7%, 4%, 7%, 26%
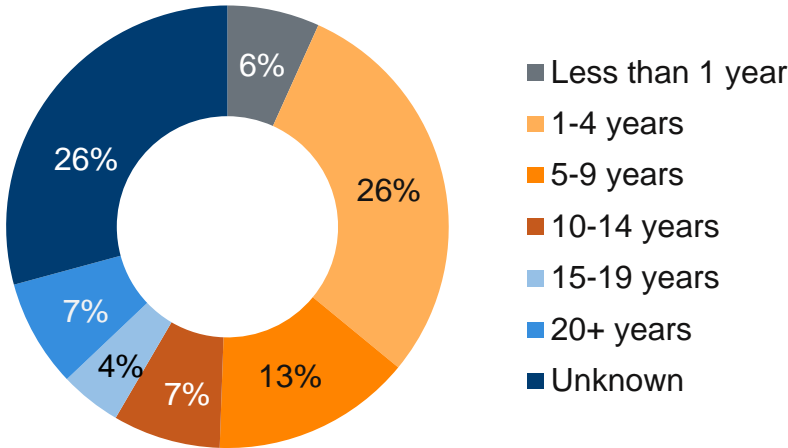
Top Items Searched via GuidanceResources Online

Top Online Topics		
Q42020	**YTD2020**	**BoB**
Stress & Anger Management	Emotional Well-Being	Emotional Well-Being
Personal Growth	Stress & Anger Management	Physical Health
Going Green	Personal Growth	Fitness & Nutrition
Top Online Searches		
Q42020	**YTD2020**	**BoB**
Lawyer	Lawyer	Lawyers & Court
	Child Care Provider	Child Care
Top Online Activities		
Q42020	**YTD2020**	**BoB**
Search Database	Resource	Article
Multimedia	On-Demand Training	Multimedia
Article	Search Database	Merchandise

Top OnDemand Training Sessions
2020
Managing Emotions in the Workplace
Learning to Relax
Coping with a Crisis or Traumatic Event

Top Live Presenting Issues by Service Type

Q42020	YTD2020	BoB
EAP		
Stress	Stress	Psychological
Psychological	Psychological	Anxiety Related
Partner/Relationship	Partner/Relationship	Partner/Relationship
FamilySource		
Support Groups - Grief	Support Groups - Grief	Government Services – Financial Assistance
LegalConnect		
Landlord/ Tenant	Landlord/ Tenant	Divorce/Separation
Family Law	Family Law	Family Law
Child Custody	Child Custody	Civil

Observations and Comments

- Top presenting issues align with overall BoB
- ComPsych has provided support for legal and work life concerns for members

What Clients are Saying about GuidanceResources

"I will be reaching out soon. The intake person was really wonderful. I expected someone to be just abrupt and business-like, but she was warm and easy to talk to" - Employee

"She provided an excellent service. I requested to continue seeing her through my private insurance" - Employee

"[provider] is a gifted therapist. She is compassionate and insightful and guides me towards positive transformation. I am so grateful to be working with her. " - Employee

"[provider] is excellent - he doesn't waste time. His assessments are excellent tools for cognitive behavioral changes that flared as a result of the pandemic.– I highly recommend [provider]" - Employee.

"I would recommend my provider to anyone. It was very easy to work with her …Thank you for giving me this opportunity to connect with someone when I really needed to. You are an invaluable resources and I hope other know that they can also take advantage of what you have to offer." - Employee

"It was helpful to get a list of providers & speak briefly w/ several people to make a choice" - Employee.

2021: Looking Ahead

Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App
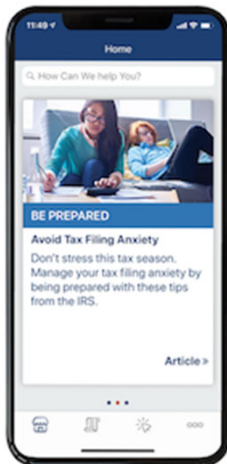
24-hour access to localized resources for 65 countries

Click to chat or email with master's-level GuidanceConsultants

On-demand training modules available anytime

Discounts through partners for commonly used services

Special topic centers for individuals facing similar issues

Lookup local child/ elder care, attorneys, financial experts

Content is organized by life event to reflect common searches

Crisis Portal offers immediate information, support and resources

Supporting Emerging Issues and Concerns

ComPsych digital toolkits contain helpful resources to support awareness efforts in the workplace, including:

- HelpSheets
- Online resources
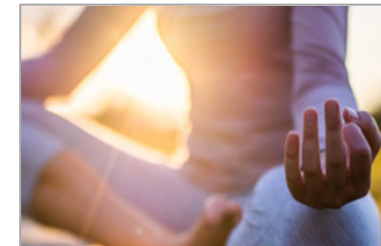- Registration access to live webinars
- And more!

