

STAY AHEAD of Productivity, Performance and Health Issues

Lee County

Monthly Utilization Report
Reporting Period (12/1/2017 - 12/31/2017)

	This Month		Year To Date		Last Year	
Access To Services						
Telephone/Email Access						
EAP	10	71%	139	83%	142	89%
FamilySource	1	7%	4	2%	4	3%
FinancialConnect	1	7%	5	3%	0	0%
LegalConnect	2	14%	19	11%	13	8%
Sub Total	14		167		159	
Online Access						
EAP	6	18%	122	25%	138	26%
FamilySource	4	12%	107	22%	132	24%
FinancialConnect	1	3%	60	12%	53	10%
Health & Wellness	0	0%	40	8%	53	10%
Health Care Navigation	0	0%	7	1%	11	2%
LegalConnect	22	67%	157	32%	153	28%
Sub Total	33		493		540	
Combined Access						
EAP	16	34%	261	40%	280	40%
FamilySource	5	11%	111	17%	136	19%
FinancialConnect	2	4%	65	10%	53	8%
Health & Wellness	0	0%	40	6%	53	8%
Health Care Navigation	0	0%	7	1%	11	2%
LegalConnect	24	51%	176	27%	166	24%
Total	47		660		699	
Additional EAP Services						
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		1		1	
Critical Incident Debriefing Event Participants	0		1		4	
Training Sessions (number is excluded from overall utilization counts)	0		47		39	
Training Session Participants	0		463		347	
Total Utilization	47		1,124		1,050	

Utilization Results

Total Utilization Rate (% - Annualized)	17.81%	35.49%	33.15%
<i>Based on Monthly Average Employee Counts</i>	3,167	3,167	3,167

	This Month		Year To Date		Last Year		
Toll Free Number Statistics							
Call Volume		21		296		259	
Average Speed of Answer in seconds		14.0		9.8		3.6	
Call Abandonment Rate		4.8%		2.4%		0.4%	
Case Closure (only EAP cases)							
Resolved within EAP		1	100%	78	89%	124	87%
Referred to benefits resource	Outpatient	0	0%	10	11%	18	13%
Total		1		88		142	

	This Month		Year To Date		Last Year	
Referral Source						
Brochure	0	0%	14	8%	4	3%
Decline	0	0%	1	1%	1	1%
Email	0	0%	1	1%	0	0%
Family	1	7%	4	2%	15	9%
Flyer	1	7%	3	2%	2	1%
Formal Referral	1	7%	18	11%	12	8%
GuidanceResources Online	0	0%	3	2%	6	4%
HR	3	21%	41	25%	45	28%
Internet / Intranet	0	0%	3	2%	0	0%
Online - Ask the Expert	1	7%	5	3%	2	1%
Other	0	0%	7	4%	7	4%
Peer	0	0%	4	2%	2	1%
Posters	0	0%	1	1%	0	0%
Previous GR User	2	14%	9	5%	11	7%
Supervisor/Manager	0	0%	4	2%	4	3%
Unknown	5	36%	49	29%	48	30%
Sub Total	14		167		159	
Client Status						
Employee	12	86%	128	77%	114	72%
Dependent	1	7%	24	14%	25	16%
Other	1	7%	2	1%	0	0%
Spouse	0	0%	11	7%	16	10%
Student	0	0%	1	1%	0	0%
Unknown	0	0%	1	1%	4	3%
Sub Total	14		167		159	
Client Gender						
Decline	0	0%	4	2%	0	0%
Female	7	50%	101	60%	107	67%
Male	7	50%	62	37%	52	33%
Sub Total	14		167		159	

	This Month		Year To Date		Last Year	
Client Age Group						
0-12	0	0%	8	5%	5	3%
13-19	0	0%	9	5%	12	8%
20-29	6	43%	17	10%	14	9%
30-39	2	14%	35	21%	36	23%
40-49	2	14%	32	19%	31	19%
50-59	0	0%	43	26%	36	23%
60 +	2	14%	5	3%	14	9%
Unknown	2	14%	17	10%	11	7%
Decline	0	0%	1	1%	0	0%
Sub Total	14		167		159	
Employee Job Category (employee data only)						
Administration	0	0%	5	4%	7	6%
Declined	3	25%	27	21%	17	15%
Dispatch	0	0%	1	1%	0	0%
Laborer	2	17%	7	5%	4	4%
Management	0	0%	7	5%	5	4%
Office / Clerical	0	0%	9	7%	13	11%
Operations	0	0%	4	3%	6	5%
Police / Fire	0	0%	3	2%	5	4%
Professional	5	42%	45	35%	32	28%
Sales	0	0%	1	1%	0	0%
Service	2	17%	9	7%	16	14%
Skilled Trade	0	0%	2	2%	2	2%
Technical	0	0%	1	1%	3	3%
Transportation	0	0%	7	5%	4	4%
Sub Total	12		128		114	
Employee Job Tenure (employee data only)						
Less than 1 year	2	17%	13	10%	14	12%
1 - 4 years	4	33%	31	24%	28	25%
5 - 9 years	2	17%	17	13%	18	16%
10 - 14 years	0	0%	16	13%	18	16%
15 - 19 years	0	0%	8	6%	6	5%
20+ years	0	0%	11	9%	8	7%
Unknown	4	33%	32	25%	18	16%
Decline	0	0%	0	0%	4	4%
Sub Total	12		128		114	

