

EMPLOYEE ASSISTANCE OFFICE (EAO)

ANNUAL REPORT FISCAL YEAR 16-17

Activities

- Total number of **new individual cases** - 312
- Total number of **individual follow-ups** - 233
- Total **supervisory/management consultations** - new 48, follow-up 18
- Total number of **telephone consultations** - employee 40, supervisor 53
- Total number of **human resource consultations** - phone 52, meeting 29
- Total number of **groups in conflict**- 41
- Number of **group participants** - 269
- Number of **grief group sessions** - 9

Client evaluation data

- Average client satisfaction score - **4.6** (scale 1 to 5)
- Average satisfaction score from presentations - **4.6** (scale 1 to 5)

Client demographics

- **41%** Academic Staff
- **40%** University Staff
- **6%** Faculty
- **5%** Limited Appointee

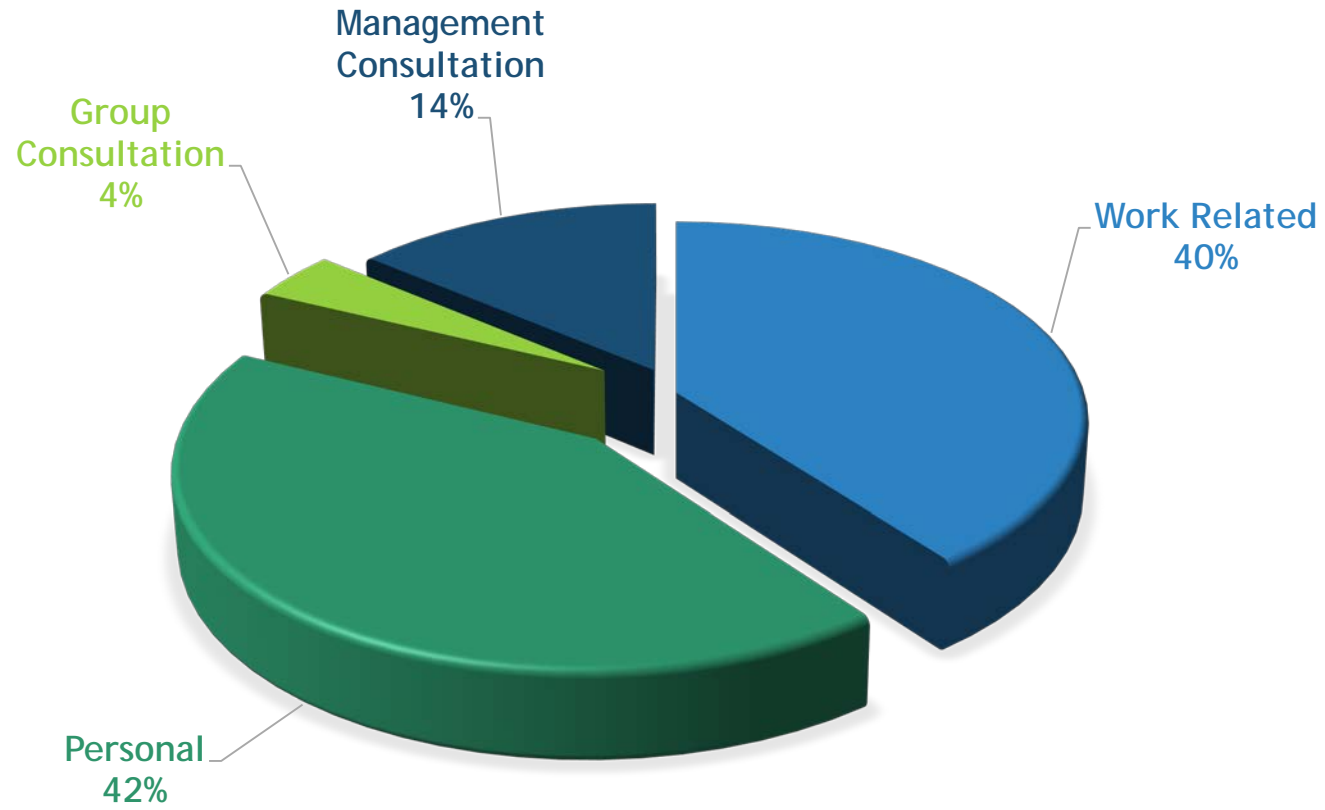
Reason for contact

- Work-related - **39%**
- Personal - **39%**
- Management Consultation - **18%**
- Group Consultation - **4%**

