

STAY AHEAD of Productivity, Performance and Health Issues

Lee County

Monthly Utilization Report
Reporting Period (12/1/2019 - 12/31/2019)

	This Month		Year To Date		Last Year	
Access To Services						
Telephone/Email Access						
EAP	11	73%	203	84%	164	81%
FamilySource	1	7%	9	4%	6	3%
FinancialConnect	0	0%	6	2%	4	2%
LegalConnect	3	20%	23	10%	29	14%
Sub Total	15		241		203	
Online Access						
EAP	13	38%	184	31%	111	18%
FamilySource	13	38%	183	30%	147	23%
FinancialConnect	2	6%	80	13%	67	11%
Health & Wellness	3	9%	56	9%	43	7%
Health Care Navigation	0	0%	6	1%	8	1%
LegalConnect	3	9%	92	15%	257	41%
Sub Total	34		601		633	
Combined Access						
EAP	24	49%	387	46%	275	33%
FamilySource	14	29%	192	23%	153	18%
FinancialConnect	2	4%	86	10%	71	8%
Health & Wellness	3	6%	56	7%	43	5%
Health Care Navigation	0	0%	6	1%	8	1%
LegalConnect	6	12%	115	14%	286	34%
Total	49		842		836	
Additional EAP Services						
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	1		2		2	
Critical Incident Debriefing Event Participants	2		8		7	
Training Sessions (number is excluded from overall utilization counts)	0		45		43	
Training Session Participants	0		398		384	
Total Utilization	51		1,248		1,227	

Utilization Results

Total Utilization Rate (% - Annualized)	18.88%	38.51%	38.30%
<i>Based on Monthly Average Employee Counts</i>	3,241	3,241	3,204

		This Month		Year To Date		Last Year	
Case Closure (only EAP cases)							
Resolved within EAP		0	0%	107	86%	153	95%
Referred to benefits resource	Inpatient	0	0%	1	1%	0	0%
Referred to benefits resource	Outpatient	0	0%	17	14%	8	5%
Total		0		125		161	

	This Month		Year To Date		Last Year	
Referral Source						
Brochure	0	0%	7	3%	6	3%
Cross Referral	0	0%	1	0%	0	0%
Decline	0	0%	1	0%	2	1%
Email	0	0%	2	1%	1	0%
Faculty Administration	1	7%	1	0%	0	0%
Family	0	0%	13	5%	10	5%
Flyer	0	0%	2	1%	1	0%
FMLASource	1	7%	1	0%	0	0%
Formal Referral	0	0%	17	7%	6	3%
GuidanceResources Online	0	0%	2	1%	3	1%
HR	3	20%	52	22%	62	31%
Internal	0	0%	17	7%	3	1%
Internet / Intranet	0	0%	2	1%	2	1%
MD Care	0	0%	2	1%	0	0%
Online - Ask the Expert	3	20%	19	8%	1	0%
Other	1	7%	8	3%	8	4%
Peer	0	0%	4	2%	2	1%
Posters	0	0%	0	0%	1	0%
Previous GR User	0	0%	13	5%	11	5%
Supervisor/Manager	0	0%	8	3%	8	4%
Union	0	0%	0	0%	2	1%
Unknown	6	40%	69	29%	74	36%
Sub Total	15		241		203	
Client Status						
Employee	10	67%	170	71%	155	76%
Claimant	0	0%	1	0%	0	0%
Dependent	3	20%	50	21%	29	14%
Member	0	0%	0	0%	1	0%
Other	0	0%	1	0%	2	1%
Significant Other	0	0%	2	1%	1	0%
Spouse	2	13%	13	5%	15	7%
Unknown	0	0%	4	2%	0	0%
Sub Total	15		241		203	

