



IMPACT REPORT

FOR



BLDG. and CONSTRUCT RES. CEN. INC. (BCRC)

January 01, 2020 - December 31, 2020

IMPACT REPORT
BLDG. and CONSTRUCT RES. CEN. INC. (BCRC)

January 01, 2020 - December 31, 2020 on New Files

UTILIZATION RATE SUMMARY

Weighted Population	14861		15909	
Serviced	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Account Management	0	0.00%	0	0.00%
EAP Cases	767	70.69%	969	74.03%
Mobile APP	7	0.65%	31	2.37%
Organizational Service	214	19.72%	234	17.88%
Supervisor Referral Cases	5	0.46%	7	0.53%
Worklife Online Activity	92	8.48%	68	5.19%
Total	1085	100%	1309	100%
Serviced Current Period Rate	7.03%		8.23%	
Total Serviced Annualized Utilization Rate	7.03%		8.23%	

Activities	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Account Management	16	0.40%	20	0.43%
EAP Cases	3545	89.25%	4362	92.81%
Mobile APP	7	0.18%	16	0.34%
Organizational Service	8	0.20%	10	0.21%
Supervisor Referral Cases	108	2.72%	81	1.72%
Worklife Online Activity	288	7.25%	211	4.49%
Total	3972	100%	4700	100%
Activity Utilization Rate	26.73%		29.54%	
Activity Annualized Rate	26.73%		29.54%	

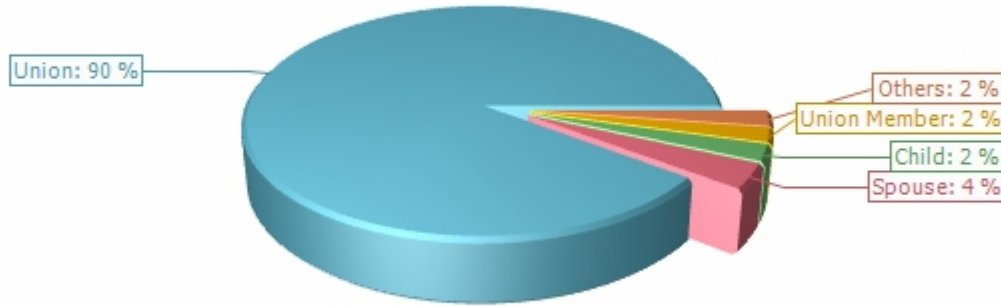
GENERAL SUMMARY

New/Ongoing	1/2020 - 12/2020	1/2019 - 12/2019
Open Files At Start Of Period	573	473
Total New Files	745	932
Open Files At End Of Period	692	573

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Client Type (Primary)

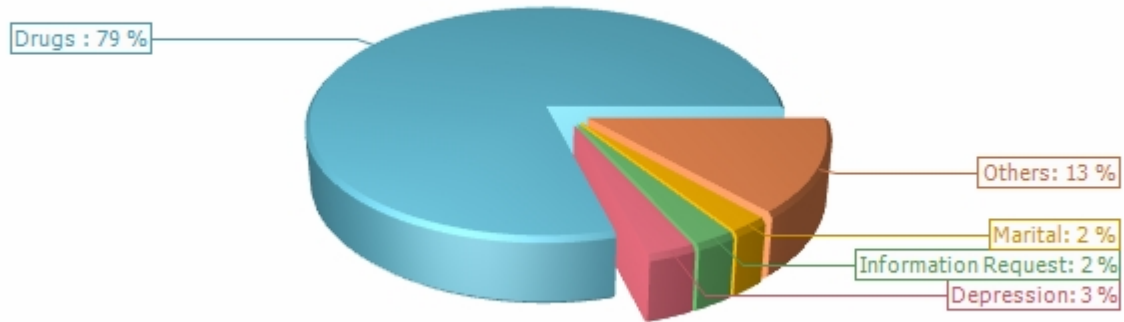


Client Type (Primary)	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Union	667	90.01%	856	92.44%
Spouse	26	3.51%	20	2.16%
Child	17	2.29%	17	1.84%
Union Member	15	2.02%	11	1.19%
Family Member	13	1.75%	13	1.40%
Employee	2	0.27%	3	0.32%
Other	1	0.13%	6	0.65%
Total	741	100 %	926	100 %

