



REPORT TO

REGULAR BOARD

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM EFFECTIVENESS REVIEW

“Though we might have made demands as apostles of Christ; but we were gentle among you, like a nurse tenderly caring for her own children.” 1 Thessalonians 2:7

Created, Draft	First Tabling	Review
August 22, 2019	August 22, 2019	Click here to enter a date.

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INFORMATION REPORT

Vision:

At Toronto Catholic we transform the world through witness, faith, innovation and action.

Mission:

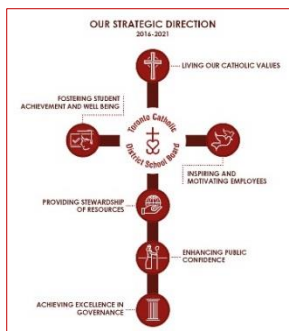
The Toronto Catholic District School Board is an inclusive learning community uniting home, parish and school and rooted in the love of Christ.

We educate students to grow in grace and knowledge to lead lives of faith, hope and charity.

Rory McGuckin
Director of Education

D. Koenig
Associate Director
of Academic Affairs

L. Noronha
Associate Director of Facilities,
Business and Community
Development, and
Chief Financial Officer



A. EXECUTIVE SUMMARY

The TCDSB Multi Year Strategic Plan recognizes the importance of inspiring and motivating employees through well-being initiatives that support a welcoming, healthy and equitable work environment.

The Employee and Family Assistance Program (EFAP) was launched in December 2017 for all Toronto Catholic District School Board employees and their immediate family members.

The EFAP constitutes the employer sponsored services that offer assessment, counselling, coaching, information and training to employees and their dependants over and above employee benefits. In addition, the EFAP provides assistance with difficult employee issues, crisis response, workplace learning, and workplace insights through aggregate reporting on the issues that employees are experiencing.

The cumulative staff time required to prepare this report was 8 hours.

B. PURPOSE

1. The TCDSB signed a 5-year contract with Morneau Shepell to provide EFAP services.
2. Determining the Return on Investment for wellness programs is complex, with the more achievable results being long term: employee engagement and increased productivity, as well as a reduction in lost time away from work.
3. Organizations with higher EFAP utilization rates among their employees will derive greater financial benefits than organizations with lower utilization rates.
4. Morneau Shepell was requested to provide metrics which could be used to assess the effectiveness of the program.

C. BACKGROUND

1. The Human Resources department has worked to promote the services of the EFAP through pamphlet inserts for employee orientations, monthly newsletters, intranet links to EFAP services, and working directly with school

principals and department heads to provide support for specific crisis situations. Additionally, the department has distributed informational material via union executives and through the TCDSB Wellbeing Steering Committee. The HR department has also capitalized on enhancing awareness at promotional events on-site through professional development opportunities.

2. Physical, mental, and emotional conditions of employees will impact performance, morale, and absenteeism, and therefore, EFAP services have value in preventing absences or reducing the duration of absence from work.
3. The essential benefits of an EFAP lead to increased productivity, help to address mental health in the workplace, encourage a positive work environment by providing support and can lead to increased retention.

D. EVIDENCE/RESEARCH/ANALYSIS

1. Although EFAP participation can fluctuate based on several factors, the following chart reflects TCDSB usage displayed by job classification and union group:

	Jan 2018-Nov 2018		Dec 2018-Jun 2019	
	870		842	
What is your job at the TCDSB ?	# of cases			
Elementary Long Term Occasional Teachers	144	16.60%	134	15.90%
Secondary Long Term Occasional Teachers	70	8.10%	99	11.80%
Daily Occasional Teachers	18	2.10%	22	2.60%
Permanent Elementary Teachers	243	27.90%	193	22.90%
Permanent Secondary Teachers & Msgr Fraser Instructors	61	7.00%	60	7.10%
Elementary Principals, Vice-Principals, Program Coordinators	25	2.90%	29	3.40%
Secondary Principals, Vice-Principals, Program Coordinators	18	2.10%	7	0.80%
International Language Instructors	1	0.10%	1	0.10%
Chaplains	20	2.30%	15	1.80%
Permanent Designated Early Childhood Educators (DECE)	30	3.50%	24	2.90%
Para-Professional Employees	15	1.70%	14	1.70%
Non Union Administrative and Management Employees	15	1.70%	22	2.60%
Office Clerical and Technical Employees	41	4.70%	47	5.60%
School Based Support Staff:	66	7.60%	82	9.70%
Adult ESL Instructors and Nursery Instructors	7	0.80%	7	0.80%
Secondary Schools Student Supervisors	1	0.10%	10	1.20%