This Month Year To Date Last Year

Employee Assistance Program[®]

U.S. Services

Primary Issue Presented

Alcohol/Related	0	0%	3	2%	1	1%
Anger Issues	0	0%	4	3%	3	2%
Anxiety Related	0	0%	12	9%	13	9%
Attention Issues	0	0%	1	1%	0	0%
Bereavement	1	10%	7	5%	1	1%
Depression Related	1	10%	9	6%	9	6%
Domestic Violence	0	0%	1	1%	1	1%
Eating Related Issues	0	0%	2	1%	0	0%
Family Violence	0	0%	1	1%	0	0%
Family/Child	0	0%	4	3%	4	3%
Family/Child - Behavioral Issues	0	0%	5	4%	6	4%
Family/Child - Family Issues	1	10%	7	5%	9	6%
Medical	0	0%	0	0%	2	1%
Occupational	0	0%	11	8%	8	6%
Occupational - Attendance	0	0%	0	0%	2	1%
Occupational - Interpersonal	0	0%	5	4%	7	5%
Occupational - Performance	0	0%	0	0%	1	1%
Partner/Relationship	1	10%	20	14%	30	21%
Psychological	3	30%	30	22%	34	24%
Stress	1	10%	12	9%	9	6%
Substance Use Related	0	0%	1	1%	1	1%
Trauma	2	20%	4	3%	1	1%
Sub-Total Issues	10		139		142	

Consultation Type

Community Resources	0	0%	0	0%	1	1%
Face to Face	10	100%	127	91%	132	93%
BehavioralExpert	0	0%	4	3%	1	1%
Supervisor / Management Consult	0	0%	8	6%	8	6%
Sub-Total - Consultations	10		139		142	

	This Month	Year To Date	Last Year
Total Number of Issues	10	139	142
Online Services			
Total Online Services	6	122	138
Total Product Utilization	16	261	280
Employee Count			
Total Utilization Rate (% - Annualized)	6.06%	8.24%	8.84%
<i>Based on Monthly Average employees</i>	3,167	3,167	3,167

	This Month		Year To Date		Last Year	
FamilySource[®]						

U.S. Services

Primary Issue Presented

Child Care-Infant/Toddler (Centers)	1	100%	1	25%	0	0%
Elder Care-Consultation	0	0%	0	0%	1	25%
Elder Care-Home Health	0	0%	0	0%	1	25%
Elder Care-transportation	0	0%	1	25%	0	0%
Event Planning-Lodging	0	0%	1	25%	0	0%
Moving-Apartment Hunting	0	0%	1	25%	0	0%
Shopping-Housekeeping	0	0%	0	0%	1	25%
Support Groups-Mental Health	0	0%	0	0%	1	25%
Sub-Total Issues	1		4		4	

Total Number of Issues	1	4	4
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Online Services

Total Online Services	4	100%	107	100%	132	100%
Total Online Services	4		107		132	

Total Product Utilization	5	111	136
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Employee Count

Total Utilization Rate (% - Annualized)	1.89%	3.50%	4.29%
<i>Based on Monthly Average employees</i>	3,167	3,167	3,167

	This Month	Year To Date	Last Year
LegalConnect[®]			

U.S. Services

Primary Issue Presented

Advanced Directives	0	0%	1	5%	0	0%
Bankruptcy	0	0%	2	11%	0	0%
Business	0	0%	1	5%	0	0%
Child Custody	0	0%	1	5%	1	8%
Child Support	0	0%	0	0%	1	8%
Civil	0	0%	1	5%	2	15%
Consumer	0	0%	1	5%	0	0%
Criminal	0	0%	1	5%	1	8%
Divorce / Separation	0	0%	4	21%	4	31%
Employment	0	0%	1	5%	0	0%
Estate Planning	0	0%	0	0%	1	8%
Family Law	0	0%	0	0%	1	8%
Government Benefits	1	50%	2	11%	0	0%
ID Theft Service	0	0%	1	5%	0	0%
Intellectual Property	1	50%	1	5%	0	0%
Probate	0	0%	0	0%	2	15%
Real Estate	0	0%	1	5%	0	0%
Wills	0	0%	1	5%	0	0%
Sub-Total Issues	2		19		13	

Consultation Type

Client Contact	0	0%	1	5%	0	0%
Consultation and referral (main source)	0	0%	9	47%	10	77%
Consultation and referral (other source)	1	50%	1	5%	0	0%
Consultation only	1	50%	8	42%	2	15%
Other	0	0%	0	0%	1	8%
Sub-Total - Consultations	2		19		13	