	This Month		Year To Date		Last Year	
Client Gender						
Decline	0	0%	1	0%	0	0%
Female	9	60%	140	58%	105	52%
Male	6	40%	99	41%	98	48%
Other	0	0%	1	0%	0	0%
Sub Total	15		241		203	
Client Age Group						
0-12	2	13%	14	6%	8	4%
13-19	1	7%	19	8%	16	8%
20-29	1	7%	40	17%	21	10%
30-39	2	13%	39	16%	33	16%
40-49	2	13%	36	15%	48	24%
50-59	4	27%	55	23%	35	17%
60 +	1	7%	13	5%	20	10%
Unknown	2	13%	22	9%	20	10%
Decline	0	0%	3	1%	2	1%
Sub Total	15		241		203	
Employee Job Category (employee data only)						
Administration	1	10%	11	6%	6	4%
Customer Service and Reservation Agent	0	0%	4	2%	1	1%
Declined	4	40%	39	23%	33	21%
Dispatch	1	10%	1	1%	0	0%
Laborer	0	0%	3	2%	0	0%
Management	0	0%	7	4%	6	4%
Office / Clerical	1	10%	6	4%	8	5%
Operations	0	0%	3	2%	2	1%
Physician	0	0%	1	1%	0	0%
Police / Fire	0	0%	11	6%	4	3%
Professional	1	10%	47	28%	77	50%
Public Safety	0	0%	1	1%	0	0%
Sales	0	0%	0	0%	1	1%
Service	1	10%	15	9%	5	3%
Skilled Trade	0	0%	6	4%	3	2%
Technical	1	10%	7	4%	4	3%
Transportation	0	0%	8	5%	5	3%
Sub Total	10		170		155	

	This Month		Year To Date		Last Year	
Employee Job Tenure (employee data only)						
Less than 1 year	1	10%	23	14%	17	11%
1 - 4 years	1	10%	39	23%	30	19%
5 - 9 years	2	20%	16	9%	16	10%
10 - 14 years	1	10%	22	13%	24	15%
15 - 19 years	0	0%	10	6%	10	6%
20+ years	0	0%	8	5%	12	8%
Unknown	5	50%	39	23%	40	26%
Decline	0	0%	13	8%	6	4%
Sub Total	10		170		155	

	This Month		Year To Date		Last Year	
Employee Assistance Program[®]						
U.S. Services						
Primary Issue Presented						
Alcohol/Related	0	0%	1	0%	4	2%
Anger Issues	2	18%	4	2%	5	3%
Anxiety Related	0	0%	19	9%	13	8%
Bereavement	0	0%	8	4%	7	4%
Depression Related	2	18%	14	7%	9	5%
Domestic Violence	0	0%	0	0%	2	1%
Eating Related Issues	0	0%	3	1%	0	0%
Family/Child	0	0%	9	4%	2	1%
Family/Child - Behavioral Issues	1	9%	9	4%	1	1%
Family/Child - Family Issues	0	0%	10	5%	10	6%
Interpersonal Issues	0	0%	3	1%	2	1%
Legal	0	0%	1	0%	1	1%
Life Coaching	0	0%	1	0%	0	0%
Medical	0	0%	0	0%	2	1%
Occupational	0	0%	33	16%	9	5%
Occupational - Conflict Resolution	0	0%	0	0%	2	1%
Occupational - Interpersonal	0	0%	6	3%	3	2%
Occupational - Performance	0	0%	0	0%	1	1%
Partner/Relationship	4	36%	24	12%	30	18%
Psychological	1	9%	30	15%	32	20%
Stress	1	9%	23	11%	24	15%
Substance Use Related	0	0%	0	0%	1	1%
Trauma	0	0%	2	1%	3	2%
Worklife General Request	0	0%	0	0%	1	1%
Workplace Trauma	0	0%	3	1%	0	0%
Sub-Total Issues	11		203		164	

	This Month		Year To Date		Last Year	
Consultation Type						
Face to Face	11	100%	174	86%	153	93%
Telephone	0	0%	4	2%	0	0%
Bar Association / Consumer Credit Counseling	0	0%	1	0%	1	1%
BehavioralExpert	0	0%	8	4%	1	1%
Community Resources	0	0%	0	0%	1	1%
Supervisor / Management Consult	0	0%	16	8%	8	5%
Sub-Total - Consultations	11		203		164	
Total Number of Issues	11		203		164	
Online Services						
Total Online Services	13		184		111	
Total Product Utilization	24		387		275	
Employee Count						
Total Utilization Rate (% - Annualized)	8.89%		11.94%		8.58%	
<i>Based on Monthly Average employees</i>	3,241		3,241		3,204	

