

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (10/1/2020 - 12/31/2020)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	16	73%	11	92%	31	97%	17	89%	75	88%	83	89%
FamilySource	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
FinancialConnect	2	9%	0	0%	0	0%	2	11%	4	5%	4	4%
LegalConnect	4	18%	1	8%	1	3%	0	0%	6	7%	3	3%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Online Access</b>												
EAP	16	32%	20	63%	12	67%	4	80%	52	50%	59	50%
FamilySource	9	18%	4	13%	4	22%	1	20%	18	17%	15	13%
FinancialConnect	0	0%	0	0%	0	0%	0	0%	0	0%	12	10%
GlobalConnect	0	0%	2	6%	0	0%	0	0%	2	2%	0	0%
Health & Wellness	6	12%	5	16%	2	11%	0	0%	13	12%	24	21%
Health Care Navigation	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
LegalConnect	19	38%	1	3%	0	0%	0	0%	20	19%	6	5%
<b>Sub Total</b>	<b>50</b>		<b>32</b>		<b>18</b>		<b>5</b>		<b>105</b>		<b>117</b>	
<b>Combined Access</b>												
EAP	32	44%	31	70%	43	86%	21	88%	127	67%	142	68%
FamilySource	9	13%	4	9%	4	8%	1	4%	18	9%	18	9%
FinancialConnect	2	3%	0	0%	0	0%	2	8%	4	2%	16	8%
GlobalConnect	0	0%	2	5%	0	0%	0	0%	2	1%	0	0%
Health & Wellness	6	8%	5	11%	2	4%	0	0%	13	7%	24	11%
Health Care Navigation	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
LegalConnect	23	32%	2	5%	1	2%	0	0%	26	14%	9	4%
<b>Total</b>	<b>72</b>		<b>44</b>		<b>50</b>		<b>24</b>		<b>190</b>		<b>210</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		2	
Critical Incident Debriefing Event Participants	0		0		0		0		0		21	
Training Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		2	
Training Session Participants	0		0		0		0		0		10	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		0		0		0		4	
<b>Total Utilization</b>	<b>72</b>		<b>44</b>		<b>50</b>		<b>24</b>		<b>190</b>		<b>241</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>22.52%</b>	<b>13.76%</b>	<b>15.64%</b>	<b>7.51%</b>	<b>14.86%</b>	<b>18.84%</b>
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	14 93%	11 100%	9 100%	4 100%	38 97%	75 96%
Referred to benefits resource      Outpatient	1 7%	0 0%	0 0%	0 0%	1 3%	3 4%
<b>Total</b>	<b>15</b>	<b>11</b>	<b>9</b>	<b>4</b>	<b>39</b>	<b>78</b>

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	1	5%	0	0%	1	3%	0	0%	2	2%	2	2%
Cross Referral	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Decline	0	0%	0	0%	2	6%	0	0%	2	2%	1	1%
EAP Connect	0	0%	0	0%	0	0%	1	5%	1	1%	0	0%
Family	0	0%	0	0%	0	0%	0	0%	0	0%	5	5%
Financial Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Flyer	0	0%	0	0%	1	3%	1	5%	2	2%	1	1%
Formal Referral	0	0%	0	0%	2	6%	0	0%	2	2%	5	5%
GuidanceResources Online	0	0%	0	0%	1	3%	0	0%	1	1%	2	2%
HR	8	36%	4	33%	6	19%	1	5%	19	22%	30	32%
Internal	0	0%	0	0%	1	3%	0	0%	1	1%	6	6%
Online - Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Other	0	0%	1	8%	1	3%	0	0%	2	2%	0	0%
Peer	1	5%	0	0%	1	3%	0	0%	2	2%	0	0%
Previous GR User	2	9%	0	0%	3	9%	3	16%	8	9%	9	10%
Supervisor/Manager	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Unknown	10	45%	7	58%	12	38%	13	68%	42	49%	28	30%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Client Status</b>												
Employee	19	86%	10	83%	24	75%	16	84%	69	81%	76	82%
Dependent	3	14%	1	8%	7	22%	2	11%	13	15%	12	13%
Significant Other	0	0%	0	0%	0	0%	1	5%	1	1%	0	0%
Spouse	0	0%	1	8%	1	3%	0	0%	2	2%	5	5%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Client Gender</b>												
Decline	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Female	12	55%	8	67%	12	38%	12	63%	44	52%	58	62%
Male	9	41%	4	33%	19	59%	7	37%	39	46%	35	38%
Other	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Client Age Group</b>												
0-12	2	9%	0	0%	1	3%	1	5%	4	5%	1	1%
13-19	0	0%	1	8%	1	3%	0	0%	2	2%	8	9%
20-29	4	18%	3	25%	10	31%	4	21%	21	25%	16	17%
30-39	7	32%	2	17%	2	6%	8	42%	19	22%	21	23%
40-49	5	23%	3	25%	10	31%	4	21%	22	26%	19	20%
50-59	1	5%	2	17%	5	16%	1	5%	9	11%	23	25%
60 +	1	5%	0	0%	0	0%	1	5%	2	2%	4	4%
Unknown	1	5%	1	8%	3	9%	0	0%	5	6%	1	1%
Decline	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Employee Job Category (employee data only)</b>												
Administration	1	5%	0	0%	0	0%	0	0%	1	1%	1	1%
Branch Office Assistant	0	0%	0	0%	0	0%	0	0%	0	0%	4	5%
Customer Service and Reservation Agent	2	11%	0	0%	0	0%	0	0%	2	3%	4	5%
Declined	6	32%	3	30%	6	25%	4	25%	19	28%	20	26%
Dispatch	1	5%	0	0%	0	0%	0	0%	1	1%	1	1%
Firefighter	0	0%	1	10%	4	17%	2	13%	7	10%	1	1%
Home Office	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Laborer	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Management	1	5%	0	0%	2	8%	0	0%	3	4%	0	0%
Office / Clerical	1	5%	2	20%	0	0%	0	0%	3	4%	1	1%
Operations	0	0%	0	0%	0	0%	2	13%	2	3%	0	0%
Police / Fire	2	11%	1	10%	1	4%	0	0%	4	6%	4	5%
Police Officer	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Professional	2	11%	2	20%	9	38%	7	44%	20	29%	24	32%
Public Safety	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Service	1	5%	0	0%	1	4%	0	0%	2	3%	8	11%
Skilled Trade	0	0%	1	10%	1	4%	0	0%	2	3%	5	7%
Technical	0	0%	0	0%	0	0%	1	6%	1	1%	1	1%
<b>Sub Total</b>	<b>19</b>		<b>10</b>		<b>24</b>		<b>16</b>		<b>69</b>		<b>76</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	3	16%	0	0%	2	8%	1	6%	6	9%	6	8%
1 - 4 years	8	42%	5	50%	5	21%	6	38%	24	35%	26	34%
5 - 9 years	1	5%	0	0%	1	4%	0	0%	2	3%	6	8%
10 - 14 years	2	11%	1	10%	3	13%	0	0%	6	9%	12	16%
15 - 19 years	0	0%	1	10%	1	4%	1	6%	3	4%	5	7%
20+ years	0	0%	0	0%	1	4%	0	0%	1	1%	2	3%
Unknown	2	11%	0	0%	8	33%	5	31%	15	22%	15	20%
Decline	3	16%	3	30%	3	13%	3	19%	12	17%	4	5%
<b>Sub Total</b>	<b>19</b>		<b>10</b>		<b>24</b>		<b>16</b>		<b>69</b>		<b>76</b>	
<b>GRA User Count</b>												
<b>GRA Unique Users</b>	<b>22</b>		<b>9</b>		<b>27</b>		<b>13</b>		<b>67</b>		<b>67</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Employee Assistance Program<sup>®</sup></b>						

**U.S. Services**

**Primary Issue Presented**

Alcohol/Related	0	0%	0	0%	0	0%	0	0%	0	0%	4	5%
Anger Issues	0	0%	2	18%	0	0%	0	0%	2	3%	0	0%
Anxiety Related	5	31%	2	18%	5	16%	1	6%	13	17%	6	7%
Bereavement/Grief	2	13%	0	0%	0	0%	2	12%	4	5%	2	2%
Depression Related	4	25%	1	9%	4	13%	1	6%	10	13%	10	12%
Eating Related Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family/Child	0	0%	1	9%	1	3%	1	6%	3	4%	1	1%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Family/Child - Family Issues	1	6%	0	0%	2	6%	4	24%	7	9%	7	8%
Health Crisis	0	0%	1	9%	1	3%	0	0%	2	3%	0	0%
Interpersonal Issues	0	0%	0	0%	0	0%	0	0%	0	0%	8	10%
Occupational	0	0%	0	0%	3	10%	0	0%	3	4%	10	12%
Occupational - Interpersonal	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Occupational - Performance	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Partner/Relationship	2	13%	1	9%	5	16%	2	12%	10	13%	8	10%
Psychological	2	13%	1	9%	8	26%	1	6%	12	16%	11	13%
Stress	0	0%	2	18%	1	3%	5	29%	8	11%	9	11%
Trauma	0	0%	0	0%	0	0%	0	0%	0	0%	3	4%
<b>Sub-Total Issues</b>	<b>16</b>		<b>11</b>		<b>31</b>		<b>17</b>		<b>75</b>		<b>83</b>	

**Consultation Type**

Face to Face	16	100%	11	100%	25	81%	12	71%	64	85%	73	88%
Telephone	0	0%	0	0%	3	10%	3	18%	6	8%	2	2%
Video	0	0%	0	0%	1	3%	2	12%	3	4%	0	0%
BehavioralExpert	0	0%	0	0%	1	3%	0	0%	1	1%	1	1%
Supervisor / Management Consult	0	0%	0	0%	1	3%	0	0%	1	1%	7	8%
<b>Sub-Total - Consultations</b>	<b>16</b>		<b>11</b>		<b>31</b>		<b>17</b>		<b>75</b>		<b>83</b>	

<b>Total Number of Issues</b>	<b>16</b>		<b>11</b>		<b>31</b>		<b>17</b>		<b>75</b>		<b>83</b>	
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**Online Services**

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Online Services	16	20	12	4	52	59
Total Product Utilization	32	31	43	21	127	142
<b>Employee Count</b>						
Total Utilization Rate (% - Annualized)	10.01%	9.70%	13.45%	6.57%	9.93%	11.10%
Based on Quarterly Average employees	1,279	1,279	1,279	1,279	1,279	1,279



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FamilySource<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Elder Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Elder Care-Home Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Support Groups-Teens/Children	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>3</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>3</b>	
<b>Online Services</b>												
Total Online Services	9	100%	4	100%	4	100%	1	100%	18	100%	15	100%
<b>Total Online Services</b>	<b>9</b>		<b>4</b>		<b>4</b>		<b>1</b>		<b>18</b>		<b>15</b>	
<b>Total Product Utilization</b>	<b>9</b>		<b>4</b>		<b>4</b>		<b>1</b>		<b>18</b>		<b>18</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>2.81%</b>		<b>1.25%</b>		<b>1.25%</b>		<b>0.31%</b>		<b>1.41%</b>		<b>1.41%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Bankruptcy	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Child Custody	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Civil	1	25%	0	0%	1	100%	0	0%	2	33%	0	0%
Divorce / Separation	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Elder Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Probate	0	0%	1	100%	0	0%	0	0%	1	17%	1	33%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
<b>Sub-Total Issues</b>	<b>4</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>6</b>		<b>3</b>	
<b>Consultation Type</b>												
Consultation and referral (main source)	2	50%	0	0%	0	0%	0	0%	2	33%	3	100%
Consultation and referral (other source)	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Other	1	25%	1	100%	1	100%	0	0%	3	50%	0	0%
<b>Sub-Total - Consultations</b>	<b>4</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>6</b>		<b>3</b>	
<b>Total Number of Issues</b>	<b>4</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>6</b>		<b>3</b>	
<b>Online Services</b>												
Total Online Services	19	100%	1	100%	0	0%	0	0%	20	100%	6	100%
<b>Total Online Services</b>	<b>19</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>20</b>		<b>6</b>	
<b>Total Product Utilization</b>	<b>23</b>		<b>2</b>		<b>1</b>		<b>0</b>		<b>26</b>		<b>9</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>7.19%</b>		<b>0.63%</b>		<b>0.31%</b>		<b>0.00%</b>		<b>2.03%</b>		<b>0.70%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FinancialConnect<sup>SM</sup></b>						
<b>U.S. Services</b>						
<b>Primary Issue Presented</b>						
Credit Card Debt	2 100%	0 0%	0 0%	0 0%	2 50%	4 100%
General Financial	0 0%	0 0%	0 0%	1 50%	1 25%	0 0%
Income tax issues	0 0%	0 0%	0 0%	1 50%	1 25%	0 0%
<b>Sub-Total Issues</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>
<b>Consultation Type</b>						
Consultation and referral (other source)	2 100%	0 0%	0 0%	0 0%	2 50%	1 25%
Consultation only	0 0%	0 0%	0 0%	2 100%	2 50%	3 75%
<b>Sub-Total - Consultations</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>
<b>Total Number of Issues</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>
<b>Online Services</b>						
Total Online Services	0 0%	0 0%	0 0%	0 0%	0 0%	12 100%
<b>Total Online Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Total Product Utilization</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>16</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.63%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.63%</b>	<b>0.31%</b>	<b>1.25%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>GuidanceResources Online</b> <sup>®</sup>												
<b>GRO User Counts</b>												
Registered Users	7		3		11		4		25		34	
Repeat Users	5		5		5		3		15		22	
Unique Users	10		7		14		6		34		47	
<b>Device Usage Counts (Logins and Registrations)</b>												
APP	0	0%	2	15%	1	5%	0	0%	3	6%	0	0%
Desktop Browser	14	100%	10	77%	17	85%	3	43%	44	81%	44	68%
Mobile Browser	0	0%	1	8%	2	10%	4	57%	7	13%	19	29%
Tablet	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
<b>Total logins and Registrations</b>	<b>14</b>		<b>13</b>		<b>20</b>		<b>7</b>		<b>54</b>		<b>65</b>	
<b>English USA Usage</b>												
<b>Online Topics</b>												
<b>Financial</b>												
Consumer Issues	0	0%	0	0%	0	0%	0	0%	0	0%	6	5%
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Personal Finance	0	0%	0	0%	0	0%	0	0%	0	0%	5	4%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Home &amp; Auto</b>												
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Driver Safety & Education	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home Improvement & Maintenance	1	3%	0	0%	0	0%	0	0%	1	1%	0	0%
Home Safety & Security	0	0%	2	6%	0	0%	0	0%	2	2%	0	0%
<b>Legal</b>												
Consumer Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Criminal Law	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Family Law	11	29%	0	0%	0	0%	0	0%	11	12%	1	1%
Lawyers & Court	1	3%	1	3%	0	0%	0	0%	2	2%	2	2%
Real Estate	1	3%	1	3%	0	0%	0	0%	2	2%	0	0%
<b>Lifestyle</b>												
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Pets	1	3%	0	0%	0	0%	0	0%	1	1%	1	1%
Travel	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Relationships</b>												
Divorce & Domestic Issues	2	5%	0	0%	0	0%	0	0%	2	2%	1	1%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Marriage & Relationships	3	8%	0	0%	2	13%	1	20%	6	7%	3	3%
Parenting	0	0%	1	3%	0	0%	0	0%	1	1%	2	2%
<b>Wellness</b>												
Addiction	0	0%	0	0%	0	0%	1	20%	1	1%	2	2%
Emotional Well-being	5	13%	12	38%	3	19%	1	20%	21	23%	40	36%
Fitness & Nutrition	3	8%	1	3%	0	0%	0	0%	4	4%	14	13%
Grief & Loss	7	18%	0	0%	0	0%	2	40%	9	10%	2	2%
Personal Growth	2	5%	3	9%	1	6%	0	0%	6	7%	3	3%
Physical Health	0	0%	1	3%	1	6%	0	0%	2	2%	1	1%
Stress & Anger Management	1	3%	1	3%	9	56%	0	0%	11	12%	1	1%
<b>Work &amp; Education</b>												
College & Graduate School	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
In the Workplace	0	0%	6	19%	0	0%	0	0%	6	7%	3	3%
Personal Development	0	0%	1	3%	0	0%	0	0%	1	1%	5	4%
<b>Working Abroad</b>												
Cultural Assimilation	0	0%	2	6%	0	0%	0	0%	2	2%	0	0%
	<b>38</b>		<b>32</b>		<b>16</b>		<b>5</b>		<b>91</b>		<b>112</b>	
<b>On-Demand Trainings</b>												
Communicating Without Conflict With Your Significant Other	1	17%	0	0%	1	50%	0	0%	2	25%	1	33%
Exercise At Your Desk	5	83%	0	0%	0	0%	0	0%	5	63%	2	67%
Using Reason To Resolve Conflict	0	0%	0	0%	1	50%	0	0%	1	13%	0	0%
	<b>6</b>		<b>0</b>		<b>2</b>		<b>0</b>		<b>8</b>		<b>3</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%
Lawyer	6	100%	0	0%	0	0%	0	0%	6	100%	0	0%
	<b>6</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>6</b>		<b>2</b>	
<b>Online Asset Type</b>												
Article	32	64%	19	59%	10	56%	2	40%	63	60%	80	68%
Assessment	1	2%	0	0%	2	11%	2	40%	5	5%	5	4%
Merchandise	0	0%	0	0%	0	0%	0	0%	0	0%	8	7%
Multimedia	5	10%	4	13%	2	11%	1	20%	12	11%	14	12%
On-Demand Trainings	6	12%	0	0%	2	11%	0	0%	8	8%	3	3%
Resource	0	0%	9	28%	2	11%	0	0%	11	10%	5	4%
Search Database	6	12%	0	0%	0	0%	0	0%	6	6%	2	2%
<b>Total Activity Types</b>	<b>50</b>		<b>32</b>		<b>18</b>		<b>5</b>		<b>105</b>		<b>117</b>	

