

EMPLOYEE ASSISTANCE OFFICE (EAO)

Annual Report Fiscal Year 2019-2020

The UW-Madison Employee Assistance Office and LifeMatters helps faculty and staff maintain and enhance their professional and personal lives by providing counseling and consultation. The EAO is staffed by licensed professional counselors who give timely assistance with personal or work related concerns in order to contribute to the overall performance and well-being of the employee.

UW EAO			LifeMatters		
Consultations			Consultations		
<ul style="list-style-type: none"> Total number of new individual cases opened – 434 Total Re-User-New Issue -- 211 Total supervisory/management consultations – 140 Total number of individual follow-ups – 405 			<ul style="list-style-type: none"> Total number of new individual cases opened – 536 Total Re-User-New Issue -- N/A Total supervisory/management consultations – 41 Total number of individual follow-ups (sessions) – 433 		
Total lives served with consultation – 785			Total lives served with consultation -- 577		
Group Facilitation and Presentations			Group Facilitation and Presentations		
<ul style="list-style-type: none"> Total number of groups in conflict/total participants – 9 groups, 96 participants Number of grief group sessions – 7, 24 attendees Total number of presentations – 40, 1,880 attendees 			<ul style="list-style-type: none"> Total number of groups in conflict/total participants N/A Number of grief group sessions – 13, 52 attendees Total number of presentations – 7, 450 attendees 		
Total lives served with group facilitation and presentations – 2,000			Total lives served with group facilitation and presentations -- 502		
Total Lives Served – 2,785			Total Lives Served – 1,079		
Client Demographics			Top Reasons for Contact		
	UW EAO	LifeMatters		UW EAO	LifeMatters
Academic Staff	50%	49%	Management Consultation	16%	7%
University Staff	22%	30%	Anxiety/Mental Health	16%	53%
Faculty	7%	21%	Partner/Relationship	12%	15%
Limited Appointee	5%	not identified	Career/Occupational	10%	6%
			Employee-Supervisor Conflict	9%	1%
			Performance	6%	not identified
			Employee-Employee Conflict	5%	not identified
			Stress/Work Life	4%	29%
			Covid19 (March-June 2020)	2%	2%
Presentations					
UW EAO (1,880 attendees)			Life Matters (450 attendees)		
Opportunity of Conflict			Conquering Time		
Suicide Prevention			Winter Blues		
Positive Work Environment			Stress or Success		
Healthy Boundaries			Adapting to Workplace Change		
Coaching for Difficult Conversations			Healthy Remedies for Managing Stress		
Imposter Syndrome			Self-Care for COVID19		
			Various Webinar Topics		

