

STAY AHEAD of Productivity, Performance and Health Issues

Lee County

Monthly Utilization Report
Reporting Period (12/1/2020 - 12/31/2020)

	This Month		Year To Date		Last Year	
Access To Services						
Telephone/Email Access						
EAP	10	91%	152	82%	203	84%
FamilySource	1	9%	3	2%	9	4%
FinancialConnect	0	0%	3	2%	6	2%
LegalConnect	0	0%	28	15%	23	10%
Sub Total	11		186		241	
Online Access						
EAP	11	52%	233	34%	184	31%
FamilySource	1	5%	152	22%	183	30%
FinancialConnect	4	19%	42	6%	80	13%
GlobalConnect	3	14%	4	1%	0	0%
Health & Wellness	0	0%	52	8%	56	9%
Health Care Navigation	0	0%	15	2%	6	1%
LegalConnect	2	10%	186	27%	92	15%
Sub Total	21		684		601	
Combined Access						
EAP	21	66%	385	44%	387	46%
FamilySource	2	6%	155	18%	192	23%
FinancialConnect	4	13%	45	5%	86	10%
GlobalConnect	3	9%	4	0%	0	0%
Health & Wellness	0	0%	52	6%	56	7%
Health Care Navigation	0	0%	15	2%	6	1%
LegalConnect	2	6%	214	25%	115	14%
Total	32		870		842	
Additional EAP Services						
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	7		13		2	
Critical Incident Debriefing Event Participants	5		21		8	
Training Sessions (number is excluded from overall utilization counts)	0		2		45	
Training Session Participants	0		10		398	
Health Fairs Events (number is excluded from overall utilization counts)	0		1		0	
Total Utilization	37		901		1,248	

	This Month		Year To Date		Last Year	
Utilization Results						
Total Utilization Rate (% - Annualized)	13.29%		26.97%		38.51%	
<i>Based on Monthly Average Employee Counts</i>	3,341		3,341		3,241	
Case Closure (only EAP cases)						
Resolved within EAP	0	0%	76	94%	174	88%
Referred to benefits resource Inpatient	0	0%	1	1%	1	1%
Referred to benefits resource Outpatient	0	0%	4	5%	22	11%
Total	0		81		197	

Referral Source	This Month		Year To Date		Last Year	
	Count	Percentage	Count	Percentage	Count	Percentage
Brochure	1	9%	7	4%	7	3%
Cross Referral	0	0%	0	0%	1	0%
Decline	0	0%	2	1%	1	0%
EAP Connect	0	0%	5	3%	0	0%
Email	0	0%	3	2%	2	1%
Emergency Loan services	0	0%	1	1%	0	0%
Employee Health & Safety	0	0%	1	1%	0	0%
Faculty Administration	0	0%	1	1%	1	0%
Family	2	18%	7	4%	13	5%
Flyer	0	0%	5	3%	2	1%
FMLASource	0	0%	0	0%	1	0%
Formal Referral	2	18%	8	4%	17	7%
GuidanceResources Online	0	0%	2	1%	2	1%
HR	1	9%	26	14%	52	22%
Internal	1	9%	9	5%	17	7%
Internet / Intranet	0	0%	1	1%	2	1%
MD Care	0	0%	0	0%	2	1%
Online - Ask the Expert	0	0%	8	4%	19	8%
Other	0	0%	2	1%	8	3%
Peer	0	0%	1	1%	4	2%
Previous GR User	1	9%	19	10%	13	5%
Supervisor/Manager	0	0%	5	3%	8	3%
Unknown	3	27%	73	39%	69	29%
Sub Total	11		186		241	
Client Status						
Employee	7	64%	137	74%	170	71%
Claimant	0	0%	0	0%	1	0%
Dependent	1	9%	31	17%	50	21%
Member	2	18%	2	1%	0	0%
Other	0	0%	0	0%	1	0%
Significant Other	0	0%	1	1%	2	1%
Spouse	1	9%	11	6%	13	5%
Unknown	0	0%	4	2%	4	2%
Sub Total	11		186		241	

