

## UTILIZATION RATES, SUMMARY AND CONCLUSION

### Utilization rates

The utilization rate (the number of employees who use our services for counselling purposes as a percentage of the total number of employees) for all employees (DFAIT and CIC, at headquarters and missions) has decreased from 18.6 percent last year to 11.6 percent this year. The utilization rate for all family members (DFAIT and CIC, at headquarters, and missions) has also decreased from 5.3 percent last year to 3.9 percent this year. Both utilization rates remain high.

The utilization rate for all employees in DFAIT (headquarters and missions) is 12.3 percent (from 19.3 percent last year) and for all employees at CIC (headquarters and missions) is 7.3 percent (from 15.6 percent last year). The utilization rate for DFAIT employees at headquarters is 14 percent (from 20.5 percent last year) and for CIC at headquarters is 9 percent (from 20.5 percent last year).

The utilization rate applies only to the counselling activity and is not a performance indicator for the other services provided (such as management consultations, critical incident stress debriefings, training, etc.). There are no specific performance indicators for these areas of activity.

### Summary and Conclusion

The focus of our services has been evolving over the last five years. As indicated above, we are now providing more counselling sessions to our clients (at an average of almost three sessions per client). We have, over the years, engaged in developing and conducting more training sessions/workshops as part of the prevention/health promotion aspect of our mandate. Upon request, we have also become involved in teambuilding and organizational development activities. We hope to remain responsive to the needs of the clients and of the organization the EAP is mandated to serve.

## UTILIZATION RATES

### A. Employees

	NUMBER OF CLIENTS AT HQ	EMPLOYEE POPULATION AT HQ	UTILIZATION RATE AT HQ
DFAIT	292	2,096	14.0%
CIC	25	273	9.2%
<b>TOTAL</b>	<b>317</b>	<b>2,369</b>	<b>13.4%</b>

	NUMBER OF CLIENTS ABROAD	EMPLOYEE POPULATION ABROAD	UTILIZATION RATE ABROAD
DFAIT	91	1,006	9.0%
CIC	14	257	5.5%
<b>TOTAL</b>	<b>105</b>	<b>1,263</b>	<b>8.3%</b>