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Primary Presenting Problem



Primary Presenting Problem	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Drugs	585	79.27%	739	79.29%
Depression	21	2.85%	19	2.04%
Information Request	18	2.44%	17	1.82%
Marital	17	2.30%	25	2.68%
Alcohol	15	2.03%	27	2.90%
Family	14	1.90%	17	1.82%
Relationship	9	1.22%	17	1.82%
Grief/Loss	9	1.22%	3	0.32%
Psych/Emotional	7	0.95%	9	0.97%
Anger Management	7	0.95%	7	0.75%
Convenient Search	6	0.81%	12	1.29%
Anxiety	6	0.81%	9	0.97%
Stress	5	0.68%	7	0.75%
Addictions Family Member	5	0.68%	6	0.64%
Work Stress	2	0.27%	2	0.21%
Traumatic Stress	2	0.27%	2	0.21%
Legal	2	0.27%	4	0.43%
Childcare	2	0.27%	0	0.00%
Behavioral/conduct	2	0.27%	2	0.21%
Addiction	2	0.27%	1	0.11%
Financial	1	0.14%	1	0.11%

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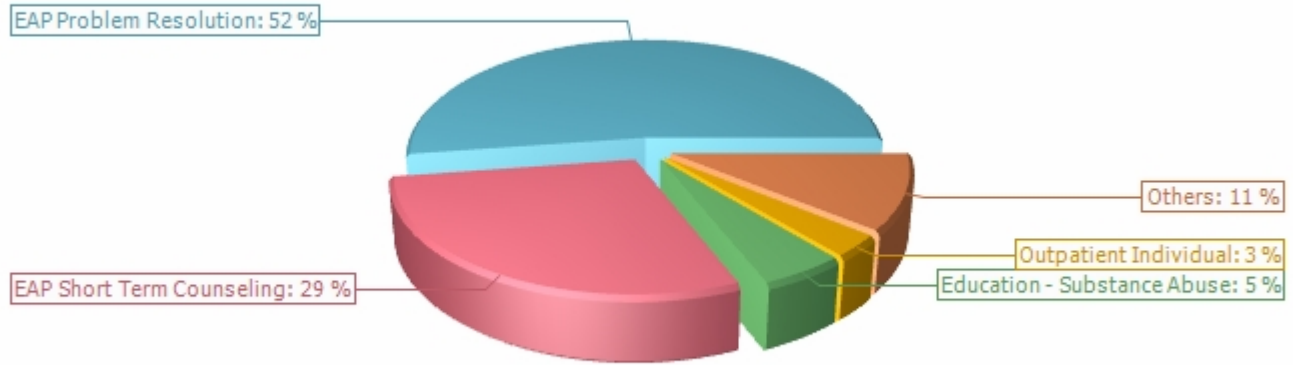
Primary Presenting Problem

	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
COVID-19 related	1	0.14%	0	0.00%
Occupational	0	0.00%	3	0.32%
Divorce/Separation	0	0.00%	1	0.11%
Adjustment Issues	0	0.00%	1	0.11%
Abuse	0	0.00%	1	0.11%
Total	738	100 %	932	100 %

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Recommendation



Recommendation	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
EAP Problem Resolution	321	52.28%	448	56.85%
EAP Short Term Counseling	178	28.99%	174	22.08%
Education - Substance Abuse	31	5.05%	66	8.38%
Outpatient Individual	19	3.09%	19	2.41%
Information Only	16	2.61%	22	2.79%
Outpatient Alcohol/Drug Treatment	13	2.12%	12	1.52%
Convenience Services	11	1.79%	11	1.40%
Intensive Outpatient Alcohol/Drug Treatment	5	0.81%	11	1.40%
Outpatient Marital	4	0.65%	2	0.25%
Inpatient Alcohol/Drug Treatment	4	0.65%	11	1.40%
Community resource	4	0.65%	1	0.13%
Marital Counseling	2	0.33%	0	0.00%
Inpatient Psychiatric	2	0.33%	0	0.00%
Support Group	1	0.16%	2	0.25%
Marital/ Family Counseling	1	0.16%	0	0.00%
Financial	1	0.16%	1	0.13%
Childcare	1	0.16%	0	0.00%
Referral to community resource	0	0.00%	1	0.13%
Outpatient relationship	0	0.00%	2	0.25%
Medication Management	0	0.00%	1	0.13%
Legal	0	0.00%	2	0.25%