	This Month		Year To Date		Last Year	
Client Gender						
Decline	0	0%	1	1%	1	0%
Female	4	36%	114	61%	140	58%
Male	7	64%	69	37%	99	41%
Other	0	0%	2	1%	1	0%
Sub Total	11		186		241	
Client Age Group						
0-12	0	0%	5	3%	14	6%
13-19	1	9%	17	9%	19	8%
20-29	1	9%	28	15%	40	17%
30-39	2	18%	29	16%	39	16%
40-49	2	18%	30	16%	36	15%
50-59	4	36%	43	23%	55	23%
60 +	0	0%	7	4%	13	5%
Unknown	1	9%	19	10%	22	9%
Decline	0	0%	8	4%	3	1%
Sub Total	11		186		241	
Employee Job Category (employee data only)						
Administration	0	0%	4	3%	11	6%
Branch Office Assistant	0	0%	1	1%	0	0%
Customer Service and Reservation Agent	0	0%	3	2%	4	2%
Declined	2	29%	49	36%	39	23%
Dispatch	0	0%	1	1%	1	1%
Laborer	0	0%	0	0%	3	2%
Management	0	0%	7	5%	7	4%
Office / Clerical	0	0%	2	1%	6	4%
Operations	0	0%	2	1%	3	2%
Physician	0	0%	0	0%	1	1%
Police / Fire	0	0%	0	0%	11	6%
Professional	2	29%	45	33%	47	28%
Public Safety	0	0%	2	1%	1	1%
Service	0	0%	9	7%	15	9%
Skilled Trade	0	0%	3	2%	6	4%
Technical	0	0%	4	3%	7	4%
Transportation	3	43%	5	4%	8	5%
Sub Total	7		137		170	

	This Month		Year To Date		Last Year	
Employee Job Tenure (employee data only)						
Less than 1 year	1	14%	10	7%	23	14%
1 - 4 years	2	29%	35	26%	39	23%
5 - 9 years	3	43%	20	15%	16	9%
10 - 14 years	0	0%	10	7%	22	13%
15 - 19 years	0	0%	8	6%	10	6%
20+ years	0	0%	4	3%	8	5%
Unknown	1	14%	38	28%	39	23%
Decline	0	0%	12	9%	13	8%
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Sub Total	7		137		170	
GRA User Count						
GRA Unique Users	9		145		187	

	This Month	Year To Date	Last Year
Total Number of Issues	10	152	203
Online Services			
Total Online Services	11	233	184
Total Product Utilization	21	385	387
Employee Count			
Total Utilization Rate (% - Annualized)	7.54%	11.52%	11.94%
<i>Based on Monthly Average employees</i>	3,341	3,341	3,241

	This Month		Year To Date		Last Year	
FamilySource[®]						
U.S. Services						
Primary Issue Presented						
Education-Other	0	0%	1	33%	0	0%
Elder Care-Assisted Living	0	0%	0	0%	3	33%
Elder Care-Consultation	0	0%	0	0%	1	11%
Elder Care-Medicaid Insurance	0	0%	0	0%	1	11%
Gov't Services-Financial Assistance	1	100%	1	33%	0	0%
Healthcare-Doctors/Professionals	0	0%	0	0%	1	11%
Home Improvement-Contractor	0	0%	0	0%	1	11%
Moving-Apartment Hunting	0	0%	0	0%	1	11%
Support Groups-Mental Health	0	0%	0	0%	1	11%
Support Groups-Substance Abuse	0	0%	1	33%	0	0%
Sub-Total Issues	1		3		9	
Total Number of Issues	1		3		9	
Online Services						
Total Online Services	1	100%	152	100%	183	100%
Total Online Services	1		152		183	
Total Product Utilization	2		155		192	
Employee Count						
Total Utilization Rate (% - Annualized)	0.72%		4.64%		5.92%	
<i>Based on Monthly Average employees</i>	3,341		3,341		3,241	

	This Month		Year To Date		Last Year	
LegalConnect[®]						
U.S. Services						
Primary Issue Presented						
Bankruptcy	0	0%	1	4%	2	9%
Child Custody	0	0%	1	4%	1	4%
Civil	0	0%	0	0%	2	9%
Consumer	0	0%	2	7%	1	4%
Credit	0	0%	1	4%	1	4%
Divorce / Separation	0	0%	5	18%	4	17%
Elder Law	0	0%	2	7%	0	0%
Estate Planning	0	0%	1	4%	0	0%
Family Law	0	0%	6	21%	5	22%
Government Benefits	0	0%	1	4%	0	0%
Guardianship	0	0%	1	4%	0	0%
Insurance	0	0%	0	0%	1	4%
Landlord/Tenant	0	0%	1	4%	0	0%
Personal Injury	0	0%	1	4%	0	0%
Probate	0	0%	2	7%	1	4%
Real Estate	0	0%	0	0%	3	13%
Trusts	0	0%	2	7%	0	0%
Wills	0	0%	1	4%	2	9%
Sub-Total Issues	0		28		23	
Consultation Type						
After Hours Report	0	0%	1	4%	0	0%
Client Contact	0	0%	1	4%	0	0%
Consultation and referral (main source)	0	0%	9	32%	11	48%
Consultation only	0	0%	10	36%	9	39%
Missed Appointment	0	0%	1	4%	0	0%
Other	0	0%	6	21%	3	13%
Sub-Total - Consultations	0		28		23	
Total Number of Issues	0		28		23	

