

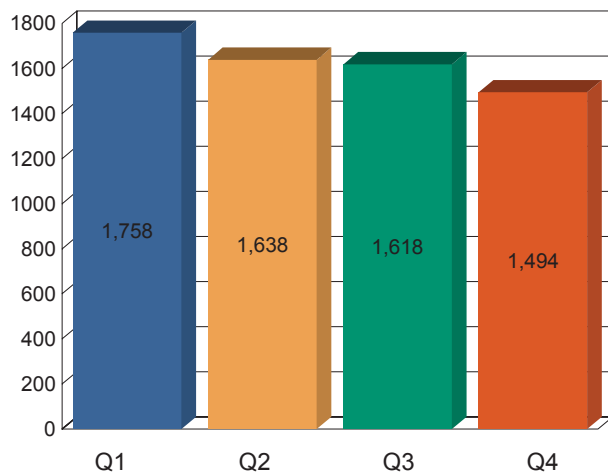
Your Employee Assistance Program

Annual Utilization Report

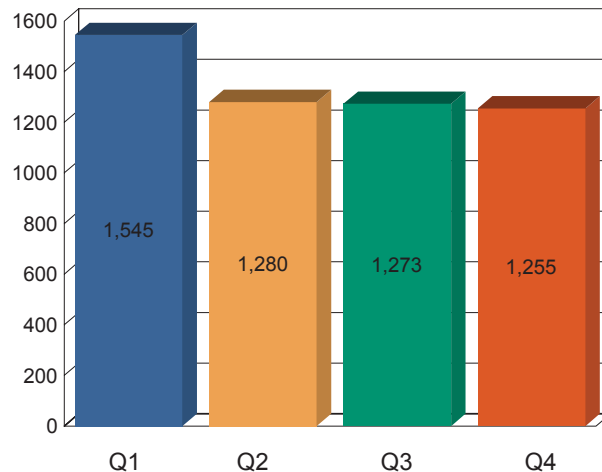
January 01, 2020 - December 31, 2020

EAP Utilization Summary	Q1	Q2	Q3	Q4	YTD Total	YTD Annualized %	YTD Annualized %-Book of Business
Total Employees	41837	41793	41661	41427	41680		
Employees/Household Members/Managers With Any EAP Contact	1758	1638	1618	1494	6508	15.61%	10.87%
Employees/Household Members/Managers Calling EAP for Services	1545	1280	1273	1255	5353	12.84%	6.48%
Employees/Household Members Referred to EAP Counselor	833	679	636	611	2759	6.62%	3.50%

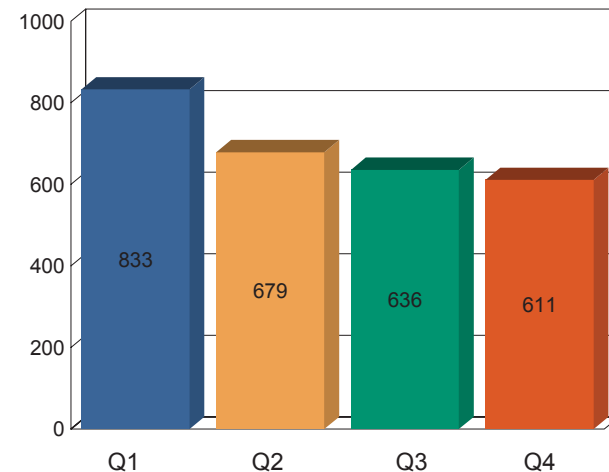
Employees/Household Members/Managers With Any EAP Contact



Employees/Household Members/Managers Calling EAP for Services



Employees/Household Members Referred to EAP Counselor



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Book of Business Telephonic Response Summary	Q1	Q2	Q3	Q4	YTD Total
Average Speed of Answer	26.67	18.00	12.00	12.33	17.25
Abandonment Rate	2.69%	2.29%	1.36%	1.14%	1.87%

