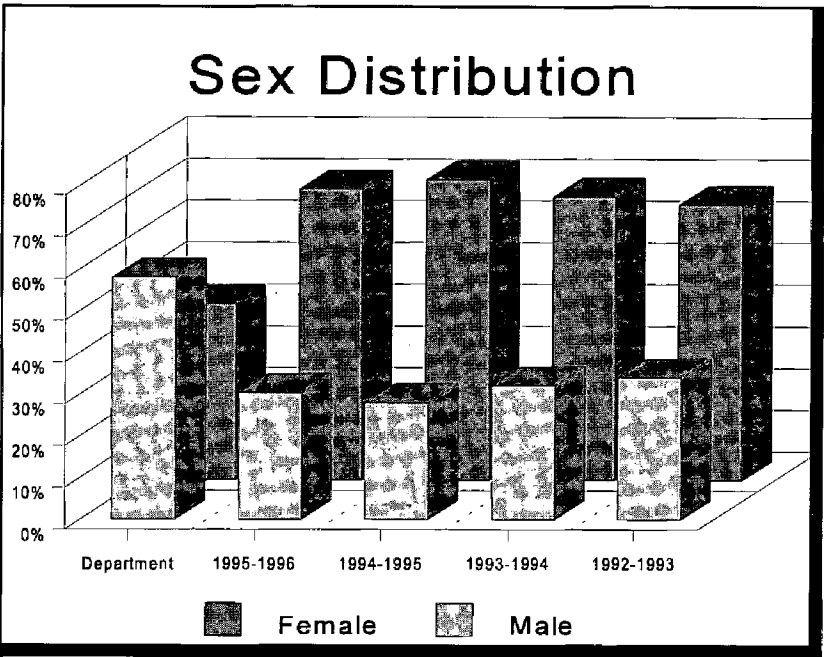


Frequency Distribution (continued)

The following data pertains to employees only.

SEX DISTRIBUTION	DEPT.	1995-96	1994-95	1993-94	1992-93
✓ Female	42.1%	69.7% (523)	72%	67.9%	66%
✓ Male	57.9%	30.3% (228)	28%	32.1%	34%

→ There was a slight decrease in female representation compared to last year. However, as in past years, women are over-represented in our clientele. This is not unusual as women generally use health services more than men do.



Frequency Distribution (continued)

REFERRAL DISTRIBUTION (BY TYPE)	1995-96	1994-95	1993-94	1992-93
✓ Voluntary	68.6% (515)	79%	87.2%	89.8%
✓ Management/ Supervisory clientele	1.6% (12)	3%	5.5%	4.8%
✓ Other	29.8% (274)	18%	7.3%	5.4%

→ The percentage of voluntary and management referrals this year decreased, while the percentage of referrals from others (mostly administrative and personnel officers) increased. Although voluntary referrals are the sign of a credible and well-trusted EAP, it is important that referrals come from other sources too. The increase in referrals from others is a step in that direction. However, management referrals are still too low, and as a result those employees who need our services most are not being encouraged to use them.

