

Your Employee Assistance Program

Monthly Utilization Report

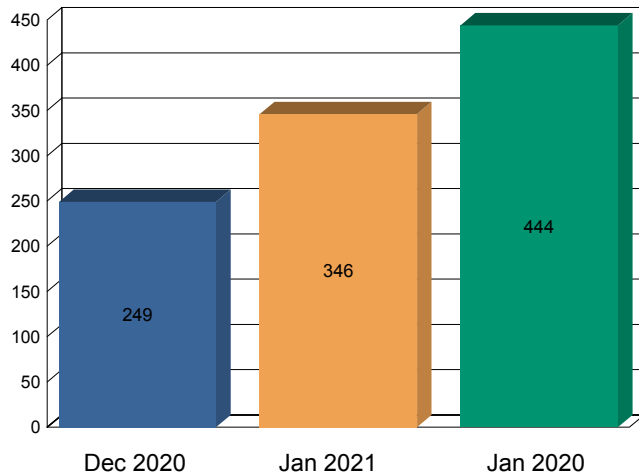
State of Indiana

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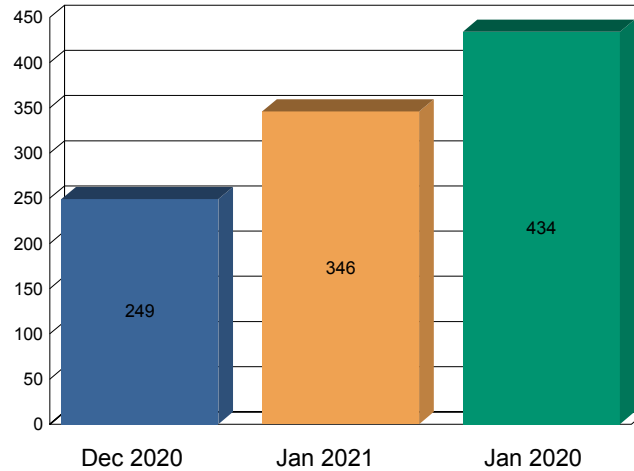
EAP Utilization Summary	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Total Employees	31084	31084	31084
Employees/Household Members/Managers With Any EAP Contact	249	346	444
Employees/Household Members/Managers Calling EAP for Services	249	346	434
Employees/Household Members Referred to EAP Counselor	135	231	286

Monthly Annualized Percentages		
Dec 2020	Jan 2021	Jan 2020
9.61%	13.36%	17.14%
9.61%	13.36%	16.75%
5.21%	8.92%	11.04%

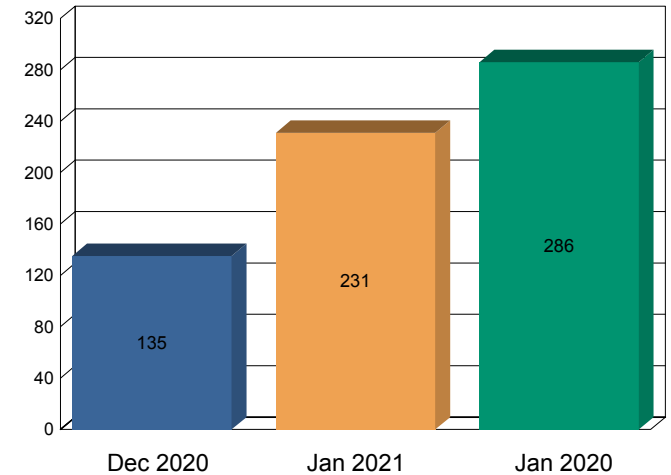
Employees/Household Members/Managers With Any EAP Contact



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	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Average Speed of Answer	7.00	28.00	12.00
Abandonment Rate	0.59%	2.17%	1.53%

Total Employee Calls	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Total Employee Calls	248	343	434

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EAP Information Source	Monthly Totals			Monthly Percentages		
	Dec 2020	Jan 2021	Jan 2020	Dec 2020	Jan 2021	Jan 2020
Promotional Materials	14	25	33	6.70%	7.96%	8.51%
Prior EAP	90	144	150	43.06%	45.86%	38.66%
Supervisor/HR	60	70	94	28.71%	22.29%	24.23%
Medical	8	8	20	3.83%	2.55%	5.15%
Condition Care	0	0	0	0.00%	0.00%	0.00%
My Health Coach	0	0	0	0.00%	0.00%	0.00%
Complex Care	0	0	0	0.00%	0.00%	0.00%
Comprehensive Med Mgmt	0	0	0	0.00%	0.00%	0.00%
Future Moms	0	0	0	0.00%	0.00%	0.00%
Disability	0	0	0	0.00%	0.00%	0.00%
Union	0	0	0	0.00%	0.00%	0.00%
Friend/Coworker	8	7	18	3.83%	2.23%	4.64%
Family	15	33	34	7.18%	10.51%	8.76%
Other	14	27	39	6.70%	8.60%	10.05%

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Relationship to Employee	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Self	201	248	337
Household Members	47	95	97

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
81.05%	72.30%	77.65%
18.95%	27.70%	22.35%

Employee Referred By	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Self	243	338	427
Employer	0	0	0
Medical	0	0	0
Household Member	0	0	0
Other	0	0	0
N/A (Family Member)	5	5	7

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
97.98%	98.54%	98.39%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
2.02%	1.46%	1.61%

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Call Status	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
New Caller	177	200	290
Repeat Caller	71	143	144

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
71.37%	58.31%	66.82%
28.63%	41.69%	33.18%

Call Acuity	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Emergent	0	0	0
Urgent	0	2	0
Routine	205	300	369