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Case Outcome

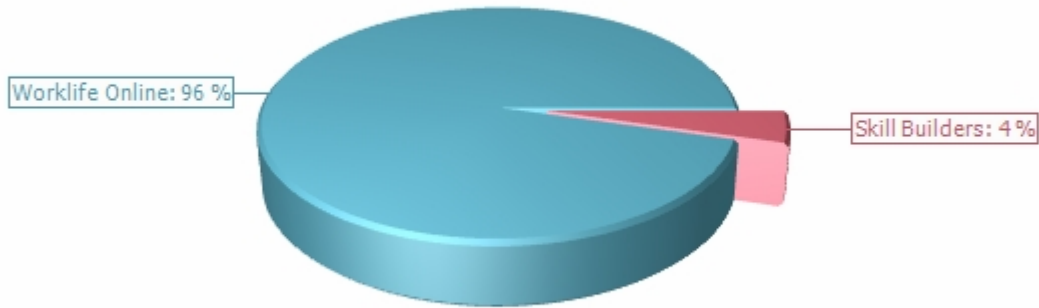


Case Outcome	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Problems resolved entirely within the EAP	487	78.93%	600	74.81%
Client referred to EAP, but did not follow through	37	6.00%	41	5.11%
Client contacted EAP and did not follow through	30	4.86%	98	12.22%
Client did not complete EAP services	21	3.40%	0	0.00%
Referrals accepted using insurance	20	3.24%	33	4.11%
Referrals accepted to community resources	15	2.43%	28	3.49%
Issue improved in EAP counseling and referred for additional co	6	0.97%	0	0.00%
Issue improved in EAP counseling and referred for additional co	1	0.16%	0	0.00%
Client did not complete EAP services	0	0.00%	2	0.25%
Total	617	100 %	802	100 %

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Web Logons

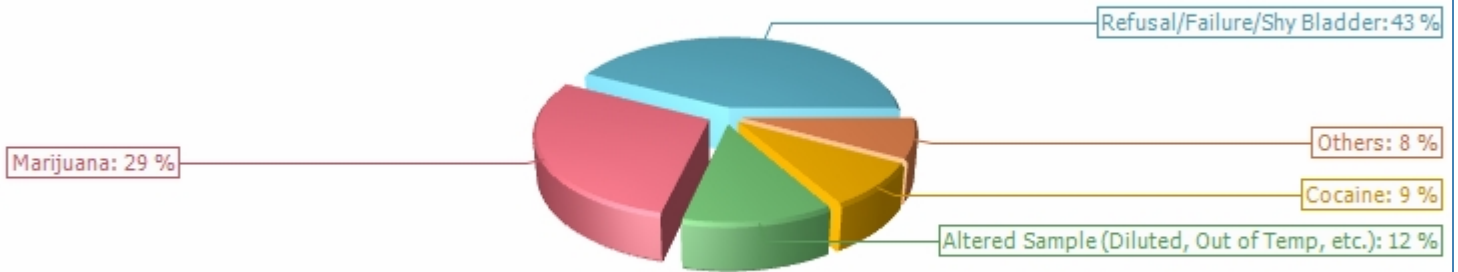


Web Logons	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Worklife Online	88	95.65%	63	92.65%
Skill Builders	4	4.35%	1	1.47%
Features Page	0	0.00%	4	5.88%
Total	92	100 %	68	100 %