	This Month		Year To Date		Last Year
FamilySource[®]					

U.S. Services

Primary Issue Presented

Elder Care-Assisted Living	0	0%	3	33%	0	0%
Elder Care-Consultation	0	0%	1	11%	2	33%
Elder Care-Home Health	0	0%	0	0%	2	33%
Elder Care-Medicaid Insurance	0	0%	1	11%	1	17%
Gov't Services-Financial Assistance	0	0%	0	0%	1	17%
Healthcare-Doctors/Professionals	0	0%	1	11%	0	0%
Home Improvement-Contractor	1	100%	1	11%	0	0%
Moving-Apartment Hunting	0	0%	1	11%	0	0%
Support Groups-Mental Health	0	0%	1	11%	0	0%
Sub-Total Issues	1		9		6	

Total Number of Issues	1		9		6
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Online Services

Total Online Services	13	100%	183	100%	147	100%
Total Online Services	13		183		147	

Total Product Utilization	14		192		153
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Employee Count

Total Utilization Rate (% - Annualized)	5.18%		5.92%		4.78%
<i>Based on Monthly Average employees</i>	3,241		3,241		3,204

	This Month		Year To Date		Last Year	
LegalConnect[®]						
U.S. Services						
Primary Issue Presented						
Advanced Directives	0	0%	0	0%	2	7%
Bankruptcy	0	0%	2	9%	1	3%
Business	0	0%	0	0%	1	3%
Child Custody	1	33%	1	4%	2	7%
Civil	1	33%	2	9%	1	3%
Consumer	0	0%	1	4%	1	3%
Credit	0	0%	1	4%	1	3%
Criminal	0	0%	0	0%	2	7%
Divorce / Separation	0	0%	4	17%	7	24%
Estate Planning	0	0%	0	0%	1	3%
Family Law	0	0%	5	22%	0	0%
Guardianship	0	0%	0	0%	1	3%
Insurance	0	0%	1	4%	0	0%
Landlord/Tenant	0	0%	0	0%	2	7%
Personal Injury	0	0%	0	0%	2	7%
Probate	0	0%	1	4%	1	3%
Real Estate	0	0%	3	13%	2	7%
Trusts	0	0%	0	0%	1	3%
Wills	1	33%	2	9%	1	3%
Sub-Total Issues	3		23		29	
Consultation Type						
After Hours Report	0	0%	0	0%	1	3%
Consultation and referral (main source)	2	67%	11	48%	19	66%
Consultation only	0	0%	9	39%	8	28%
Missed Appointment	0	0%	0	0%	1	3%
Other	1	33%	3	13%	0	0%
Sub-Total - Consultations	3		23		29	
Total Number of Issues	3		23		29	

	This Month		Year To Date		Last Year	
Online Services						
Total Online Services	3	100%	92	100%	257	100%
Total Online Services	3		92		257	
Total Product Utilization						
	6		115		286	
Employee Count						
Total Utilization Rate (% - Annualized)	2.22%		3.55%		8.93%	
<i>Based on Monthly Average employees</i>	3,241		3,241		3,204	

	This Month		Year To Date		Last Year	
FinancialConnectSM						
U.S. Services						
Primary Issue Presented						
Budgeting techniques & discipline	0	0%	1	17%	0	0%
Credit Card Debt	0	0%	0	0%	1	25%
Credit history & issues	0	0%	2	33%	2	50%
General Financial	0	0%	2	33%	1	25%
Mortgages, credit card & other debt	0	0%	1	17%	0	0%
Sub-Total Issues	0		6		4	
Consultation Type						
Ask the Expert	0	0%	0	0%	1	25%
Consultation and referral (main source)	0	0%	0	0%	1	25%
Consultation and referral (other source)	0	0%	1	17%	1	25%
Consultation only	0	0%	4	67%	1	25%
Missed Appointment	0	0%	1	17%	0	0%
Sub-Total - Consultations	0		6		4	
Total Number of Issues	0		6		4	
Online Services						
Total Online Services	2	100%	80	100%	67	100%
Total Online Services	2		80		67	
Total Product Utilization	2		86		71	
Employee Count						
Total Utilization Rate (% - Annualized)	0.74%		2.65%		2.22%	
<i>Based on Monthly Average employees</i>	3,241		3,241		3,204	

