

Employee Assistance Services

Provided for

Golden State Corporation

Quarterly Report

January 1, 2002 to March 31, 2002

Provided by

Northern California EAP Services

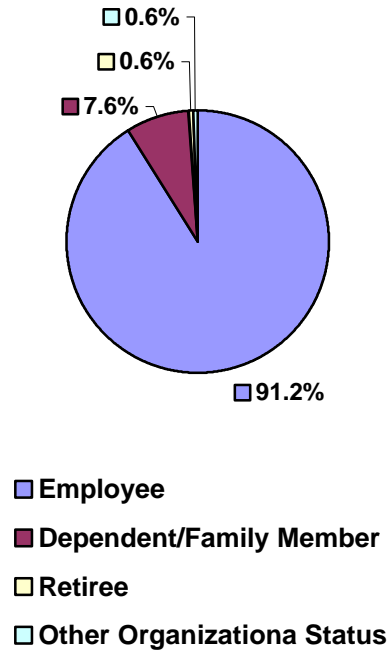
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Organizational Status of Cases Opened

The total number of cases opened by the EAP during the most recent quarter was 170, which included 155 employees and 13 dependents/family members of employees. The distribution of organizational statuses is shown in Figure 1 below.

Figure 1 Organizational Status of All Cases Opened



Utilization Rate

The number of employees who sought help at the EAP during the quarter yields an annual utilization rate of 4.3% of the employees who are eligible to receive services.

Personal Demographics of Cases Opened

Figure 2 below shows the gender of those employees who were seen by the EAP during the quarter.

Figure 2 Gender of Employee Cases Opened

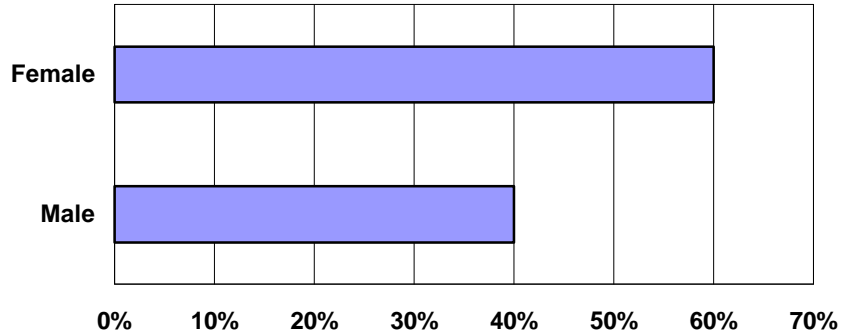
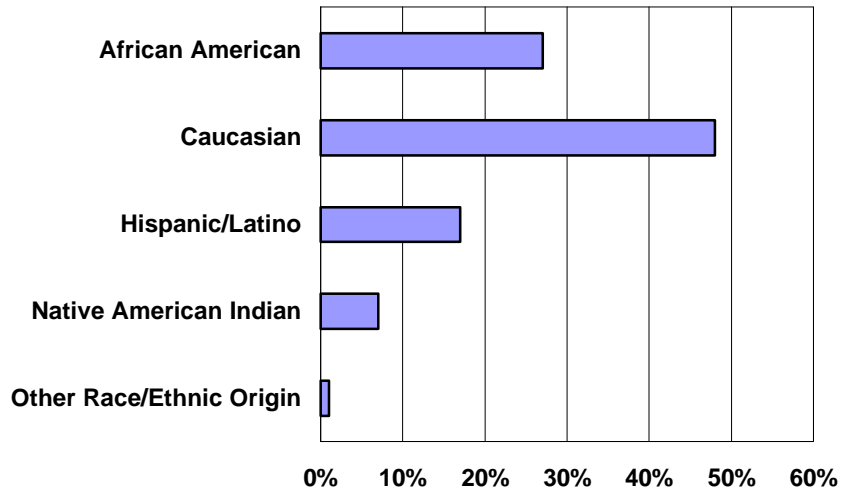


Figure 3 presents the race/ethnic origin of EAP employee cases opened during the quarter.

