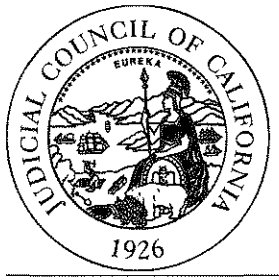
MAGELLAN HEALTH SERVICES

*Getting Better All the Time*




ADMINISTRATIVE OFFICE OF THE COURTS

JUDICIAL SERVICES UNIT

# Judicial Council of California

# EAP Semi-Annual Report 2009

***EAP Report Highlights year-to-date 2009— based on 5511 employees compared to 6378 last year***

- Magellan had 413 contacts with **JCOC** clients year-to-date, compared to 449 last year. This figure includes 182 **Telephonic Services**, 180 **Online Sessions**, 0 **CISM** participants and 43 **Training** participants compared to 262 **Telephonic Services**, 147 **Online Sessions**, 29 **CISM** participants and 0 **Training** participants last year. Given the population decrease, the 15.1% utilization rate was a net increase compared to last year's 14.1% rate and exceeded Magellan's 13.4% norm.

- We served 102 **Unique Cases** this year compared to 156 last year. The rate decreased to 3.7% compared to 4.9%, and was below Magellan's 3.9% norm.

- There were 60 **Confirmed EAP cases** compared to 68 last year. The 2.2% utilization rate was a small increase compared to 2.1% last year and exceeded Magellan's 1.8% norm.

- 83% of issues were **resolved within the EAP.** This level exceeded Magellan's 77% norm for a 1-5 session model. We have changed the algorithm for this measure, thus do not have a comparison from last year.

- **Client satisfaction** also remained high per the chart below. The EAP result is lower than prior trends (last year 100% of the 25 members responding to surveys expressed satisfaction with EAP, Legal and Financial services. 100% would use the EAP again). All but one of the 5 respondents rated satisfaction at 100% and the one negative response did not offer any comment to allow us to

track the source of their dissatisfaction. Because the sample is so small, there is not statistical validity but we will continue to monitor the measure.

| Program Satisfaction | Year-to-Date | |
|---|---|---|
| | Surveys Returned | Satisfaction Rating |
| EAP | 5 | 80.0% |
| Work-Life | 1 | 100.0% |
| Legal | 3 | 100.0% |
| Financial | 0 | 0.0% |

- **80%** reported *improved home functioning* (compared to 78% last year) & 100% *improved work functioning* (compared to 86%) as a result of the service.

- The **main problem assessed** for JCOC clients was *Emotional/Stress* at 38%, which continued the trend from last year and which approached Magellan's 40% *norm*. There was a high rate of *Family* issues reported year-to-date: 29% compared to last year's 12% and our 14% norm. While not statistically valid given the small sample, this data may inform our communication and training efforts.

- We've had 0 **Workplace Support Services** cases this year compared to 2 last year.

- There were 180 **Online User Sessions** year-to-date and 2945 pages viewed, significant increases compared to 147 sessions and 2702 pages last year. The 6.6% utilization rate was an increase compared to last year's 4.6% and exceeded Magellan's 5.7% norm. Average pages viewed per session exceeded our norm at 16.4 compared to 11.9.

- Magellan provided 11 **Life Management (Work/Life) Services** year-to-date, most to support *Eldercare*. The 0.4% rate was an increase over last year's 0 at this point but below Magellan's 0.7% norm. This information can also inform our communication efforts.

- Magellan provided 16 total **Legal & Financial Services** year-to-date, with *Landlord Tenant* the major legal issue and *Foreclosure* the one financial issue. The 0.6% service rate was a decrease compared to last year's 0.8% and was below our 0.9% norm.

We served 43 employees via 3 completed onsite training services this year. We also provided 2 sessions in June that will be reported the next period.

| Subject | Date | Location |
|---|---|---|
| "Managing Stress in the Workplace for Employees" | February 10, 2009 | San Francisco, CA 94102 |
| "Bring Out the Best in Others" | March 27, 2009 | San Francisco, CA 94102 |
| "Managing…The Human Element" | April 30, 2009 | San Francisco, CA 94102 |

During this period, we also arranged onsite services on March 9 to support JCOC employees in recover from a homicide at the workplace (a defendant was shot and killed during their trial). Note: this event is not included in the current statistical report which is based on "closed" events since we continue to follow up this event. It will be include in the next report.

We served 18 via a group, 4 employees via individual services and 2 via management consultation. (Note Magellan had originally arranged services as requested for March 4 but this event was canceled with only 3 hours notice. Thus we must charge a cancellation fee).

We are delighted to continue our partnership with JCOC and look forward to planning training for 2009.