Total Number of Issues	2		19		13	
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	This Month		Year To Date		Last Year	
Online Services						
Total Online Services	22	100%	157	100%	153	100%
Total Online Services	22		157		153	
Total Product Utilization						
	24		176		166	
Employee Count						
Total Utilization Rate (% - Annualized)	9.09%		5.56%		5.24%	
<i>Based on Monthly Average employees</i>	3,167		3,167		3,167	

	This Month		Year To Date		Last Year	
FinancialConnectSM						
U.S. Services						
Primary Issue Presented						
Credit Card Debt	0	0%	1	20%	0	0%
Credit history & issues	1	100%	1	20%	0	0%
Hardship call, requesting financial assistance or lc	0	0%	1	20%	0	0%
Income tax issues	0	0%	1	20%	0	0%
Student Loan Debt	0	0%	1	20%	0	0%
Sub-Total Issues	1		5		0	
Consultation Type						
Ask the Expert	0	0%	1	20%	0	0%
Consultation only	0	0%	3	60%	0	0%
Consultation with literature	1	100%	1	20%	0	0%
Sub-Total - Consultations	1		5		0	
Total Number of Issues	1		5		0	
Online Services						
Total Online Services	1	100%	60	100%	53	100%
Total Online Services	1		60		53	
Total Product Utilization	2		65		53	
Employee Count						
Total Utilization Rate (% - Annualized)	0.76%		2.05%		1.67%	
<i>Based on Monthly Average employees</i>	3,167		3,167		3,167	

This Month

Year To Date

Last Year

GuidanceResources Online [®]

English USA Usage

Online Topics

	This Month	%	Year To Date	%	Last Year	%
Financial						
Consumer Issues	0	0%	15	4%	23	6%
Debt & Bankruptcy	1	7%	19	6%	7	2%
Insurance	0	0%	3	1%	1	0%
Personal Finance	0	0%	13	4%	22	6%
Real Estate	0	0%	5	1%	1	0%
Tax	0	0%	1	0%	3	1%
Home & Auto						
Buying & Selling an Auto	0	0%	2	1%	2	1%
Driver Safety & Education	0	0%	2	1%	3	1%
Home Improvement & Maintenance	0	0%	3	1%	2	1%
Home Safety & Security	0	0%	1	0%	1	0%
Moving	0	0%	2	1%	0	0%
Legal						
Consumer Issues	1	7%	5	1%	2	1%
Criminal Law	0	0%	2	1%	0	0%
Debt & Bankruptcy	0	0%	6	2%	13	3%
Estate Planning & Elder Law	2	13%	2	1%	23	6%
Family Law	1	7%	16	5%	7	2%
Lawyers & Court	0	0%	1	0%	0	0%
Real Estate	0	0%	5	1%	1	0%
Tax	0	0%	1	0%	0	0%
Lifestyle						
Computers & Electronics	0	0%	6	2%	2	1%
Going Green	0	0%	0	0%	4	1%
Pets	0	0%	4	1%	0	0%
Planning an Event	0	0%	0	0%	2	1%
Travel	0	0%	2	1%	5	1%
Relationships						
Child Care	0	0%	2	1%	5	1%
Divorce & Domestic Issues	1	7%	11	3%	10	3%
Elder Care	0	0%	1	0%	2	1%
Marriage & Relationships	2	13%	29	9%	24	6%
Parenting	2	13%	11	3%	7	2%
Special Needs & Gifted Children	0	0%	2	1%	0	0%

	This Month		Year To Date		Last Year	
Wellness						
Addiction	0	0%	9	3%	18	5%
Emotional Well-being	4	27%	26	8%	22	6%
Fitness & Nutrition	0	0%	5	1%	25	7%
Grief & Loss	0	0%	4	1%	30	8%
Personal Growth	0	0%	31	9%	16	4%
Personal Safety	0	0%	0	0%	1	0%
Physical Health	0	0%	7	2%	20	5%
Pregnancy	0	0%	0	0%	2	1%
Stress & Anger Management	1	7%	7	2%	15	4%
Work & Education						
Career Development	0	0%	5	1%	7	2%
College & Graduate School	0	0%	0	0%	6	2%
In the Workplace	0	0%	21	6%	23	6%
K-12 School	0	0%	0	0%	1	0%
Manager Guidance	0	0%	11	3%	0	0%
Military	0	0%	1	0%	0	0%
Personal Development	0	0%	42	12%	20	5%
	15		341		378	
Online Searches Topics						
Certified Financial Planner	0	0%	9	6%	13	8%
Child Care Provider	0	0%	6	4%	23	14%
College and University	0	0%	5	3%	6	4%
Elder Care Provider	0	0%	9	6%	11	7%
Lawyer	18	100%	123	81%	109	67%
	18		152		162	
Online Activity Type						
Article	12	36%	192	39%	215	40%
Assessment	2	6%	54	11%	32	6%
Merchandise	0	0%	15	3%	23	4%
Multimedia	1	3%	60	12%	81	15%
Resource	0	0%	20	4%	27	5%
Search Database	18	55%	152	31%	162	30%
Total Activity Types	33		493		540	

Total Product Utilization	493	540
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