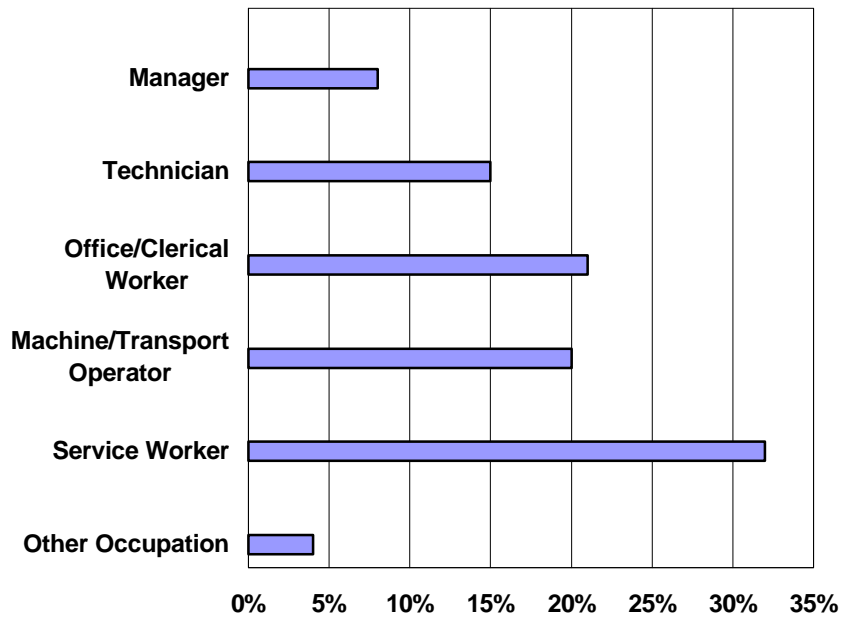
Figure 3 Race/Ethnic Origin of Employee Cases Opened



Occupation of Cases Opened

Figure 4 shows the occupation of employees who were seen by the EAP during the quarter.

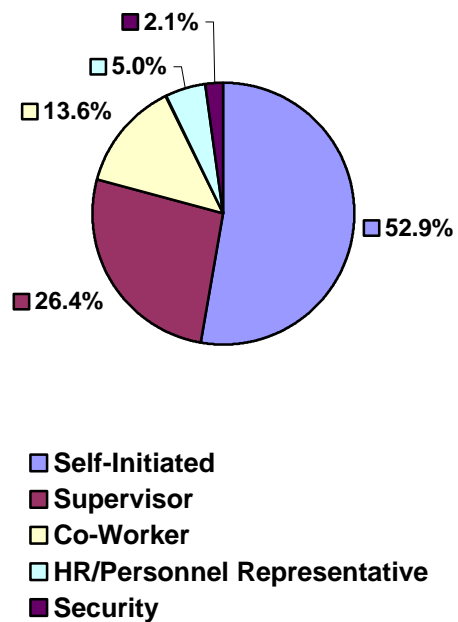
Figure 4 Occupation of Employee Cases Opened



Referral Source of Cases Opened

Figure 5 summarizes the primary source of referral into the EAP for those employee cases opened during the quarter. This figure shows that a large percentage of employees utilized the EAP on their own initiative (52.9%) , while others were referred to the program by supervisors (26.4%) co-workers (13.6%), HR/personnel representatives (5.0%), and security (2.1%).

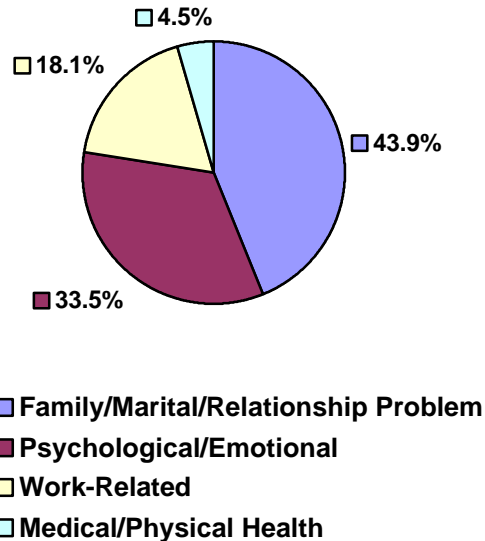
Figure 5 Referral Source of Employee Cases Opened



Primary Behavioral Problem of Cases Opened

Figure 6 presents the EAP counselor's assessment of the primary behavioral problem of employee cases opened during the quarter. Each employee's "primary" problem is the one given the highest severity rating by the counselor. As can be seen in Figure 6, the most frequent primary behavioral problems among employees who sought help were family/marital/relationship problems (43.9%) and psychological/emotional problems (33.5%), along with work-related issues (18.1%) and medical/physical (4.5%).