Total Employee Calls	Q1	Q2	Q3	Q4	YTD Total
Total Employee Calls	1534	1259	1254	1234	5281

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EAP Information Source	Q1	Q2	Q3	Q4	YTD Total	Percentage
Promotional Materials	213	145	156	136	650	14.58%
Prior EAP	168	178	196	177	719	16.12%
Supervisor/HR	425	381	404	452	1662	37.27%
Medical	133	97	93	83	406	9.11%
Condition Care	0	0	0	0	0	0.00%
My Health Coach	1	4	4	1	10	0.22%
Complex Care	0	0	0	0	0	0.00%
Comprehensive Med Mgmt	0	1	0	0	1	0.02%
Future Moms	0	0	0	0	0	0.00%
Disability	0	0	0	1	1	0.02%
Union	0	0	0	0	0	0.00%
Friend/Coworker	76	68	50	48	242	5.43%
Family	65	69	59	65	258	5.79%
Other	181	126	113	90	510	11.44%

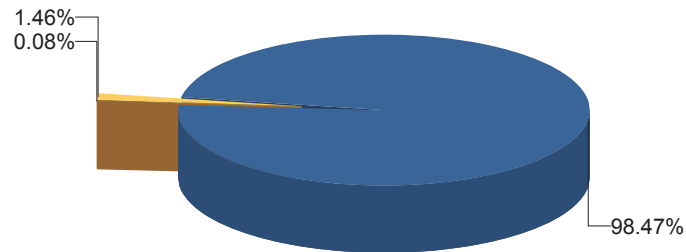
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Relationship to Employee	Q1	Q2	Q3	Q4	YTD Total	Percentage
Self	1214	1005	1041	1008	4268	80.82%
Household Members	320	254	213	226	1013	19.18%

Employee Referred By	Q1	Q2	Q3	Q4	YTD Total	Percentage
Self	1509	1240	1236	1215	5200	98.47%
Employer	1	0	1	2	4	0.08%
Medical	0	0	0	0	0	0.00%
Household Member	0	0	0	0	0	0.00%
Other	0	0	0	0	0	0.00%
N/A (Family Member)	24	19	17	17	77	1.46%



Self	98.47%
Employer	0.08%
Medical	0.00%
Household Member	0.00%
Other	0.00%
N/A (Family Member)	1.46%

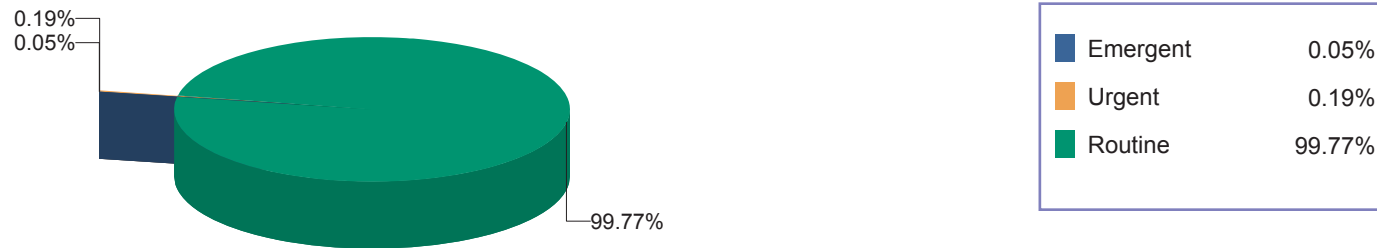
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Call Status	Q1	Q2	Q3	Q4	YTD Total	Percentage
New Caller	1327	1019	974	939	4259	80.65%
Repeat Caller	207	240	280	295	1022	19.35%

Call Acuity	Q1	Q2	Q3	Q4	YTD Total	Percentage
Emergent	0	2	0	0	2	0.05%
Urgent	2	2	2	2	8	0.19%
Routine	1211	1026	1041	1014	4292	99.77%