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year To Date</b>	<b>Last Year</b>
<b>Total Product Utilization</b>	<b>50</b>	<b>32</b>	<b>18</b>	<b>5</b>	<b>105</b>	<b>117</b>

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (7/1/2022 - 9/30/2022)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	13	100%	13	93%	14	88%	9	90%	49	92%	90	89%
FamilySource	0	0%	0	0%	1	6%	0	0%	1	2%	4	4%
FinancialConnect	0	0%	0	0%	0	0%	1	10%	1	2%	4	4%
LegalConnect	0	0%	1	7%	1	6%	0	0%	2	4%	3	3%
<b>Sub Total</b>	<b>13</b>		<b>14</b>		<b>16</b>		<b>10</b>		<b>53</b>		<b>101</b>	
<b>Online Access</b>												
EAP	3	43%	5	45%	17	34%	22	30%	47	33%	68	37%
FamilySource	0	0%	2	18%	1	2%	10	14%	13	9%	69	38%
FinancialConnect	2	29%	0	0%	2	4%	1	1%	5	4%	8	4%
Health & Wellness	0	0%	0	0%	28	56%	10	14%	38	27%	19	10%
Health Care Navigation	0	0%	0	0%	2	4%	2	3%	4	3%	3	2%
LegalConnect	2	29%	4	36%	0	0%	29	39%	35	25%	15	8%
<b>Sub Total</b>	<b>7</b>		<b>11</b>		<b>50</b>		<b>74</b>		<b>142</b>		<b>182</b>	
<b>Combined Access</b>												
EAP	16	80%	18	72%	31	47%	31	37%	96	49%	158	56%
FamilySource	0	0%	2	8%	2	3%	10	12%	14	7%	73	26%
FinancialConnect	2	10%	0	0%	2	3%	2	2%	6	3%	12	4%
Health & Wellness	0	0%	0	0%	28	42%	10	12%	38	19%	19	7%
Health Care Navigation	0	0%	0	0%	2	3%	2	2%	4	2%	3	1%
LegalConnect	2	10%	5	20%	1	2%	29	35%	37	19%	18	6%
<b>Total</b>	<b>20</b>		<b>25</b>		<b>66</b>		<b>84</b>		<b>195</b>		<b>283</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		0	
Critical Incident Debriefing Event Participants	0		0		0		0		0		0	
Training Sessions (number is excluded from overall utilization counts)	0		4		3		0		7		6	
Training Session Participants	0		53		41		0		94		91	
<b>Total Utilization</b>	<b>20</b>		<b>78</b>		<b>107</b>		<b>84</b>		<b>289</b>		<b>374</b>	



	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>6.25%</b>	<b>24.39%</b>	<b>33.46%</b>	<b>26.27%</b>	<b>22.60%</b>	<b>29.24%</b>
Live Utilization Rate (% - Annualized)	4.07%	4.38%	5.00%	3.13%	4.14%	7.90%
GRO Utilization Rate (% - Annualized)	2.19%	3.44%	15.64%	23.14%	11.10%	14.23%
Other Utilization Rate (% - Annualized)	0.00%	16.58%	12.82%	0.00%	7.35%	7.11%
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	10 100%	10 100%	6 100%	0 0%	26 100%	89 100%
<b>Total</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>0</b>	<b>26</b>	<b>89</b>

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	1	8%	0	0%	1	6%	0	0%	2	4%	1	1%
Decline	0	0%	2	14%	1	6%	0	0%	3	6%	7	7%
EAP Connect	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Email	0	0%	3	21%	0	0%	0	0%	3	6%	2	2%
Family	0	0%	1	7%	0	0%	1	10%	2	4%	7	7%
Flyer	1	8%	1	7%	0	0%	1	10%	3	6%	2	2%
GuidanceResources Online	1	8%	1	7%	7	44%	6	60%	15	28%	2	2%
HR	1	8%	4	29%	0	0%	0	0%	5	9%	13	13%
MD Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Online - Ask the Expert	0	0%	0	0%	2	13%	1	10%	3	6%	0	0%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Previous GR User	5	38%	0	0%	2	13%	0	0%	7	13%	17	17%
Supervisor/Manager	2	15%	0	0%	0	0%	0	0%	2	4%	1	1%
Unknown	2	15%	2	14%	3	19%	1	10%	8	15%	46	46%
<b>Sub Total</b>	<b>13</b>		<b>14</b>		<b>16</b>		<b>10</b>		<b>53</b>		<b>101</b>	
<b>Client Status</b>												
Employee	8	62%	13	93%	12	75%	7	70%	40	75%	78	77%
Dependent	5	38%	1	7%	3	19%	3	30%	12	23%	18	18%
Significant Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Spouse	0	0%	0	0%	1	6%	0	0%	1	2%	2	2%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Sub Total</b>	<b>13</b>		<b>14</b>		<b>16</b>		<b>10</b>		<b>53</b>		<b>101</b>	
<b>Client Gender</b>												
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Female	4	31%	12	86%	13	81%	3	30%	32	60%	63	62%
Male	9	69%	2	14%	3	19%	7	70%	21	40%	37	37%
<b>Sub Total</b>	<b>13</b>		<b>14</b>		<b>16</b>		<b>10</b>		<b>53</b>		<b>101</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Client Age Group</b>												
0-12	2	15%	0	0%	2	13%	3	30%	7	13%	6	6%
13-19	1	8%	0	0%	1	6%	0	0%	2	4%	9	9%
20-29	1	8%	4	29%	2	13%	0	0%	7	13%	11	11%
30-39	1	8%	3	21%	3	19%	4	40%	11	21%	26	26%
40-49	4	31%	3	21%	2	13%	1	10%	10	19%	25	25%
50-59	4	31%	2	14%	3	19%	1	10%	10	19%	9	9%
60 +	0	0%	1	7%	1	6%	0	0%	2	4%	4	4%
Unknown	0	0%	1	7%	2	13%	1	10%	4	8%	8	8%
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
<b>Sub Total</b>	<b>13</b>		<b>14</b>		<b>16</b>		<b>10</b>		<b>53</b>		<b>101</b>	
<b>Employee Job Category (employee data only)</b>												
Administration	0	0%	0	0%	0	0%	1	14%	1	3%	1	1%
Civilian EMT	0	0%	0	0%	1	8%	0	0%	1	3%	0	0%
Civilian Paramedic	0	0%	1	8%	0	0%	0	0%	1	3%	0	0%
Declined	2	25%	3	23%	11	92%	5	71%	21	53%	23	29%
Dispatch	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Firefighter	0	0%	0	0%	0	0%	0	0%	0	0%	5	6%
Home Office	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Laborer	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Management	1	13%	0	0%	0	0%	0	0%	1	3%	0	0%
Office / Clerical	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Operations	0	0%	1	8%	0	0%	0	0%	1	3%	3	4%
Professional	2	25%	8	62%	0	0%	0	0%	10	25%	31	40%
Service	1	13%	0	0%	0	0%	0	0%	1	3%	4	5%
Skilled Trade	2	25%	0	0%	0	0%	1	14%	3	8%	2	3%
Technical	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Sub Total</b>	<b>8</b>		<b>13</b>		<b>12</b>		<b>7</b>		<b>40</b>		<b>78</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	0	0%	3	23%	1	8%	0	0%	4	10%	6	8%
1 - 4 years	4	50%	3	23%	0	0%	1	14%	8	20%	23	29%
5 - 9 years	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
10 - 14 years	0	0%	1	8%	0	0%	0	0%	1	3%	8	10%
15 - 19 years	1	13%	3	23%	0	0%	0	0%	4	10%	2	3%
20+ years	1	13%	0	0%	0	0%	0	0%	1	3%	3	4%
Unknown	1	13%	2	15%	11	92%	6	86%	20	50%	23	29%
Decline	1	13%	1	8%	0	0%	0	0%	2	5%	11	14%
<hr/>												
<b>Sub Total</b>	<b>8</b>		<b>13</b>		<b>12</b>		<b>7</b>		<b>40</b>		<b>78</b>	
<b>GRA User Count</b>												
<b>GRA Unique Users</b>	<b>13</b>		<b>13</b>		<b>13</b>		<b>8</b>		<b>44</b>		<b>80</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Assistance Program<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Alcohol/Related	0	0%	0	0%	1	7%	0	0%	1	2%	3	3%
Anger Issues	1	8%	0	0%	1	7%	0	0%	2	4%	2	2%
Anxiety Related	2	15%	0	0%	1	7%	0	0%	3	6%	8	9%
Attention Issues	1	8%	0	0%	0	0%	0	0%	1	2%	0	0%
Bereavement/Grief	1	8%	0	0%	1	7%	0	0%	2	4%	6	7%
Depression Related	0	0%	2	15%	2	14%	1	11%	5	10%	15	17%
Family/Child	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	1	11%	1	2%	1	1%
Family/Child - Family Issues	0	0%	0	0%	0	0%	3	33%	3	6%	9	10%
Interpersonal Issues	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Medical	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Mood Disturbance Related	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Partner/Relationship	4	31%	4	31%	2	14%	4	44%	14	29%	11	12%
Psychological	3	23%	0	0%	2	14%	0	0%	5	10%	13	15%
Stress	1	8%	5	38%	2	14%	0	0%	8	16%	12	13%
Trauma	0	0%	1	8%	1	7%	0	0%	2	4%	2	2%
Workplace Trauma	0	0%	1	8%	1	7%	0	0%	2	4%	0	0%
<b>Sub-Total Issues</b>	<b>13</b>		<b>13</b>		<b>14</b>		<b>9</b>		<b>49</b>		<b>89</b>	
<b>Consultation Type</b>												
Face to Face	12	92%	11	85%	8	57%	3	33%	34	69%	74	83%
Telephone	0	0%	1	8%	6	43%	6	67%	13	27%	3	3%
Video	1	8%	1	8%	0	0%	0	0%	2	4%	11	12%
BehavioralExpert	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Sub-Total - Consultations</b>	<b>13</b>		<b>13</b>		<b>14</b>		<b>9</b>		<b>49</b>		<b>89</b>	
<b>Local National</b>												
<b>Primary Issue Presented</b>												
Psychological	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>1</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Consultation Type</b>						
Face to Face	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
<b>Sub-Total - Consultations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total Number of Issues</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>49</b>	<b>90</b>
<b>Online Services</b>						
<b>Total Online Services</b>	<b>3</b>	<b>5</b>	<b>17</b>	<b>22</b>	<b>47</b>	<b>68</b>
<b>Total Product Utilization</b>	<b>16</b>	<b>18</b>	<b>31</b>	<b>31</b>	<b>96</b>	<b>158</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>5.00%</b>	<b>5.63%</b>	<b>9.70%</b>	<b>9.70%</b>	<b>7.51%</b>	<b>12.35%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FamilySource<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Elder Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Elder Care-Home Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Gov't Services-Financial Assistance	0	0%	0	0%	1	100%	0	0%	1	100%	1	25%
Home Improvement-Contractor	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>1</b>		<b>0</b>		<b>1</b>		<b>4</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>1</b>		<b>0</b>		<b>1</b>		<b>4</b>	
<b>Online Services</b>												
Total Online Services	0	0%	2	100%	1	100%	10	100%	13	100%	69	100%
<b>Total Online Services</b>	<b>0</b>		<b>2</b>		<b>1</b>		<b>10</b>		<b>13</b>		<b>69</b>	
<b>Total Product Utilization</b>	<b>0</b>		<b>2</b>		<b>2</b>		<b>10</b>		<b>14</b>		<b>73</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>		<b>0.63%</b>		<b>0.63%</b>		<b>3.13%</b>		<b>1.09%</b>		<b>5.71%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Child Custody	0	0%	1	100%	0	0%	0	0%	1	50%	0	0%
Divorce / Separation	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Landlord/Tenant	0	0%	0	0%	1	100%	0	0%	1	50%	2	67%
<b>Sub-Total Issues</b>	<b>0</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>2</b>		<b>3</b>	
<b>Consultation Type</b>												
Ask the Expert	0	0%	0	0%	1	100%	0	0%	1	50%	0	0%
Consultation and referral (main source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Consultation only	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Other	0	0%	1	100%	0	0%	0	0%	1	50%	1	33%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>2</b>		<b>3</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>2</b>		<b>3</b>	
<b>Online Services</b>												
Total Online Services	2	100%	4	100%	0	0%	29	100%	35	100%	15	100%
<b>Total Online Services</b>	<b>2</b>		<b>4</b>		<b>0</b>		<b>29</b>		<b>35</b>		<b>15</b>	
<b>Total Product Utilization</b>	<b>2</b>		<b>5</b>		<b>1</b>		<b>29</b>		<b>37</b>		<b>18</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.63%</b>		<b>1.56%</b>		<b>0.31%</b>		<b>9.07%</b>		<b>2.89%</b>		<b>1.41%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FinancialConnect<sup>SM</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Credit Card Debt	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
General Financial	0	0%	0	0%	0	0%	1	100%	1	100%	1	25%
Income tax issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	50%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>1</b>		<b>4</b>	
<b>Consultation Type</b>												
Ask the Expert	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%
Consultation only	0	0%	0	0%	0	0%	0	0%	0	0%	4	100%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>1</b>		<b>4</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>1</b>		<b>4</b>	
<b>Online Services</b>												
Total Online Services	2	100%	0	0%	2	100%	1	100%	5	100%	8	100%
<b>Total Online Services</b>	<b>2</b>		<b>0</b>		<b>2</b>		<b>1</b>		<b>5</b>		<b>8</b>	
<b>Total Product Utilization</b>	<b>2</b>		<b>0</b>		<b>2</b>		<b>2</b>		<b>6</b>		<b>12</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.63%</b>		<b>0.00%</b>		<b>0.63%</b>		<b>0.63%</b>		<b>0.47%</b>		<b>0.94%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>GuidanceResources Online</b> <sup>®</sup>												
<b>GRO User Counts</b>												
Registered Users	6		7		8		15		36		35	
Repeat Users	6		8		9		12		30		26	
Unique Users	9		11		14		26		53		49	
<b>Device Usage Counts (Logins and Registrations)</b>												
APP	0	0%	8	38%	1	5%	0	0%	9	9%	9	8%
Desktop Browser	8	57%	8	38%	16	73%	21	51%	53	54%	47	44%
Mobile Browser	6	43%	5	24%	5	23%	20	49%	36	37%	49	46%
Tablet	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Total logins and Registrations</b>	<b>14</b>		<b>21</b>		<b>22</b>		<b>41</b>		<b>98</b>		<b>106</b>	
<b>English USA Usage</b>												
<b>Online Topics</b>												
<b>Financial</b>												
Consumer Issues	0	0%	1	9%	2	4%	0	0%	3	3%	0	0%
Debt & Bankruptcy	2	29%	0	0%	0	0%	0	0%	2	2%	1	1%
Insurance	0	0%	0	0%	2	4%	0	0%	2	2%	0	0%
Personal Finance	0	0%	0	0%	1	2%	0	0%	1	1%	1	1%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
<b>Home &amp; Auto</b>												
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Driver Safety & Education	0	0%	0	0%	0	0%	2	4%	2	2%	0	0%
Moving	0	0%	0	0%	0	0%	0	0%	0	0%	7	4%
<b>Legal</b>												
Debt & Bankruptcy	2	29%	0	0%	0	0%	0	0%	2	2%	0	0%
Estate Planning & Elder Law	0	0%	0	0%	0	0%	2	4%	2	2%	2	1%
Family Law	0	0%	4	36%	0	0%	4	8%	8	7%	1	1%
Lawyers & Court	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Personal Injury & Health Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Real Estate	0	0%	0	0%	0	0%	7	13%	7	6%	5	3%
<b>Lifestyle</b>												
Pets	0	0%	0	0%	0	0%	0	0%	0	0%	6	4%
Planning an Event	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
<b>Relationships</b>												
Child Care	0	0%	0	0%	0	0%	2	4%	2	2%	0	0%
Divorce & Domestic Issues	0	0%	0	0%	0	0%	3	6%	3	3%	22	13%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Elder Care	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%
Marriage & Relationships	0	0%	0	0%	0	0%	0	0%	0	0%	37	22%
Parenting	0	0%	2	18%	1	2%	2	4%	5	4%	7	4%
<b>Wellness</b>												
Addiction	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Emotional Well-being	3	43%	3	27%	0	0%	12	23%	18	15%	24	14%
Fitness & Nutrition	0	0%	0	0%	23	47%	7	13%	30	25%	11	7%
Grief & Loss	0	0%	0	0%	0	0%	0	0%	0	0%	7	4%
Personal Growth	0	0%	0	0%	7	14%	0	0%	7	6%	13	8%
Physical Health	0	0%	0	0%	0	0%	2	4%	2	2%	2	1%
Stress & Anger Management	0	0%	1	9%	9	18%	7	13%	17	14%	11	7%
<b>Work &amp; Education</b>												
In the Workplace	0	0%	0	0%	1	2%	0	0%	1	1%	0	0%
Personal Development	0	0%	0	0%	3	6%	1	2%	4	3%	0	0%
	<b>7</b>		<b>11</b>		<b>49</b>		<b>52</b>		<b>119</b>		<b>168</b>	
<b>On-Demand Trainings</b>												
Balancing Work And Life	0	0%	0	0%	0	0%	0	0%	0	0%	4	57%
Communicating Without Conflict With Your Significant Other	0	0%	0	0%	0	0%	0	0%	0	0%	2	29%
Difficult Conversations During Times Of Unrest	0	0%	0	0%	0	0%	1	33%	1	33%	0	0%
Emotional Eating: The Connection Between Mood and Food	0	0%	0	0%	0	0%	1	33%	1	33%	1	14%
Informed Or Informed? Healthy Media Consumption During Major News Events	0	0%	0	0%	0	0%	1	33%	1	33%	0	0%
	<b>0</b>		<b>0</b>		<b>0</b>		<b>3</b>		<b>3</b>		<b>7</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	0	0%	0	0%	1	100%	1	5%	2	10%	1	14%
Elder Care Provider	0	0%	0	0%	0	0%	3	16%	3	15%	0	0%
Lawyer	0	0%	0	0%	0	0%	15	79%	15	75%	6	86%
	<b>0</b>		<b>0</b>		<b>1</b>		<b>19</b>		<b>20</b>		<b>7</b>	
<b>Online Asset Type</b>												
Article	4	57%	9	82%	32	64%	34	46%	79	56%	110	60%
Assessment	0	0%	0	0%	0	0%	3	4%	3	2%	16	9%
Merchandise	0	0%	1	9%	2	4%	0	0%	3	2%	4	2%
Multimedia	0	0%	0	0%	12	24%	12	16%	24	17%	18	10%
On-Demand Trainings	0	0%	0	0%	0	0%	3	4%	3	2%	7	4%
Resource	3	43%	1	9%	3	6%	3	4%	10	7%	20	11%
Search Database	0	0%	0	0%	1	2%	19	26%	20	14%	7	4%