Custodians and Trade employees	37	4.30%	35	4.20%
Lunch Time Supervisors	6	0.70%	12	1.40%
Occasional School-Based Support Staff	52	6.00%	29	3.40%
What Union or Association do you belong to?	870		842	
OECTA - TOTL	63	7.20%	75	8.90%
OECTA - TECT	201	23.10%	161	19.10%
OECTA -TSU	134	15.40%	112	13.30%
CPCO	27	3.10%	23	2.70%
CUPE Local 3155	22	2.50%	44	5.20%
ETFO	26	3.00%	39	4.60%
APSSP	17	2.00%	8	1.00%
Non-Union MAPA	15	1.70%	36	4.30%
CUPE OCT	64	7.40%	61	7.20%
CUPE SBESS	25	2.90%	26	3.10%
CUPE 1280	69	7.90%	76	9.00%
Unorganized	207	23.80%	181	21.50%

2. For the period September 1, 2018, to April 30, 2019, the overall TCDSB utilization rate was 14.97%. Utilization is increasing with a current projection of 15.10% overall for the 2018-2019 school year.
3. The industry average utilization rate is currently 16.16% and National Norm 13.38%.
4. The total annualized utilization has increased from 5.89% to 14.97% over the period August 2018 to April 30, 2019.
5. The EFAP services can be classified as counselling services or WorkLife services with the usage patterns being compared to industry and national trends. The TCDSB statistics are provided as follows:

Counselling service: detail December 2018- June 2019:

*(traditional, immediate and confidential support to help overcome challenges.
There are a range of delivery options for this type of service.)*

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Addiction Related	2	2	1		5	0.80%	17	2.40%	1.60%	2.30%
Alcohol	0	1	0		1	0.20%	4	0.60%	0.70%	0.90%
Drug	1	0	0		1	0.20%	1	0.10%	0.20%	0.40%
Smoking	0	0	0		0	0.00%	2	0.30%	0.20%	0.20%
Addiction Other	1	1	0		2	0.30%	1	0.10%	0.20%	0.30%
Other's Addiction	0	0	1		1	0.20%	9	1.20%	0.30%	0.30%
Couple / Relationship	36	48	8		92	14.10%	150	20.70%	21.20%	21.90%
Communication / Conflict Resolution	12	7	1		20	3.10%	23	3.20%	5.40%	5.20%
Domestic Violence	0	2	0		2	0.30%	0	0.00%	0.10%	0.20%
Intimacy Issues	0	0	0		0	0.00%	2	0.30%	0.30%	0.30%
Relationship Breakdown	3	4	0		7	1.10%	21	2.90%	2.10%	2.30%
Relationship – General	13	21	3		37	5.70%	63	8.70%	8.80%	9.70%
Separation / Divorce	8	14	4		26	4.00%	41	5.70%	4.50%	4.30%
Family	31	48	15		94	14.40%	65	9.00%	12.20%	10.90%
Adolescent Behaviour	3	6	1		10	1.50%	12	1.70%	2.20%	1.90%
Blended Family	1	0	0		1	0.20%	1	0.10%	0.30%	0.20%
Child Behaviour	4	8	3		15	2.30%	13	1.80%	3.10%	3.20%
Communication	11	16	6		33	5.10%	21	2.90%	3.40%	2.80%
Elder Related	2	0	0		2	0.30%	1	0.10%	0.30%	0.20%
Extended Family Relations	3	4	0		7	1.10%	0	0.00%	0.60%	0.50%
Family Planning	0	0	0		0	0.00%	1	0.10%	0.20%	0.20%
Parenting	7	14	5		26	4.00%	16	2.20%	2.10%	1.90%
Personal / Emotional	109	155	24		288	44.00%	405	55.90%	52.60%	51.50%
Abuse	0	0	0		0	0.00%	3	0.40%	0.60%	0.70%
Other	0	6	1		7	1.10%	4	0.60%	1.90%	1.60%
Anger Issues	1	1	0		2	0.30%	6	0.80%	0.90%	1.00%
Anxiety	23	33	3		59	9.00%	58	8.00%	11.60%	9.80%
Depression	13	13	0		26	4.00%	43	5.90%	5.40%	6.00%
Grief	10	8	3		21	3.20%	20	2.80%	3.10%	2.90%
Life Stages	5	13	1		19	2.90%	16	2.20%	3.70%	3.20%
Mental Health Condition	4	1	1		6	0.90%	11	1.50%	1.70%	1.60%
Post Trauma	3	7	1		11	1.70%	15	2.10%	1.70%	1.90%