UW EAO Workplace Outcome Suite Summary

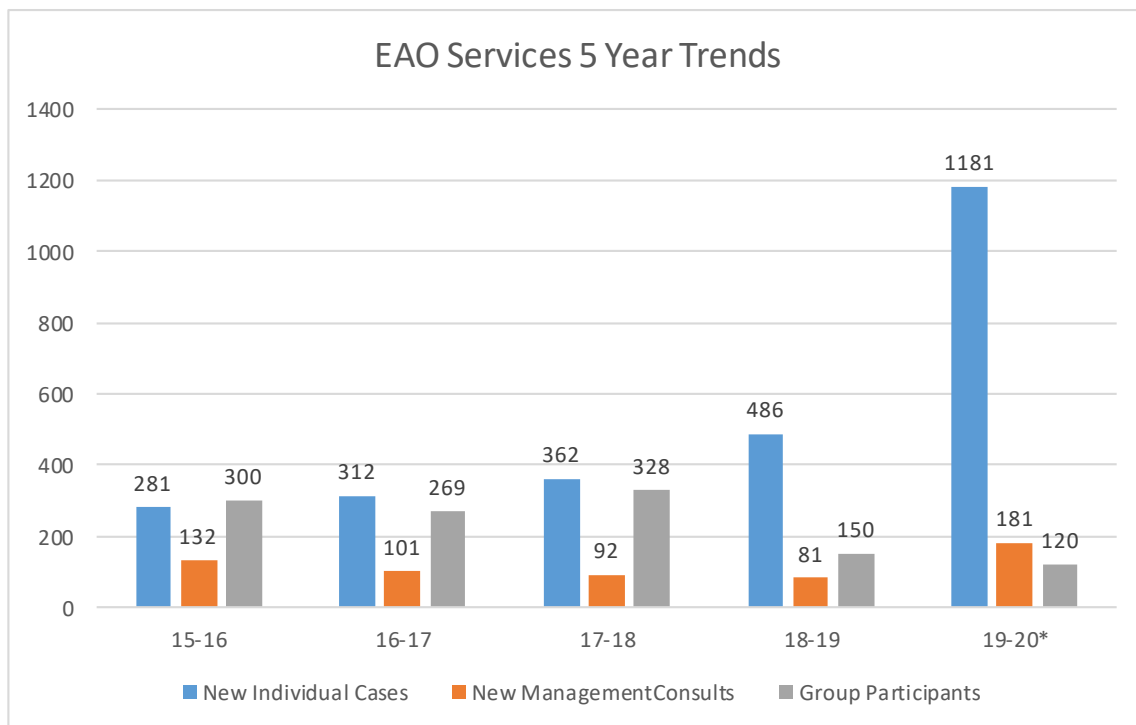
- Absenteeism: 16% decrease
- Presenteeism: 7% decrease
- Work Engagement: 5% increase
- Life Satisfaction: 4% increase
- Workplace Distress: 9% decrease

UW EAO Client Evaluation Data

- New Client 24 Hour Survey, Average client satisfaction = 97% positive
- Return rate = 52%