This Month

Year To Date

Last Year

GuidanceResources Online [®]

English USA Usage

Online Topics

	This Month		Year To Date		Last Year	
Financial						
Consumer Issues	2	6%	19	4%	18	5%
Debt & Bankruptcy	0	0%	28	6%	13	4%
Estate Planning & Elder Care	1	3%	1	0%	3	1%
Insurance	0	0%	3	1%	5	1%
Personal Finance	1	3%	15	3%	21	6%
Real Estate	0	0%	4	1%	2	1%
Tax	0	0%	9	2%	5	1%
Home & Auto						
Buying & Selling an Auto	0	0%	2	0%	2	1%
Home Improvement & Maintenance	3	9%	9	2%	1	0%
Home Safety & Security	0	0%	1	0%	1	0%
Moving	0	0%	3	1%	0	0%
Legal						
Debt & Bankruptcy	0	0%	5	1%	4	1%
Estate Planning & Elder Law	0	0%	17	3%	32	10%
Family Law	1	3%	7	1%	6	2%
Insurance	0	0%	0	0%	1	0%
Lawyers & Court	0	0%	0	0%	1	0%
Real Estate	0	0%	6	1%	3	1%
Tax	0	0%	3	1%	1	0%
Lifestyle						
Computers & Electronics	0	0%	1	0%	1	0%
Food & Beverage	0	0%	1	0%	1	0%
Pets	0	0%	2	0%	0	0%
Planning an Event	0	0%	6	1%	4	1%
Travel	0	0%	1	0%	1	0%
Relationships						
Child Care	0	0%	1	0%	3	1%
Divorce & Domestic Issues	0	0%	17	3%	10	3%
Elder Care	0	0%	6	1%	1	0%
Expanding a Family	0	0%	1	0%	0	0%
Marriage & Relationships	1	3%	34	7%	16	5%
Parenting	2	6%	25	5%	14	4%
Special Needs & Gifted Children	7	22%	14	3%	1	0%

	This Month		Year To Date		Last Year	
Wellness						
Addiction	0	0%	12	2%	8	2%
Emotional Well-being	4	13%	84	17%	21	6%
Fitness & Nutrition	1	3%	26	5%	15	4%
Grief & Loss	0	0%	19	4%	2	1%
Personal Growth	0	0%	14	3%	30	9%
Personal Safety	1	3%	2	0%	2	1%
Physical Health	0	0%	10	2%	14	4%
Pregnancy	0	0%	1	0%	1	0%
Stress & Anger Management	0	0%	27	5%	8	2%
Work & Education						
Career Development	1	3%	7	1%	5	1%
College & Graduate School	0	0%	10	2%	1	0%
In the Workplace	0	0%	9	2%	20	6%
K-12 School	1	3%	8	2%	9	3%
Manager Guidance	0	0%	0	0%	5	1%
Personal Development	6	19%	36	7%	23	7%
	32		506		335	
Online Searches Topics						
Certified Financial Planner	0	0%	11	12%	15	5%
Child Care Provider	0	0%	5	5%	18	6%
College and University	0	0%	1	1%	2	1%
Elder Care Provider	2	100%	28	29%	58	19%
Lawyer	0	0%	50	53%	205	69%
	2		95		298	
Online Activity Type						
Article	18	53%	325	54%	227	36%
Assessment	1	3%	42	7%	21	3%
Merchandise	2	6%	20	3%	18	3%
Multimedia	9	26%	85	14%	47	7%
Resource	2	6%	33	5%	22	3%
Search Database	2	6%	95	16%	298	47%
Survey	0	0%	1	0%	0	0%
Total Activity Types	34		601		633	

Total Product Utilization	601	633
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