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year To Date</b>	<b>Last Year</b>
<b>Total Activity Types</b>	7	11	50	74	142	182
<b>Total Product Utilization</b>	7	11	50	74	142	182

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (7/1/2021 - 9/30/2021)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	17	89%	24	89%	24	92%	25	86%	90	89%	58	88%
FamilySource	0	0%	3	11%	0	0%	1	3%	4	4%	0	0%
FinancialConnect	2	11%	0	0%	0	0%	2	7%	4	4%	2	3%
LegalConnect	0	0%	0	0%	2	8%	1	3%	3	3%	6	9%
<b>Sub Total</b>	<b>19</b>		<b>27</b>		<b>26</b>		<b>29</b>		<b>101</b>		<b>66</b>	
<b>Online Access</b>												
EAP	4	80%	2	15%	6	14%	56	47%	68	37%	48	48%
FamilySource	1	20%	9	69%	18	41%	41	34%	69	38%	17	17%
FinancialConnect	0	0%	0	0%	5	11%	3	3%	8	4%	0	0%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Health & Wellness	0	0%	1	8%	8	18%	10	8%	19	10%	13	13%
Health Care Navigation	0	0%	0	0%	2	5%	1	1%	3	2%	0	0%
LegalConnect	0	0%	1	8%	5	11%	9	8%	15	8%	20	20%
<b>Sub Total</b>	<b>5</b>		<b>13</b>		<b>44</b>		<b>120</b>		<b>182</b>		<b>100</b>	
<b>Combined Access</b>												
EAP	21	88%	26	65%	30	43%	81	54%	158	56%	106	64%
FamilySource	1	4%	12	30%	18	26%	42	28%	73	26%	17	10%
FinancialConnect	2	8%	0	0%	5	7%	5	3%	12	4%	2	1%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Health & Wellness	0	0%	1	3%	8	11%	10	7%	19	7%	13	8%
Health Care Navigation	0	0%	0	0%	2	3%	1	1%	3	1%	0	0%
LegalConnect	0	0%	1	3%	7	10%	10	7%	18	6%	26	16%
<b>Total</b>	<b>24</b>		<b>40</b>		<b>70</b>		<b>149</b>		<b>283</b>		<b>166</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		0	
Critical Incident Debriefing Event Participants	0		0		0		0		0		0	
Training Sessions (number is excluded from overall utilization counts)	0		0		4		2		6		0	
Training Session Participants	0		0		72		19		91		0	
<b>Total Utilization</b>	<b>24</b>		<b>40</b>		<b>142</b>		<b>168</b>		<b>374</b>		<b>166</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>7.51%</b>	<b>12.51%</b>	<b>44.41%</b>	<b>52.54%</b>	<b>29.24%</b>	<b>17.31%</b>
Live Utilization Rate (% - Annualized)	5.94%	8.44%	8.13%	9.07%	7.90%	6.88%
GRO Utilization Rate (% - Annualized)	1.56%	4.07%	13.76%	37.53%	14.23%	10.42%
Other Utilization Rate (% - Annualized)	0.00%	0.00%	22.52%	5.94%	7.11%	0.00%
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	17 100%	23 100%	24 100%	25 100%	89 100%	56 98%
Referred to benefits resource      Outpatient	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%
<b>Total</b>	<b>17</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>89</b>	<b>57</b>

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	0	0%	0	0%	1	4%	0	0%	1	1%	2	3%
Cross Referral	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Decline	0	0%	2	7%	1	4%	4	14%	7	7%	2	3%
EAP Connect	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Email	0	0%	1	4%	1	4%	0	0%	2	2%	0	0%
Family	0	0%	2	7%	1	4%	4	14%	7	7%	0	0%
Flyer	1	5%	1	4%	0	0%	0	0%	2	2%	1	2%
Formal Referral	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
GuidanceResources Online	0	0%	1	4%	0	0%	1	3%	2	2%	1	2%
HR	1	5%	3	11%	6	23%	3	10%	13	13%	18	27%
Internal	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
MD Care	0	0%	0	0%	1	4%	0	0%	1	1%	0	0%
Other	0	0%	0	0%	0	0%	1	3%	1	1%	2	3%
Peer	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Previous GR User	3	16%	4	15%	6	23%	4	14%	17	17%	5	8%
Supervisor/Manager	0	0%	1	4%	0	0%	0	0%	1	1%	0	0%
Unknown	13	68%	12	44%	9	35%	12	41%	46	46%	29	44%
<b>Sub Total</b>	<b>19</b>		<b>27</b>		<b>26</b>		<b>29</b>		<b>101</b>		<b>66</b>	
<b>Client Status</b>												
Employee	16	84%	21	78%	21	81%	20	69%	78	77%	53	80%
Dependent	2	11%	6	22%	3	12%	7	24%	18	18%	11	17%
Significant Other	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Spouse	0	0%	0	0%	2	8%	0	0%	2	2%	2	3%
Unknown	0	0%	0	0%	0	0%	2	7%	2	2%	0	0%
<b>Sub Total</b>	<b>19</b>		<b>27</b>		<b>26</b>		<b>29</b>		<b>101</b>		<b>66</b>	
<b>Client Gender</b>												
Decline	0	0%	1	4%	0	0%	0	0%	1	1%	1	2%
Female	12	63%	14	52%	18	69%	19	66%	63	62%	32	48%
Male	7	37%	12	44%	8	31%	10	34%	37	37%	32	48%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
<b>Sub Total</b>	<b>19</b>		<b>27</b>		<b>26</b>		<b>29</b>		<b>101</b>		<b>66</b>	



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Client Age Group</b>												
0-12	1	5%	2	7%	2	8%	1	3%	6	6%	3	5%
13-19	0	0%	4	15%	1	4%	4	14%	9	9%	2	3%
20-29	4	21%	1	4%	4	15%	2	7%	11	11%	17	26%
30-39	8	42%	6	22%	8	31%	4	14%	26	26%	11	17%
40-49	4	21%	8	30%	7	27%	6	21%	25	25%	18	27%
50-59	1	5%	2	7%	3	12%	3	10%	9	9%	8	12%
60 +	1	5%	1	4%	0	0%	2	7%	4	4%	1	2%
Unknown	0	0%	1	4%	1	4%	6	21%	8	8%	5	8%
Decline	0	0%	2	7%	0	0%	1	3%	3	3%	1	2%
<b>Sub Total</b>	<b>19</b>		<b>27</b>		<b>26</b>		<b>29</b>		<b>101</b>		<b>66</b>	
<b>Employee Job Category (employee data only)</b>												
Administration	0	0%	1	5%	0	0%	0	0%	1	1%	1	2%
Customer Service and Reservation Agent	0	0%	0	0%	0	0%	0	0%	0	0%	2	4%
Declined	4	25%	3	14%	8	38%	8	40%	23	29%	15	28%
Dispatch	0	0%	0	0%	0	0%	1	5%	1	1%	1	2%
Firefighter	2	13%	1	5%	2	10%	0	0%	5	6%	5	9%
Home Office	0	0%	0	0%	2	10%	0	0%	2	3%	0	0%
Laborer	0	0%	0	0%	1	5%	0	0%	1	1%	1	2%
Management	0	0%	0	0%	0	0%	0	0%	0	0%	3	6%
Office / Clerical	0	0%	0	0%	1	5%	1	5%	2	3%	3	6%
Operations	2	13%	1	5%	0	0%	0	0%	3	4%	0	0%
Police / Fire	0	0%	0	0%	0	0%	0	0%	0	0%	4	8%
Police Officer	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Professional	7	44%	12	57%	5	24%	7	35%	31	40%	13	25%
Service	0	0%	1	5%	0	0%	3	15%	4	5%	2	4%
Skilled Trade	0	0%	1	5%	1	5%	0	0%	2	3%	2	4%
Technical	1	6%	0	0%	1	5%	0	0%	2	3%	0	0%
Transportation	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
<b>Sub Total</b>	<b>16</b>		<b>21</b>		<b>21</b>		<b>20</b>		<b>78</b>		<b>53</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	1	6%	1	5%	2	10%	2	10%	6	8%	5	9%
1 - 4 years	6	38%	9	43%	4	19%	4	20%	23	29%	18	34%
5 - 9 years	0	0%	0	0%	2	10%	0	0%	2	3%	2	4%
10 - 14 years	0	0%	4	19%	2	10%	2	10%	8	10%	6	11%
15 - 19 years	1	6%	0	0%	1	5%	0	0%	2	3%	2	4%
20+ years	0	0%	0	0%	0	0%	3	15%	3	4%	1	2%
Unknown	5	31%	6	29%	4	19%	8	40%	23	29%	10	19%
Decline	3	19%	1	5%	6	29%	1	5%	11	14%	9	17%
<b>Sub Total</b>	<b>16</b>		<b>21</b>		<b>21</b>		<b>20</b>		<b>78</b>		<b>53</b>	
<b>GRA User Count</b>												
<b>GRA Unique Users</b>	<b>13</b>		<b>24</b>		<b>22</b>		<b>27</b>		<b>80</b>		<b>55</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Assistance Program<sup>®</sup></b>												

**U.S. Services**

**Primary Issue Presented**

Alcohol/Related	0	0%	2	8%	0	0%	1	4%	3	3%	0	0%
Anger Issues	0	0%	0	0%	1	4%	1	4%	2	2%	2	3%
Anxiety Related	1	6%	3	13%	1	4%	3	13%	8	9%	12	21%
Bereavement/Grief	2	12%	2	8%	0	0%	2	8%	6	7%	2	3%
Depression Related	1	6%	2	8%	5	21%	7	29%	15	17%	9	16%
Family/Child	1	6%	0	0%	0	0%	1	4%	2	2%	2	3%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Family/Child - Family Issues	4	24%	1	4%	2	8%	2	8%	9	10%	3	5%
Health Crisis	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Interpersonal Issues	0	0%	2	8%	1	4%	0	0%	3	3%	0	0%
Medical	0	0%	0	0%	1	4%	0	0%	1	1%	0	0%
Mood Disturbance Related	0	0%	0	0%	1	4%	0	0%	1	1%	0	0%
Occupational	0	0%	0	0%	0	0%	0	0%	0	0%	3	5%
Occupational - Performance	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Partner/Relationship	2	12%	3	13%	5	21%	1	4%	11	12%	8	14%
Psychological	1	6%	5	21%	4	17%	3	13%	13	15%	11	19%
Stress	5	29%	3	13%	2	8%	2	8%	12	13%	3	5%
Trauma	0	0%	1	4%	1	4%	0	0%	2	2%	0	0%
<b>Sub-Total Issues</b>	<b>17</b>		<b>24</b>		<b>24</b>		<b>24</b>		<b>89</b>		<b>58</b>	

**Consultation Type**

Face to Face	12	71%	21	88%	21	88%	20	83%	74	83%	52	90%
Telephone	3	18%	0	0%	0	0%	0	0%	3	3%	3	5%
Video	2	12%	3	13%	3	13%	3	13%	11	12%	1	2%
BehavioralExpert	0	0%	0	0%	0	0%	1	4%	1	1%	1	2%
Supervisor / Management Consult	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
<b>Sub-Total - Consultations</b>	<b>17</b>		<b>24</b>		<b>24</b>		<b>24</b>		<b>89</b>		<b>58</b>	