Self Esteem	2	1	0		3	0.50%	2	0.30%	0.70%	0.60%
Social Isolation	0	1	0		1	0.20%	3	0.40%	0.10%	0.10%
Stress	47	71	13		131	20.00%	221	30.50%	20.70%	21.50%
Suicidal Risk	1	0	1		2	0.30%	3	0.40%	0.50%	0.70%
Work Related	49	103	23		175	26.80%	87	12.00%	12.40%	13.30%
Career	5	27	7		39	6.00%	7	1.00%	2.10%	3.10%
Work Performance	1	1	0		2	0.30%	1	0.10%	0.60%	0.60%
Work Relationships / Conflict	1	4	0		5	0.80%	11	1.50%	1.50%	1.30%
Workplace Stress	40	68	14		122	18.70%	62	8.60%	7.30%	7.50%
Workplace Violence / Harassment	2	3	2		7	1.10%	6	0.80%	0.90%	0.80%
Total	227	356	71		654	100.00%	724	100.00%		

WorkLife service: detail December 2018 to June 2019

(WorkLife services are professional advice and services to help resolve a wide range of work, health and life concerns. The program helps by offering timely, professional assistance and support to manage all of life's stages and complexities. Typically a consultation with a professional in the area of concern)

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Child/Youth Care	3	6	0		9	3.20%	9	2.30%	3.90%	4.80%
Day Care	0	0	0		0	0.00%	3	0.80%	0.40%	0.70%
Expectant & New Parents	1	4	0		5	1.80%	2	0.50%	1.10%	1.40%
Parenting Resources & Information	2	2	0		4	1.40%	2	0.50%	1.90%	2.20%
Special Needs	0	0	0		0	0.00%	2	0.50%	0.40%	0.40%
Elder/Adult Care	6	5	0		11	3.90%	6	1.50%	2.50%	2.50%
Compassionate Care & Bereavement	3	3	0		6	2.10%	3	0.80%	1.10%	1.20%
Elder/Adult Care Resources & Information	1	2	0		3	1.10%	1	0.30%	0.70%	0.60%
Home Support Services	2	0	0		2	0.70%	1	0.30%	0.30%	0.30%
Residential Care Options	0	0	0		0	0.00%	1	0.30%	0.20%	0.20%
Financial	23	41	6		70	24.90%	120	30.90%	27.00%	27.50%
Bankruptcy	0	0	0		0	0.00%	2	0.50%	0.30%	0.40%

