



MAGELLAN
HEALTH SERVICES®

Getting Better All the Time™



ADMINISTRATIVE OFFICE
OF THE COURTS

JUDICIAL SERVICES UNIT

Judicial Council of California EAP Annual Report 2008

EAP Report Highlights year-to-date 2008— based on 6447 employees compared to 5097 last year

- Magellan had 924 contacts with JCOC clients in 2008, an increase compared to 844 in 2007. This figure included 508 **Telephonic Services**, 273 **Online Sessions**, 29 **CISM** participants and 95 **Training** participants compared to 472 **Telephonic Services**, 307 **Online Sessions**, 7 **CISM** participants and 50 **Training** participants last year. The 14.3% utilization rate was a net decrease compared to last year's 16.6% rate but exceeded Magellan's 12.5% norm.
- We served 284 **Unique Cases** this year compared to 288 in 2007. The rate decreased to 4.4% compared to 5.7%, but exceeded Magellan's 3.7% norm.
- There were 149 **Confirmed EAP** cases compared to 143 last year. The 2.3% utilization rate was a decrease compared to 2.8% in 2007 but exceeded Magellan's 1.7% norm.
- 91.7% of issues were **resolved within the EAP**. This very positive result was a decrease compared to last year's 95.3% rate but also exceeded Magellan's 86.5% norm for a 1-5 session model.
- **Client satisfaction** also remained very high. 100% of the 25 members responding to surveys expressed satisfaction with EAP, Legal and Financial services. 100% would use the EAP again. These ratings continued the positive trend from last year. (Note: I am researching an apparent system issue reporting satisfaction with Work/Life services, since the numbers (50% and 40% do not reflect our understanding of program success).

- 77% reported *improved home functioning* (compared to 75% last year) & 74% improved work functioning (compared to 75%) as a result of the service.
- The **main problem assessed** for JCOC clients was *Emotional/Stress* at 42%, which continued the trend from last year and was consistent with Magellan's 40% *norm*.
- We've had 4 **Workplace Support Services** cases in 2008 compared to 2 last year. *Other Performance Related Issues* was the main category.
- There were 273 **Online User Sessions** year-to-date 2008 and 4868 pages viewed, compared to 307 sessions and 5543 pages last year. The 4.2% utilization rate was a decrease compared to last year's 6.0% and was below Magellan's 4.9% norm. Average pages viewed per session exceeded our norm at 17.8 compared to 12.5
- Magellan provided 7 **Life Management (Work/Life) Services** in 2008, all to support *Special Needs*. The 0.1% rate was the same as last year and was well below Magellan's norm. This information can inform our communication efforts.
- Magellan provided 43 total **Legal & Financial Services** year-to-date, with *Domestic Relations* the major legal issue and Debt Management the main financial issue. The 0.7% service rate surpassed last year's 0.5% and approached our 0.8% norm.

TYPE	TRAINING TITLE OR TYPE OF CISD	CITY	STATE	DOS	HOURS	#	NOTES
Training	Identifying and Determining the Need for Elder Care	Martinez	CA	1/23/2008	1.5	20	2 Mgt Consults, 1 Ind Consult, 1 Group w 16 attendees
CISD	Employee Death	Santa Ana	CA	3/21/2008	2.75	19	1 Mgt Consult, 3 Ind Consults, 1 Group w 9 attendees
CISD	Employee Death	Santa Ana	CA	3/24/2008	4	13	
Training	People... The Human Element	San Francisco	CA	5/21/2008	1	20	
Training	Managing... The Human Element	San Francisco	CA	10/21/2008	1	20	
Training	Purposeful Productivity	San Francisco	CA	7/9/2008	1	19	
Training	Purposeful Productivity	San Francisco	CA	10/16/2008	1	7	
Training	Organizational Change Management for Leaders	San Francisco	CA	11/8/2008	2.5	7	
Training	Resilience in the Workplace	San Francisco	CA	8/7/2008	2	22	
Health Fair	N/A	Fresno	CA	7/23/2008	5	50	
Training	Coping with Difficult Behaviors in People	Woodland	CA	7/25/2008	2	6	
Health Fair	N/A	San Francisco	CA	9/23/2008	2	125	
	Totals				25.75	328	

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