

## 4.5 Excerpts from Benefits Committee Meetings – Employee Assistance Program Utilization

Benefits Committee Meeting January 20, 2022

- **Employee Assistance Program Utilization**
    - Rebranded to Uprise Health
    - Data reviewed for the 2021 calendar year
    - 94 cases in this time with 132 total services
    - 41% utilization (Uprise calculates this as the total services divided by number of employees)
    - Top issues were relationships, child/family, and emotional/psychological
    - October, July, and August were the top utilized months
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- 63% of services were provided face-to-face, 16% via telephone, and 14% via chat
- JT shared that since the rebrand/switch over, his members have communicated that the EAP staff is less helpful than in the past (less personable, less helpful in navigating questions, and for Police and Fire specifically there used to be a first responder group they could go to)
  - Uprise Health had shared there were some delays, but there has not been communication on any service issues. Gallagher will look into this feedback.

Benefits Committee Meeting April 28, 2022

- **Employee Assistance Program Utilization**
  - Data reviewed from January through March 2022.
  - 10 cases in this time with 50 total services. 75% were from employees and 25% from spouses
  - 15.6% utilization (Uprise calculates this as the total services divided by number of employees)
  - 52% were digital self-services. 48% were counseling services of which 50% were anonymous via chat and 50% were telephonic.
  - It was brought up that in general, there is a labor shortage in EAPs. This causes delays for members to get through to someone.