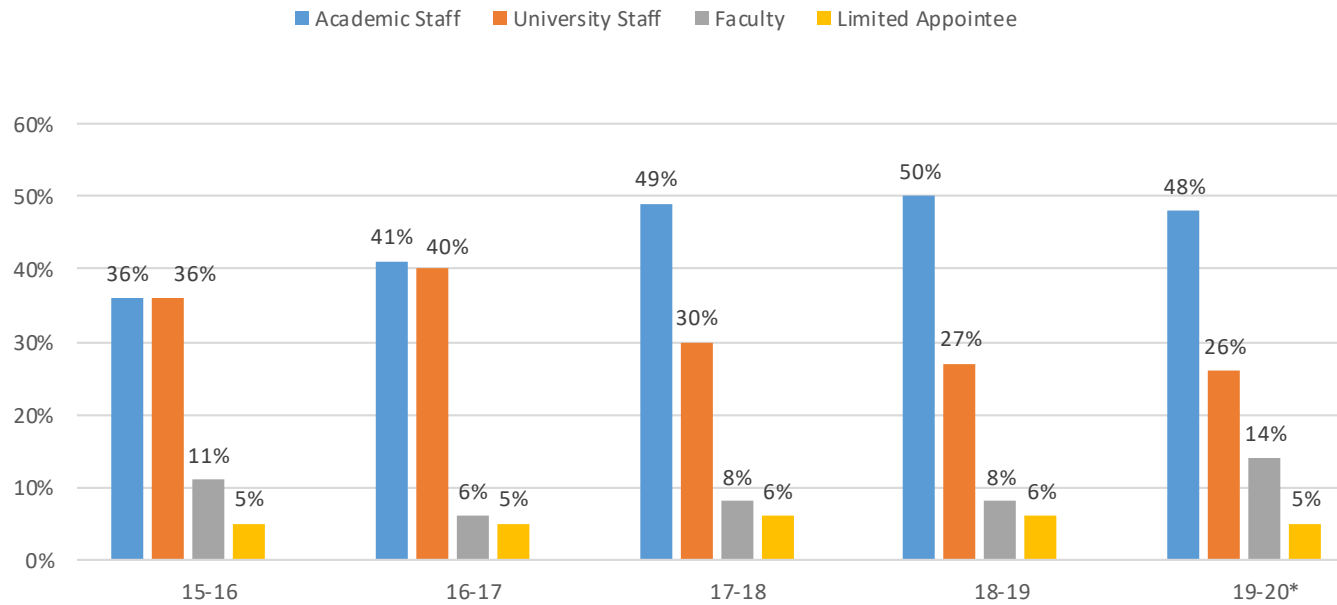
EAO Staff Committee Involvement

- UW Madison Suicide Prevention Council
- Employee Assistance Professionals Association
- International Association of Employee Assistance Professionals in Education



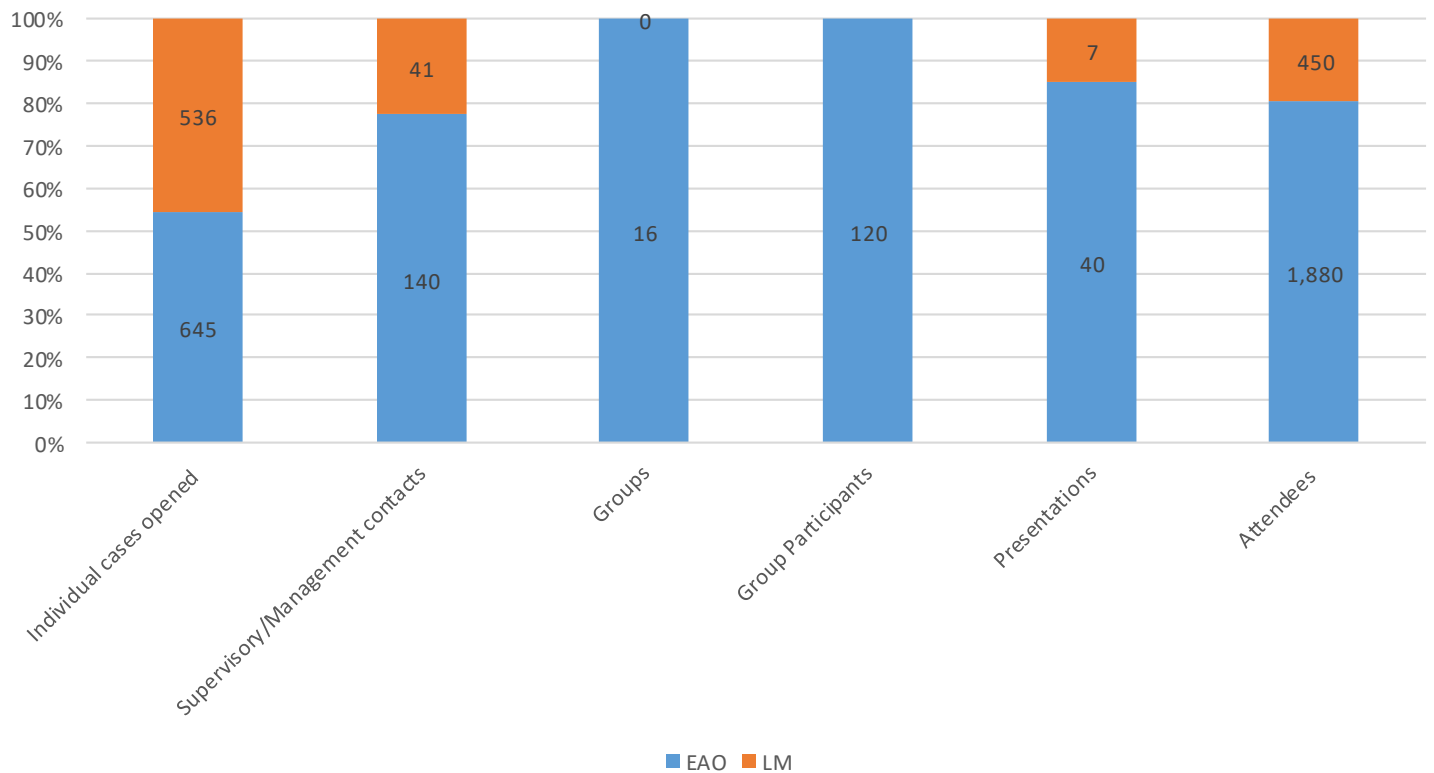
*FY19-20 = combined UW-Madison EAO and LifeMatters for New Individual Cases and Management Consults. LifeMatters does not provide Group Consultations.

