

STAY AHEAD of Productivity, Performance and Health Issues

Lee County

Monthly Utilization Report
Reporting Period (12/1/2021 - 12/31/2021)

	This Month		Year To Date		Last Year	
Access To Services						
Telephone/Email Access						
EAP	6	86%	144	83%	151	82%
FamilySource	0	0%	10	6%	3	2%
FinancialConnect	0	0%	2	1%	3	2%
LegalConnect	1	14%	18	10%	28	15%
Sub Total	7		174		185	
Online Access						
EAP	5	11%	168	27%	233	34%
FamilySource	7	15%	154	25%	152	22%
FinancialConnect	15	33%	99	16%	42	6%
GlobalConnect	0	0%	0	0%	4	1%
Health & Wellness	4	9%	71	12%	52	8%
Health Care Navigation	0	0%	15	2%	15	2%
LegalConnect	15	33%	107	17%	186	27%
Sub Total	46		614		684	
Combined Access						
EAP	11	21%	312	40%	384	44%
FamilySource	7	13%	164	21%	155	18%
FinancialConnect	15	28%	101	13%	45	5%
GlobalConnect	0	0%	0	0%	4	0%
Health & Wellness	4	8%	71	9%	52	6%
Health Care Navigation	0	0%	15	2%	15	2%
LegalConnect	16	30%	125	16%	214	25%
Total	53		788		869	
Additional EAP Services						
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		7		13	
Critical Incident Debriefing Event Participants	0		0		24	
Training Sessions (number is excluded from overall utilization counts)	0		0		2	
Training Session Participants	0		0		10	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		1	
Total Utilization	53		788		903	

	This Month		Year To Date		Last Year	
Utilization Results						
Total Utilization Rate (% - Annualized)	19.04%		23.59%		27.03%	
<i>Based on Monthly Average Employee Counts</i>	3,341		3,341		3,341	
Case Closure (only EAP cases)						
Resolved within EAP	0	0%	91	93%	138	95%
Referred to benefits resource Inpatient	0	0%	0	0%	1	1%
Referred to benefits resource Outpatient	0	0%	7	7%	7	5%
Total	0		98		146	

	This Month		Year To Date		Last Year	
Referral Source						
Brochure	0	0%	13	7%	7	4%
Cross Referral	0	0%	2	1%	0	0%
Decline	0	0%	13	7%	2	1%
EAP Connect	0	0%	0	0%	5	3%
Email	0	0%	4	2%	3	2%
Emergency Loan services	0	0%	0	0%	1	1%
Employee Health & Safety	0	0%	1	1%	1	1%
Faculty Administration	0	0%	0	0%	1	1%
Family	0	0%	11	6%	7	4%
Flyer	0	0%	2	1%	5	3%
Formal Referral	0	0%	7	4%	8	4%
GuidanceResources Online	0	0%	1	1%	2	1%
HR	1	14%	28	16%	26	14%
Internal	0	0%	3	2%	9	5%
Internet / Intranet	0	0%	0	0%	1	1%
Mailing	1	14%	1	1%	0	0%
Online - Ask the Expert	0	0%	2	1%	8	4%
Other	1	14%	2	1%	2	1%
Peer	1	14%	4	2%	1	1%
Previous GR User	0	0%	20	11%	18	10%
Supervisor/Manager	1	14%	3	2%	5	3%
Unknown	2	29%	57	33%	73	39%
Sub Total	7		174		185	
Client Status						
Employee	6	86%	135	78%	136	74%
Dependent	1	14%	23	13%	31	17%
Member	0	0%	0	0%	2	1%
Other	0	0%	1	1%	0	0%
Significant Other	0	0%	0	0%	1	1%
Spouse	0	0%	14	8%	11	6%
Unknown	0	0%	1	1%	4	2%
Sub Total	7		174		185	

	This Month		Year To Date		Last Year	
Client Gender						
Decline	0	0%	3	2%	1	1%
Female	2	29%	105	60%	113	61%
Male	5	71%	65	37%	69	37%
Other	0	0%	1	1%	2	1%
Sub Total	7		174		185	
Client Age Group						
0-12	0	0%	6	3%	5	3%
13-19	1	14%	12	7%	17	9%
20-29	2	29%	20	11%	28	15%
30-39	0	0%	20	11%	29	16%
40-49	1	14%	38	22%	30	16%
50-59	2	29%	43	25%	42	23%
60 +	0	0%	15	9%	7	4%
Unknown	1	14%	17	10%	19	10%
Decline	0	0%	3	2%	8	4%
Sub Total	7		174		185	
Employee Job Category (employee data only)						
Administration	0	0%	2	1%	4	3%
Branch Office Assistant	0	0%	0	0%	1	1%
Customer Service and Reservation Agent	0	0%	1	1%	3	2%
Declined	2	33%	50	37%	49	36%
Dispatch	0	0%	1	1%	1	1%
General Partner	0	0%	1	1%	0	0%
Laborer	0	0%	1	1%	0	0%
Management	0	0%	10	7%	6	4%
Office / Clerical	0	0%	4	3%	2	1%
Operations	0	0%	3	2%	2	1%
Police / Fire	0	0%	1	1%	0	0%
Professional	1	17%	37	27%	45	33%
Public Safety	0	0%	1	1%	2	1%
Service	2	33%	11	8%	9	7%
Skilled Trade	1	17%	7	5%	3	2%
Technical	0	0%	1	1%	4	3%
Transportation	0	0%	4	3%	5	4%
Sub Total	6		135		136	