**Local National**

**Primary Issue Presented**

Psychological	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%
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	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Sub-Total Issues</b>	0	0	0	1	1	0
<b>Consultation Type</b>						
Face to Face	0 0%	0 0%	0 0%	1 100%	1 100%	0 0%
<b>Sub-Total - Consultations</b>	0	0	0	1	1	0
<b>Total Number of Issues</b>	17	24	24	25	90	58
<b>Online Services</b>						
<b>Total Online Services</b>	4	2	6	56	68	48
<b>Total Product Utilization</b>	21	26	30	81	158	106
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	6.57%	8.13%	9.38%	25.33%	12.35%	11.05%
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FamilySource<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Elder Care-Consultation	0	0%	1	33%	0	0%	0	0%	1	25%	0	0%
Elder Care-Home Care	0	0%	1	33%	0	0%	0	0%	1	25%	0	0%
Gov't Services-Financial Assistance	0	0%	1	33%	0	0%	0	0%	1	25%	0	0%
Home Improvement-Contractor	0	0%	0	0%	0	0%	1	100%	1	25%	0	0%
<b>Sub-Total Issues</b>	<b>0</b>		<b>3</b>		<b>0</b>		<b>1</b>		<b>4</b>		<b>0</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>3</b>		<b>0</b>		<b>1</b>		<b>4</b>		<b>0</b>	
<b>Online Services</b>												
Total Online Services	1	100%	9	100%	18	100%	41	100%	69	100%	17	100%
<b>Total Online Services</b>	<b>1</b>		<b>9</b>		<b>18</b>		<b>41</b>		<b>69</b>		<b>17</b>	
<b>Total Product Utilization</b>	<b>1</b>		<b>12</b>		<b>18</b>		<b>42</b>		<b>73</b>		<b>17</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.31%</b>		<b>3.75%</b>		<b>5.63%</b>		<b>13.14%</b>		<b>5.71%</b>		<b>1.77%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Child Custody	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Civil	0	0%	0	0%	0	0%	0	0%	0	0%	2	33%
Divorce / Separation	0	0%	0	0%	1	50%	0	0%	1	33%	1	17%
Landlord/Tenant	0	0%	0	0%	1	50%	1	100%	2	67%	0	0%
Probate	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>2</b>		<b>1</b>		<b>3</b>		<b>6</b>	
<b>Consultation Type</b>												
Consultation and referral (main source)	0	0%	0	0%	1	50%	0	0%	1	33%	2	33%
Consultation and referral (other source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Consultation only	0	0%	0	0%	0	0%	1	100%	1	33%	0	0%
Other	0	0%	0	0%	1	50%	0	0%	1	33%	3	50%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>0</b>		<b>2</b>		<b>1</b>		<b>3</b>		<b>6</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>2</b>		<b>1</b>		<b>3</b>		<b>6</b>	
<b>Online Services</b>												
Total Online Services	0	0%	1	100%	5	100%	9	100%	15	100%	20	100%
<b>Total Online Services</b>	<b>0</b>		<b>1</b>		<b>5</b>		<b>9</b>		<b>15</b>		<b>20</b>	
<b>Total Product Utilization</b>	<b>0</b>		<b>1</b>		<b>7</b>		<b>10</b>		<b>18</b>		<b>26</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>		<b>0.31%</b>		<b>2.19%</b>		<b>3.13%</b>		<b>1.41%</b>		<b>2.71%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FinancialConnect<sup>SM</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Credit Card Debt	0	0%	0	0%	0	0%	1	50%	1	25%	2	100%
General Financial	1	50%	0	0%	0	0%	0	0%	1	25%	0	0%
Income tax issues	1	50%	0	0%	0	0%	1	50%	2	50%	0	0%
<b>Sub-Total Issues</b>	<b>2</b>		<b>0</b>		<b>0</b>		<b>2</b>		<b>4</b>		<b>2</b>	
<b>Consultation Type</b>												
Consultation and referral (other source)	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%
Consultation only	2	100%	0	0%	0	0%	2	100%	4	100%	0	0%
<b>Sub-Total - Consultations</b>	<b>2</b>		<b>0</b>		<b>0</b>		<b>2</b>		<b>4</b>		<b>2</b>	
<b>Total Number of Issues</b>	<b>2</b>		<b>0</b>		<b>0</b>		<b>2</b>		<b>4</b>		<b>2</b>	
<b>Online Services</b>												
Total Online Services	0	0%	0	0%	5	100%	3	100%	8	100%	0	0%
<b>Total Online Services</b>	<b>0</b>		<b>0</b>		<b>5</b>		<b>3</b>		<b>8</b>		<b>0</b>	
<b>Total Product Utilization</b>	<b>2</b>		<b>0</b>		<b>5</b>		<b>5</b>		<b>12</b>		<b>2</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.63%</b>		<b>0.00%</b>		<b>1.56%</b>		<b>1.56%</b>		<b>0.94%</b>		<b>0.21%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>GuidanceResources Online ®</b>												
<b>GRO User Counts</b>												
Registered Users	4		8		14		9		35		21	
Repeat Users	3		8		14		10		26		13	
Unique Users	6		14		23		17		49		29	
<b>Device Usage Counts (Logins and Registrations)</b>												
APP	0	0%	1	5%	4	12%	4	9%	9	8%	3	6%
Desktop Browser	3	43%	12	60%	18	53%	14	31%	47	44%	41	87%
Mobile Browser	4	57%	7	35%	12	35%	26	58%	49	46%	3	6%
Tablet	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%
<b>Total logins and Registrations</b>	<b>7</b>		<b>20</b>		<b>34</b>		<b>45</b>		<b>106</b>		<b>47</b>	
<b>English USA Usage</b>												
<b>Online Topics</b>												
<b>Financial</b>												
Debt & Bankruptcy	0	0%	0	0%	1	2%	0	0%	1	1%	0	0%
Personal Finance	0	0%	0	0%	0	0%	1	1%	1	1%	0	0%
Tax	0	0%	0	0%	3	7%	0	0%	3	2%	0	0%
<b>Home &amp; Auto</b>												
Buying & Selling an Auto	0	0%	0	0%	0	0%	2	2%	2	1%	0	0%
Home Improvement & Maintenance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home Safety & Security	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Moving	0	0%	2	17%	0	0%	5	5%	7	4%	0	0%
<b>Legal</b>												
Estate Planning & Elder Law	0	0%	0	0%	2	5%	0	0%	2	1%	0	0%
Family Law	0	0%	0	0%	1	2%	0	0%	1	1%	11	13%
Lawyers & Court	0	0%	0	0%	0	0%	1	1%	1	1%	2	2%
Personal Injury & Health Law	0	0%	0	0%	1	2%	0	0%	1	1%	0	0%
Real Estate	0	0%	1	8%	0	0%	4	4%	5	3%	2	2%
<b>Lifestyle</b>												
Pets	0	0%	0	0%	2	5%	4	4%	6	4%	1	1%
Planning an Event	0	0%	0	0%	0	0%	2	2%	2	1%	0	0%
<b>Relationships</b>												
Divorce & Domestic Issues	0	0%	1	8%	2	5%	19	17%	22	13%	2	2%
Marriage & Relationships	1	20%	5	42%	10	24%	21	19%	37	22%	5	6%
Parenting	0	0%	0	0%	4	10%	3	3%	7	4%	1	1%
<b>Wellness</b>												



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Addiction	1	20%	0	0%	0	0%	1	1%	2	1%	0	0%
Emotional Well-being	1	20%	2	17%	2	5%	19	17%	24	14%	20	23%
Fitness & Nutrition	0	0%	1	8%	9	22%	1	1%	11	7%	4	5%
Grief & Loss	2	40%	0	0%	0	0%	5	5%	7	4%	7	8%
Personal Growth	0	0%	0	0%	2	5%	11	10%	13	8%	6	7%
Physical Health	0	0%	0	0%	1	2%	1	1%	2	1%	2	2%
Stress & Anger Management	0	0%	0	0%	1	2%	10	9%	11	7%	11	13%
<b>Work &amp; Education</b>												
In the Workplace	0	0%	0	0%	0	0%	0	0%	0	0%	6	7%
Personal Development	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Working Abroad</b>												
Cultural Assimilation	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
	<b>5</b>		<b>12</b>		<b>41</b>		<b>110</b>		<b>168</b>		<b>86</b>	
<b>On-Demand Trainings</b>												
Balancing Work And Life	0	0%	0	0%	1	50%	3	75%	4	57%	0	0%
Communicating Without Conflict With Your Significant Other	0	0%	1	100%	0	0%	1	25%	2	29%	2	25%
Emotional Eating: The Connection Between Mood and Food	0	0%	0	0%	1	50%	0	0%	1	14%	0	0%
Exercise At Your Desk	0	0%	0	0%	0	0%	0	0%	0	0%	5	63%
Using Reason To Resolve Conflict	0	0%	0	0%	0	0%	0	0%	0	0%	1	13%
	<b>0</b>		<b>1</b>		<b>2</b>		<b>4</b>		<b>7</b>		<b>8</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	0	0%	0	0%	1	100%	0	0%	1	14%	0	0%
Lawyer	0	0%	0	0%	0	0%	6	100%	6	86%	6	100%
	<b>0</b>		<b>0</b>		<b>1</b>		<b>6</b>		<b>7</b>		<b>6</b>	
<b>Online Asset Type</b>												
Article	2	40%	4	31%	21	48%	83	69%	110	60%	61	61%
Assessment	2	40%	4	31%	8	18%	2	2%	16	9%	3	3%
Merchandise	0	0%	0	0%	4	9%	0	0%	4	2%	0	0%
Multimedia	1	20%	1	8%	4	9%	12	10%	18	10%	11	11%
On-Demand Trainings	0	0%	1	8%	2	5%	4	3%	7	4%	8	8%
Resource	0	0%	3	23%	4	9%	13	11%	20	11%	11	11%
Search Database	0	0%	0	0%	1	2%	6	5%	7	4%	6	6%
<b>Total Activity Types</b>	<b>5</b>		<b>13</b>		<b>44</b>		<b>120</b>		<b>182</b>		<b>100</b>	
<b>Total Product Utilization</b>	<b>5</b>		<b>13</b>		<b>44</b>		<b>120</b>		<b>182</b>		<b>100</b>	

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (10/1/2020 - 12/31/2020)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	16	73%	11	92%	31	97%	17	89%	75	88%	83	89%
FamilySource	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
FinancialConnect	2	9%	0	0%	0	0%	2	11%	4	5%	4	4%
LegalConnect	4	18%	1	8%	1	3%	0	0%	6	7%	3	3%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Online Access</b>												
EAP	16	32%	20	63%	12	67%	4	80%	52	50%	59	50%
FamilySource	9	18%	4	13%	4	22%	1	20%	18	17%	15	13%
FinancialConnect	0	0%	0	0%	0	0%	0	0%	0	0%	12	10%
GlobalConnect	0	0%	2	6%	0	0%	0	0%	2	2%	0	0%
Health & Wellness	6	12%	5	16%	2	11%	0	0%	13	12%	24	21%
Health Care Navigation	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
LegalConnect	19	38%	1	3%	0	0%	0	0%	20	19%	6	5%
<b>Sub Total</b>	<b>50</b>		<b>32</b>		<b>18</b>		<b>5</b>		<b>105</b>		<b>117</b>	
<b>Combined Access</b>												
EAP	32	44%	31	70%	43	86%	21	88%	127	67%	142	68%
FamilySource	9	13%	4	9%	4	8%	1	4%	18	9%	18	9%
FinancialConnect	2	3%	0	0%	0	0%	2	8%	4	2%	16	8%
GlobalConnect	0	0%	2	5%	0	0%	0	0%	2	1%	0	0%
Health & Wellness	6	8%	5	11%	2	4%	0	0%	13	7%	24	11%
Health Care Navigation	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
LegalConnect	23	32%	2	5%	1	2%	0	0%	26	14%	9	4%
<b>Total</b>	<b>72</b>		<b>44</b>		<b>50</b>		<b>24</b>		<b>190</b>		<b>210</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		2	
Critical Incident Debriefing Event Participants	0		0		0		0		0		21	
Training Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		2	
Training Session Participants	0		0		0		0		0		10	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		0		0		0		4	
<b>Total Utilization</b>	<b>72</b>		<b>44</b>		<b>50</b>		<b>24</b>		<b>190</b>		<b>241</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>22.52%</b>	<b>13.76%</b>	<b>15.64%</b>	<b>7.51%</b>	<b>14.86%</b>	<b>18.84%</b>
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	14 93%	11 100%	9 100%	4 100%	38 97%	75 96%
Referred to benefits resource      Outpatient	1 7%	0 0%	0 0%	0 0%	1 3%	3 4%
<b>Total</b>	<b>15</b>	<b>11</b>	<b>9</b>	<b>4</b>	<b>39</b>	<b>78</b>

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	1	5%	0	0%	1	3%	0	0%	2	2%	2	2%
Cross Referral	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Decline	0	0%	0	0%	2	6%	0	0%	2	2%	1	1%
EAP Connect	0	0%	0	0%	0	0%	1	5%	1	1%	0	0%
Family	0	0%	0	0%	0	0%	0	0%	0	0%	5	5%
Financial Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Flyer	0	0%	0	0%	1	3%	1	5%	2	2%	1	1%
Formal Referral	0	0%	0	0%	2	6%	0	0%	2	2%	5	5%
GuidanceResources Online	0	0%	0	0%	1	3%	0	0%	1	1%	2	2%
HR	8	36%	4	33%	6	19%	1	5%	19	22%	30	32%
Internal	0	0%	0	0%	1	3%	0	0%	1	1%	6	6%
Online - Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Other	0	0%	1	8%	1	3%	0	0%	2	2%	0	0%
Peer	1	5%	0	0%	1	3%	0	0%	2	2%	0	0%
Previous GR User	2	9%	0	0%	3	9%	3	16%	8	9%	9	10%
Supervisor/Manager	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Unknown	10	45%	7	58%	12	38%	13	68%	42	49%	28	30%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Client Status</b>												
Employee	19	86%	10	83%	24	75%	16	84%	69	81%	76	82%
Dependent	3	14%	1	8%	7	22%	2	11%	13	15%	12	13%
Significant Other	0	0%	0	0%	0	0%	1	5%	1	1%	0	0%
Spouse	0	0%	1	8%	1	3%	0	0%	2	2%	5	5%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Client Gender</b>												
Decline	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Female	12	55%	8	67%	12	38%	12	63%	44	52%	58	62%
Male	9	41%	4	33%	19	59%	7	37%	39	46%	35	38%
Other	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Client Age Group</b>												
0-12	2	9%	0	0%	1	3%	1	5%	4	5%	1	1%
13-19	0	0%	1	8%	1	3%	0	0%	2	2%	8	9%
20-29	4	18%	3	25%	10	31%	4	21%	21	25%	16	17%
30-39	7	32%	2	17%	2	6%	8	42%	19	22%	21	23%
40-49	5	23%	3	25%	10	31%	4	21%	22	26%	19	20%
50-59	1	5%	2	17%	5	16%	1	5%	9	11%	23	25%
60 +	1	5%	0	0%	0	0%	1	5%	2	2%	4	4%
Unknown	1	5%	1	8%	3	9%	0	0%	5	6%	1	1%
Decline	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
<b>Sub Total</b>	<b>22</b>		<b>12</b>		<b>32</b>		<b>19</b>		<b>85</b>		<b>93</b>	
<b>Employee Job Category (employee data only)</b>												
Administration	1	5%	0	0%	0	0%	0	0%	1	1%	1	1%
Branch Office Assistant	0	0%	0	0%	0	0%	0	0%	0	0%	4	5%
Customer Service and Reservation Agent	2	11%	0	0%	0	0%	0	0%	2	3%	4	5%
Declined	6	32%	3	30%	6	25%	4	25%	19	28%	20	26%
Dispatch	1	5%	0	0%	0	0%	0	0%	1	1%	1	1%
Firefighter	0	0%	1	10%	4	17%	2	13%	7	10%	1	1%
Home Office	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Laborer	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Management	1	5%	0	0%	2	8%	0	0%	3	4%	0	0%
Office / Clerical	1	5%	2	20%	0	0%	0	0%	3	4%	1	1%
Operations	0	0%	0	0%	0	0%	2	13%	2	3%	0	0%
Police / Fire	2	11%	1	10%	1	4%	0	0%	4	6%	4	5%
Police Officer	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%
Professional	2	11%	2	20%	9	38%	7	44%	20	29%	24	32%
Public Safety	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Service	1	5%	0	0%	1	4%	0	0%	2	3%	8	11%
Skilled Trade	0	0%	1	10%	1	4%	0	0%	2	3%	5	7%
Technical	0	0%	0	0%	0	0%	1	6%	1	1%	1	1%
<b>Sub Total</b>	<b>19</b>		<b>10</b>		<b>24</b>		<b>16</b>		<b>69</b>		<b>76</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	3	16%	0	0%	2	8%	1	6%	6	9%	6	8%
1 - 4 years	8	42%	5	50%	5	21%	6	38%	24	35%	26	34%
5 - 9 years	1	5%	0	0%	1	4%	0	0%	2	3%	6	8%
10 - 14 years	2	11%	1	10%	3	13%	0	0%	6	9%	12	16%
15 - 19 years	0	0%	1	10%	1	4%	1	6%	3	4%	5	7%
20+ years	0	0%	0	0%	1	4%	0	0%	1	1%	2	3%
Unknown	2	11%	0	0%	8	33%	5	31%	15	22%	15	20%
Decline	3	16%	3	30%	3	13%	3	19%	12	17%	4	5%
<b>Sub Total</b>	<b>19</b>		<b>10</b>		<b>24</b>		<b>16</b>		<b>69</b>		<b>76</b>	
<b>GRA User Count</b>												
<b>GRA Unique Users</b>	<b>22</b>		<b>9</b>		<b>27</b>		<b>13</b>		<b>67</b>		<b>67</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Employee Assistance Program<sup>®</sup></b>						