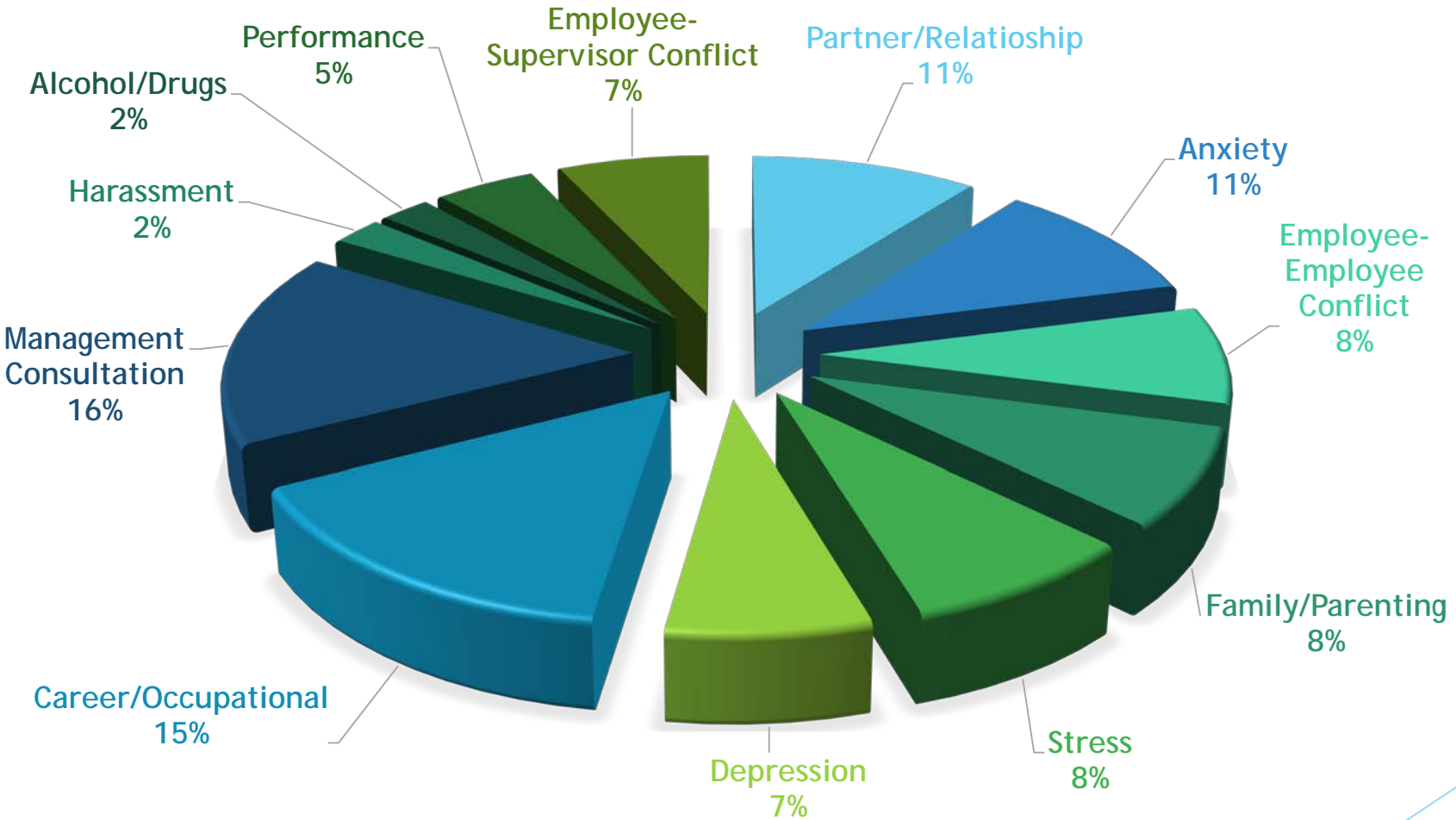
ACADEMIC STAFF UTILIZATION RATE SUMMARY

Type	Count	%	Activities
EAO Files	188	78%	879
Organizational Service/CISD	53	22%	30
Total	241	100%	909

CONTACT REASON



ACADEMIC STAFF PRIMARY PRESENTING PROBLEM



ONLINE MENTAL HEALTH RESOURCE

What *is* SilverCloud?

SilverCloud is an online, self-guided, interactive resource that provides UW-Madison faculty and staff with **no-cost**, confidential help for mental health issues and stress management program 24 hours a day.

SilverCloud offers self-guided exercises to help employees with the following:

- Anxiety
- Depression
- Body image
- Stress

Welcome to SilverCloud, your
space for thinking and feeling
better