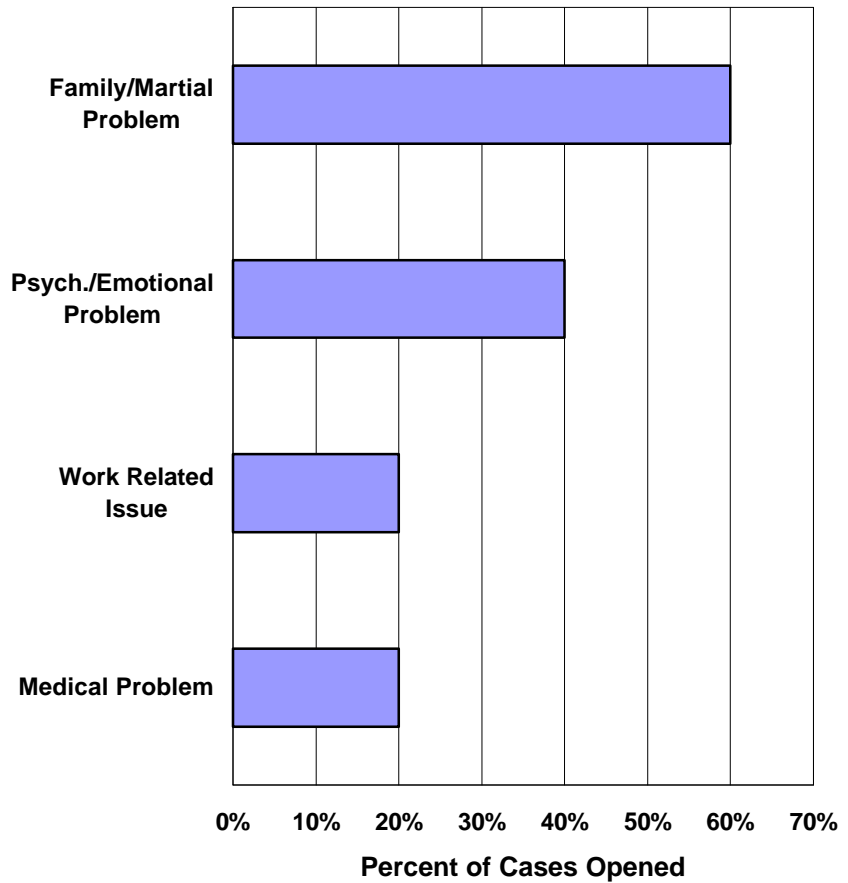
Figure 6 Primary Behavioral Problem of Employee Cases Opened



All Behavioral Problems Among Cases Opened

Figure 7 shows the percentage of employee clients who were evaluated as having a particular kind of behavioral problem, regardless of the problem's severity. This figure indicates that the most common problems among those employees who entered the program during the quarter were family/marital problems, 60.0% of cases.

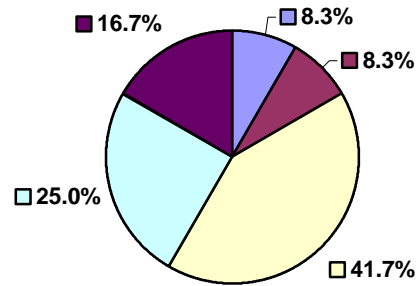
Figure 7 All Behavioral Problems Among Employee Cases Opened



Assistance Recommended to Cases Opened

Following an assessment of the client's problem, the EAP counselor makes a recommendation for additional assistance. Figure 8 below presents the level of assistance recommended to all cases opened during the quarter. This figure shows that the most common recommendation given by EAP counselors is for EAP assistance only (41.7%).