Coronavirus Resources

May: Mental Health Awareness

July: Minority Mental Health Awareness

September: Mindfulness and Relaxation

October: World Mental Health Day

October: National Disability Employment Month

Dealing with Crisis and Trauma in the Workplace
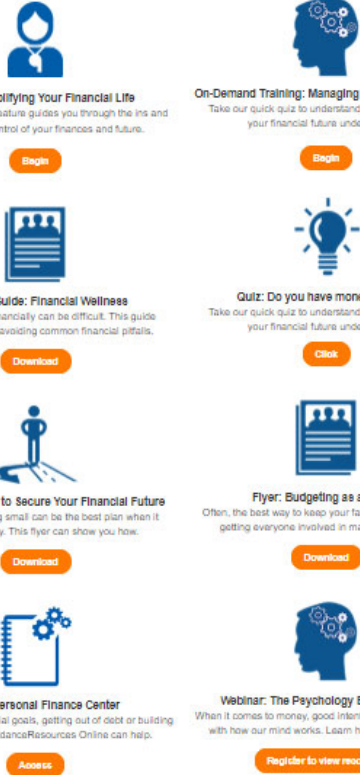
Q2 2021 Promotional Opportunities

Computerized Cognitive Behavioral Therapy (CCBT)

CCBT on GuidanceResources Online

- **Evidence-based** self-help resources for mental health and overall well-being

- **Interactive modules** to address most common behavioral health issues:
  - Anxiety
  - Depression
  - Insomnia
  - Intense Emotions
  - Mindfulness
  - Opioid Recovery
  - Chronic Pain
  - Drug and Alcohol Recovery
  - Stress
  - Nicotine Recovery
  - Trauma and PTSD
  - Pregnancy and Early Parenting
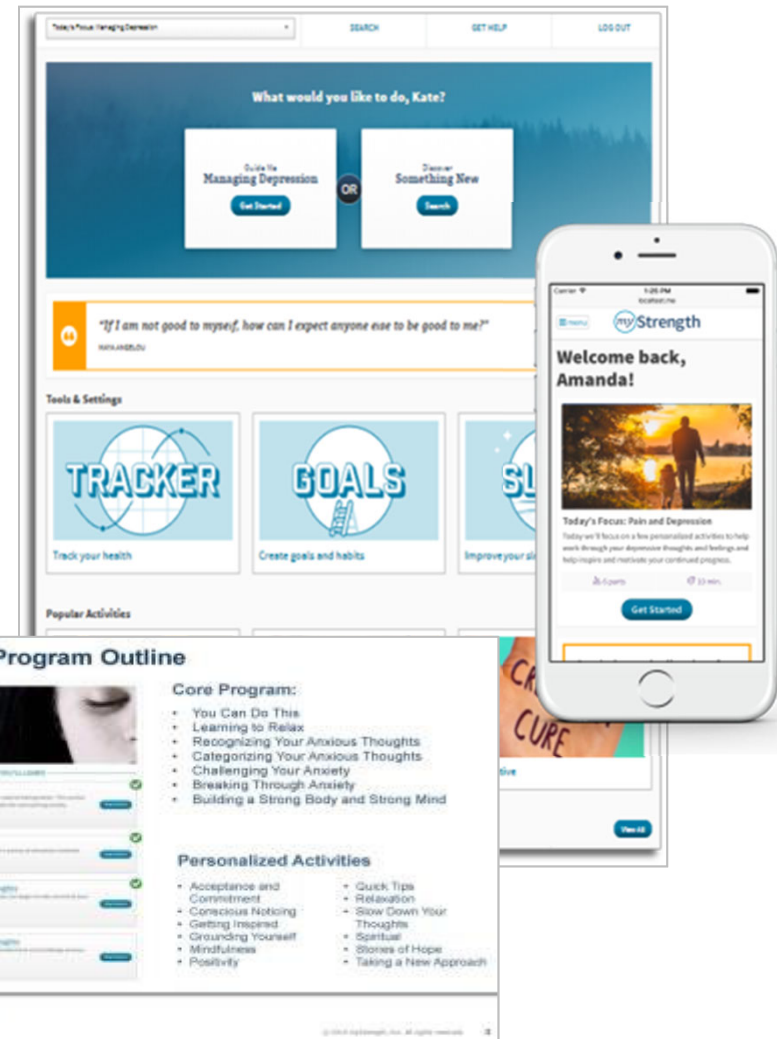
CCBT - Diversity Tools & Resources

Racism-Related Stress and Mental Wellness

Guide to Relaxation

Anxiety in LGBTQ+ Communities

Building Self-Esteem as Someone Who Is Gender Diverse

A Difficult But Necessary Conversation
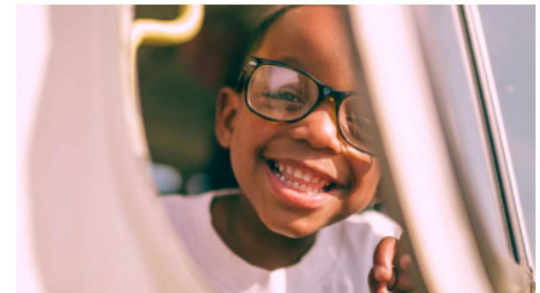
Talking to Your Kids About Racism, Violence, and Protests