	This Month		Year To Date		Last Year	
Online Services						
Total Online Services	2	100%	186	100%	92	100%
Total Online Services	2		186		92	
Total Product Utilization						
	2		214		115	
Employee Count						
Total Utilization Rate (% - Annualized)	0.72%		6.41%		3.55%	
<i>Based on Monthly Average employees</i>	3,341		3,341		3,241	

	This Month		Year To Date		Last Year	
FinancialConnectSM						
U.S. Services						
Primary Issue Presented						
Assist with major purchase decision / affordability	0	0%	1	33%	0	0%
Budgeting techniques & discipline	0	0%	0	0%	1	17%
Credit history & issues	0	0%	0	0%	2	33%
General Financial	0	0%	0	0%	2	33%
Mortgages, credit card & other debt	0	0%	0	0%	1	17%
Student Loan Debt	0	0%	2	67%	0	0%
Sub-Total Issues	0		3		6	
Consultation Type						
Consultation and referral (main source)	0	0%	1	33%	0	0%
Consultation and referral (other source)	0	0%	0	0%	1	17%
Consultation only	0	0%	2	67%	4	67%
Missed Appointment	0	0%	0	0%	1	17%
Sub-Total - Consultations	0		3		6	
Total Number of Issues	0		3		6	
Online Services						
Total Online Services	4	100%	42	100%	80	100%
Total Online Services	4		42		80	
Total Product Utilization	4		45		86	
Employee Count						
Total Utilization Rate (% - Annualized)	1.44%		1.35%		2.65%	
<i>Based on Monthly Average employees</i>	3,341		3,341		3,241	

	This Month		Year To Date		Last Year	
GuidanceResources Online [®]						

GRO User Counts

Registered Users	3		104		114	
Repeat Users	11		100		98	
Unique Users	13		163		164	

Device Usage Counts (Logins and Registrations)

APP	0	0%	17	5%	4	1%
Desktop Browser	16	89%	273	82%	263	80%
Mobile Browser	1	6%	40	12%	61	18%
Tablet	1	6%	4	1%	2	1%
Total logins and Registrations	18		334		330	

English USA Usage

Online Topics

Financial						
Consumer Issues	1	5%	3	1%	18	4%
Debt & Bankruptcy	1	5%	4	1%	28	6%
Estate Planning & Elder Care	0	0%	0	0%	1	0%
Insurance	0	0%	5	1%	3	1%
Personal Finance	0	0%	8	2%	12	3%
Real Estate	0	0%	5	1%	4	1%
Tax	3	15%	6	1%	9	2%
Home & Auto						
Buying & Selling an Auto	0	0%	1	0%	2	0%
Driver Safety & Education	0	0%	1	0%	0	0%
Home Improvement & Maintenance	0	0%	9	2%	9	2%
Home Safety & Security	0	0%	6	1%	1	0%
Moving	0	0%	0	0%	3	1%
Legal						
Criminal Law	0	0%	2	0%	0	0%
Debt & Bankruptcy	0	0%	6	1%	5	1%
Estate Planning & Elder Law	0	0%	20	4%	17	4%
Family Law	1	5%	21	4%	7	1%
Insurance	0	0%	2	0%	0	0%
Lawyers & Court	0	0%	5	1%	0	0%
Real Estate	0	0%	7	1%	6	1%
Tax	0	0%	0	0%	3	1%