Figure 8 Level of Assistance Recommended to All Cases Opened



- No Additional Assistance Necessary
- Declined All Assistance
- EAP Assistance Only
- Outside Referrals Given
- Both EAP and Outside Referrals

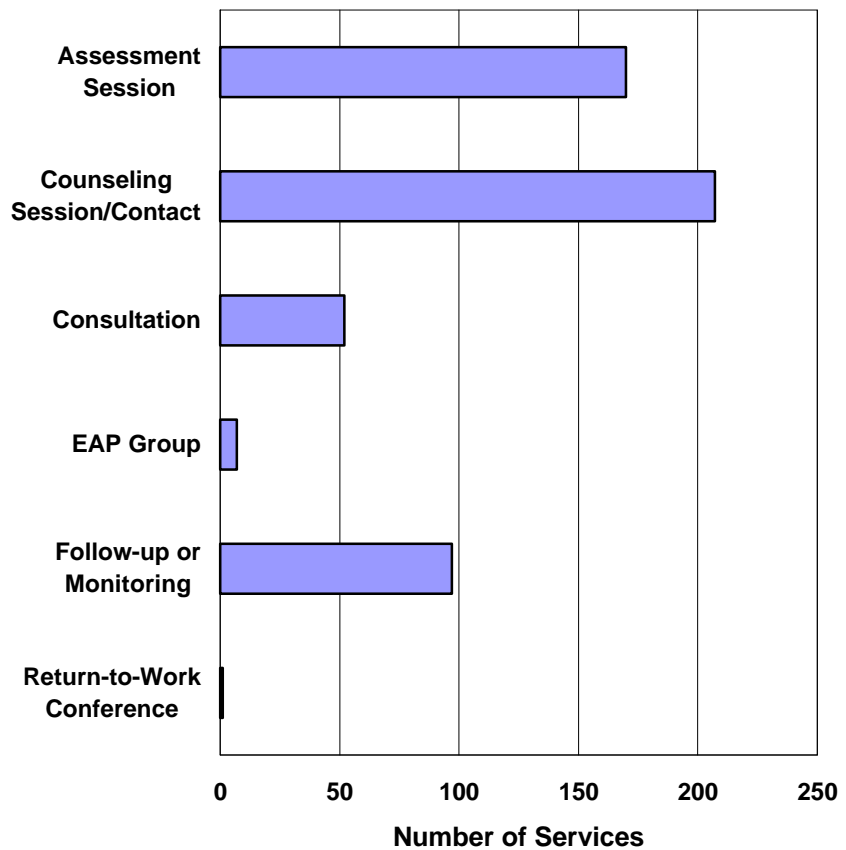
Client Services Provided

In addition to the 170 new cases opened during the quarter, the EAP provided services on behalf of 75 clients who were active from previous quarters. These combined 245 clients received a total of 534 services from the EAP during the quarter. The total amount of time spent providing these services was 415.5 hours.

Type of Client Service Provided

Figure 9 below shows the types of services that were provided by the EAP to clients directly or on their behalf during the quarter.