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Drug - Positive

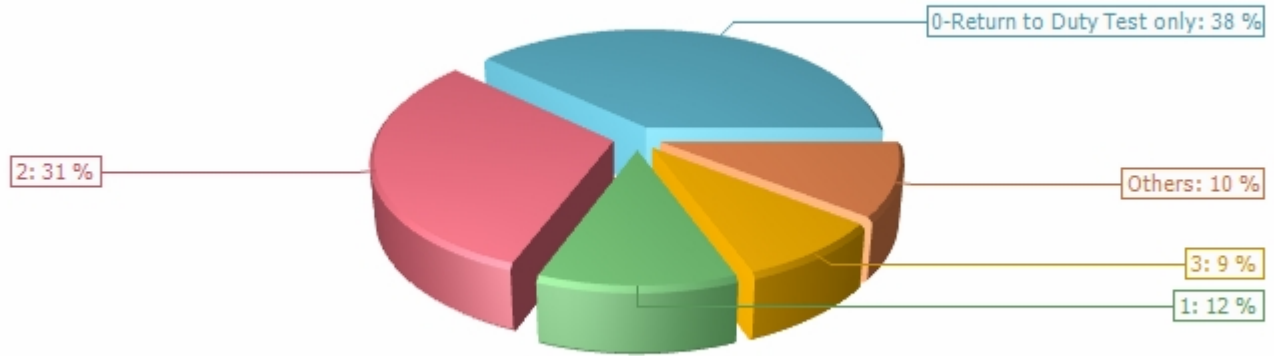


Drug - Positive	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Refusal/Failure/Shy Bladder	83	42.56%	82	34.31%
Marijuana	56	28.72%	75	31.38%
Altered Sample (Diluted, Out of Temp, etc.)	24	12.31%	27	11.30%
Cocaine	17	8.72%	25	10.46%
Oxycodone	3	1.54%	3	1.26%
Methadone	2	1.03%	1	0.42%
Heroin	2	1.03%	4	1.67%
Amphetamine	2	1.03%	9	3.77%
Alcohol	2	1.03%	6	2.51%
Xanax	1	0.51%	0	0.00%
Psychostimulants	1	0.51%	0	0.00%
Opiate	1	0.51%	1	0.42%
Cocaine & Marijuana	1	0.51%	1	0.42%
Vicodin	0	0.00%	2	0.84%
Morphine	0	0.00%	1	0.42%
Methamphetamine	0	0.00%	2	0.84%
Total	195	100 %	239	100 %

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of Follow up Tests - Year 1

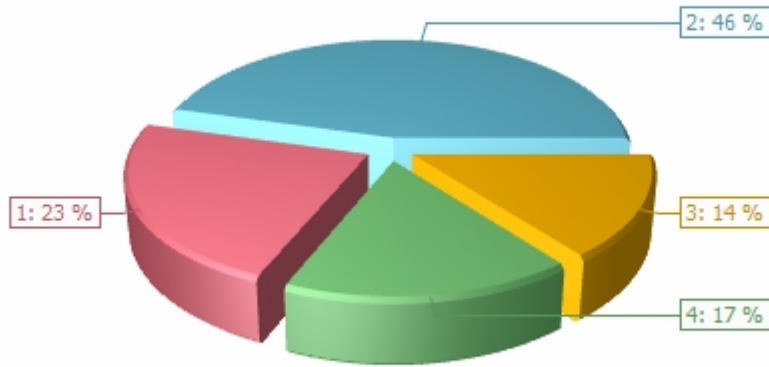


# of Follow up Tests - Year 1	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
0-Return to Duty Test only	26	38.24%	23	29.11%
2	21	30.88%	23	29.11%
1	8	11.76%	14	17.72%
3	6	8.82%	9	11.39%
4	5	7.35%	10	12.66%
6	2	2.94%	0	0.00%
Total	68	100 %	79	100 %

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of Follow up Tests - Year 2



# of Follow up Tests - Year 2	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
2	16	45.71%	22	42.31%
1	8	22.86%	12	23.08%
4	6	17.14%	9	17.31%
3	5	14.29%	9	17.31%
Total	35	100 %	52	100 %

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BLDG. and CONSTRUCT RES. CEN. INC. (BCRC)