CCBT – First Responder Tools & Resources

Life With a First Responder

Parenting as a First Responder

Stress First Aid for First Responders

2021 Promotional Updates

Communication Calendars

- Released US, Canada, Global, and Region Specific

New Training Topics

- Addressing Employee Performance Issues In A Supportive Way

- Autonomy: Strengthening Your Ability To Work Independently

- Balancing Work and Life in a Work From Home Environment

- Being Adaptive In An Ever-Changing World

- Difficult Conversations During Times Of Unrest

- Informed or Infirmed? Healthy Media Consumption And Social Media Usage

- Managing Staff Through Stressful Situations

- Mental Health Awareness for Leaders

- Unconscious Bias

Recommendations & Next Steps – EAP & Work-life Program

Recommendations

- Communications
  - Opportunity to share materials with the marketing team, so they can leverage our existing content
  - Style Guide
- GuidanceResources Online
  - Explore any ability to allow our team to educate the members on the website and its tools
- Training
  - Continue to find opportunities such as the Healing Circle
- Program Champions
  - Meet to discuss support available

Next Steps

- AM meeting with training requestors for upcoming events
- Gather feedback on Healing Circle and other training
- Share content with Marketing or Communications team to find where we align

ComPsych GuidanceResources® Products and Services

Behavioral Health Services

- **Employee Assistance Program** – *Provides access to short-term face-to-face counseling, crisis support and training*

- **Student Assistance Program** – *Short-term counseling services for students offered by clients in the education industry*

- **Managed Behavioral Health** – *Mental health and substance abuse case management*

- **Computerized Cognitive Behavioral Therapy (CCBT)** – *Interactive online modules to support mental health and well-being*

- **GuidanceResources® Online** – *Comprehensive online tools and resources covering a variety of well-being topics*

Work-Life Services

- **FamilySource®** – *Personalized referral support for elder and child care, adoption, pet care and personal convenience*

- **LegalConnect®** – *Unlimited access to staff attorneys for information and referrals*

- **FinancialConnect®** – *Unlimited access to staff CPAs and CFPs*

- **EstateGuidance®** – *Online access to create last will, living will or final arrangements*

- **IDResources℠** – *Comprehensive ID Theft restoration services*

- **HealthChampion®** – *Healthcare navigation and advocacy services*

- **ElderOutreach℠** – *Comprehensive support and proactive outreach for employees caring for the elderly*

International Services

- **Global GuidanceResources®** – *Comprehensive EAP services offered by local professionals in 160+ countries*

- **GlobalConnect** – *EAP support for expats or travelers*

Well-Being Services

- **HealthyGuidance®** – *Comprehensive wellbeing services to address back care, exercise, nutrition, sleep management, stress and resiliency, tobacco cessation, weight management and more*

  - Biometric Screenings
  - Health Assessment
  - Incentive Program Design
  - Online Coaching Programs
  - Online Incentive Tracker
  - Telephonic Coaching Programs
  - Worksite Wellness Challenges

- **RNSource®** – *Confidential nurse line for medical questions*

- **BariatricAssist℠** – *Specialized outreach and support for those facing bariatric surgery*

- **DisabilityAssist℠** – *Proactive outreach support to those on disability leave*

- **RightScript℠** – *Pharmacy coordination and targeted outreach*

Leave Management

- **FMLASource®** – *FMLA leave administration*

- **ADA Administration** – *Tracking and consultation of interactive process*

HR Services

- **HRConsult℠** – *Expert consultation on a wide range of HR issues*

- **ConfidentialSource℠** – *Hotline for confidential reporting*

- **OutplacementResources℠** – *Career assistance including resume review and interview preparation*

- **DOT Services** – *Case oversight and compliance for positive DOT–mandated drug tests*

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

Average number of employees: 40,943

Overall Utilization

	Current Period	YTD
Number of Case	44	777

Referrals by Month*

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
18	115	91	54	74	75	63	63	35	66	59	54
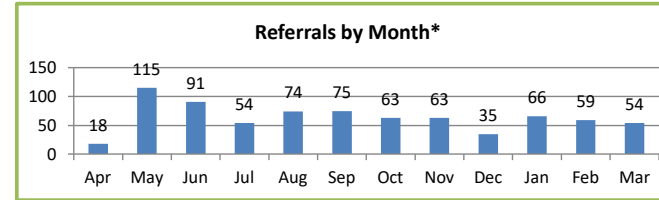
Employee Demographics

Gender - %

Type	Current Period	YTD	Book of Business
Female	68%	64%	65%
Male	32%	35%	33%
Other	0%	1%	2%
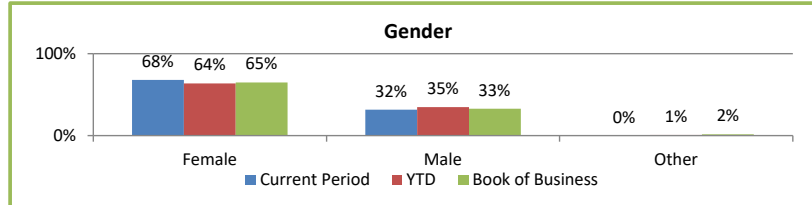
Age - %