**U.S. Services**

**Primary Issue Presented**

Alcohol/Related	0	0%	0	0%	0	0%	0	0%	0	0%	4	5%
Anger Issues	0	0%	2	18%	0	0%	0	0%	2	3%	0	0%
Anxiety Related	5	31%	2	18%	5	16%	1	6%	13	17%	6	7%
Bereavement/Grief	2	13%	0	0%	0	0%	2	12%	4	5%	2	2%
Depression Related	4	25%	1	9%	4	13%	1	6%	10	13%	10	12%
Eating Related Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family/Child	0	0%	1	9%	1	3%	1	6%	3	4%	1	1%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Family/Child - Family Issues	1	6%	0	0%	2	6%	4	24%	7	9%	7	8%
Health Crisis	0	0%	1	9%	1	3%	0	0%	2	3%	0	0%
Interpersonal Issues	0	0%	0	0%	0	0%	0	0%	0	0%	8	10%
Occupational	0	0%	0	0%	3	10%	0	0%	3	4%	10	12%
Occupational - Interpersonal	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Occupational - Performance	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Partner/Relationship	2	13%	1	9%	5	16%	2	12%	10	13%	8	10%
Psychological	2	13%	1	9%	8	26%	1	6%	12	16%	11	13%
Stress	0	0%	2	18%	1	3%	5	29%	8	11%	9	11%
Trauma	0	0%	0	0%	0	0%	0	0%	0	0%	3	4%
<b>Sub-Total Issues</b>	<b>16</b>		<b>11</b>		<b>31</b>		<b>17</b>		<b>75</b>		<b>83</b>	

**Consultation Type**

Face to Face	16	100%	11	100%	25	81%	12	71%	64	85%	73	88%
Telephone	0	0%	0	0%	3	10%	3	18%	6	8%	2	2%
Video	0	0%	0	0%	1	3%	2	12%	3	4%	0	0%
BehavioralExpert	0	0%	0	0%	1	3%	0	0%	1	1%	1	1%
Supervisor / Management Consult	0	0%	0	0%	1	3%	0	0%	1	1%	7	8%
<b>Sub-Total - Consultations</b>	<b>16</b>		<b>11</b>		<b>31</b>		<b>17</b>		<b>75</b>		<b>83</b>	

<b>Total Number of Issues</b>	<b>16</b>		<b>11</b>		<b>31</b>		<b>17</b>		<b>75</b>		<b>83</b>	
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**Online Services**



	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Online Services	16	20	12	4	52	59
Total Product Utilization	32	31	43	21	127	142
<b>Employee Count</b>						
Total Utilization Rate (% - Annualized)	10.01%	9.70%	13.45%	6.57%	9.93%	11.10%
Based on Quarterly Average employees	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FamilySource<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Elder Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Elder Care-Home Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Support Groups-Teens/Children	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>3</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>3</b>	
<b>Online Services</b>												
Total Online Services	9	100%	4	100%	4	100%	1	100%	18	100%	15	100%
<b>Total Online Services</b>	<b>9</b>		<b>4</b>		<b>4</b>		<b>1</b>		<b>18</b>		<b>15</b>	
<b>Total Product Utilization</b>	<b>9</b>		<b>4</b>		<b>4</b>		<b>1</b>		<b>18</b>		<b>18</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>2.81%</b>		<b>1.25%</b>		<b>1.25%</b>		<b>0.31%</b>		<b>1.41%</b>		<b>1.41%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Bankruptcy	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Child Custody	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Civil	1	25%	0	0%	1	100%	0	0%	2	33%	0	0%
Divorce / Separation	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Elder Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Probate	0	0%	1	100%	0	0%	0	0%	1	17%	1	33%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
<b>Sub-Total Issues</b>	<b>4</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>6</b>		<b>3</b>	
<b>Consultation Type</b>												
Consultation and referral (main source)	2	50%	0	0%	0	0%	0	0%	2	33%	3	100%
Consultation and referral (other source)	1	25%	0	0%	0	0%	0	0%	1	17%	0	0%
Other	1	25%	1	100%	1	100%	0	0%	3	50%	0	0%
<b>Sub-Total - Consultations</b>	<b>4</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>6</b>		<b>3</b>	
<b>Total Number of Issues</b>	<b>4</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>6</b>		<b>3</b>	
<b>Online Services</b>												
Total Online Services	19	100%	1	100%	0	0%	0	0%	20	100%	6	100%
<b>Total Online Services</b>	<b>19</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>20</b>		<b>6</b>	
<b>Total Product Utilization</b>	<b>23</b>		<b>2</b>		<b>1</b>		<b>0</b>		<b>26</b>		<b>9</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>7.19%</b>		<b>0.63%</b>		<b>0.31%</b>		<b>0.00%</b>		<b>2.03%</b>		<b>0.70%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FinancialConnect<sup>SM</sup></b>						
<b>U.S. Services</b>						
<b>Primary Issue Presented</b>						
Credit Card Debt	2 100%	0 0%	0 0%	0 0%	2 50%	4 100%
General Financial	0 0%	0 0%	0 0%	1 50%	1 25%	0 0%
Income tax issues	0 0%	0 0%	0 0%	1 50%	1 25%	0 0%
<b>Sub-Total Issues</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>
<b>Consultation Type</b>						
Consultation and referral (other source)	2 100%	0 0%	0 0%	0 0%	2 50%	1 25%
Consultation only	0 0%	0 0%	0 0%	2 100%	2 50%	3 75%
<b>Sub-Total - Consultations</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>
<b>Total Number of Issues</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>
<b>Online Services</b>						
Total Online Services	0 0%	0 0%	0 0%	0 0%	0 0%	12 100%
<b>Total Online Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Total Product Utilization</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>16</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.63%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.63%</b>	<b>0.31%</b>	<b>1.25%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>GuidanceResources Online</b> <sup>®</sup>												
<b>GRO User Counts</b>												
Registered Users	7		3		11		4		25		34	
Repeat Users	5		5		5		3		15		22	
Unique Users	10		7		14		6		34		47	
<b>Device Usage Counts (Logins and Registrations)</b>												
APP	0	0%	2	15%	1	5%	0	0%	3	6%	0	0%
Desktop Browser	14	100%	10	77%	17	85%	3	43%	44	81%	44	68%
Mobile Browser	0	0%	1	8%	2	10%	4	57%	7	13%	19	29%
Tablet	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
<b>Total logins and Registrations</b>	<b>14</b>		<b>13</b>		<b>20</b>		<b>7</b>		<b>54</b>		<b>65</b>	
<b>English USA Usage</b>												
<b>Online Topics</b>												
<b>Financial</b>												
Consumer Issues	0	0%	0	0%	0	0%	0	0%	0	0%	6	5%
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Personal Finance	0	0%	0	0%	0	0%	0	0%	0	0%	5	4%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Home &amp; Auto</b>												
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Driver Safety & Education	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home Improvement & Maintenance	1	3%	0	0%	0	0%	0	0%	1	1%	0	0%
Home Safety & Security	0	0%	2	6%	0	0%	0	0%	2	2%	0	0%
<b>Legal</b>												
Consumer Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Criminal Law	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Family Law	11	29%	0	0%	0	0%	0	0%	11	12%	1	1%
Lawyers & Court	1	3%	1	3%	0	0%	0	0%	2	2%	2	2%
Real Estate	1	3%	1	3%	0	0%	0	0%	2	2%	0	0%
<b>Lifestyle</b>												
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Pets	1	3%	0	0%	0	0%	0	0%	1	1%	1	1%
Travel	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Relationships</b>												
Divorce & Domestic Issues	2	5%	0	0%	0	0%	0	0%	2	2%	1	1%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Marriage & Relationships	3	8%	0	0%	2	13%	1	20%	6	7%	3	3%
Parenting	0	0%	1	3%	0	0%	0	0%	1	1%	2	2%
<b>Wellness</b>												
Addiction	0	0%	0	0%	0	0%	1	20%	1	1%	2	2%
Emotional Well-being	5	13%	12	38%	3	19%	1	20%	21	23%	40	36%
Fitness & Nutrition	3	8%	1	3%	0	0%	0	0%	4	4%	14	13%
Grief & Loss	7	18%	0	0%	0	0%	2	40%	9	10%	2	2%
Personal Growth	2	5%	3	9%	1	6%	0	0%	6	7%	3	3%
Physical Health	0	0%	1	3%	1	6%	0	0%	2	2%	1	1%
Stress & Anger Management	1	3%	1	3%	9	56%	0	0%	11	12%	1	1%
<b>Work &amp; Education</b>												
College & Graduate School	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
In the Workplace	0	0%	6	19%	0	0%	0	0%	6	7%	3	3%
Personal Development	0	0%	1	3%	0	0%	0	0%	1	1%	5	4%
<b>Working Abroad</b>												
Cultural Assimilation	0	0%	2	6%	0	0%	0	0%	2	2%	0	0%
	<b>38</b>		<b>32</b>		<b>16</b>		<b>5</b>		<b>91</b>		<b>112</b>	
<b>On-Demand Trainings</b>												
Communicating Without Conflict With Your Significant Other	1	17%	0	0%	1	50%	0	0%	2	25%	1	33%
Exercise At Your Desk	5	83%	0	0%	0	0%	0	0%	5	63%	2	67%
Using Reason To Resolve Conflict	0	0%	0	0%	1	50%	0	0%	1	13%	0	0%
	<b>6</b>		<b>0</b>		<b>2</b>		<b>0</b>		<b>8</b>		<b>3</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%
Lawyer	6	100%	0	0%	0	0%	0	0%	6	100%	0	0%
	<b>6</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>6</b>		<b>2</b>	
<b>Online Asset Type</b>												
Article	32	64%	19	59%	10	56%	2	40%	63	60%	80	68%
Assessment	1	2%	0	0%	2	11%	2	40%	5	5%	5	4%
Merchandise	0	0%	0	0%	0	0%	0	0%	0	0%	8	7%
Multimedia	5	10%	4	13%	2	11%	1	20%	12	11%	14	12%
On-Demand Trainings	6	12%	0	0%	2	11%	0	0%	8	8%	3	3%
Resource	0	0%	9	28%	2	11%	0	0%	11	10%	5	4%
Search Database	6	12%	0	0%	0	0%	0	0%	6	6%	2	2%
<b>Total Activity Types</b>	<b>50</b>		<b>32</b>		<b>18</b>		<b>5</b>		<b>105</b>		<b>117</b>	

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year To Date</b>	<b>Last Year</b>
<b>Total Product Utilization</b>	<b>50</b>	<b>32</b>	<b>18</b>	<b>5</b>	<b>105</b>	<b>117</b>

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (7/1/2020 - 9/30/2020)



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	0	0%	16	73%	11	92%	31	97%	58	88%	0	0%
FinancialConnect	0	0%	2	9%	0	0%	0	0%	2	3%	0	0%
LegalConnect	0	0%	4	18%	1	8%	1	3%	6	9%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>22</b>		<b>12</b>		<b>32</b>		<b>66</b>		<b>0</b>	
<b>Online Access</b>												
EAP	0	0%	16	32%	20	63%	12	67%	48	48%	0	0%
FamilySource	0	0%	9	18%	4	13%	4	22%	17	17%	0	0%
GlobalConnect	0	0%	0	0%	2	6%	0	0%	2	2%	0	0%
Health & Wellness	0	0%	6	12%	5	16%	2	11%	13	13%	0	0%
LegalConnect	0	0%	19	38%	1	3%	0	0%	20	20%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>50</b>		<b>32</b>		<b>18</b>		<b>100</b>		<b>0</b>	
<b>Combined Access</b>												
EAP	0	0%	32	44%	31	70%	43	86%	106	64%	0	0%
FamilySource	0	0%	9	13%	4	9%	4	8%	17	10%	0	0%
FinancialConnect	0	0%	2	3%	0	0%	0	0%	2	1%	0	0%
GlobalConnect	0	0%	0	0%	2	5%	0	0%	2	1%	0	0%
Health & Wellness	0	0%	6	8%	5	11%	2	4%	13	8%	0	0%
LegalConnect	0	0%	23	32%	2	5%	1	2%	26	16%	0	0%
<b>Total</b>	<b>0</b>		<b>72</b>		<b>44</b>		<b>50</b>		<b>166</b>		<b>0</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		0	
Critical Incident Debriefing Event Participants	0		0		0		0		0		0	
<b>Total Utilization</b>	<b>0</b>		<b>72</b>		<b>44</b>		<b>50</b>		<b>166</b>		<b>0</b>	

<b>Utilization Results</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>		<b>22.52%</b>		<b>13.76%</b>		<b>15.64%</b>		<b>17.31%</b>		<b>0.00%</b>	
Live Utilization Rate (% - Annualized)	0.00%		6.88%		3.75%		10.01%		6.88%		0.00%	
GRO Utilization Rate (% - Annualized)	0.00%		15.64%		10.01%		5.63%		10.42%		0.00%	
Other Utilization Rate (% - Annualized)	0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	
<i>Based on Quarterly Average Employee Counts</i>	0		1,279		1,279		1,279		1,279		0	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Case Closure (only EAP cases)</b>												
Resolved within EAP	0	0%	15	94%	11	100%	30	100%	56	98%	0	0%
Referred to benefits resource      Outpatient	0	0%	1	6%	0	0%	0	0%	1	2%	0	0%
<b>Total</b>	<b>0</b>		<b>16</b>		<b>11</b>		<b>30</b>		<b>57</b>		<b>0</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	0	0%	1	5%	0	0%	1	3%	2	3%	0	0%
Cross Referral	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
Decline	0	0%	0	0%	0	0%	2	6%	2	3%	0	0%
Flyer	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
Formal Referral	0	0%	0	0%	0	0%	2	6%	2	3%	0	0%
GuidanceResources Online	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
HR	0	0%	8	36%	4	33%	6	19%	18	27%	0	0%
Internal	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
Other	0	0%	0	0%	1	8%	1	3%	2	3%	0	0%
Peer	0	0%	1	5%	0	0%	1	3%	2	3%	0	0%
Previous GR User	0	0%	2	9%	0	0%	3	9%	5	8%	0	0%
Unknown	0	0%	10	45%	7	58%	12	38%	29	44%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>22</b>		<b>12</b>		<b>32</b>		<b>66</b>		<b>0</b>	
<b>Client Status</b>												
Employee	0	0%	19	86%	10	83%	24	75%	53	80%	0	0%
Dependent	0	0%	3	14%	1	8%	7	22%	11	17%	0	0%
Spouse	0	0%	0	0%	1	8%	1	3%	2	3%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>22</b>		<b>12</b>		<b>32</b>		<b>66</b>		<b>0</b>	
<b>Client Gender</b>												
Decline	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Female	0	0%	12	55%	8	67%	12	38%	32	48%	0	0%
Male	0	0%	9	41%	4	33%	19	59%	32	48%	0	0%
Other	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>22</b>		<b>12</b>		<b>32</b>		<b>66</b>		<b>0</b>	
<b>Client Age Group</b>												
0-12	0	0%	2	9%	0	0%	1	3%	3	5%	0	0%
13-19	0	0%	0	0%	1	8%	1	3%	2	3%	0	0%
20-29	0	0%	4	18%	3	25%	10	31%	17	26%	0	0%
30-39	0	0%	7	32%	2	17%	2	6%	11	17%	0	0%
40-49	0	0%	5	23%	3	25%	10	31%	18	27%	0	0%
50-59	0	0%	1	5%	2	17%	5	16%	8	12%	0	0%
60 +	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Unknown	0	0%	1	5%	1	8%	3	9%	5	8%	0	0%
Decline	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>22</b>		<b>12</b>		<b>32</b>		<b>66</b>		<b>0</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Job Category (employee data only)</b>												
Administration	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Customer Service and Reservation Agent	0	0%	2	11%	0	0%	0	0%	2	4%	0	0%
Declined	0	0%	6	32%	3	30%	6	25%	15	28%	0	0%
Dispatch	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Firefighter	0	0%	0	0%	1	10%	4	17%	5	9%	0	0%
Laborer	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Management	0	0%	1	5%	0	0%	2	8%	3	6%	0	0%
Office / Clerical	0	0%	1	5%	2	20%	0	0%	3	6%	0	0%
Police / Fire	0	0%	2	11%	1	10%	1	4%	4	8%	0	0%
Police Officer	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Professional	0	0%	2	11%	2	20%	9	38%	13	25%	0	0%
Service	0	0%	1	5%	0	0%	1	4%	2	4%	0	0%
Skilled Trade	0	0%	0	0%	1	10%	1	4%	2	4%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>19</b>		<b>10</b>		<b>24</b>		<b>53</b>		<b>0</b>	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	0	0%	3	16%	0	0%	2	8%	5	9%	0	0%
1 - 4 years	0	0%	8	42%	5	50%	5	21%	18	34%	0	0%
5 - 9 years	0	0%	1	5%	0	0%	1	4%	2	4%	0	0%
10 - 14 years	0	0%	2	11%	1	10%	3	13%	6	11%	0	0%
15 - 19 years	0	0%	0	0%	1	10%	1	4%	2	4%	0	0%
20+ years	0	0%	0	0%	0	0%	1	4%	1	2%	0	0%
Unknown	0	0%	2	11%	0	0%	8	33%	10	19%	0	0%
Decline	0	0%	3	16%	3	30%	3	13%	9	17%	0	0%
<b>Sub Total</b>	<b>0</b>		<b>19</b>		<b>10</b>		<b>24</b>		<b>53</b>		<b>0</b>	
<b>GRA User Count</b>												
<b>GRA Unique Users</b>	<b>0</b>		<b>22</b>		<b>9</b>		<b>27</b>		<b>55</b>		<b>0</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Assistance Program<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Anger Issues	0	0%	0	0%	2	18%	0	0%	2	3%	0	0%
Anxiety Related	0	0%	5	31%	2	18%	5	16%	12	21%	0	0%
Bereavement/Grief	0	0%	2	13%	0	0%	0	0%	2	3%	0	0%
Depression Related	0	0%	4	25%	1	9%	4	13%	9	16%	0	0%
Family/Child	0	0%	0	0%	1	9%	1	3%	2	3%	0	0%
Family/Child - Family Issues	0	0%	1	6%	0	0%	2	6%	3	5%	0	0%
Health Crisis	0	0%	0	0%	1	9%	1	3%	2	3%	0	0%
Occupational	0	0%	0	0%	0	0%	3	10%	3	5%	0	0%
Occupational - Performance	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
Partner/Relationship	0	0%	2	13%	1	9%	5	16%	8	14%	0	0%
Psychological	0	0%	2	13%	1	9%	8	26%	11	19%	0	0%
Stress	0	0%	0	0%	2	18%	1	3%	3	5%	0	0%
<b>Sub-Total Issues</b>	<b>0</b>		<b>16</b>		<b>11</b>		<b>31</b>		<b>58</b>		<b>0</b>	
<b>Consultation Type</b>												
Face to Face	0	0%	16	100%	11	100%	25	81%	52	90%	0	0%
Telephone	0	0%	0	0%	0	0%	3	10%	3	5%	0	0%
Video	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
BehavioralExpert	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
Supervisor / Management Consult	0	0%	0	0%	0	0%	1	3%	1	2%	0	0%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>16</b>		<b>11</b>		<b>31</b>		<b>58</b>		<b>0</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>16</b>		<b>11</b>		<b>31</b>		<b>58</b>		<b>0</b>	
<b>Online Services</b>												
<b>Total Online Services</b>	<b>0</b>		<b>16</b>		<b>20</b>		<b>12</b>		<b>48</b>		<b>0</b>	
<b>Total Product Utilization</b>	<b>0</b>		<b>32</b>		<b>31</b>		<b>43</b>		<b>106</b>		<b>0</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>	<b>10.01%</b>	<b>9.70%</b>	<b>13.45%</b>	<b>11.05%</b>	<b>0.00%</b>
<i>Based on Quarterly Average employees</i>	0	1,279	1,279	1,279	1,279	0