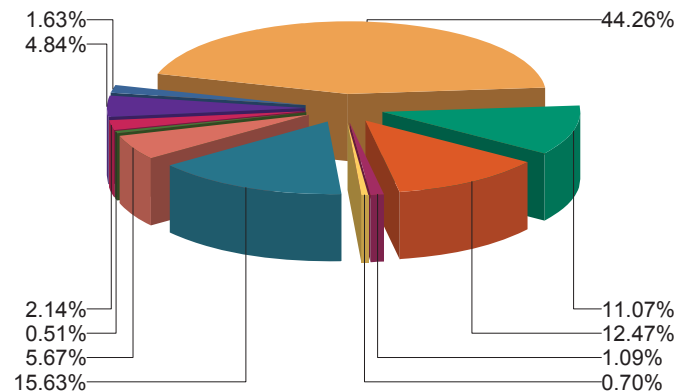


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Presenting Problems	Q1	Q2	Q3	Q4	YTD Total	Percentage
Alcohol/Drug	23	15	13	19	70	1.63%
Emotional/Psych	548	471	461	423	1903	44.26%
Family Problem/Child	176	102	94	104	476	11.07%
Marital/Couple	150	148	127	111	536	12.47%
Violence/Domestic Abuse	7	6	20	14	47	1.09%
Medical	11	10	5	4	30	0.70%
Legal	144	148	178	202	672	15.63%
Financial	52	56	71	65	244	5.67%
Dependent Care	6	4	6	6	22	0.51%
Work Related	33	25	19	15	92	2.14%
Other Issues	63	45	47	53	208	4.84%



Alcohol/Drug	1.63%
Emotional/Psych	44.26%
Family Problem/Child	11.07%
Marital/Couple	12.47%
Violence/Domestic Abuse	1.09%
Medical	0.70%
Legal	15.63%
Financial	5.67%
Dependent Care	0.51%
Work Related	2.14%
Other Issues	4.84%

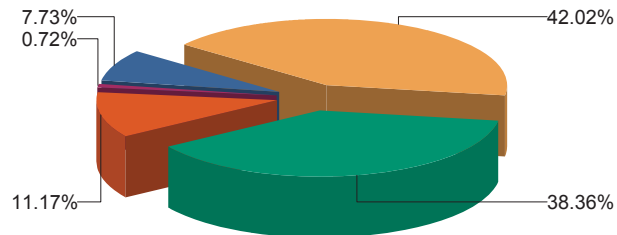
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Gender	Q1	Q2	Q3	Q4	YTD Total	Percentage
Female	1083	855	915	843	3696	69.99%
Male	448	403	337	389	1577	29.86%
Unknown	3	1	2	2	8	0.15%

Age	Q1	Q2	Q3	Q4	YTD Total	Percentage
<18	136	92	74	106	408	7.73%
18-35	625	529	519	546	2219	42.02%
36-50	586	484	495	461	2026	38.36%
51-64	177	146	153	114	590	11.17%
65+	10	8	13	7	38	0.72%
Unknown	0	0	0	0	0	0.00%



<18	7.73%
18-35	42.02%
36-50	38.36%
51-64	11.17%
65+	0.72%
Unknown	0.00%

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Summary of Services	Q1	Q2	Q3	Q4	YTD Total	Percentage
Phone Only	559	445	457	440	1901	24.03%
Phone + Referral	1435	1479	1448	1647	6009	75.97%

Services Provided	Q1	Q2	Q3	Q4	YTD Total	Percentage
Telephonic Counseling	164	170	191	182	707	8.94%
Information Provided Telephonically	395	275	266	258	1194	15.09%
EAP Network Counselor	833	679	636	611	2759	34.88%
Legal Services	156	184	207	267	814	10.29%
Financial Services	57	81	82	135	355	4.49%
Childcare Resources	22	29	19	19	89	1.13%
Adultcare Resources	9	16	15	18	58	0.73%
Other Work/Life	55	60	54	61	230	2.91%
Healthplan-Behavioral	24	45	23	25	117	1.48%
Healthplan/Disease Mgmt	3	7	0	3	13	0.16%
Disability	1	1	1	1	4	0.05%
Other	275	377	411	507	1570	19.85%