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
0.00%	0.00%	0.00%
0.00%	0.66%	0.00%
100.00%	99.34%	100.00%

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Presenting Problems	Monthly Totals			Monthly Percentages		
	Dec 2020	Jan 2021	Jan 2020	Dec 2020	Jan 2021	Jan 2020
Alcohol/Drug	0	3	5	0.00%	0.99%	1.36%
Emotional/Psych	116	191	207	56.59%	63.25%	56.10%
Family Problem/Child	16	37	40	7.80%	12.25%	10.84%
Marital/Couple	17	31	50	8.29%	10.26%	13.55%
Violence/Domestic Abuse	0	0	2	0.00%	0.00%	0.54%
Medical	3	1	3	1.46%	0.33%	0.81%
Legal	27	18	26	13.17%	5.96%	7.05%
Financial	8	7	15	3.90%	2.32%	4.07%
Dependent Care	0	0	0	0.00%	0.00%	0.00%
Work Related	14	12	16	6.83%	3.97%	4.34%
Other Issues	4	2	5	1.95%	0.66%	1.36%

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Gender	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Female	179	235	310
Male	69	108	124
Unknown	0	0	0

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
72.18%	68.51%	71.43%
27.82%	31.49%	28.57%
0.00%	0.00%	0.00%

Age	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
<18	20	38	47
18-35	107	130	159
36-50	64	108	151
51-64	50	60	65
65+	7	6	12
Unknown	0	1	0

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
8.06%	11.08%	10.83%
43.15%	37.90%	36.64%
25.81%	31.49%	34.79%
20.16%	17.49%	14.98%
2.82%	1.75%	2.76%
0.00%	0.29%	0.00%

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Summary of Services	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Phone Only	81	77	116
Phone + Referral	322	448	590

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
20.10%	14.67%	16.43%
79.90%	85.33%	83.57%

Services Provided	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Telephonic Counseling	28	33	42
Information Provided Telephonically	53	44	74
EAP Network Counselor	135	231	286
Legal Services	32	23	29
Financial Services	10	13	15
Childcare Resources	1	2	2
Adultcare Resources	0	0	2
Other Work/Life	5	3	10
Healthplan-Behavioral	1	1	0
Healthplan/Disease Mgmt	0	0	0
Disability	0	0	0
Other	138	175	246

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
6.95%	6.29%	5.95%
13.15%	8.38%	10.48%
33.50%	44.00%	40.51%
7.94%	4.38%	4.11%
2.48%	2.48%	2.12%
0.25%	0.38%	0.28%
0.00%	0.00%	0.28%
1.24%	0.57%	1.42%
0.25%	0.19%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
34.24%	33.33%	34.84%

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Web Services Provided	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Web Hits	430	468	716
Web Pages	1622	1605	3324

New Requests for Management Consultation	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
New Requests for Management Consultation	1	3	0

Management Consultation Concerns	Monthly Totals			Monthly Percentages		
	Dec 2020	Jan 2021	Jan 2020	Dec 2020	Jan 2021	Jan 2020
Psychological/Personal	0	1	0	0.00%	33.33%	0.00%
Substance Issue	0	0	0	0.00%	0.00%	0.00%
Workplace Issue	0	0	0	0.00%	0.00%	0.00%
Trauma	1	1	0	100.00%	33.33%	0.00%
Other	0	1	0	0.00%	33.33%	0.00%

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New Request for Case Management	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
New Request for Case Management	0	0	0

Case Management Concerns	Monthly Totals			Monthly Percentages		
	Dec 2020	Jan 2021	Jan 2020	Dec 2020	Jan 2021	Jan 2020
Psychological/Personal	0	0	0	0.00%	0.00%	0.00%
Workplace Performance	0	0	0	0.00%	0.00%	0.00%
Workplace Interpersonal	0	0	0	0.00%	0.00%	0.00%
Substance Issue	0	0	0	0.00%	0.00%	0.00%
Other	0	0	0	0.00%	0.00%	0.00%

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Media Materials	Monthly Totals		
	Dec 2020	Jan 2021	Jan 2020
Employer Brochure	0.00	0.00	0.00
Member Brochure	0.00	0.00	0.00
Member Flyer	0.00	0.00	0.00
Personal Assistant Flyer	0.00	0.00	0.00
Tobacco Free Program EAP Flyer	0.00	0.00	0.00
Help Repair & Protect Your Identity Flyer	0.00	0.00	0.00
EAP Online Flyer	0.00	0.00	0.00
EAP Member Poster	0.00	0.00	0.00
Generic Orientation CD	0.00	0.00	0.00
Stress Cards	0.00	0.00	0.00
Stress Balls	0.00	0.00	0.00
Bandage Dispenser	0.00	0.00	0.00
Sticky Notes	0.00	0.00	0.00
Other	0.00	0.00	0.00
Quarterly Newsletter	0.00	0.00	0.00
Monthly E-Mail Promotion	0.00	0.00	12.00

Monthly Percentages		
Dec 2020	Jan 2021	Jan 2020
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
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0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	100.00%

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Services Provided	Monthly Totals								
	Dec 2020			Jan 2021			Jan 2020		
	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn
Account Management Services	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
Supervisor Training	0	0.00	0	0	0.00	0	0	0.00	0
Training/Workshops	0	0.00	0	0	0.00	0	1	1.00	10
Critical Event Management	0	0.00	0	0	0.00	0	0	0.00	0
Critical Incident Stress Debriefing	0	0.00	0	1	3.00	0	0	0.00	0
Policy Consultation	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
Coaching	0	0.00	0	0	0.00	0	0	0.00	0

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