

## EMPLOYEE ASSISTANCE OFFICE (EAO)

*Annual Report  
Fiscal Year 2019-2020*

The UW-Madison Employee Assistance Office and LifeMatters helps faculty and staff maintain and enhance their professional and personal lives by providing counseling and consultation. The EAO is staffed by licensed professional counselors who give timely assistance with personal or work related concerns in order to contribute to the overall performance and well-being of the employee.

<b>UW EAO</b>	<b>LifeMatters</b>																																													
<b>Consultations</b> <ul style="list-style-type: none"> <li>• Total number of new individual cases opened – 434</li> <li>• Total Re-User-New Issue -- 211</li> <li>• Total supervisory/management consultations – 140</li> <li>• Total number of individual follow-ups – 405</li> </ul>	<b>Consultations</b> <ul style="list-style-type: none"> <li>• Total number of new individual cases opened – 536</li> <li>• Total Re-User-New Issue -- N/A</li> <li>• Total supervisory/management consultations – 41</li> <li>• Total number of individual follow-ups (sessions) – 433</li> </ul>																																													
<b>Total lives served with consultation – 785</b>	<b>Total lives served with consultation -- 577</b>																																													
<b>Group Facilitation and Presentations</b> <ul style="list-style-type: none"> <li>• Total number of groups in conflict/total participants – 9 groups, 96 participants</li> <li>• Number of grief group sessions – 7, 24 attendees</li> <li>• Total number of presentations – 40, 1,880 attendees</li> </ul>	<b>Group Facilitation and Presentations</b> <ul style="list-style-type: none"> <li>• Total number of groups in conflict/total participants N/A</li> <li>• Number of grief group sessions – 13, 52 attendees</li> <li>• Total number of presentations – 7, 450 attendees</li> </ul>																																													
<b>Total lives served with group facilitation and presentations – 2,000</b>	<b>Total lives served with group facilitation and presentations -- 502</b>																																													
<b>Total Lives Served – 2,785</b>	<b>Total Lives Served – 1,079</b>																																													
<b>Client Demographics</b> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">UW EAO</th> <th style="text-align: center;">LifeMatters</th> </tr> </thead> <tbody> <tr> <td>Academic Staff</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">49%</td> </tr> <tr> <td>University Staff</td> <td style="text-align: center;">22%</td> <td style="text-align: center;">30%</td> </tr> <tr> <td>Faculty</td> <td style="text-align: center;">7%</td> <td style="text-align: center;">21%</td> </tr> <tr> <td>Limited Appointee</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">not identified</td> </tr> </tbody> </table>		UW EAO	LifeMatters	Academic Staff	50%	49%	University Staff	22%	30%	Faculty	7%	21%	Limited Appointee	5%	not identified	<b>Top Reasons for Contact</b> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">UW EAO</th> <th style="text-align: center;">LifeMatters</th> </tr> </thead> <tbody> <tr> <td>Management Consultation</td> <td style="text-align: center;">16%</td> <td style="text-align: center;">7%</td> </tr> <tr> <td>Anxiety/Mental Health</td> <td style="text-align: center;">16%</td> <td style="text-align: center;">53%</td> </tr> <tr> <td>Partner/Relationship</td> <td style="text-align: center;">12%</td> <td style="text-align: center;">15%</td> </tr> <tr> <td>Career/Occupational</td> <td style="text-align: center;">10%</td> <td style="text-align: center;">6%</td> </tr> <tr> <td>Employee-Supervisor Conflict</td> <td style="text-align: center;">9%</td> <td style="text-align: center;">1%</td> </tr> <tr> <td>Performance</td> <td style="text-align: center;">6%</td> <td style="text-align: center;">not identified</td> </tr> <tr> <td>Employee-Employee Conflict</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">not identified</td> </tr> <tr> <td>Stress/Work Life</td> <td style="text-align: center;">4%</td> <td style="text-align: center;">29%</td> </tr> <tr> <td>Covid19 (March-June 2020)</td> <td style="text-align: center;">2%</td> <td style="text-align: center;">2%</td> </tr> </tbody> </table>		UW EAO	LifeMatters	Management Consultation	16%	7%	Anxiety/Mental Health	16%	53%	Partner/Relationship	12%	15%	Career/Occupational	10%	6%	Employee-Supervisor Conflict	9%	1%	Performance	6%	not identified	Employee-Employee Conflict	5%	not identified	Stress/Work Life	4%	29%	Covid19 (March-June 2020)	2%	2%
	UW EAO	LifeMatters																																												
Academic Staff	50%	49%																																												
University Staff	22%	30%																																												
Faculty	7%	21%																																												
Limited Appointee	5%	not identified																																												
	UW EAO	LifeMatters																																												
Management Consultation	16%	7%																																												
Anxiety/Mental Health	16%	53%																																												
Partner/Relationship	12%	15%																																												
Career/Occupational	10%	6%																																												
Employee-Supervisor Conflict	9%	1%																																												
Performance	6%	not identified																																												
Employee-Employee Conflict	5%	not identified																																												
Stress/Work Life	4%	29%																																												
Covid19 (March-June 2020)	2%	2%																																												
<b>Presentations</b>																																														
<b>UW EAO (1,880 attendees)</b> Opportunity of Conflict Suicide Prevention Positive Work Environment Healthy Boundaries Coaching for Difficult Conversations Imposter Syndrome	<b>Life Matters (450 attendees)</b> Conquering Time Winter Blues Stress or Success Adapting to Workplace Change Healthy Remedies for Managing Stress Self-Care for COVID19 Various Webinar Topics																																													