Debt/Credit	15	23	2		40	14.20%	78	20.10%	12.30%	13.50%
Divorce	2	4	2		8	2.90%	8	2.10%	1.90%	1.70%
Employment Transition	0	0	0		0	0.00%	1	0.30%	0.40%	0.50%
Estate	0	0	0		0	0.00%	1	0.30%	0.40%	0.40%
Investment Planning	3	10	2		15	5.30%	14	3.60%	7.50%	7.30%
Real Estate/Mortgages	2	2	0		4	1.40%	3	0.80%	0.70%	0.70%
Retirement	0	2	0		2	0.70%	10	2.60%	2.30%	1.60%
Taxes	1	0	0		1	0.40%	3	0.80%	0.90%	1.20%
Legal	0	0	0		0	0.00%	39	10.00%	13.20%	12.60%
Child Custody	0	0	0		0	0.00%	2	0.50%	1.50%	1.60%
Child Support	0	0	0		0	0.00%	1	0.30%	0.90%	0.90%
Civil Litigation	0	0	0		0	0.00%	7	1.80%	1.80%	1.90%
Criminal Law	0	0	0		0	0.00%	4	1.00%	0.60%	0.70%
Landlord and Tenant	0	0	0		0	0.00%	1	0.30%	0.40%	0.50%
Real Estate	0	0	0		0	0.00%	2	0.50%	0.40%	0.50%
Separation/Divorce	0	0	0		0	0.00%	18	4.60%	5.60%	4.60%
Wills & Estates	0	0	0		0	0.00%	4	1.00%	1.70%	1.30%
Legal – Civil Law	2	3	0		5	1.80%	5	1.30%	3.70%	3.30%
Contracts	2	2	0		4	1.40%	2	0.50%	1.50%	0.90%
Small Claims	0	1	0		1	0.40%	3	0.80%	1.50%	1.50%
Legal – Criminal Law	0	1	0		1	0.40%	3	0.80%	1.20%	1.40%
Adult Offence (18+)	0	1	0		1	0.40%	2	0.50%	0.90%	1.10%
Youth offence (under 18)	0	0	0		0	0.00%	1	0.30%	0.20%	0.10%
Legal – Family Law	15	26	6		47	16.70%	45	11.60%	17.10%	14.20%
Child Custody	1	2	0		3	1.10%	5	1.30%	3.10%	3.10%
Child Support	0	1	1		2	0.70%	8	2.10%	2.50%	2.00%
Common Law Spouses	1	2	0		3	1.10%	0	0.00%	0.50%	0.50%
Marriage	1	1	0		2	0.70%	3	0.80%	0.40%	0.30%
Separation/Divorce	12	20	5		37	13.20%	29	7.50%	10.60%	8.40%
Legal – Lease	1	1	0		2	0.70%	2	0.50%	0.90%	1.10%
Residential (Landlord/Tenant)	1	1	0		2	0.70%	2	0.50%	0.90%	1.00%
Legal - Penal	0	0	0		0	0.00%	0	0.00%	0.20%	0.30%
Legal – Persons	0	1	0		1	0.40%	0	0.00%	1.10%	0.90%
Human Rights	0	1	0		1	0.40%	0	0.00%	0.60%	0.40%
Legal – Property Law	2	1	0		3	1.10%	2	0.50%	3.40%	2.60%
Joint Tenancy	0	1	0		1	0.40%	1	0.30%	0.40%	0.30%
Ownership	2	0	0		2	0.70%	1	0.30%	2.50%	2.00%

Legal – Wills/Estates	3	2	1		6	2.10%	2	0.50%	2.80%	2.10%
Planning/Administration	2	2	1		5	1.80%	2	0.50%	2.30%	1.80%
Trusts	1	0	0		1	0.40%	0	0.00%	0.50%	0.40%
Personal Health and Well Being	38	72	16		126	44.80%	156	40.10%	22.90%	24.00%
Health Coaching	0	3	1		4	1.40%	3	0.80%	1.30%	2.00%
Naturopathic Services	1	1	0		2	0.70%	14	3.60%	1.90%	1.60%
Nutrition, Disease State Management	1	0	0		1	0.40%	2	0.50%	1.50%	1.30%
Nutrition, General Healthy Eating	33	64	14		111	39.50%	113	29.10%	13.10%	13.60%
Nutrition, Weight Management	3	4	1		8	2.90%	24	6.20%	4.00%	4.00%
Total	93	159	29		281	100.00%	389	100.00%		

E. METRICS AND ACCOUNTABILITY

- According to the Morneau Shepell satisfaction surveys for 641 closed counselling interventions conducted from December 2017 to June 2019:
 - 90% found the EFAP easy to use
 - 91% were satisfied with the attention given when they first contacted the EFAP
 - 90% would use EFAP again
 - 87% were overall satisfied with the EFAP
- Morneau Shepell provided the TCDSB with the following key metrics relating to the 2018 - 2019 school year:
 - 40% of users indicated that they would have missed time from work if not for the EFAP, *and*
 - of those, 20% stated that they would have missed between 10 to more than 20 work days if not for the support offered through the EFAP

F. CONCLUDING STATEMENT

This report is for the consideration of the Board.