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FamilySource<sup>®</sup></b>						
<b>Online Services</b>						
Total Online Services	0 0%	9 100%	4 100%	4 100%	17 100%	0 0%
<b>Total Online Services</b>	<b>0</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>17</b>	<b>0</b>
<b>Total Product Utilization</b>	<b>0</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>17</b>	<b>0</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>	<b>2.81%</b>	<b>1.25%</b>	<b>1.25%</b>	<b>1.77%</b>	<b>0.00%</b>
<i>Based on Quarterly Average employees</i>	0	1,279	1,279	1,279	1,279	0

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Bankruptcy	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
Child Custody	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
Civil	0	0%	1	25%	0	0%	1	100%	2	33%	0	0%
Divorce / Separation	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
Probate	0	0%	0	0%	1	100%	0	0%	1	17%	0	0%
<b>Sub-Total Issues</b>	<b>0</b>		<b>4</b>		<b>1</b>		<b>1</b>		<b>6</b>		<b>0</b>	
<b>Consultation Type</b>												
Consultation and referral (main source)	0	0%	2	50%	0	0%	0	0%	2	33%	0	0%
Consultation and referral (other source)	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
Other	0	0%	1	25%	1	100%	1	100%	3	50%	0	0%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>4</b>		<b>1</b>		<b>1</b>		<b>6</b>		<b>0</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>4</b>		<b>1</b>		<b>1</b>		<b>6</b>		<b>0</b>	
<b>Online Services</b>												
Total Online Services	0	0%	19	100%	1	100%	0	0%	20	100%	0	0%
<b>Total Online Services</b>	<b>0</b>		<b>19</b>		<b>1</b>		<b>0</b>		<b>20</b>		<b>0</b>	
<b>Total Product Utilization</b>	<b>0</b>		<b>23</b>		<b>2</b>		<b>1</b>		<b>26</b>		<b>0</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>		<b>7.19%</b>		<b>0.63%</b>		<b>0.31%</b>		<b>2.71%</b>		<b>0.00%</b>	
<i>Based on Quarterly Average employees</i>	0		1,279		1,279		1,279		1,279		0	



	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FinancialConnect<sup>SM</sup></b>						
<b>U.S. Services</b>						
<b>Primary Issue Presented</b>						
Credit Card Debt	0 0%	2 100%	0 0%	0 0%	2 100%	0 0%
<b>Sub-Total Issues</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>Consultation Type</b>						
Consultation and referral (other source)	0 0%	2 100%	0 0%	0 0%	2 100%	0 0%
<b>Sub-Total - Consultations</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>Total Number of Issues</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>Total Product Utilization</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>	<b>0.63%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.21%</b>	<b>0.00%</b>
<i>Based on Quarterly Average employees</i>	0	1,279	1,279	1,279	1,279	0

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>GuidanceResources Online</b> <sup>®</sup>												
<b>GRO User Counts</b>												
Registered Users	0		7		3		11		21		0	
Repeat Users	0		5		5		5		13		0	
Unique Users	0		10		7		14		29		0	
<b>Device Usage Counts (Logins and Registrations)</b>												
APP	0	0%	0	0%	2	15%	1	5%	3	6%	0	0%
Desktop Browser	0	0%	14	100%	10	77%	17	85%	41	87%	0	0%
Mobile Browser	0	0%	0	0%	1	8%	2	10%	3	6%	0	0%
<b>Total logins and Registrations</b>	<b>0</b>		<b>14</b>		<b>13</b>		<b>20</b>		<b>47</b>		<b>0</b>	
<b>English USA Usage</b>												
<b>Online Topics</b>												
<b>Home &amp; Auto</b>												
Home Improvement & Maintenance	0	0%	1	3%	0	0%	0	0%	1	1%	0	0%
Home Safety & Security	0	0%	0	0%	2	6%	0	0%	2	2%	0	0%
<b>Legal</b>												
Family Law	0	0%	11	29%	0	0%	0	0%	11	13%	0	0%
Lawyers & Court	0	0%	1	3%	1	3%	0	0%	2	2%	0	0%
Real Estate	0	0%	1	3%	1	3%	0	0%	2	2%	0	0%
<b>Lifestyle</b>												
Pets	0	0%	1	3%	0	0%	0	0%	1	1%	0	0%
<b>Relationships</b>												
Divorce & Domestic Issues	0	0%	2	5%	0	0%	0	0%	2	2%	0	0%
Marriage & Relationships	0	0%	3	8%	0	0%	2	13%	5	6%	0	0%
Parenting	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
<b>Wellness</b>												
Emotional Well-being	0	0%	5	13%	12	38%	3	19%	20	23%	0	0%
Fitness & Nutrition	0	0%	3	8%	1	3%	0	0%	4	5%	0	0%
Grief & Loss	0	0%	7	18%	0	0%	0	0%	7	8%	0	0%
Personal Growth	0	0%	2	5%	3	9%	1	6%	6	7%	0	0%
Physical Health	0	0%	0	0%	1	3%	1	6%	2	2%	0	0%
Stress & Anger Management	0	0%	1	3%	1	3%	9	56%	11	13%	0	0%
<b>Work &amp; Education</b>												
In the Workplace	0	0%	0	0%	6	19%	0	0%	6	7%	0	0%
Personal Development	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
<b>Working Abroad</b>												

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Cultural Assimilation	0	0%	0	0%	2	6%	0	0%	2	2%	0	0%
	<b>0</b>		<b>38</b>		<b>32</b>		<b>16</b>		<b>86</b>		<b>0</b>	
<b>On-Demand Trainings</b>												
Communicating Without Conflict With Your Significant Other	0	0%	1	17%	0	0%	1	50%	2	25%	0	0%
Exercise At Your Desk	0	0%	5	83%	0	0%	0	0%	5	63%	0	0%
Using Reason To Resolve Conflict	0	0%	0	0%	0	0%	1	50%	1	13%	0	0%
	<b>0</b>		<b>6</b>		<b>0</b>		<b>2</b>		<b>8</b>		<b>0</b>	
<b>Online Searches Topics</b>												
Lawyer	0	0%	6	100%	0	0%	0	0%	6	100%	0	0%
	<b>0</b>		<b>6</b>		<b>0</b>		<b>0</b>		<b>6</b>		<b>0</b>	
<b>Online Asset Type</b>												
Article	0	0%	32	64%	19	59%	10	56%	61	61%	0	0%
Assessment	0	0%	1	2%	0	0%	2	11%	3	3%	0	0%
Multimedia	0	0%	5	10%	4	13%	2	11%	11	11%	0	0%
On-Demand Trainings	0	0%	6	12%	0	0%	2	11%	8	8%	0	0%
Resource	0	0%	0	0%	9	28%	2	11%	11	11%	0	0%
Search Database	0	0%	6	12%	0	0%	0	0%	6	6%	0	0%
<b>Total Activity Types</b>	<b>0</b>		<b>50</b>		<b>32</b>		<b>18</b>		<b>100</b>		<b>0</b>	
<b>Total Product Utilization</b>	<b>0</b>		<b>50</b>		<b>32</b>		<b>18</b>		<b>100</b>		<b>0</b>	

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (10/1/2019 - 12/31/2019)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	17	74%	22	96%	27	93%	17	94%	83	89%	87	92%
FamilySource	3	13%	0	0%	0	0%	0	0%	3	3%	4	4%
FinancialConnect	2	9%	0	0%	1	3%	1	6%	4	4%	0	0%
LegalConnect	1	4%	1	4%	1	3%	0	0%	3	3%	4	4%
<b>Sub Total</b>	<b>23</b>		<b>23</b>		<b>29</b>		<b>18</b>		<b>93</b>		<b>95</b>	
<b>Online Access</b>												
EAP	11	65%	27	71%	10	24%	11	55%	59	50%	48	33%
FamilySource	2	12%	6	16%	2	5%	5	25%	15	13%	48	33%
FinancialConnect	0	0%	2	5%	9	21%	1	5%	12	10%	16	11%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Health & Wellness	4	24%	2	5%	17	40%	1	5%	24	21%	11	8%
Health Care Navigation	0	0%	1	3%	0	0%	0	0%	1	1%	5	3%
LegalConnect	0	0%	0	0%	4	10%	2	10%	6	5%	17	12%
<b>Sub Total</b>	<b>17</b>		<b>38</b>		<b>42</b>		<b>20</b>		<b>117</b>		<b>146</b>	
<b>Combined Access</b>												
EAP	28	70%	49	80%	37	52%	28	74%	142	68%	135	56%
FamilySource	5	13%	6	10%	2	3%	5	13%	18	9%	52	22%
FinancialConnect	2	5%	2	3%	10	14%	2	5%	16	8%	16	7%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Health & Wellness	4	10%	2	3%	17	24%	1	3%	24	11%	11	5%
Health Care Navigation	0	0%	1	2%	0	0%	0	0%	1	0%	5	2%
LegalConnect	1	3%	1	2%	5	7%	2	5%	9	4%	21	9%
<b>Total</b>	<b>40</b>		<b>61</b>		<b>71</b>		<b>38</b>		<b>210</b>		<b>241</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	1		0		1		0		2		1	
Critical Incident Debriefing Event Participants	0		0		21		0		21		30	
Training Sessions (number is excluded from overall utilization counts)	2		0		0		0		2		0	
Training Session Participants	10		0		0		0		10		0	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		4		0		4		4	
<b>Total Utilization</b>	<b>50</b>		<b>61</b>		<b>92</b>		<b>38</b>		<b>241</b>		<b>271</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>15.64%</b>	<b>19.08%</b>	<b>28.77%</b>	<b>11.88%</b>	<b>18.84%</b>	<b>21.19%</b>
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	16 94%	18 100%	9 82%	1 100%	44 94%	85 98%
Referred to benefits resource      Outpatient	1 6%	0 0%	2 18%	0 0%	3 6%	2 2%
<b>Total</b>	<b>17</b>	<b>18</b>	<b>11</b>	<b>1</b>	<b>47</b>	<b>87</b>

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	0	0%	2	9%	0	0%	0	0%	2	2%	3	3%
Decline	0	0%	0	0%	0	0%	1	6%	1	1%	1	1%
Email	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family	1	4%	1	4%	1	3%	2	11%	5	5%	12	13%
Financial Planning	0	0%	0	0%	0	0%	1	6%	1	1%	0	0%
Flyer	0	0%	1	4%	0	0%	0	0%	1	1%	0	0%
Formal Referral	0	0%	0	0%	5	17%	0	0%	5	5%	0	0%
GuidanceResources Online	0	0%	2	9%	0	0%	0	0%	2	2%	1	1%
HR	7	30%	3	13%	11	38%	9	50%	30	32%	29	31%
Internal	0	0%	2	9%	4	14%	0	0%	6	6%	0	0%
Internet / Intranet	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Online - Ask the Expert	0	0%	1	4%	0	0%	0	0%	1	1%	4	4%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	5	5%
Previous GR User	5	22%	3	13%	1	3%	0	0%	9	10%	7	7%
Supervisor/Manager	0	0%	2	9%	0	0%	0	0%	2	2%	0	0%
Unknown	10	43%	6	26%	7	24%	5	28%	28	30%	31	33%
<b>Sub Total</b>	<b>23</b>		<b>23</b>		<b>29</b>		<b>18</b>		<b>93</b>		<b>95</b>	
<b>Client Status</b>												
Employee	18	78%	19	83%	25	86%	14	78%	76	82%	60	63%
Dependent	4	17%	1	4%	4	14%	3	17%	12	13%	28	29%
Spouse	1	4%	3	13%	0	0%	1	6%	5	5%	6	6%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Sub Total</b>	<b>23</b>		<b>23</b>		<b>29</b>		<b>18</b>		<b>93</b>		<b>95</b>	
<b>Client Gender</b>												
Female	17	74%	9	39%	19	66%	13	72%	58	62%	59	62%
Male	6	26%	14	61%	10	34%	5	28%	35	38%	36	38%
<b>Sub Total</b>	<b>23</b>		<b>23</b>		<b>29</b>		<b>18</b>		<b>93</b>		<b>95</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Client Age Group</b>												
0-12	1	4%	0	0%	0	0%	0	0%	1	1%	5	5%
13-19	2	9%	0	0%	3	10%	3	17%	8	9%	11	12%
20-29	3	13%	8	35%	3	10%	2	11%	16	17%	18	19%
30-39	1	4%	3	13%	13	45%	4	22%	21	23%	15	16%
40-49	5	22%	4	17%	6	21%	4	22%	19	20%	20	21%
50-59	10	43%	5	22%	4	14%	4	22%	23	25%	23	24%
60 +	1	4%	2	9%	0	0%	1	6%	4	4%	1	1%
Unknown	0	0%	1	4%	0	0%	0	0%	1	1%	2	2%
<b>Sub Total</b>	<b>23</b>		<b>23</b>		<b>29</b>		<b>18</b>		<b>93</b>		<b>95</b>	

<b>Employee Job Category (employee data only)</b>												
Administration	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
Branch Office Assistant	0	0%	0	0%	4	16%	0	0%	4	5%	1	2%
Customer Service and Reservation Agent	2	11%	0	0%	0	0%	2	14%	4	5%	1	2%
Declined	4	22%	6	32%	4	16%	6	43%	20	26%	11	18%
Dispatch	0	0%	0	0%	0	0%	1	7%	1	1%	0	0%
Firefighter	0	0%	0	0%	0	0%	1	7%	1	1%	0	0%
Home Office	0	0%	0	0%	0	0%	1	7%	1	1%	2	3%
Management	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Office / Clerical	0	0%	0	0%	1	4%	0	0%	1	1%	2	3%
Operations	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Police / Fire	0	0%	0	0%	4	16%	0	0%	4	5%	3	5%
Professional	10	56%	3	16%	8	32%	3	21%	24	32%	25	42%
Public Safety	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
Service	1	6%	6	32%	1	4%	0	0%	8	11%	5	8%
Skilled Trade	1	6%	2	11%	2	8%	0	0%	5	7%	5	8%
Technical	0	0%	0	0%	1	4%	0	0%	1	1%	1	2%
<b>Sub Total</b>	<b>18</b>		<b>19</b>		<b>25</b>		<b>14</b>		<b>76</b>		<b>60</b>	