January 01, 2020 - December 31, 2020

Referral Source

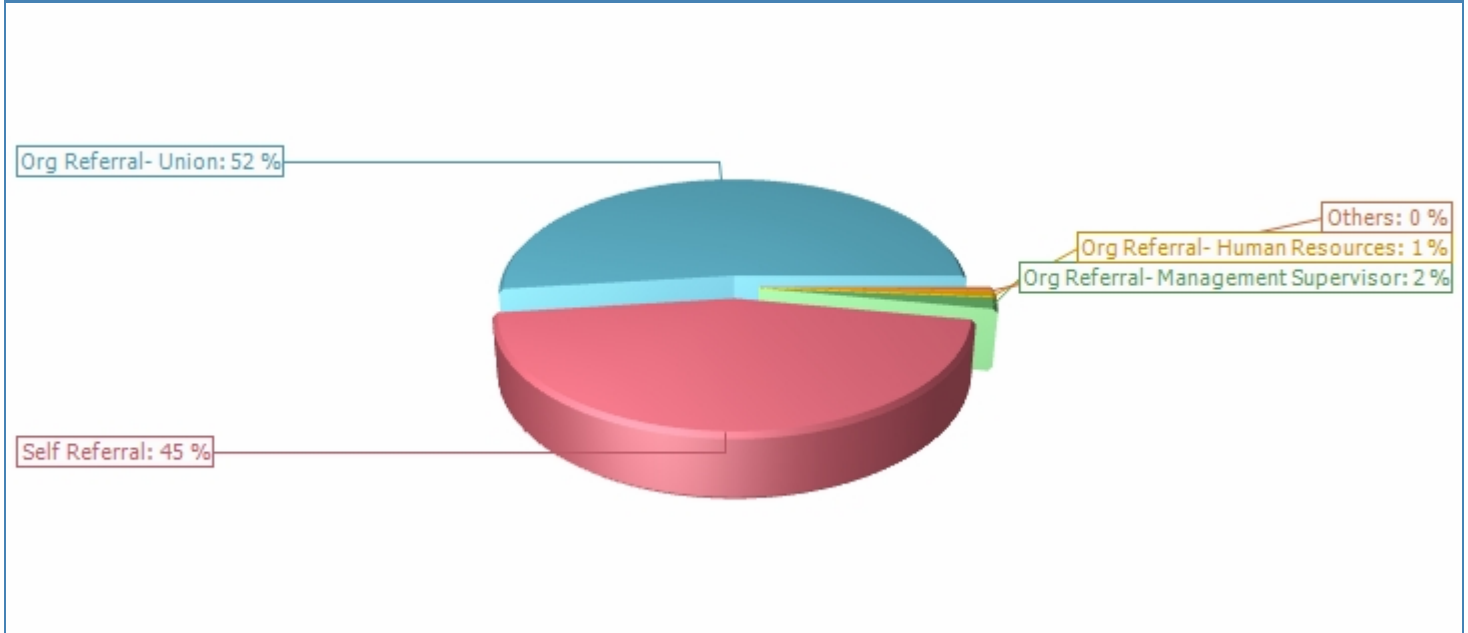


Referral Source	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Coworker/Family	187	29.87%	182	25.78%
Letter to Employee/Family	132	21.09%	156	22.10%
Did not respond	108	17.25%	150	21.25%
Brochure/Wallet Card	105	16.77%	146	20.68%
Insurance Card	25	3.99%	6	0.85%
Newsletter/Mail/Poster	21	3.35%	10	1.42%
Prior EAP Experience	20	3.19%	21	2.97%
EAP Orientation	13	2.08%	21	2.97%
Website	6	0.96%	3	0.42%
Did Not Answer	5	0.80%	6	0.85%
EAP Video	4	0.64%	5	0.71%
Total	626	100 %	706	100 %

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Referral Type

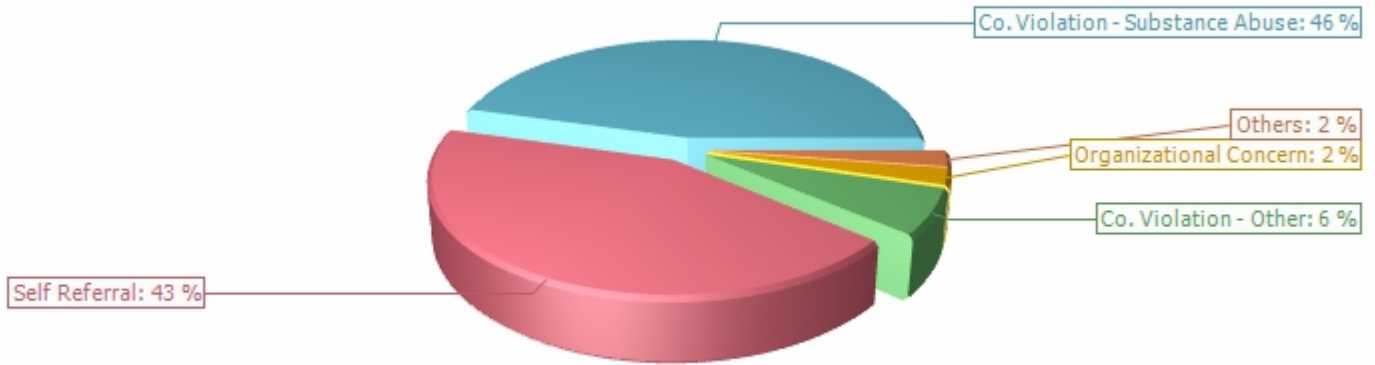


Referral Type	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Org Referral- Union	324	51.92%	400	57.97%
Self Referral	282	45.19%	282	40.87%
Org Referral- Management Supervisor	10	1.60%	5	0.72%
Org Referral- Human Resources	5	0.80%	1	0.14%
Org Referral- Medical/Legal/Other	2	0.32%	2	0.29%
Other	1	0.16%	0	0.00%
Total	624	100 %	690	100 %