Age Group	Current Period	YTD	Book of Business
20-30	14%	12%	21%
31-40	37%	36%	33%
41-50	32%	24%	25%
51-60	12%	21%	17%
61+	5%	7%	2%
Unknown	0%	0%	2%
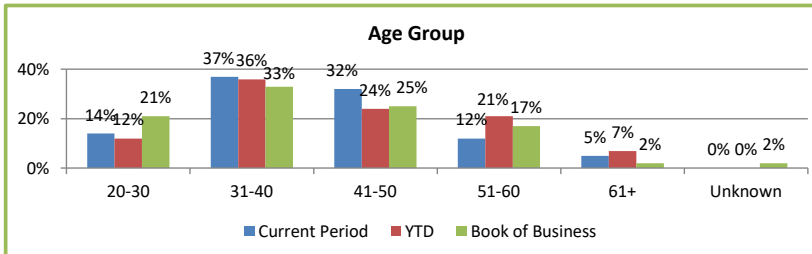
First Responders/Non-First Responders Services - %

Type	Current Period	YTD
First Responders	9%	11%
Non-First Responders	91%	88%
SF MTA	0%	1%

Ethnicity - %

Ethnic Group	Current Period	YTD
White	32%	27%
Black	18%	14%
Hispanic	30%	14%
Asian	20%	13%
Filipino	0%	3%
American Indain/Alaskan Native	0%	0.1%
Native Hawaiian or Pacific Islander	0%	0.1%
Multiracial	0%	0.8%
Unknown	0%	28%
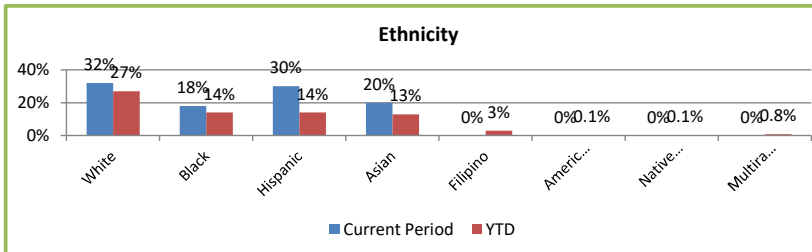
Gender

	Female	Male	Other
Current Period	68%	32%	0%
YTD	64%	35%	1%
Book of Business	65%	33%	2%

Age Group

	20-30	31-40	41-50	51-60	61+	Unknown
Current Period	14%	37%	32%	12%	5%	0%
YTD	12%	36%	24%	21%	7%	0%
Book of Business	21%	33%	25%	17%	2%	2%

Ethnicity

	White	Black	Hispanic	Asian	Filipino	Americ...	Native...	Multira...
Current Period	32%	18%	30%	20%	0%	0%	0%	0%
YTD	27%	14%	14%	13%	3%	0.1%	0.1%	0.8%

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

	Employee Type - YTD			Number of services	
Job Category	**% Clients**	**% of Total Population**	**Department**	**Current Period**	**YTD**
				Clients	**Total Population**
AAM	2.3%	0.0%	AAM		2
ADM	1.7%	0.0%	ADM		17
ADP	2.5%	0.0%	ADP		4
AIR	0.7%	0.0%	AIR		11
ART	0.0%	0.0%	ART		
ASR	4.0%	0.0%	ASR	1	7
BOA	0.0%	0.0%	BOA		
BOS	0.7%	0.0%	BOS		1
CAT	0.7%	0.0%	CAT		2
CCD	0.9%	0.0%	CCD	1	14
CFC	0.0%	0.0%	CFC		
CHF	5.1%	0.0%	CHF		3
CON	2.1%	0.0%	CON	1	6
CPC	3.8%	0.0%	CPC	1	9
CRT	0.9%	0.0%	CRT		4
CSC	0.0%	0.0%	CSC		
CSS	1.5%	0.0%	CSS		1
DAT	1.1%	0.0%	DAT		3
DBI	0.7%	0.0%	DBI		2
DEM	2.4%	0.0%	DEM	1	7
DPA	4.2%	0.0%	DPA		2
DPH	2.1%	0.4%	DPH	10	167
DPW	1.7%	0.1%	DPW	1	25
ECN	6.4%	0.0%	ECN		9
ENV	5.2%	0.0%	ENV		5
ETH	0.0%	0.0%	ETH		
FAM	1.4%	0.0%	FAM	1	3
FIR	2.5%	0.1%	FIR	3	46
HOM	6.6%	0.0%	HOM		9
HRC	3.0%	0.0%	HRC		1
HRD	3.6%	0.0%	HRD	1	10
HSA	2.4%	0.1%	HSA	4	57
HSS	6.6%	0.0%	HSS		4
JUV	2.0%	0.0%	JUV	1	4
LIB	3.9%	0.1%	LIB	1	35
LLB	0.0%	0.0%	LLB		
MYR	2.9%	0.0%	MYR		4
PDR	5.1%	0.0%	PDR		10
POL	0.2%	0.0%	POL		7
PRT	0.8%	0.0%	PRT		2
PUC	1.6%	0.1%	PUC	1	35
REC	1.7%	0.1%	REC	2	29
REG	1.2%	0.0%	REG		3
RET	2.8%	0.0%	RET		3
RNT	4.9%	0.0%	RNT		2
SCI	0.0%	0.0%	SCI		
SHF	1.2%	0.0%	SHF		13