	This Month		Year To Date		Last Year	
Lifestyle						
Computers & Electronics	0	0%	1	0%	1	0%
Food & Beverage	0	0%	0	0%	1	0%
Going Green	0	0%	1	0%	0	0%
Pets	0	0%	2	0%	3	1%
Planning an Event	0	0%	1	0%	6	1%
Travel	0	0%	1	0%	1	0%
Relationships						
Child Care	0	0%	2	0%	1	0%
Divorce & Domestic Issues	0	0%	29	6%	17	4%
Elder Care	0	0%	18	4%	6	1%
Expanding a Family	0	0%	1	0%	1	0%
Marriage & Relationships	0	0%	25	5%	31	7%
Parenting	1	5%	14	3%	22	5%
Special Needs & Gifted Children	0	0%	0	0%	14	3%
Wellness						
Addiction	0	0%	5	1%	12	3%
Emotional Well-being	2	10%	99	20%	83	18%
Fitness & Nutrition	0	0%	13	3%	13	3%
Grief & Loss	2	10%	19	4%	19	4%
Personal Growth	4	20%	35	7%	10	2%
Personal Safety	0	0%	0	0%	2	0%
Physical Health	0	0%	55	11%	10	2%
Pregnancy	0	0%	2	0%	1	0%
Stress & Anger Management	2	10%	17	3%	25	5%
Work & Education						
Career Development	0	0%	5	1%	6	1%
College & Graduate School	0	0%	1	0%	10	2%
In the Workplace	0	0%	16	3%	8	2%
K-12 School	0	0%	2	0%	8	2%
Manager Guidance	0	0%	3	1%	0	0%
Military	0	0%	3	1%	0	0%
Personal Development	0	0%	21	4%	35	7%
Working Abroad						
Cultural Assimilation	2	10%	2	0%	0	0%
Travel & Safety	1	5%	1	0%	0	0%
	20		505		474	
On-Demand Trainings						
Are You Financially on Track for Retirement?	0	0%	3	9%	1	2%
Balancing Work And Life	0	0%	8	23%	2	5%

	This Month		Year To Date		Last Year	
Communicating Without Conflict With Your Significant Other	0	0%	0	0%	1	2%
Coping With a Crisis or Traumatic Event	0	0%	5	14%	3	7%
Emotional Eating: The Connection Between Mood and Food	0	0%	1	3%	7	17%
Exercise At Your Desk	0	0%	1	3%	4	10%
Healthy Eating On A Budget	0	0%	3	9%	2	5%
Laughter, Humor & Play To Reduce Stress & Solve Problems	0	0%	1	3%	3	7%
Learning To Relax	0	0%	1	3%	3	7%
Managing Emotions in the Workplace	0	0%	1	3%	1	2%
Managing Personal Finances	0	0%	0	0%	2	5%
Managing Staff through Change & Stress	0	0%	1	3%	0	0%
No Such Thing As A Perfect Parent	0	0%	0	0%	1	2%
Parenting a Child with Special Needs	0	0%	0	0%	2	5%
Stress - A Way of Life or Fact of Life?	0	0%	1	3%	0	0%
Talking about Tough Subjects with Elderly Parents	0	0%	1	3%	0	0%
The Confident You	0	0%	1	3%	1	2%
The Impact of Attitude on Work and Life	0	0%	1	3%	0	0%
The Impact of Shift Work on Mind and Body	0	0%	3	9%	1	2%
Time Management Tools and Principles	0	0%	1	3%	4	10%
Using Kindness To Achieve Personal Success & Happiness	0	0%	1	3%	2	5%
Using Reason To Resolve Conflict	0	0%	1	3%	2	5%
<hr/>						
	0		35		42	
Online Centers						
Building a Stronger Family	0	0%	1	50%	2	100%
Sparking Positive Thinking	0	0%	1	50%	0	0%
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	0		2		2	
Online Searches Topics						
Certified Financial Planner	0	0%	5	4%	11	12%
Child Care Provider	0	0%	8	6%	5	5%
College and University	1	100%	1	1%	1	1%
Elder Care Provider	0	0%	8	6%	28	29%
Lawyer	0	0%	118	84%	50	53%
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	1		140		95	

Online Asset Type

	This Month		Year To Date		Last Year	
Article	10	48%	310	45%	325	53%
Assessment	0	0%	29	4%	42	7%
Merchandise	3	14%	8	1%	20	3%
Multimedia	3	14%	44	6%	55	9%
On-Demand Trainings	0	0%	35	5%	42	7%
Online Centers	0	0%	2	0%	2	0%
Resource	4	19%	114	17%	31	5%
Search Database	1	5%	140	21%	95	15%
Survey	0	0%	0	0%	1	0%
Total Activity Types	21		682		613	
Spanish USA Usage						
Online Topics						
Legal						
Lawyers & Court	0	0%	2	100%	0	0%
Total Activity Types	0		2		0	
Online Asset Type						
Article	0	0%	2	100%	0	0%
Total Activity Types	0		2		0	
Total Product Utilization	21		684		613	