

## SUMMARY AND CONCLUSION

The utilization rate (the number of employees who use our services for counselling purposes as a percentage of the total number of employees) for DFAIT employees at headquarters was 20.5 percent. For C&I employees, the utilization rate at headquarters was also 20.5 percent. For both organizations combined, the utilization rate at headquarters was 20.5 percent. This is a very healthy rate, considering the average rate in federal government organizations is 15 percent. The utilization rate for DFAIT Canada-based employees abroad was 15.6 percent, and for C&I Canada-based employees abroad it was 10.5 percent, for a combined utilization rate for Canada-based employees abroad of 14.6 percent, up from last year's figure of 12 percent. These numbers are for employees only and do not include family members. The utilization rate for family members at headquarters and abroad, for DFAIT and C&I, was 5.3 percent (slightly down from last year's 5.6 percent). The utilization rate for DFAIT and C&I Canada-based employees and family members at headquarters and abroad was 13.6 percent, compared to 12.9 percent last year. The most significant increase in the utilization rate was for employees abroad, and was a direct result of the extensive travel done this last year, enabling us to ensure better access for employees and family members abroad to the services of EAP staff.

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 the other areas of activity.

## UTILIZATION RATES

### A. Employees

	NUMBER OF CLIENTS AT HQ	EMPLOYEE POPULATION AT HQ	UTILIZATION RATE AT HQ
DFAIT	510	2485	20.5%
C&I	56	273	20.5%
<b>Total</b>	<b>566</b>	<b>2758</b>	<b>20.5%</b>

	NUMBER OF CLIENTS ABROAD	EMPLOYEE POPULATION ABROAD	UTILIZATION RATE ABROAD
DFAIT	158	1010	15.6%
C&I	27	257	10.5%
<b>Total</b>	<b>185</b>	<b>1267</b>	<b>14.6%</b>