	This Month		Year To Date		Last Year	
Employee Job Tenure (employee data only)						
Less than 1 year	3	50%	15	11%	10	7%
1 - 4 years	0	0%	27	20%	35	26%
5 - 9 years	0	0%	24	18%	20	15%
10 - 14 years	1	17%	10	7%	9	7%
15 - 19 years	0	0%	10	7%	8	6%
20+ years	0	0%	2	1%	4	3%
Unknown	1	17%	38	28%	38	28%
Decline	1	17%	9	7%	12	9%
Sub Total	6		135		136	
GRA User Count						
GRA Unique Users	7		144		145	

This Month

Year To Date

Last Year

Employee Assistance Program[®]

U.S. Services

Primary Issue Presented

Alcohol/Related	0	0%	0	0%	1	1%
Anger Issues	0	0%	1	1%	4	3%
Anxiety Related	1	17%	12	8%	6	4%
Attention Issues	0	0%	3	2%	0	0%
Autism	0	0%	0	0%	1	1%
Bereavement/Grief	1	17%	14	10%	5	3%
Depression Related	0	0%	11	8%	16	11%
Eating Related Issues	0	0%	0	0%	1	1%
Family/Child	1	17%	7	5%	2	1%
Family/Child - Behavioral Issues	0	0%	2	1%	2	1%
Family/Child - Family Issues	0	0%	12	8%	10	7%
Health Crisis	0	0%	0	0%	5	3%
Interpersonal Issues	0	0%	1	1%	6	4%
Legal	0	0%	2	1%	3	2%
Medical	0	0%	1	1%	0	0%
Mood Disturbance Related	0	0%	0	0%	1	1%
Occupational	0	0%	7	5%	14	9%
Occupational - Interpersonal	0	0%	3	2%	2	1%
Occupational - Performance	0	0%	2	1%	2	1%
Partner/Relationship	1	17%	23	16%	19	13%
Psychological	0	0%	22	15%	26	17%
Stress	2	33%	18	13%	22	15%
Substance Use Related	0	0%	1	1%	0	0%
Trauma	0	0%	2	1%	3	2%

Sub-Total Issues

6

144

151

Consultation Type

Face to Face	6	100%	107	74%	124	82%
Telephone	0	0%	10	7%	2	1%
Video	0	0%	19	13%	8	5%
Bar Association / Consumer Credit Counseling	0	0%	2	1%	3	2%
BehavioralExpert	0	0%	2	1%	6	4%
Supervisor / Management Consult	0	0%	4	3%	8	5%

	This Month	Year To Date	Last Year
Sub-Total - Consultations	6	144	151
Total Number of Issues	6	144	151
Online Services			
Total Online Services	5	168	233
Total Product Utilization	11	312	384
Employee Count			
Total Utilization Rate (% - Annualized)	3.95%	9.34%	11.49%
<i>Based on Monthly Average employees</i>	3,341	3,341	3,341

	This Month		Year To Date		Last Year	
FamilySource[®]						

U.S. Services

Primary Issue Presented

Education-Other	0	0%	0	0%	1	33%
Elder Care-Assisted Living	0	0%	1	10%	0	0%
Elder Care-Consultation	0	0%	2	20%	0	0%
Elder Care-Geriatric Case Management	0	0%	1	10%	0	0%
Elder Care-Home Care	0	0%	2	20%	0	0%
Gov't Services-Financial Assistance	0	0%	1	10%	1	33%
Moving-Apartment Hunting	0	0%	3	30%	0	0%
Support Groups-Substance Abuse	0	0%	0	0%	1	33%
Sub-Total Issues	0		10		3	

Total Number of Issues	0		10		3	
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Online Services

Total Online Services	7	100%	154	100%	152	100%
Total Online Services	7		154		152	

Total Product Utilization	7		164		155	
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Employee Count

Total Utilization Rate (% - Annualized)	2.51%		4.91%		4.64%	
<i>Based on Monthly Average employees</i>	3,341		3,341		3,341	

