

Employee Assistance Office Annual Report for 2016-2017

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)

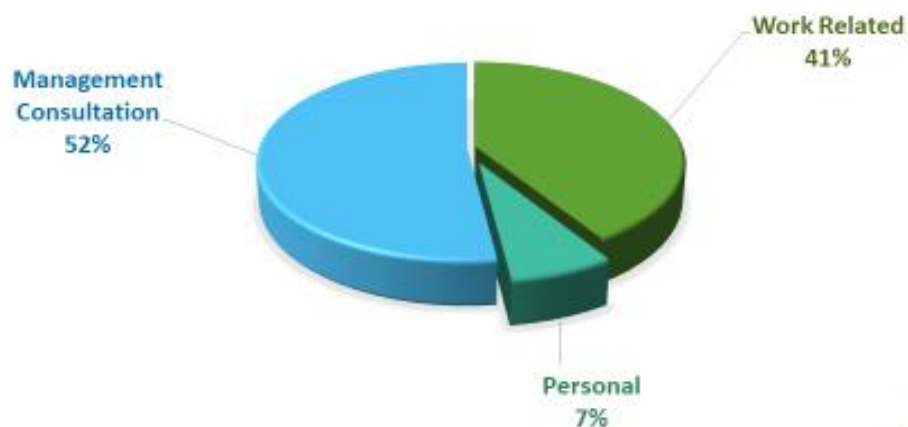
Client demographics

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

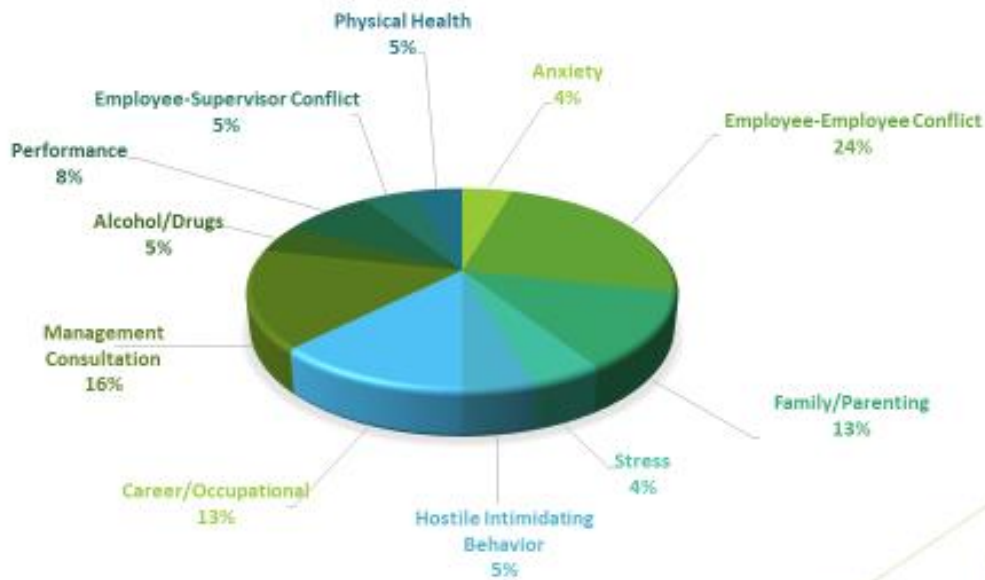
Reason for contact

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

FACULTY CONTACT REASON



FACULTY 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