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

TIS	2.3%	0.0%	TIS		6
TTX	4.6%	0.0%	TTX		9
USD	0.5%	0.1%	USD	6	44
WAR	0.0%	0.0%	WAR		
WOM	0.0%	0.0%	WOM		
Unk			Unk	8	121

MTA			MTA		19

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

Call Data

Call Volume (Current period)	
5-Mar	4
6-Mar	5
7-Mar	0
8-Mar	16
9-Mar	16
10-Mar	10
11-Mar	6
12-Mar	4
13-Mar	2
14-Mar	1
15-Mar	11
16-Mar	8
17-Mar	7
18-Mar	6

Call Volume	Current Period	YTD
Total calls	96	2374

Call per Time of Day (PT)
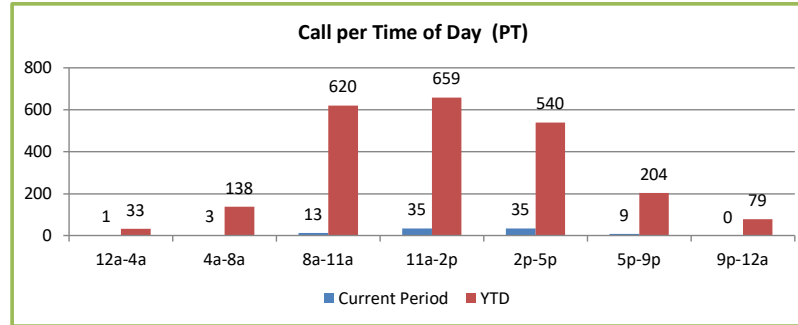
Time of Day of Calls - PT	Current Period	YTD
12a-4a	1	33
4a-8a	3	138
8a-11a	13	620
11a-2p	35	659
2p-5p	35	540
5p-9p	9	204
9p-12a	0	79
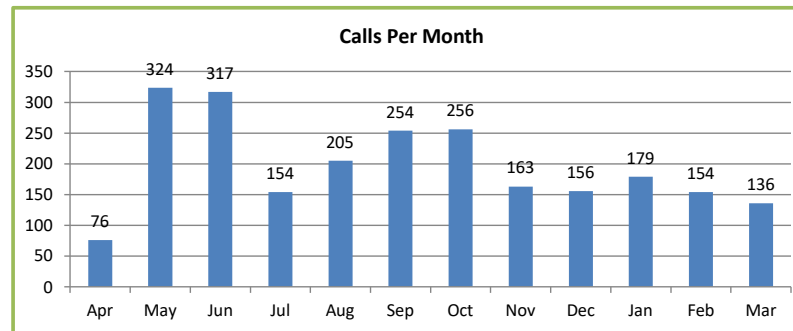
Call Statistics	Current	YTD	BoB
Average Speed of Answer	22	34	22
Abandonment Rate	3.1%	1.8%	1.5%

Calls Per Month

Apr 76, May 324, Jun 317, Jul 154, Aug 205, Sep 254, Oct 256, Nov 163, Dec 156, Jan 179, Feb 154, Mar 136

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

Presenting Issues/Consultation Type

Presenting Issues - Top 5

Current Period		YTD		Book of Business
Partner/Relationship	30%	Stress	23%	Psychological (32%)
Stress	23%	Partner/Relationship	17%	Partner/Relationships (27%)
Psychological	11%	Psychological	15%	Stress (16%)
Anxiety Related	11%	Anxiety Related	12%	Anxiety (10%)
Family-Child	9%	Depression	7%	Depression (10%)

Consultation Type**

Type	Current Period	YTD	Book of Business
Face -to Face	71%	72%	67%
Telehealth	9%	12%	15%
Text	0%	0%	0%
Video	20%	16%	18%

 # Counseling Sessions per Referral - Only YTD

Sessions Used	First Responders (10)	All Others (6)
0	59	489
1	7	34
2	5	29
3	3	19
4	2	16
5	2	28
6		93
7	2	1
8	3	1
9	2	1
10	4	

Current Period Top Presenting

- Partner/Relationsh... 30%
- Stress 23%
- Psychological 11%
- Anxiety Related 11%
- Family-Child 9%

YTD Top Presenting Issues

- Stress 23%
- Partner/Relationsh... 17%
- Psychological 15%
- Anxiety Related 12%
- Depression 7%

Sessions per Referral - First Responders

59, 7, 5, 3, 2, 2, 2, 3, 2, 4 (for 0–10)

Sessions per Referral - All Others

489, 34, 29, 19, 16, 28, 93, 1, 1, 1 (for 0–10)

Consultation Type

	Current Period	YTD	Book of Business
Face -to Face	71%	72%	67%
Telehealth	9%	12%	15%
Text	0%	0%	0%
Video	20%	16%	18%

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

Satisfaction/Outcome Data

Satisfaction Results - Only YTD

Based on 5 point scale	First Responders	All Others	BoB
Rating	4.5	4.5	4.4
Number of Responses	40	86	n/a

WOS Outcome Results- Only YTD

	First Responders	All Others	BoB
% of clients indicating improvement in life	28%	39%	28%
% of clients indicating improvement at work	28%	25%	26%