**UW EAO Workplace Outcome Suite Summary**

- Absenteeism: 16% decrease
- Presenteeism: 7% decrease
- Work Engagement: 5% increase
- Life Satisfaction: 4% increase
- Workplace Distress: 9% decrease

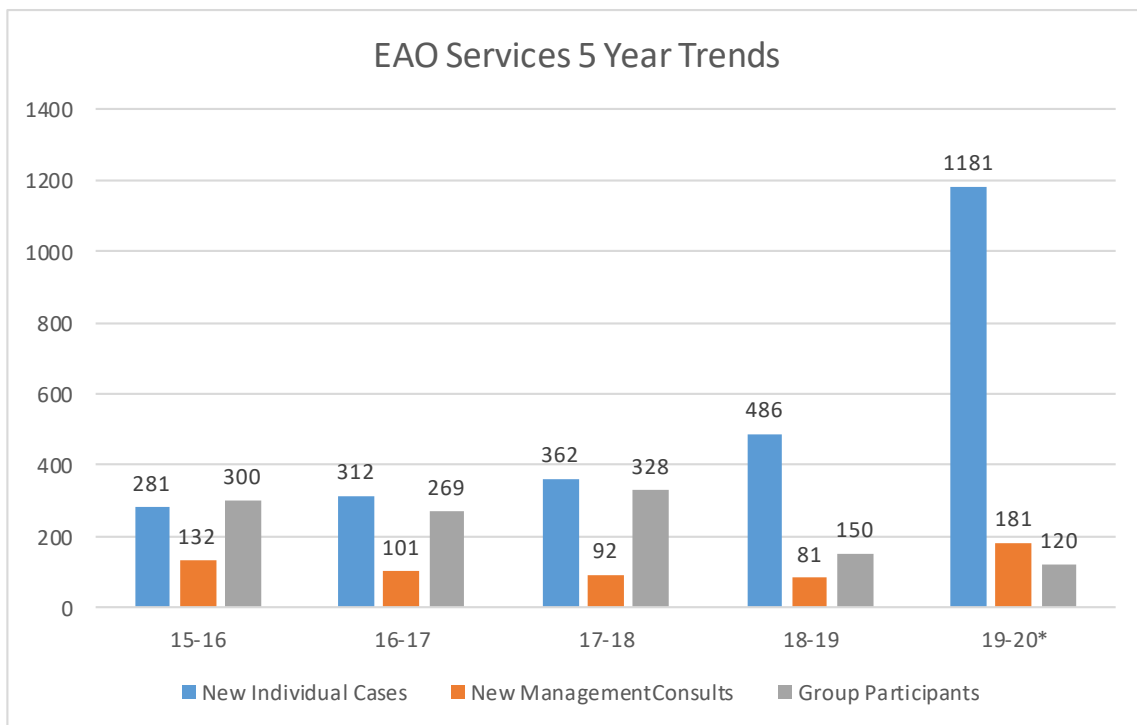
**UW EAO Client Evaluation Data**

New Client 24 Hour Survey, Average client satisfaction = 97% positive

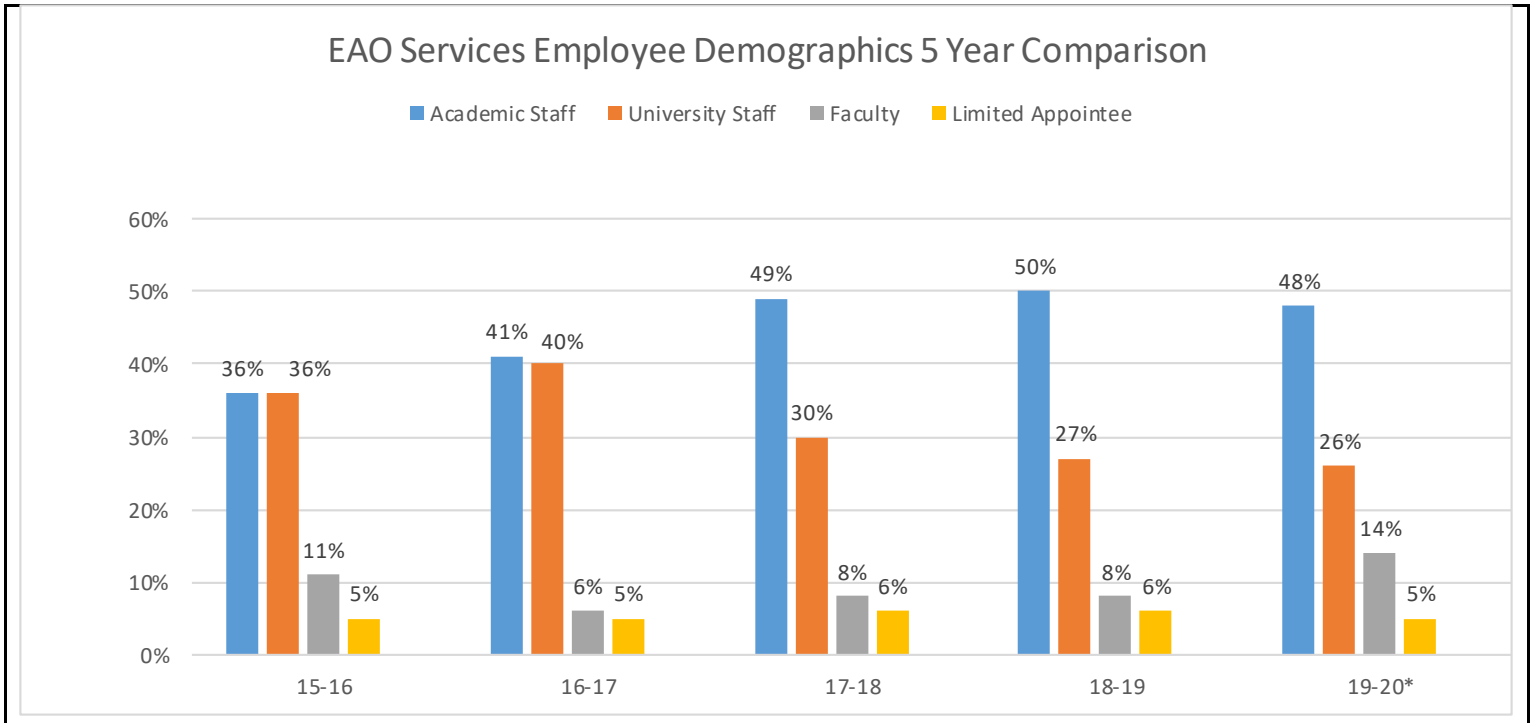
- Return rate = 52%