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Org. Referral Type

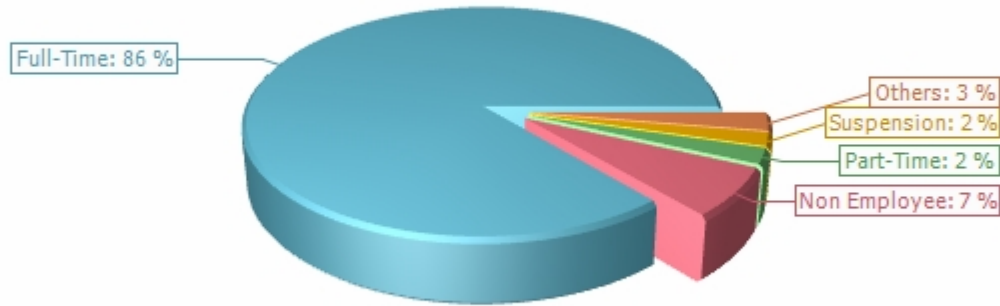


Org. Referral Type	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Co. Violation - Substance Abuse	285	45.75%	360	51.28%
Self Referral	270	43.34%	281	40.03%
Co. Violation - Other	40	6.42%	6	0.85%
Organizational Concern	14	2.25%	45	6.41%
Job Performance	4	0.64%	0	0.00%
Does not apply	4	0.64%	3	0.43%
Co. Violation - DOT	4	0.64%	3	0.43%
N/A	2	0.32%	4	0.57%
Total	623	100 %	702	100 %

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Employment Status

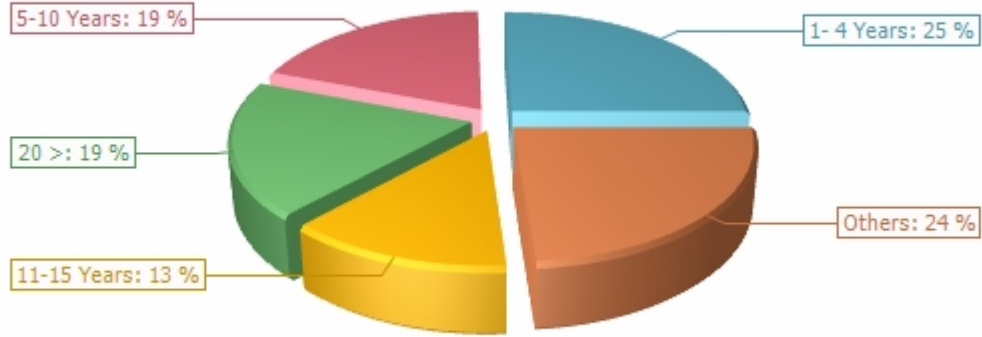


Employment Status	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
Full-Time	550	86.48%	662	88.74%
Non Employee	44	6.92%	34	4.56%
Part-Time	14	2.20%	12	1.61%
Suspension	12	1.89%	19	2.55%
Casual	9	1.42%	8	1.07%
On-Leave	5	0.79%	6	0.80%
Retiree	2	0.31%	2	0.27%
Does not apply	0	0.00%	3	0.40%
Total	636	100 %	746	100 %

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Employment Length



Employment Length	1/2020 - 12/2020		1/2019 - 12/2019	
	#	%	#	%
1- 4 Years	161	25.39%	148	19.60%
5-10 Years	120	18.93%	159	21.06%
20 >	118	18.61%	159	21.06%
11-15 Years	84	13.25%	103	13.64%
16-20 Year	64	10.09%	85	11.26%
Non-Employee	44	6.94%	37	4.90%
< 1 year	41	6.47%	60	7.95%
1-4 Years	1	0.16%	1	0.13%
1- 4 years	1	0.16%	1	0.13%
DNA (Non-Employee)	0	0.00%	2	0.26%
Total	634	100 %	755	100 %

IMPACT REPORT

BLDG. and CONSTRUCT RES. CEN. INC. (BCRC)

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Organizational Services Summary