Case Closure Rate (%) - Only YTD

	First Responders	All Others	BoB
Resolved in the EAP	100%	97%	87%
Referred to Outpatient	0%	3%	12%
Referred to Inpatient	0%	0%	1%
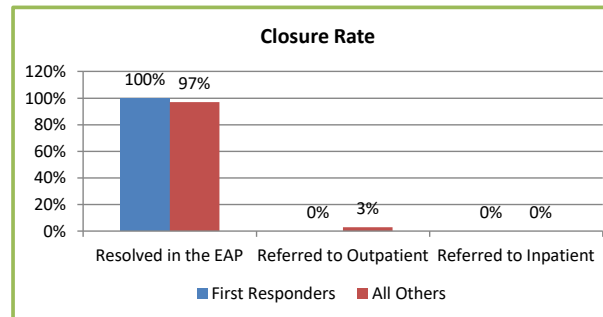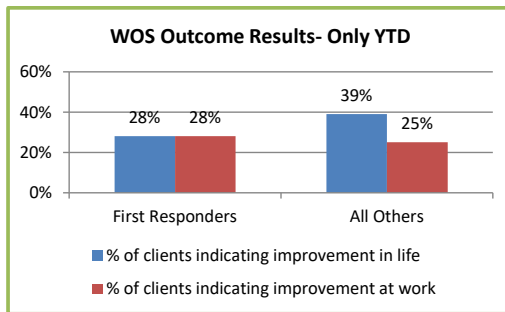
WOS Outcome Results- Only YTD

Closure Rate

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

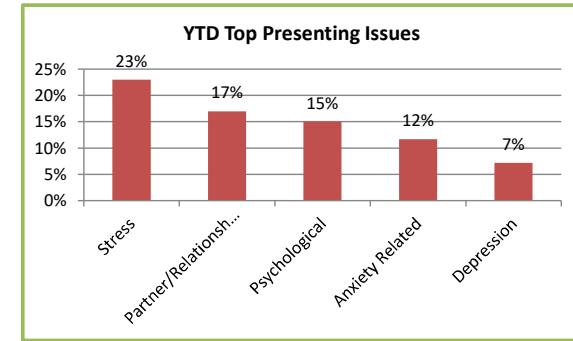|		Complaints (Reported at the end of each Month)				
Month	**Date**	**Resolved Date**	**Resolution Time**	**Complainant**	**Issue**	**Resolution**
April			No complaints			
May	5/7/2020	5/8/2020	1	Employee	Not returning calls	New referral
	5/15/2020	5/15/2020	0	Employee	Not returning calls	New referral
	5/18/2020	5/19/2020	1	Employee	Not returning calls	New referral
	5/21/2020	5/27/2020	4	Employee	Not returning calls	New referral
	5/22/2020	5/26/2020	3	Employee	Availability	New referral
		5/26/2020	3	Employee	Not returning calls	New referral
		5/26/2020	3	Employee	Not returning calls	New referral
	5/28/2020	6/4/2020	5	Employee	Availability	New referral
Jun	6/7/2020	6/7/2020	0	Employee	Availability	New referral
	6/17/2020	6/18/2020	1	Employee	Not returning calls	New referral
	6/22/2020	6/24/2020	2	Customer	Referral not a match	New referral
	6/24/2020	6/24/2020	0	Employee	Not returning calls	New referral
	6/25/2020	6/25/2020	0	Employee	Not returning calls	New referral
	6/29/2020	6/30/2020	0	Employee	Availability	New referral
Jul	7/2/2020	7/5/2020	1	Employee	Availability	New referral
	7/24/2020	7/27/2020	1	Customer	Staff responsivness	Education
	7/27/2020	8/3/2020	4	Customer	Staff responsivness	Education
	7/27/2020	7/31/2020	3	Customer	Inaccurate information	Education
	7/30/2020	7/31/2020	1	Employee	Availability	New referral
	7/31/2020	8/7/2020	5	Customer	Referral not a match	New referral
Aug	8/3/2020	8/4/2020	1	Employee	Availability	New referral
	8/5/2020	8/5/2020	0	Employee	Not returning calls	New referral
	8/10/2020	8/18/2020	6	Customer	Not returning calls	New referral
Sept	9/8/2020	9/8/2020	0	Employee	Not returning calls	New referral
	9/9/2020	9/10/2020	1	Employee	Not returning calls	New referral
	9/29/2020	10/8/2020	7	Employee	Not returning calls	New referral
Oct	10/09/2020	10/09/2020	0	Employee	Not returning calls	New referral
	10/16/2020	10/16/2020	0	Employee	Not returning calls	New referral
	10/20/2020	10/21/2020	1	Employee	Availability	New referral
	10/30/2020	11/03/2020	2	Employee	Availability	New referral
Nov	11/6/2020	11/6/2020	0	Employee	Availability	New referral
	11/12/2020	11/13/2020	1	Customer	Intake paperwork	Edcuation
	11/20/2020	11/20/2020	0	Employee	Availability	New referral
	11/30/2020	11/30/2020	0	Employee	Not returning calls	New referral
Dec	12/16/2020	12/17/2020	1	Employee	Not returning calls	New referral
	12/21/2020	12/21/2020	0	Employee	Not returning calls	New referral
	12/29/2020	12/30/2020	1	Customer	Inaccurate information	Education