	This Month		Year To Date		Last Year	
LegalConnect[®]						
U.S. Services						
Primary Issue Presented						
Bankruptcy	0	0%	0	0%	1	4%
Child Custody	0	0%	0	0%	1	4%
Civil	0	0%	1	6%	0	0%
Consumer	0	0%	0	0%	2	7%
Credit	0	0%	0	0%	1	4%
Criminal	0	0%	2	11%	0	0%
Divorce / Separation	0	0%	1	6%	5	18%
Elder Law	0	0%	0	0%	2	7%
Estate Planning	0	0%	3	17%	1	4%
Family Law	0	0%	6	33%	6	21%
Government Benefits	0	0%	0	0%	1	4%
Guardianship	0	0%	0	0%	1	4%
ID Theft Service	0	0%	1	6%	0	0%
Landlord/Tenant	1	100%	2	11%	1	4%
Personal Injury	0	0%	1	6%	1	4%
Probate	0	0%	1	6%	2	7%
Trusts	0	0%	0	0%	2	7%
Wills	0	0%	0	0%	1	4%
Sub-Total Issues	1		18		28	
Consultation Type						
After Hours Report	0	0%	0	0%	1	4%
Client Contact	0	0%	0	0%	1	4%
Consultation and referral (main source)	1	100%	12	67%	9	32%
Consultation only	0	0%	3	17%	10	36%
Missed Appointment	0	0%	0	0%	1	4%
Other	0	0%	3	17%	6	21%
Sub-Total - Consultations	1		18		28	
Total Number of Issues	1		18		28	

	This Month	Year To Date	Last Year
Online Services			
Total Online Services	15	107	186
	100%	100%	100%
Total Online Services	15	107	186
Total Product Utilization			
	16	125	214
Employee Count			
Total Utilization Rate (% - Annualized)	5.75%	3.74%	6.41%
<i>Based on Monthly Average employees</i>	3,341	3,341	3,341

	This Month		Year To Date		Last Year	
FinancialConnectSM						
U.S. Services						
Primary Issue Presented						
Assist with major purchase decision / affordability	0	0%	0	0%	1	33%
Credit Card Debt	0	0%	1	50%	0	0%
General Financial	0	0%	1	50%	0	0%
Student Loan Debt	0	0%	0	0%	2	67%
Sub-Total Issues	0		2		3	
Consultation Type						
Ask the Expert	0	0%	1	50%	0	0%
Consultation and referral (main source)	0	0%	0	0%	1	33%
Consultation only	0	0%	1	50%	2	67%
Sub-Total - Consultations	0		2		3	
Total Number of Issues	0		2		3	
Online Services						
Total Online Services	15	100%	99	100%	42	100%
Total Online Services	15		99		42	
Total Product Utilization	15		101		45	
Employee Count						
Total Utilization Rate (% - Annualized)	5.39%		3.02%		1.35%	
<i>Based on Monthly Average employees</i>	3,341		3,341		3,341	

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

GRO User Counts

Registered Users	8	85	104
Repeat Users	10	87	100
Unique Users	14	141	163

Device Usage Counts (Logins and Registrations)

APP	4	19%	13	5%	17	5%
Desktop Browser	10	48%	186	70%	273	82%
Mobile Browser	7	33%	64	24%	40	12%
Tablet	0	0%	2	1%	4	1%
Total logins and Registrations	21		265		334	

English USA Usage

Online Topics

Financial						
Consumer Issues	5	15%	16	3%	3	1%
Debt & Bankruptcy	3	9%	14	3%	4	1%
Insurance	4	12%	6	1%	5	1%
Personal Finance	0	0%	25	5%	8	2%
Real Estate	5	15%	17	3%	5	1%
Tax	1	3%	4	1%	6	1%
Home & Auto						
Buying & Selling an Auto	0	0%	10	2%	1	0%
Driver Safety & Education	0	0%	0	0%	1	0%
Home Improvement & Maintenance	0	0%	1	0%	9	2%
Home Safety & Security	0	0%	0	0%	6	1%
Moving	0	0%	15	3%	0	0%
Legal						
Consumer Issues	0	0%	2	0%	0	0%
Criminal Law	0	0%	1	0%	2	0%
Debt & Bankruptcy	0	0%	5	1%	6	1%
Estate Planning & Elder Law	1	3%	10	2%	20	4%
Family Law	0	0%	13	2%	21	4%
Insurance	0	0%	0	0%	2	0%
Lawyers & Court	0	0%	11	2%	5	1%
Real Estate	2	6%	11	2%	7	1%
Lifestyle						