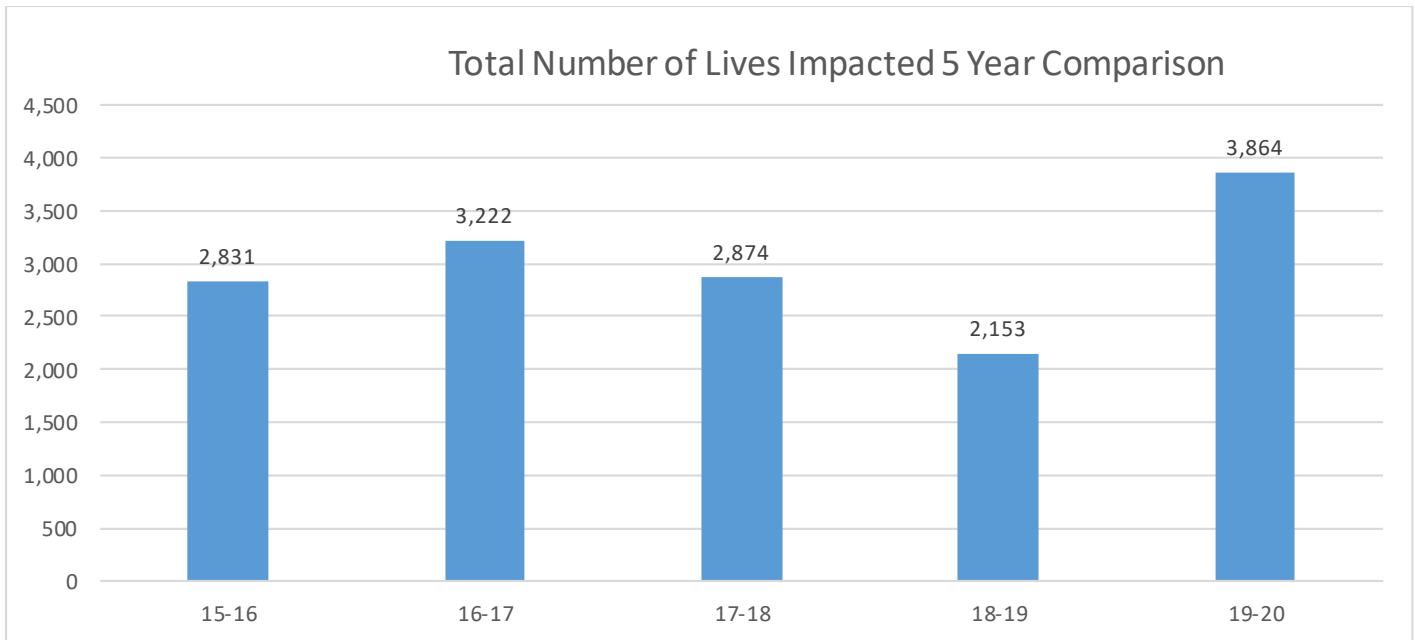
EAO Services Employee Demographics 5 Year Comparison



*FY19-20 = combined UW-Madison EAO and LifeMatters employee demographics.
LifeMatters does not identify Limited appointees.

UW-Madison/LifeMatters Combined Employee Assistance Services FY 2019-2020





FY19-20 = combined UW-Madison EAO and LifeMatters Lives Impacted