SFHSS Utilization Report

Report Date: 2/22/2021

YTD Period: 4/24/2020-3/18/2021

Current Period: 3/5/2021 - 3/18/2021

Jan	01/14/2021	01/14/2021	0	Customer	Inappropriate Behavior	Education
	01/18/2021	01/18/2021	0	Customer	Referral Did Not Match Client Needs	Education
	01/25/2021	01/28/2021	1	Customer	Inappropriate care management	Provider Term
Feb	02/04/2021	02/05/2021	1	Employee	Availability	New referral
	02/09/2021	02/09/2021	0	Employee	Not returning calls	New referral
	02/18/2021	02/18/2021	0	Employee	Not returning calls	New referral
	02/23/2021	02/24/2021	1	Employee	Not returning calls	New referral
Mar						

* Program started 4/24/20, Current month is as of report date
**This refers to the way the referral is set up, the Guidance Consultant (GC) creates the case in the way the client is going to be seen as far as we know when we send the referral. ComPsych does not always have visibility how the provider actually delivers the service, since it can vary by provider and when the service is rendered

Month 2020	# of Calls	# of Cases	% of Calls that become Cases
April	63	18	29%
May	327	115	35%
June	314	91	29%
July	145	53	37%
August	202	71	35%
September	252	74	29%
October	268	65	24%
November	103	44	43%
December	162	51	31%
TOTAL	1836	582	32%

# of Calls and Cases by Month

% of Calls that become Cases by Month
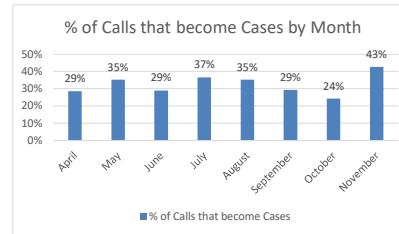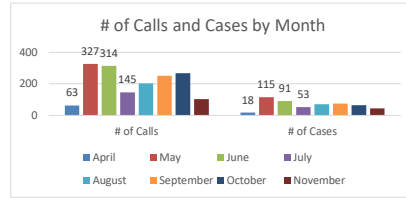
Day of the Week - Total calls	April	May	June	July	August	September	October	November	December	TOTAL	Avg.		
Sunday	11	19	11	6	13	13	16	1	12	102	13	6%	
Monday	20	55	74	13	40	34	57	31	27	351	42	20%	76%
Tuesday	7	61	74	38	39	55	42	25	33	374	45	21%	
Wednesday	4	49	47	47	34	52	42	14	37	326	39	18%	
Thursday	7	67	50	18	30	51	42	11	27	303	38	17%	
Friday	13	55	43	19	32	35	51	19	18	285	35	16%	
Saturday	1	21	15	4	14	12	18	2	8	95	12	5%	
TOTAL	63	327	314	145	202	252	268	103	162	1773			

Total Number of Calls Per Month by Day of the Week
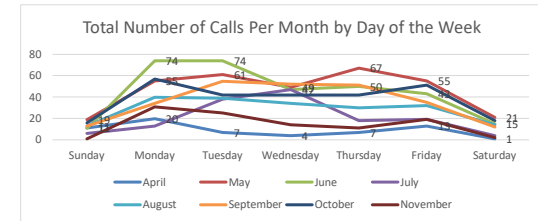
Day of the Week - Average Calls	April	May	June	July	August	September	October	November	December	TOTAL
Sunday	11	3.8	2.2	1.5	2.6	3.25	4	0.2	3	4
Monday	20	13.75	14.8	3.25	8	8.5	14.25	6.2	6.75	11
Tuesday	7	15.25	14.8	9.5	9.75	11	10.5	6.25	6.6	10
Wednesday	4	12.25	11.75	9.4	8.5	10.4	10.5	3.5	7.4	9
Thursday	7	16.75	12.5	3.6	7.5	12.75	8.4	2.75	5.4	9
Friday	13	11	10.75	3.8	8	8.75	10.2	4.75	4.5	8
Saturday	1	4.2	3.75	1	2.8	3	3.6	0.5	2	2
AVG Daily	31	11	10	5	7	8.4	9	3	7	7

Average Number of Calls by Month Per day of the Week
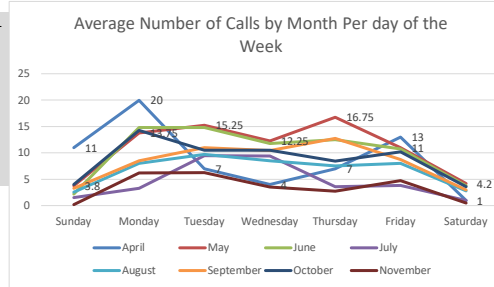
Additional Data: ??
% of call increase by com push
% of call increase by criticle incident