	This Month		Year To Date		Last Year	
Computers & Electronics	0	0%	0	0%	1	0%
Food & Beverage	0	0%	1	0%	0	0%
Going Green	0	0%	0	0%	1	0%
Pets	0	0%	1	0%	2	0%
Planning an Event	0	0%	3	1%	1	0%
Shopping & Consumer Rights	0	0%	3	1%	0	0%
Travel	0	0%	0	0%	1	0%
Relationships						
Child Care	0	0%	11	2%	2	0%
Divorce & Domestic Issues	0	0%	29	6%	29	6%
Elder Care	0	0%	4	1%	18	4%
Expanding a Family	0	0%	2	0%	1	0%
Marriage & Relationships	0	0%	56	11%	25	5%
Parenting	0	0%	14	3%	14	3%
Special Needs & Gifted Children	0	0%	5	1%	0	0%
Wellness						
Addiction	0	0%	16	3%	5	1%
Emotional Well-being	0	0%	50	10%	99	20%
Fitness & Nutrition	2	6%	21	4%	13	3%
Grief & Loss	0	0%	9	2%	19	4%
Personal Growth	1	3%	22	4%	35	7%
Personal Safety	0	0%	2	0%	0	0%
Physical Health	0	0%	26	5%	55	11%
Pregnancy	0	0%	1	0%	2	0%
Stress & Anger Management	0	0%	37	7%	17	3%
Work & Education						
Career Development	2	6%	7	1%	5	1%
College & Graduate School	0	0%	0	0%	1	0%
In the Workplace	7	21%	18	3%	16	3%
K-12 School	0	0%	1	0%	2	0%
Manager Guidance	0	0%	3	1%	3	1%
Military	0	0%	0	0%	3	1%
Personal Development	0	0%	20	4%	21	4%
Working Abroad						
Cultural Assimilation	0	0%	0	0%	2	0%
Travel & Safety	0	0%	0	0%	1	0%
	33		523		505	

On-Demand Trainings

Are You Financially on Track for Retirement?	0	0%	2	11%	3	9%
Balancing Work And Life	0	0%	0	0%	8	23%

	This Month		Year To Date		Last Year	
Coping With a Crisis or Traumatic Event	0	0%	1	6%	5	14%
Emotional Eating: The Connection Between Mood and Food	0	0%	0	0%	1	3%
Exercise At Your Desk	0	0%	0	0%	1	3%
Healthy Eating On A Budget	0	0%	1	6%	3	9%
Laughter, Humor & Play To Reduce Stress & Solve Problems	0	0%	1	6%	1	3%
Learning To Relax	0	0%	0	0%	1	3%
Living with Change	0	0%	3	17%	0	0%
Managing Emotions in the Workplace	0	0%	2	11%	1	3%
Managing Holiday Stress	1	50%	1	6%	0	0%
Managing Staff through Change & Stress	1	50%	1	6%	1	3%
Stress - A Way of Life or Fact of Life?	0	0%	0	0%	1	3%
Talking about Tough Subjects with Elderly Parents	0	0%	0	0%	1	3%
The Confident You	0	0%	0	0%	1	3%
The Impact of Attitude on Work and Life	0	0%	1	6%	1	3%
The Impact of Shift Work on Mind and Body	0	0%	1	6%	3	9%
The Sandwich Generation - Balancing Your Personal Life with the Needs of Your Elderly Parents	0	0%	1	6%	0	0%
Time Management Tools and Principles	0	0%	0	0%	1	3%
Using Kindness To Achieve Personal Success & Happiness	0	0%	0	0%	1	3%
Using Reason To Resolve Conflict	0	0%	3	17%	1	3%
	2		18		35	
Online Centers						
Building a Stronger Family	0	0%	0	0%	1	50%
Sparking Positive Thinking	0	0%	0	0%	1	50%
	0		0		2	
Online Searches Topics						
Certified Financial Planner	2	18%	14	19%	5	4%
Child Care Provider	0	0%	7	10%	8	6%
College and University	0	0%	2	3%	1	1%
Elder Care Provider	0	0%	0	0%	8	6%
Lawyer	9	82%	50	68%	118	84%
	11		73		140	

Online Asset Type

	This Month		Year To Date		Last Year	
Article	19	41%	343	56%	310	45%
Assessment	0	0%	39	6%	29	4%
Merchandise	5	11%	18	3%	8	1%
Multimedia	6	13%	53	9%	44	6%
On-Demand Trainings	2	4%	18	3%	35	5%
Online Centers	0	0%	0	0%	2	0%
Resource	3	7%	64	10%	114	17%
Search Database	11	24%	73	12%	140	21%
Survey	0	0%	6	1%	0	0%
Total Activity Types	46		614		682	
Spanish USA Usage						
Online Topics						
Legal						
Lawyers & Court	0	0%	0	0%	2	100%
Total Activity Types	0		0		2	
Online Asset Type						
Article	0	0%	0	0%	2	100%
Total Activity Types	0		0		2	
Total Product Utilization	46		614		684	