

## **II TRENDS/HIGHLIGHTS**

### **1. Counselling**

- ◆ The number of clients has doubled since last fiscal year (from 306 to 603). This indicates either an increase in the number of employees and family members experiencing problems or an increase in the number of people using our services or a combination of both.
  
- ◆ Although the number of family members seen has slightly increased (from 55 last fiscal year to 64 this year), the percentage of family members seen has decreased since last year (from 18% to 10.6%)
  
- ◆ The percentage of self-referrals as opposed to management and other referrals has continued to increase since 1989-1990. It has gone from 66.9% for that fiscal year to 89.8% for this fiscal year. This confirms our own empirical observations to the effect that more people are using our services earlier (that is before a crisis develops or before their problems have become very serious) and that the vast majority of our clients are very functional individuals who are experiencing a temporary difficulty in a specific area of their life.
  
- ◆ The steady decrease in management and other referrals since 1989-1990 (from 33% to 10.2% for this fiscal year) may explain the decrease in the percentage of clients using our services for drug/alcohol abuse problems. Indeed, employees experiencing the most serious kinds of personal problems, such as alcohol/drug abuse, usually need to be actively encouraged by management to use our services.