ComPsych Call Volume Report

	Tue	Wedn	Thu	Fri	Sat	Sun	Mon	Tue	Wedn	Thu	Fri	Sat	Sun	Mon	Tue	Wedn	Thu	Fri	Sat	Sun	Mon	Tue	Wedn	Thu	Fri	Sat	Sun	Mon	Tue	Wedn	Thu
Date	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec	6-Dec	7-Dec	8-Dec	9-Dec	10-Dec	11-Dec	12-Dec	13-Dec	14-Dec	15-Dec	16-Dec	17-Dec	18-Dec	19-Dec	20-Dec	21-Dec	22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec	29-Dec	30-Dec	31-Dec
Number of calls	11	8	7	8	1	2	6	5	7	9	6	2	0	6	11	7	8	4	3	7	7	3	3	2	0	2	3	8	3	12	1

Communication Push
Communication Format

Total Number of Calls for Dec. 2020	162
Total Number of Cases for Dec. 2020	51
% of calls that become cases	31%

Day of the Week	Total Calls	# of Days/n	Avg. calls
Sunday	12	4	3
Monday	27	4	6.75
Tuesday	33	5	6.6
Wednesday	37	5	7.4
Thursday	27	5	5.4
Friday	18	4	4.5
Saturday	8	4	2
TOTAL # of Calls	162	31	5.225806

Report Period: June 2018 - June 2021		
Presenting Issue	Number of Instances	Percentage
Knudson, Kathy		
Anger Management	2	0.70%
Anxiety	2	0.70%
Bipolar Disorder	1	0.30%
Career	2	0.70%
Chronic Health Issues	2	0.70%
Co-Dependency Problem	1	0.30%
Co-Worker Relations	2	0.70%
Conflict	3	1.00%
Depression	6	2.00%
Discipline	1	0.30%
Drug Abuse	3	1.00%
Extended/Blended Family	1	0.30%
Family/Marital/Relationship Problem	67	22.00%
Legal Problem	2	0.70%
Manager Relations	1	0.30%
Marijuana	1	0.30%
Other Problem	8	2.60%
Parenting	2	0.70%
Physical Health/Medical Problem	8	2.60%
Psychological Problem	50	16.40%
Roles and Duties	1	0.30%
Stress	11	3.60%
Supervisor Relations	2	0.70%
Trauma Reaction	1	0.30%
Work Dissatisfaction	1	0.30%
Work Quality	1	0.30%
Work Related Anxiety	1	0.30%
Work Related Stress	1	0.30%
Work-Related Issue	120	39.50%
Lintner, Jeff		
Alcohol Abuse	6	1.60%
Anxiety	11	2.90%

Assault	1	0.30%
Career	1	0.30%
Chronic Health Issues	2	0.50%
Co-Dependency Problem	1	0.30%
Co-Worker Relations	5	1.30%
Communication	9	2.40%
Conflict	1	0.30%
Critical Incident	2	0.50%
Depression	2	0.50%
Drug Abuse	3	0.80%
Extended/Blended Family	1	0.30%
Family/Marital/Relationship Problem	67	17.90%
Financial Concerns	1	0.30%
Financial Problem	1	0.30%
Grief/Loss	7	1.90%
Legal	1	0.30%
Legal Problem	3	0.80%
Life Transition	3	0.80%
Other Problem	3	0.80%
Physical Health/Medical Problem	4	1.10%
Physical Threat	1	0.30%
Psychological Problem	99	26.40%
Roles and Duties	10	2.70%
Safety / Accidents	4	1.10%
Subordinate Relations	4	1.10%
Supervisor Relations	9	2.40%
Verbal Threat	1	0.30%
Work Dissatisfaction	2	0.50%
Work Performance Issues	1	0.30%
Work Quality	1	0.30%
Work Related Anxiety	1	0.30%
Work Related Stress	9	2.40%
Work-Related Issue	97	25.90%
Workplace Violence (See Notes)	1	0.30%

Longtin, Jeannette

Alcohol	1	0.40%
Alcohol Abuse	6	2.50%
Anger Management	3	1.20%
Anxiety	2	0.80%
COVID-19 Work Related Issues	1	0.40%
Career	1	0.40%
Co-Dependency Problem	1	0.40%
Co-Worker Relations	1	0.40%
Conflict	2	0.80%
Delusional	1	0.40%
Depression	2	0.80%
Discipline	1	0.40%
Domestic Violence	1	0.40%
Drug Abuse	1	0.40%
Family/Marital/Relationship Problem	55	22.80%
Financial Problem	1	0.40%
Grief/Loss	1	0.40%
Loss of Housing	1	0.40%
Manager Relations	3	1.20%
Other Problem	16	6.60%
Peer Support Consultation	1	0.40%
Physical Health/Medical Problem	1	0.40%
Psychological Problem	46	19.10%
Stress	1	0.40%
Trauma Reaction	2	0.80%
Work Dissatisfaction	1	0.40%
Work Performance Issues	2	0.80%
Work Quality	3	1.20%
Work Related Anxiety	2	0.80%
Work Related Stress	7	2.90%
Work-Related Issue	73	30.30%
Workplace Violence (See Notes)	1	0.40%

Drug and Alcohol related Presenting Issues Count	21
All presenting issues	920
% of Total that are Drug/Alcohol related	2.28%