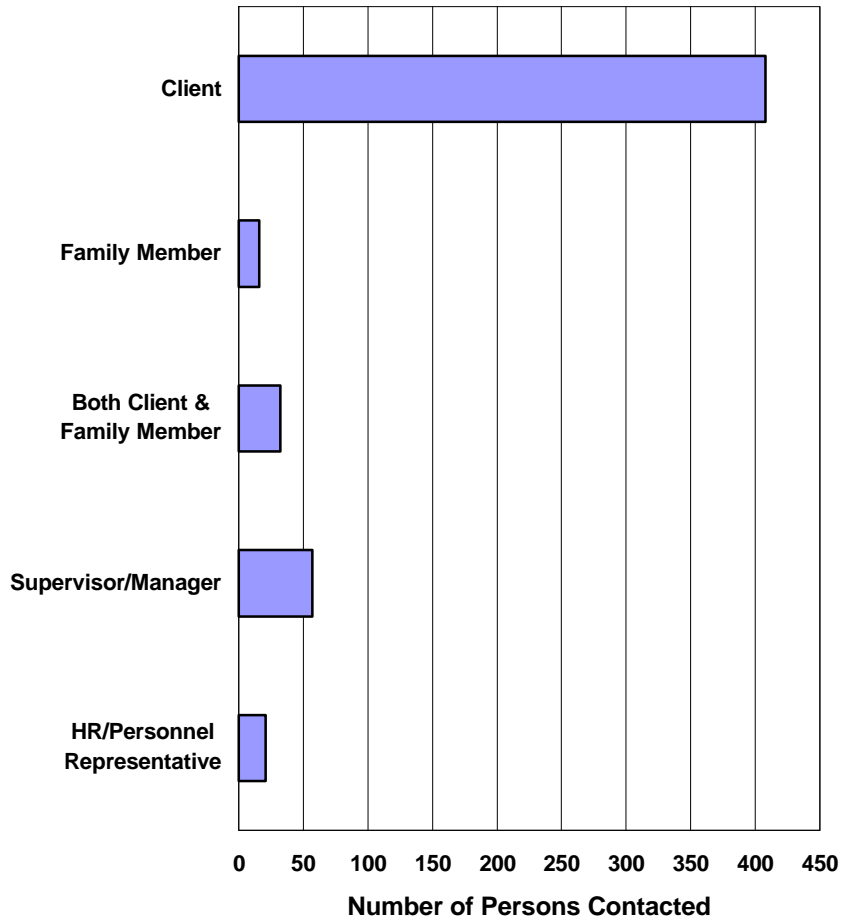
Figure 9 Type of Service Provided to All Active Clients



Person Contacted during Client Services

Figure 10 presents a list of the person or persons who were contacted during client services provided by the EAP during the quarter. As expected, the most services were provided directly to clients (408).

Figure 10 Person Contacted during Client Services



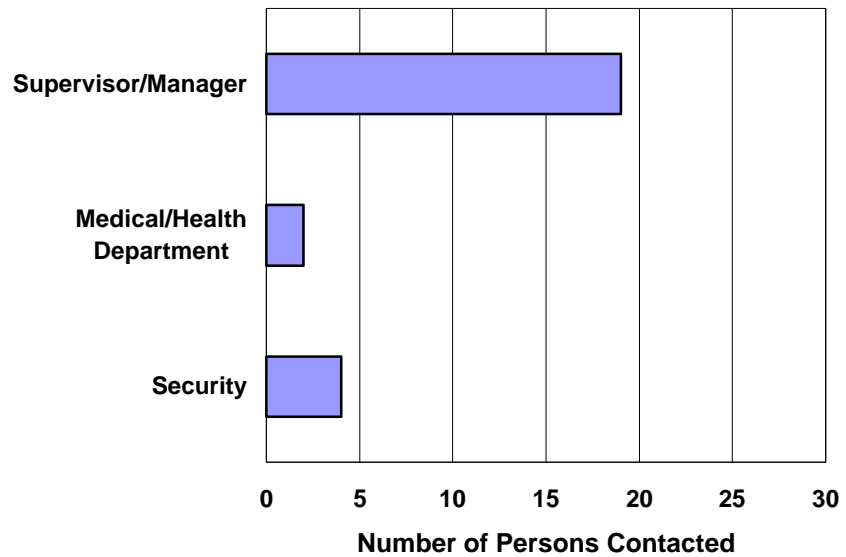
Case Consultation Services Provided

Prior to referral of a troubled employee for services, the EAP often provides consultation and coaching to supervisors, HR representatives, and other key organizational personnel who make these referrals to the program. During the quarter, the EAP provided 25 consultation services, which focused on discussions regarding 16 different troubled employees. A total of 37.5 hours were spent providing these case consultation services.

Person Contacted during Case Consultation Services

Figure 11 below shows the position of those persons who received case consultations during the quarter. As can be seen, supervisor/managers contacted the EAP most frequently for help in dealing with troubled employees.

Figure 11 Person Contacted during Case Consultation Services



Organizational and Non-Case Services Provided

In addition to client services and case consultations, the EAP also provides non-case and organizational services. During the past quarter, the EAP spent a total of 28 hours providing 21 organizational services to a combined total of 136 employees.

Type of Organizational Service Provided

Figure 12 below shows the types of non-case and organizational services provided by the EAP during the quarter.

Figure 12 Type of Organizational Service