Web Services Provided	Q1	Q2	Q3	Q4	YTD Total
Web Hits	1851	1317	1652	1385	6205
Web Pages	7830	5997	8259	5936	28022

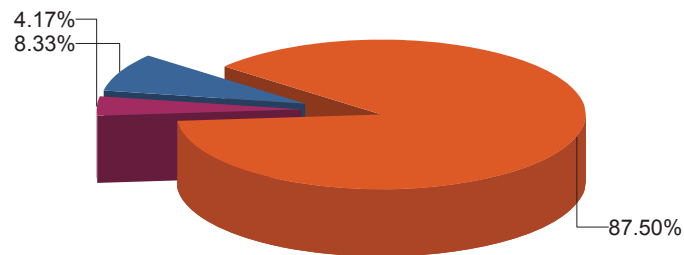
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New Requests for Management Consultation	Q1	Q2	Q3	Q4	YTD Total
New Requests for Management Consultation	11	21	19	21	72

Management Consultation Concerns	Q1	Q2	Q3	Q4	YTD Total	Percentage
Psychological/Personal	1	1	1	3	6	8.33%
Substance Issue	0	0	0	0	0	0.00%
Workplace Issue	0	0	0	0	0	0.00%
Trauma	9	20	17	17	63	87.50%
Other	1	0	1	1	3	4.17%



Psychological/Personal	8.33%
Substance Issue	0.00%
Workplace Issue	0.00%
Trauma	87.50%
Other	4.17%

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New Request for Case Management	Q1	Q2	Q3	Q4	YTD Total
New Request for Case Management	0	0	0	0	0

Case Management Concerns	Q1	Q2	Q3	Q4	YTD Total	Percentage
Psychological/Personal	0	0	0	0	0	0.00%
Workplace Performance	0	0	0	0	0	0.00%
Workplace Interpersonal	0	0	0	0	0	0.00%
Substance Issue	0	0	0	0	0	0.00%
Other	0	0	0	0	0	0.00%

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Media Materials	Q1	Q2	Q3	Q4	YTD Total	Percentage
Employer Brochure	0.00	0.00	0.00	0.00	0.00	0.00%
Member Brochure	0.00	930.00	250.00	250.00	1,430.00	85.22%
Member Flyer	2.00	230.00	0.00	0.00	232.00	13.83%
Personal Assistant Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
Tobacco Free Program EAP Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
Help Repair & Protect Your Identity Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
EAP Online Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
EAP Member Poster	0.00	0.00	0.00	0.00	0.00	0.00%
Generic Orientation CD	0.00	0.00	0.00	0.00	0.00	0.00%
Stress Cards	0.00	0.00	0.00	0.00	0.00	0.00%
Stress Balls	0.00	0.00	0.00	0.00	0.00	0.00%
Bandage Dispenser	0.00	0.00	0.00	0.00	0.00	0.00%
Sticky Notes	0.00	0.00	0.00	0.00	0.00	0.00%
Other	0.00	0.00	0.00	0.00	0.00	0.00%
Quarterly Newsletter	1.00	1.00	1.00	1.00	4.00	0.24%
Monthly E-Mail Promotion	3.00	3.00	3.00	3.00	12.00	0.72%

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	Q1			Q2			Q3			Q4			YTD Total		
Services Provided	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn
Account Management Services	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Employee Orientations	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Supervisor Training	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Training/Workshops	11	11.00	182	2	3.00	208	8	10.00	113	10	14.00	118	31	38.00	621
Critical Event Management	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Critical Incident Stress Debriefing	13	57.00	31	20	80.25	150	24	83.50	232	18	61.00	121	75	281.75	534
Policy Consultation	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Organizational Development	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Coaching	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0

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