<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	1	6%	0	0%	4	16%	1	7%	6	8%	7	12%
1 - 4 years	8	44%	9	47%	6	24%	3	21%	26	34%	15	25%
5 - 9 years	0	0%	1	5%	3	12%	2	14%	6	8%	5	8%
10 - 14 years	3	17%	4	21%	4	16%	1	7%	12	16%	4	7%
15 - 19 years	3	17%	0	0%	0	0%	2	14%	5	7%	6	10%
20+ years	0	0%	1	5%	1	4%	0	0%	2	3%	5	8%
Unknown	3	17%	3	16%	6	24%	3	21%	15	20%	17	28%
Decline	0	0%	1	5%	1	4%	2	14%	4	5%	1	2%
<b>Sub Total</b>	<b>18</b>		<b>19</b>		<b>25</b>		<b>14</b>		<b>76</b>		<b>60</b>	



	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Employee Assistance Program<sup>®</sup></b>						

**U.S. Services**

**Primary Issue Presented**

Alcohol/Related	0	0%	0	0%	4	15%	0	0%	4	5%	0	0%
Anger Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Anxiety Related	3	18%	1	5%	0	0%	2	12%	6	7%	6	7%
Bereavement	0	0%	1	5%	1	4%	0	0%	2	2%	5	6%
Depression Related	0	0%	4	18%	4	15%	2	12%	10	12%	8	9%
Domestic Violence	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Eating Related Issues	1	6%	0	0%	0	0%	0	0%	1	1%	0	0%
Family/Child	0	0%	0	0%	1	4%	0	0%	1	1%	4	5%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	2	12%	2	2%	0	0%
Family/Child - Family Issues	3	18%	1	5%	2	7%	1	6%	7	8%	4	5%
Interpersonal Issues	0	0%	4	18%	1	4%	3	18%	8	10%	2	2%
Occupational	0	0%	2	9%	7	26%	1	6%	10	12%	0	0%
Occupational - Conflict Resolution	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Occupational - Interpersonal	0	0%	0	0%	0	0%	1	6%	1	1%	0	0%
Partner/Relationship	3	18%	3	14%	1	4%	1	6%	8	10%	19	22%
Psychological	3	18%	3	14%	4	15%	1	6%	11	13%	25	29%
Stress	2	12%	3	14%	1	4%	3	18%	9	11%	10	11%
Trauma	2	12%	0	0%	1	4%	0	0%	3	4%	0	0%
<b>Sub-Total Issues</b>	<b>17</b>		<b>22</b>		<b>27</b>		<b>17</b>		<b>83</b>		<b>87</b>	

**Consultation Type**

Face to Face	17	100%	19	86%	23	85%	14	82%	73	88%	83	95%
Telephone	0	0%	0	0%	0	0%	2	12%	2	2%	0	0%
BehavioralExpert	0	0%	1	5%	0	0%	0	0%	1	1%	4	5%
Supervisor / Management Consult	0	0%	2	9%	4	15%	1	6%	7	8%	0	0%
<b>Sub-Total - Consultations</b>	<b>17</b>		<b>22</b>		<b>27</b>		<b>17</b>		<b>83</b>		<b>87</b>	

<b>Total Number of Issues</b>	<b>17</b>		<b>22</b>		<b>27</b>		<b>17</b>		<b>83</b>		<b>87</b>	
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**Online Services**

<b>Total Online Services</b>	<b>11</b>		<b>27</b>		<b>10</b>		<b>11</b>		<b>59</b>		<b>48</b>	
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	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Total Product Utilization</b>	28	49	37	28	142	135
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	8.76%	15.32%	11.57%	8.76%	11.10%	10.56%
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FamilySource<sup>®</sup></b>						
<b>U.S. Services</b>						
<b>Primary Issue Presented</b>						
Elder Care-Consultation	1 33%	0 0%	0 0%	0 0%	1 33%	1 25%
Elder Care-Home Health	1 33%	0 0%	0 0%	0 0%	1 33%	1 25%
Pet Care-Pet sitting/daycare	0 0%	0 0%	0 0%	0 0%	0 0%	1 25%
Support Groups-LGBT	0 0%	0 0%	0 0%	0 0%	0 0%	1 25%
Support Groups-Teens/Children	1 33%	0 0%	0 0%	0 0%	1 33%	0 0%
<b>Sub-Total Issues</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>
<b>Total Number of Issues</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>
<b>Online Services</b>						
Total Online Services	2 100%	6 100%	2 100%	5 100%	15 100%	48 100%
<b>Total Online Services</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>15</b>	<b>48</b>
<b>Total Product Utilization</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>18</b>	<b>52</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>1.56%</b>	<b>1.88%</b>	<b>0.63%</b>	<b>1.56%</b>	<b>1.41%</b>	<b>4.07%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Consumer	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Elder Law	0	0%	1	100%	0	0%	0	0%	1	33%	1	25%
Estate Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Probate	1	100%	0	0%	0	0%	0	0%	1	33%	0	0%
Real Estate	0	0%	0	0%	1	100%	0	0%	1	33%	0	0%
<b>Sub-Total Issues</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>3</b>		<b>4</b>	
<b>Consultation Type</b>												
Consultation and referral (main source)	1	100%	1	100%	1	100%	0	0%	3	100%	3	75%
Consultation only	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
<b>Sub-Total - Consultations</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>3</b>		<b>4</b>	
<b>Total Number of Issues</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>3</b>		<b>4</b>	
<b>Online Services</b>												
Total Online Services	0	0%	0	0%	4	100%	2	100%	6	100%	17	100%
<b>Total Online Services</b>	<b>0</b>		<b>0</b>		<b>4</b>		<b>2</b>		<b>6</b>		<b>17</b>	
<b>Total Product Utilization</b>	<b>1</b>		<b>1</b>		<b>5</b>		<b>2</b>		<b>9</b>		<b>21</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.31%</b>		<b>0.31%</b>		<b>1.56%</b>		<b>0.63%</b>		<b>0.70%</b>		<b>1.64%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FinancialConnect<sup>SM</sup></b>						
<b>U.S. Services</b>						
<b>Primary Issue Presented</b>						
Credit Card Debt	2 100%	0 0%	1 100%	1 100%	4 100%	0 0%
<b>Sub-Total Issues</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>
<b>Consultation Type</b>						
Consultation and referral (other source)	1 50%	0 0%	0 0%	0 0%	1 25%	0 0%
Consultation only	1 50%	0 0%	1 100%	1 100%	3 75%	0 0%
<b>Sub-Total - Consultations</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>
<b>Total Number of Issues</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>
<b>Online Services</b>						
Total Online Services	0 0%	2 100%	9 100%	1 100%	12 100%	16 100%
<b>Total Online Services</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>12</b>	<b>16</b>
<b>Total Product Utilization</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>16</b>	<b>16</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.63%</b>	<b>0.63%</b>	<b>3.13%</b>	<b>0.63%</b>	<b>1.25%</b>	<b>1.25%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>GlobalConnect<sup>SM</sup></b>						
<b>Online Services</b>						
Total Online Services	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
<b>Total Online Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total Product Utilization</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.08%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>GuidanceResources Online</b> <sup>®</sup>						

**English USA Usage**

**Online Topics**

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Financial</b>						
Consumer Issues	0	4	2	2	8	6
Debt & Bankruptcy	0	0	2	0	2	8
Insurance	0	2	0	1	3	3
Personal Finance	0	0	5	0	5	1
Tax	0	0	1	0	1	0
<b>Home &amp; Auto</b>						
Buying & Selling an Auto	0	0	0	1	1	0
Driver Safety & Education	0	1	0	0	1	0
Home Safety & Security	0	0	0	0	0	1
Moving	0	0	0	0	0	1
<b>Legal</b>						
Consumer Issues	0	0	0	1	1	1
Criminal Law	0	0	2	0	2	0
Debt & Bankruptcy	0	0	0	0	0	4
Estate Planning & Elder Law	0	0	0	0	0	1
Family Law	0	0	1	0	1	5
Lawyers & Court	0	0	1	1	2	0
Personal Injury & Health Law	0	0	0	0	0	1
<b>Lifestyle</b>						
Computers & Electronics	0	0	0	0	0	1
Food & Beverage	0	0	1	0	1	0
Pets	0	0	0	0	0	1
Planning an Event	0	0	0	0	0	1
Travel	0	1	0	0	1	0
<b>Relationships</b>						
Divorce & Domestic Issues	0	1	0	0	1	2
Elder Care	0	0	0	2	2	0
Marriage & Relationships	1	1	1	1	4	32
Parenting	1	0	1	0	2	5
Special Needs & Gifted Children	0	0	0	0	0	9
<b>Wellness</b>						
Addiction	0	1	1	0	2	0
Emotional Well-being	12	18	0	9	39	9
Fitness & Nutrition	3	2	11	0	16	6

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Grief & Loss	0	0%	0	0%	2	5%	0	0%	2	2%	5	4%
Personal Growth	0	0%	1	3%	2	5%	0	0%	3	3%	5	4%
Physical Health	0	0%	0	0%	0	0%	1	5%	1	1%	7	5%
Pregnancy	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Stress & Anger Management	0	0%	0	0%	1	3%	0	0%	1	1%	2	1%
<b>Work &amp; Education</b>												
Career Development	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
College & Graduate School	0	0%	0	0%	4	10%	0	0%	4	3%	0	0%
In the Workplace	0	0%	1	3%	2	5%	1	5%	4	3%	4	3%
K-12 School	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
Manager Guidance	0	0%	0	0%	0	0%	0	0%	0	0%	8	6%
Personal Development	0	0%	5	13%	0	0%	0	0%	5	4%	3	2%
<b>Working Abroad</b>												
Living & Working Abroad	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
	<b>17</b>		<b>38</b>		<b>40</b>		<b>20</b>		<b>115</b>		<b>139</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	0	0%	0	0%	2	100%	0	0%	2	100%	1	14%
Lawyer	0	0%	0	0%	0	0%	0	0%	0	0%	6	86%
	<b>0</b>		<b>0</b>		<b>2</b>		<b>0</b>		<b>2</b>		<b>7</b>	
<b>Online Activity Type</b>												
Article	14	82%	28	74%	22	52%	16	80%	80	68%	88	60%
Assessment	1	6%	0	0%	3	7%	1	5%	5	4%	18	12%
Merchandise	0	0%	4	11%	2	5%	2	10%	8	7%	6	4%
Multimedia	0	0%	4	11%	13	31%	0	0%	17	15%	18	12%
Resource	2	12%	2	5%	0	0%	1	5%	5	4%	9	6%
Search Database	0	0%	0	0%	2	5%	0	0%	2	2%	7	5%
<b>Total Activity Types</b>	<b>17</b>		<b>38</b>		<b>42</b>		<b>20</b>		<b>117</b>		<b>146</b>	
<b>Total Product Utilization</b>	<b>17</b>		<b>38</b>		<b>42</b>		<b>20</b>		<b>117</b>		<b>146</b>	



**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (10/1/2018 - 12/31/2018)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	29	100%	22	92%	22	85%	14	88%	87	92%	88	85%
FamilySource	0	0%	0	0%	3	12%	1	6%	4	4%	3	3%
FinancialConnect	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
LegalConnect	0	0%	2	8%	1	4%	1	6%	4	4%	9	9%
<b>Sub Total</b>	<b>29</b>		<b>24</b>		<b>26</b>		<b>16</b>		<b>95</b>		<b>104</b>	
<b>Online Access</b>												
EAP	14	22%	8	53%	14	44%	12	33%	48	33%	48	26%
FamilySource	10	16%	6	40%	9	28%	23	64%	48	33%	31	17%
FinancialConnect	12	19%	0	0%	4	13%	0	0%	16	11%	41	23%
GlobalConnect	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
Health & Wellness	6	10%	1	7%	3	9%	1	3%	11	8%	13	7%
Health Care Navigation	4	6%	0	0%	1	3%	0	0%	5	3%	3	2%
LegalConnect	16	25%	0	0%	1	3%	0	0%	17	12%	46	25%
<b>Sub Total</b>	<b>63</b>		<b>15</b>		<b>32</b>		<b>36</b>		<b>146</b>		<b>182</b>	
<b>Combined Access</b>												
EAP	43	47%	30	77%	36	62%	26	50%	135	56%	136	48%
FamilySource	10	11%	6	15%	12	21%	24	46%	52	22%	34	12%
FinancialConnect	12	13%	0	0%	4	7%	0	0%	16	7%	45	16%
GlobalConnect	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Health & Wellness	6	7%	1	3%	3	5%	1	2%	11	5%	13	5%
Health Care Navigation	4	4%	0	0%	1	2%	0	0%	5	2%	3	1%
LegalConnect	16	17%	2	5%	2	3%	1	2%	21	9%	55	19%
<b>Total</b>	<b>92</b>		<b>39</b>		<b>58</b>		<b>52</b>		<b>241</b>		<b>286</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		1		0		0		1		1	
Critical Incident Debriefing Event Participants	0		30		0		0		30		15	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		4		0		4		0	
<b>Total Utilization</b>	<b>92</b>		<b>69</b>		<b>58</b>		<b>52</b>		<b>271</b>		<b>301</b>	

**Utilization Results**

<b>Total Utilization Rate (% - Annualized)</b>	<b>28.77%</b>	<b>21.58%</b>	<b>18.14%</b>	<b>16.26%</b>	<b>21.19%</b>	<b>23.53%</b>
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Toll Free Number Statistics</b>						
Call Volume	41	55	42	34	172	193
Average Speed of Answer in seconds	12.0	14.7	3.0	8.3	9.5	6.2
Call Abandonment Rate	0.0%	5.5%	0.0%	0.0%	1.7%	1.6%
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	25 96%	19 100%	5 83%	2 100%	51 96%	76 92%
Referred to benefits resource      Outpatient	1 4%	0 0%	1 17%	0 0%	2 4%	7 8%
<b>Total</b>	<b>26</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>53</b>	<b>83</b>