Date	Type	Duration	Attendees
1/9/2020	Supervisory Training	1.5	28
Details:	Reasonable Suspicion Training for supervisors/foreman with Sargent Electric - held at IBEW 697 requested 3 sessions on 12/23 for early January 2020. This date only one set at this time		
11/23/2020	Details: No details to report		
2/6/2020	Presentation	1.5	6050 SOUTHPORT ROAD SUITE B, Portage, IN, 10
Details:	BCRC Staff & Perspectives Annual Meeting to review utilization and systems in serving members.		
2/6/2020	Management Consultations		
	Details: No details to report		
2/11/2020	Supervisory Training	2	6050 SOUTHPORT ROAD SUITE B, Portage, IN, 18
Details:	Supervisor DOT A/D Training		
2/11/2020	Details: DOT Supervisor Training		
3/3/2020	Supervisory Training	2	6050 SOUTHPORT ROAD SUITE B, Portage, IN, 33
Details:	DOT A/D Sup/Safety Manager/BA Training		
7/28/2020	Supervisory Training	2	6050 SOUTHPORT ROAD SUITE B, Portage, IN, 18
Details:	Reasonable Suspicion Training held at 4:30 pm for managers that requested that time slot - GH presented using social distancing and masks		
10/1/2020	Supervisory Training	1.5	ZOOM for Graycor South 40
Details:	Zoom training for Graycor South		
10/1/2020	Details: Reasonable Suspicion Training for Contractor		
10/1/2020	Supervisory Training	1.5	Graycor Southern 31
Details:	Reasonable Suspicion for Graycor Southern - FFS Zoom training		
10/1/2020	Details: Zoom Reasonable Suspicion Training FFS		

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Organizational Services Summary

Date	Type	Duration	Attendees
11/17/2020	Supervisory Training	2 ZOOM - 6050 SOUTHPORT ROAD SUITE B, Port	32
Details: Reasonable Suspicion Training over Zoom			
11/17/2021	Supervisor Management Training		
Details: No details to report			
11/23/2020	Supervisory Training	6050 SOUTHPORT ROAD SUITE B, Portage, IN,	4
Details: DOT Supervisor's Training - Zoom			
TOTAL		14.00	214

BLDG. and CONSTRUCT RES. CEN. INC. (BCRC)

1/1/2020 - 12/31/2020

Did you receive prompt and professional attention when you called or texted the 800 phone number?	(#)	(%)
Yes	18	90.00%
No Response	1	5.00%
No	1	5.00%
	20	100.00 %
Was the EAP/MAP/SAP counselor helpful in addressing your concern?	(#)	(%)
Yes	18	90.00%
No Response	1	5.00%
No	1	5.00%
	20	100.00 %
Was it easy to obtain the services you requested?	(#)	(%)
Yes	18	90.00%
No Response	1	5.00%
No	1	5.00%
	20	100.00 %
How likely are you to recommend the EAP/MAP to a friend or colleague?	(#)	(%)
Extremely Likely	13	65.00%
No Response	2	10.00%
Likely	5	25.00%
Not Likely	0	0.00%
	20	100.00 %
Overall, were you satisfied with the services you received?	(#)	(%)
Yes	18	90.00%
No Response	1	5.00%
No	1	5.00%
	20	100.00 %

Additional Comments

I was never contacted by anyone after my initial call. Then shutdown for corona, so I let it go
Need more time to talk to counselor

BLDG. and CONSTRUCT RES. CEN. INC. (BCRC)

1/1/2020 - 12/31/2020

I was ready to look inward at myself. I believe with that and my great counselor helped me.

Craig was kind and understanding

Marcella Blum. Excellent consultant.

OVERVIEW OF SITE USAGE	TOTAL
Total Site Visits**	88
Total Page Views	287

CONTENT SNAPSHOT	TOTAL
Emotional Wellbeing	45
Financial	10
Health	37
Legal	20
Personal Growth	50
Relationships	113
Resilience	12
Additional Resources	1
Articles	97
Assessments	14
Calculators	4
SkillBuilders	4
FAQs	1
Forms	5
Locators	0
PDFs	1
Quizzes	1
Videos	5
Webinars	16

**Indicates total number of times the site was accessed in the time period by your users.

Skill Builders Views:4

Course title	Attempts	Completions
Overcoming the Loss of a Loved One	1	0
Recognizing and Managing Anger	1	0
Managing Stress	1	0
Basics of Effective Communication	1	1

**Indicates total number of times the site was accessed in the time period by your users.