**EAO Staff Committee Involvement**

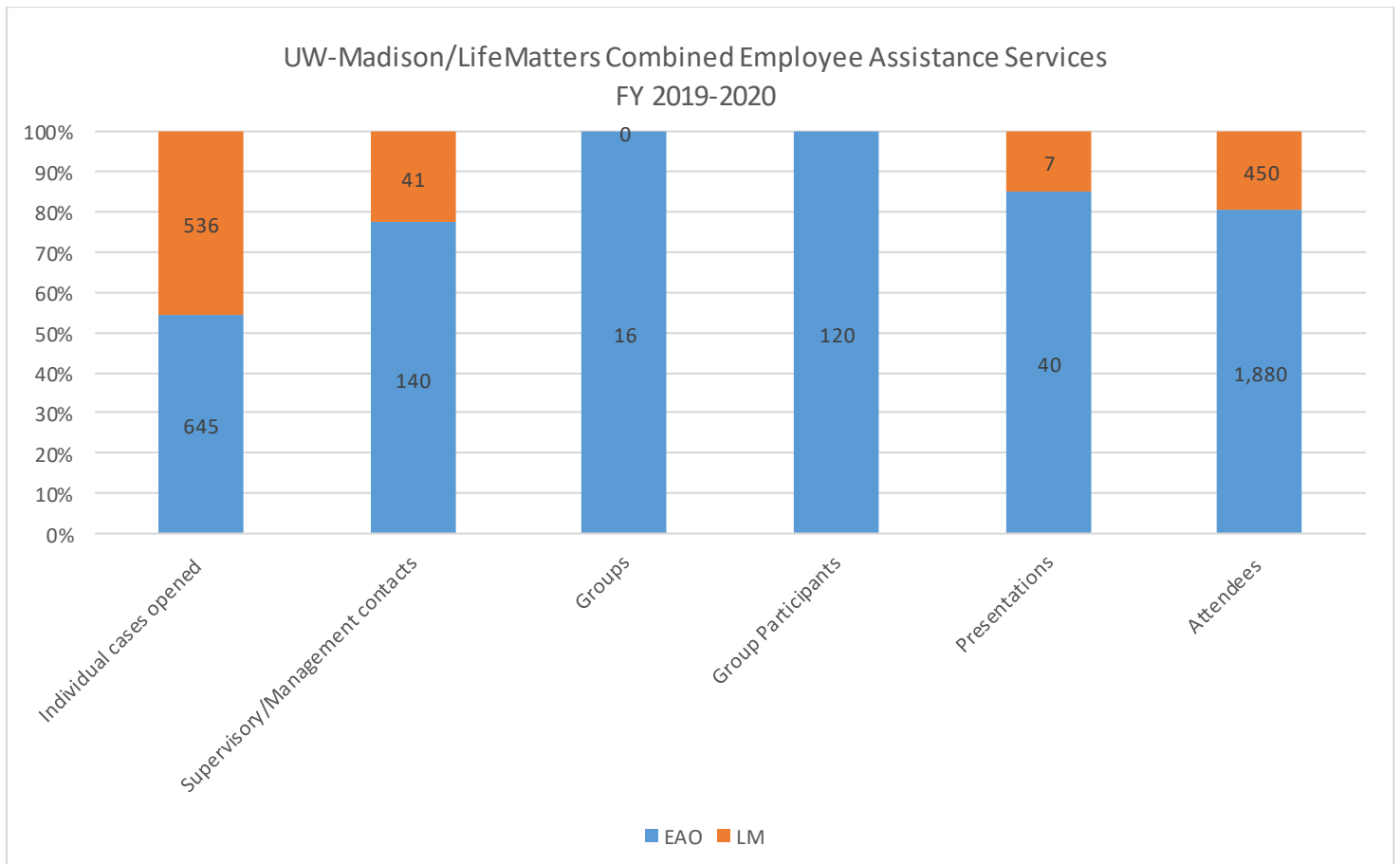
- UW Madison Suicide Prevention Council
- Employee Assistance Professionals Association
- International Association of Employee Assistance Professionals in Education

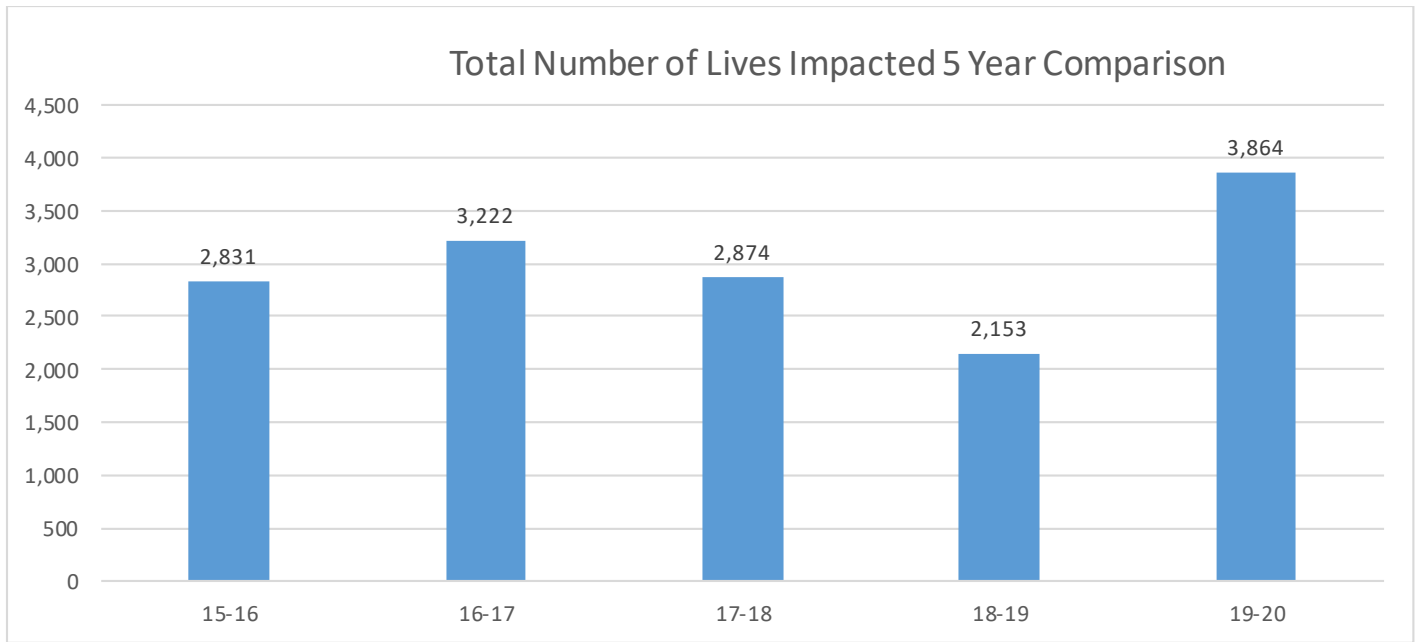


\*FY19-20 = combined UW-Madison EAO and LifeMatters for New Individual Cases and Management Consults. LifeMatters does not provide Group Consultations.



\*FY19-20 = combined UW-Madison EAO and LifeMatters employee demographics. LifeMatters does not identify Limited appointees.





FY19-20 = combined UW-Madison EAO and LifeMatters Lives Impacted