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	3	10%	0	0%	0	0%	0	0%	3	3%	2	2%
Decline	0	0%	0	0%	0	0%	1	6%	1	1%	0	0%
Email	0	0%	0	0%	1	4%	0	0%	1	1%	2	2%
Family	3	10%	3	13%	2	8%	4	25%	12	13%	7	7%
Formal Referral	0	0%	0	0%	0	0%	0	0%	0	0%	13	13%
GuidanceResources Online	0	0%	1	4%	0	0%	0	0%	1	1%	6	6%
HR	10	34%	11	46%	6	23%	2	13%	29	31%	22	21%
Internet / Intranet	0	0%	0	0%	0	0%	1	6%	1	1%	0	0%
Online - Ask the Expert	2	7%	0	0%	1	4%	1	6%	4	4%	2	2%
Other	0	0%	2	8%	2	8%	1	6%	5	5%	10	10%
Previous GR User	4	14%	1	4%	2	8%	0	0%	7	7%	10	10%
Supervisor/Manager	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Unknown	7	24%	6	25%	12	46%	6	38%	31	33%	29	28%
<b>Sub Total</b>	<b>29</b>		<b>24</b>		<b>26</b>		<b>16</b>		<b>95</b>		<b>104</b>	
<b>Client Status</b>												
Employee	19	66%	12	50%	22	85%	7	44%	60	63%	77	74%
Dependent	8	28%	9	38%	3	12%	8	50%	28	29%	17	16%
Spouse	2	7%	3	13%	1	4%	0	0%	6	6%	9	9%
Unknown	0	0%	0	0%	0	0%	1	6%	1	1%	1	1%
<b>Sub Total</b>	<b>29</b>		<b>24</b>		<b>26</b>		<b>16</b>		<b>95</b>		<b>104</b>	
<b>Client Gender</b>												
Female	15	52%	13	54%	20	77%	11	69%	59	62%	46	44%
Male	14	48%	11	46%	6	23%	5	31%	36	38%	58	56%
<b>Sub Total</b>	<b>29</b>		<b>24</b>		<b>26</b>		<b>16</b>		<b>95</b>		<b>104</b>	
<b>Client Age Group</b>												
0-12	1	3%	2	8%	1	4%	1	6%	5	5%	4	4%
13-19	5	17%	1	4%	0	0%	5	31%	11	12%	2	2%
20-29	3	10%	7	29%	5	19%	3	19%	18	19%	16	15%
30-39	6	21%	2	8%	5	19%	2	13%	15	16%	20	19%
40-49	9	31%	4	17%	5	19%	2	13%	20	21%	32	31%
50-59	5	17%	7	29%	10	38%	1	6%	23	24%	11	11%
60 +	0	0%	1	4%	0	0%	0	0%	1	1%	10	10%
Unknown	0	0%	0	0%	0	0%	2	13%	2	2%	8	8%
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Sub Total</b>	<b>29</b>		<b>24</b>		<b>26</b>		<b>16</b>		<b>95</b>		<b>104</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Job Category (employee data only)</b>												
Branch Office Assistant	0	0%	1	8%	0	0%	0	0%	1	2%	0	0%
Customer Service and Reservation Agent	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Declined	5	26%	2	17%	2	9%	2	29%	11	18%	19	25%
Dispatch	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home Office	0	0%	0	0%	2	9%	0	0%	2	3%	2	3%
Laborer	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Management	2	11%	0	0%	0	0%	0	0%	2	3%	1	1%
Office / Clerical	0	0%	0	0%	2	9%	0	0%	2	3%	1	1%
Operations	2	11%	0	0%	0	0%	0	0%	2	3%	3	4%
Physician	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Police / Fire	2	11%	0	0%	0	0%	1	14%	3	5%	8	10%
Professional	5	26%	6	50%	12	55%	2	29%	25	42%	23	30%
Service	1	5%	2	17%	2	9%	0	0%	5	8%	5	6%
Skilled Trade	2	11%	1	8%	0	0%	2	29%	5	8%	3	4%
Technical	0	0%	0	0%	1	5%	0	0%	1	2%	5	6%
Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	3	4%
<b>Sub Total</b>	<b>19</b>		<b>12</b>		<b>22</b>		<b>7</b>		<b>60</b>		<b>77</b>	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	1	5%	1	8%	3	14%	2	29%	7	12%	10	13%
1 - 4 years	8	42%	1	8%	5	23%	1	14%	15	25%	12	16%
5 - 9 years	0	0%	0	0%	4	18%	1	14%	5	8%	9	12%
10 - 14 years	1	5%	1	8%	1	5%	1	14%	4	7%	13	17%
15 - 19 years	1	5%	1	8%	4	18%	0	0%	6	10%	3	4%
20+ years	1	5%	3	25%	1	5%	0	0%	5	8%	7	9%
Unknown	7	37%	4	33%	4	18%	2	29%	17	28%	23	30%
Decline	0	0%	1	8%	0	0%	0	0%	1	2%	0	0%
<b>Sub Total</b>	<b>19</b>		<b>12</b>		<b>22</b>		<b>7</b>		<b>60</b>		<b>77</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Assistance Program<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Alcohol/Related	0	0%	0	0%	0	0%	0	0%	0	0%	7	8%
Anger Issues	1	3%	0	0%	0	0%	1	7%	2	2%	2	2%
Anxiety Related	0	0%	2	9%	3	14%	1	7%	6	7%	7	8%
Attention Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Bereavement	1	3%	3	14%	1	5%	0	0%	5	6%	7	8%
Depression Related	4	14%	2	9%	0	0%	2	14%	8	9%	6	7%
Domestic Violence	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
Family/Child	4	14%	0	0%	0	0%	0	0%	4	5%	1	1%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family/Child - Family Issues	1	3%	2	9%	1	5%	0	0%	4	5%	6	7%
Interpersonal Issues	1	3%	0	0%	1	5%	0	0%	2	2%	0	0%
Occupational	0	0%	0	0%	0	0%	0	0%	0	0%	5	6%
Occupational - Conflict Resolution	1	3%	0	0%	0	0%	0	0%	1	1%	0	0%
Occupational - Interpersonal	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Occupational - Performance	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Partner/Relationship	7	24%	2	9%	6	27%	4	29%	19	22%	16	18%
Psychological	7	24%	6	27%	7	32%	5	36%	25	29%	16	18%
Stress	2	7%	4	18%	3	14%	1	7%	10	11%	6	7%
Substance Use Related	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Trauma	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
<b>Sub-Total Issues</b>	<b>29</b>		<b>22</b>		<b>22</b>		<b>14</b>		<b>87</b>		<b>88</b>	
<b>Consultation Type</b>												
Face to Face	27	93%	22	100%	21	95%	13	93%	83	95%	80	91%
BehavioralExpert	2	7%	0	0%	1	5%	1	7%	4	5%	1	1%
Community Resources	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Supervisor / Management Consult	0	0%	0	0%	0	0%	0	0%	0	0%	6	7%
<b>Sub-Total - Consultations</b>	<b>29</b>		<b>22</b>		<b>22</b>		<b>14</b>		<b>87</b>		<b>88</b>	
<b>Total Number of Issues</b>	<b>29</b>		<b>22</b>		<b>22</b>		<b>14</b>		<b>87</b>		<b>88</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Online Services</b>						
<b>Total Online Services</b>	14	8	14	12	48	48
<b>Total Product Utilization</b>	43	30	36	26	135	136
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	13.45%	9.38%	11.26%	8.13%	10.56%	10.63%
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FamilySource<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Education-Financial Aid/Scholarships	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Elder Care-Consultation	0	0%	0	0%	1	33%	0	0%	1	25%	0	0%
Elder Care-Home Health	0	0%	0	0%	1	33%	0	0%	1	25%	1	33%
Home Improvement-HVAC	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Pet Care-Pet sitting/daycare	0	0%	0	0%	1	33%	0	0%	1	25%	0	0%
Support Groups-LGBT	0	0%	0	0%	0	0%	1	100%	1	25%	0	0%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>3</b>		<b>1</b>		<b>4</b>		<b>3</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>3</b>		<b>1</b>		<b>4</b>		<b>3</b>	
<b>Online Services</b>												
Total Online Services	10	100%	6	100%	9	100%	23	100%	48	100%	31	100%
<b>Total Online Services</b>	<b>10</b>		<b>6</b>		<b>9</b>		<b>23</b>		<b>48</b>		<b>31</b>	
<b>Total Product Utilization</b>	<b>10</b>		<b>6</b>		<b>12</b>		<b>24</b>		<b>52</b>		<b>34</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>3.13%</b>		<b>1.88%</b>		<b>3.75%</b>		<b>7.51%</b>		<b>4.07%</b>		<b>2.66%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Bankruptcy	0	0%	1	50%	0	0%	0	0%	1	25%	0	0%
Civil	0	0%	0	0%	0	0%	0	0%	0	0%	2	22%
Consumer	0	0%	0	0%	0	0%	1	100%	1	25%	0	0%
Divorce / Separation	0	0%	0	0%	0	0%	0	0%	0	0%	3	33%
Elder Law	0	0%	0	0%	1	100%	0	0%	1	25%	0	0%
Estate Planning	0	0%	1	50%	0	0%	0	0%	1	25%	0	0%
Family Law	0	0%	0	0%	0	0%	0	0%	0	0%	2	22%
Landlord/Tenant	0	0%	0	0%	0	0%	0	0%	0	0%	2	22%
<b>Sub-Total Issues</b>	<b>0</b>		<b>2</b>		<b>1</b>		<b>1</b>		<b>4</b>		<b>9</b>	
<b>Consultation Type</b>												
After Hours Report	0	0%	0	0%	0	0%	0	0%	0	0%	1	11%
Consultation and referral (main source)	0	0%	1	50%	1	100%	1	100%	3	75%	6	67%
Consultation only	0	0%	1	50%	0	0%	0	0%	1	25%	1	11%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	11%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>2</b>		<b>1</b>		<b>1</b>		<b>4</b>		<b>9</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>2</b>		<b>1</b>		<b>1</b>		<b>4</b>		<b>9</b>	
<b>Online Services</b>												
Total Online Services	16	100%	0	0%	1	100%	0	0%	17	100%	46	100%
<b>Total Online Services</b>	<b>16</b>		<b>0</b>		<b>1</b>		<b>0</b>		<b>17</b>		<b>46</b>	
<b>Total Product Utilization</b>	<b>16</b>		<b>2</b>		<b>2</b>		<b>1</b>		<b>21</b>		<b>55</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>5.00%</b>		<b>0.63%</b>		<b>0.63%</b>		<b>0.31%</b>		<b>1.64%</b>		<b>4.30%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FinancialConnect<sup>SM</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Budgeting techniques & discipline	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Credit history & issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Income tax issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	50%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>4</b>	
<b>Consultation Type</b>												
Consultation and referral (other source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Consultation only	0	0%	0	0%	0	0%	0	0%	0	0%	2	50%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>4</b>	
<b>Total Number of Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>4</b>	
<b>Online Services</b>												
Total Online Services	12	100%	0	0%	4	100%	0	0%	16	100%	41	100%
<b>Total Online Services</b>	<b>12</b>		<b>0</b>		<b>4</b>		<b>0</b>		<b>16</b>		<b>41</b>	
<b>Total Product Utilization</b>	<b>12</b>		<b>0</b>		<b>4</b>		<b>0</b>		<b>16</b>		<b>45</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>3.75%</b>		<b>0.00%</b>		<b>1.25%</b>		<b>0.00%</b>		<b>1.25%</b>		<b>3.52%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>GlobalConnect<sup>SM</sup></b>						
<b>Online Services</b>						
Total Online Services	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%
<b>Total Online Services</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Product Utilization</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>0.31%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.08%</b>	<b>0.00%</b>
<i>Based on Quarterly Average employees</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>GuidanceResources Online</b> <sup>®</sup>						

**English USA Usage**

**Online Topics**

	Q1	Q2	Q3	Q4	Year To Date	Last Year						
<b>Financial</b>												
Consumer Issues	4	7%	0	0%	2	6%	0	0%	6	4%	3	2%
Debt & Bankruptcy	7	12%	0	0%	1	3%	0	0%	8	6%	3	2%
Estate Planning & Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Insurance	1	2%	0	0%	2	6%	0	0%	3	2%	0	0%
Personal Finance	1	2%	0	0%	0	0%	0	0%	1	1%	23	17%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Home &amp; Auto</b>												
Home Improvement & Maintenance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home Safety & Security	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
Moving	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
<b>Legal</b>												
Consumer Issues	0	0%	0	0%	1	3%	0	0%	1	1%	1	1%
Debt & Bankruptcy	4	7%	0	0%	0	0%	0	0%	4	3%	3	2%
Estate Planning & Elder Law	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
Family Law	5	9%	0	0%	0	0%	0	0%	5	4%	6	5%
Personal Injury & Health Law	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Lifestyle</b>												
Computers & Electronics	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
Pets	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Planning an Event	0	0%	0	0%	1	3%	0	0%	1	1%	2	2%
<b>Relationships</b>												
Divorce & Domestic Issues	1	2%	0	0%	0	0%	1	3%	2	1%	3	2%
Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Marriage & Relationships	3	5%	6	40%	5	16%	18	50%	32	23%	14	11%
Parenting	0	0%	0	0%	2	6%	3	8%	5	4%	7	5%
Special Needs & Gifted Children	0	0%	0	0%	0	0%	9	25%	9	6%	0	0%
<b>Wellness</b>												
Addiction	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Emotional Well-being	2	4%	1	7%	6	19%	0	0%	9	6%	3	2%
Fitness & Nutrition	4	7%	0	0%	1	3%	1	3%	6	4%	13	10%
Grief & Loss	4	7%	1	7%	0	0%	0	0%	5	4%	10	8%
Personal Growth	3	5%	0	0%	1	3%	1	3%	5	4%	1	1%
Physical Health	5	9%	2	13%	0	0%	0	0%	7	5%	3	2%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Pregnancy	2	4%	0	0%	0	0%	0	0%	2	1%	0	0%
Stress & Anger Management	0	0%	0	0%	2	6%	0	0%	2	1%	2	2%
<b>Work &amp; Education</b>												
Career Development	1	2%	0	0%	0	0%	0	0%	1	1%	6	5%
College & Graduate School	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
In the Workplace	0	0%	0	0%	4	13%	0	0%	4	3%	11	8%
K-12 School	0	0%	0	0%	0	0%	3	8%	3	2%	0	0%
Manager Guidance	3	5%	5	33%	0	0%	0	0%	8	6%	0	0%
Personal Development	2	4%	0	0%	1	3%	0	0%	3	2%	9	7%
<b>Working Abroad</b>												
Living & Working Abroad	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
	<b>57</b>		<b>15</b>		<b>31</b>		<b>36</b>		<b>139</b>		<b>133</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	0	0%	0	0%	1	100%	0	0%	1	14%	10	20%
College and University	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Lawyer	6	100%	0	0%	0	0%	0	0%	6	86%	38	78%
	<b>6</b>		<b>0</b>		<b>1</b>		<b>0</b>		<b>7</b>		<b>49</b>	
<b>Online Activity Type</b>												
Article	33	52%	8	53%	17	53%	30	83%	88	60%	66	36%
Assessment	10	16%	3	20%	2	6%	3	8%	18	12%	16	9%
Merchandise	3	5%	0	0%	3	9%	0	0%	6	4%	4	2%
Multimedia	5	8%	1	7%	9	28%	3	8%	18	12%	34	19%
Resource	6	10%	3	20%	0	0%	0	0%	9	6%	13	7%
Search Database	6	10%	0	0%	1	3%	0	0%	7	5%	49	27%
<b>Total Activity Types</b>	<b>63</b>		<b>15</b>		<b>32</b>		<b>36</b>		<b>146</b>		<b>182</b>	
<b>Total Product Utilization</b>	<b>63</b>		<b>15</b>		<b>32</b>		<b>36</b>		<b>146</b>		<b>182</b>	

**STAY AHEAD** of Productivity, Performance and Health Issues

**Lake County FL**

Quarterly Utilization Report  
Reporting Period Q4 (10/1/2017 - 12/31/2017)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	28	90%	16	89%	23	74%	23	88%	90	85%	75	86%
FamilySource	1	3%	0	0%	2	6%	0	0%	3	3%	5	6%
FinancialConnect	1	3%	0	0%	3	10%	0	0%	4	4%	0	0%
LegalConnect	1	3%	2	11%	3	10%	3	12%	9	8%	7	8%
<b>Sub Total</b>	<b>31</b>		<b>18</b>		<b>31</b>		<b>26</b>		<b>106</b>		<b>87</b>	
<b>Online Access</b>												
EAP	19	44%	12	29%	7	17%	10	18%	48	26%	30	26%
FamilySource	5	12%	9	21%	5	12%	12	21%	31	17%	52	44%
FinancialConnect	11	26%	4	10%	21	51%	5	9%	41	23%	8	7%
Health & Wellness	3	7%	0	0%	2	5%	8	14%	13	7%	8	7%
Health Care Navigation	0	0%	0	0%	1	2%	2	4%	3	2%	5	4%
LegalConnect	5	12%	17	40%	5	12%	19	34%	46	25%	14	12%
<b>Sub Total</b>	<b>43</b>		<b>42</b>		<b>41</b>		<b>56</b>		<b>182</b>		<b>117</b>	
<b>Combined Access</b>												
EAP	47	64%	28	47%	30	42%	33	40%	138	48%	105	51%
FamilySource	6	8%	9	15%	7	10%	12	15%	34	12%	57	28%
FinancialConnect	12	16%	4	7%	24	33%	5	6%	45	16%	8	4%
Health & Wellness	3	4%	0	0%	2	3%	8	10%	13	5%	8	4%
Health Care Navigation	0	0%	0	0%	1	1%	2	2%	3	1%	5	2%
LegalConnect	6	8%	19	32%	8	11%	22	27%	55	19%	21	10%
<b>Total</b>	<b>74</b>		<b>60</b>		<b>72</b>		<b>82</b>		<b>288</b>		<b>204</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	1		0		0		0		1		1	
Critical Incident Debriefing Event Participants	15		0		0		0		15		15	
<b>Total Utilization</b>	<b>89</b>		<b>60</b>		<b>72</b>		<b>82</b>		<b>303</b>		<b>219</b>	

**Utilization Results**

<b>Total Utilization Rate (% - Annualized)</b>	<b>27.83%</b>	<b>18.76%</b>	<b>22.52%</b>	<b>25.65%</b>	<b>23.69%</b>	<b>17.12%</b>
<i>Based on Quarterly Average Employee Counts</i>	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Toll Free Number Statistics</b>						
Call Volume	48	36	58	51	193	151
Average Speed of Answer in seconds	3.0	4.3	10.7	6.7	6.2	4.8
Call Abandonment Rate	2.1%	0.0%	1.7%	2.0%	1.6%	0.7%
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	24 92%	8 89%	8 80%	4 80%	44 88%	72 97%
Referred to benefits resource      Outpatient	2 8%	1 11%	2 20%	1 20%	6 12%	2 3%
<b>Total</b>	<b>26</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>50</b>	<b>74</b>



	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Referral Source</b>												
Brochure	2	6%	0	0%	0	0%	0	0%	2	2%	2	2%
Email	0	0%	2	11%	0	0%	0	0%	2	2%	0	0%
Family	1	3%	1	6%	1	3%	4	15%	7	7%	9	10%
Flyer	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Formal Referral	2	6%	2	11%	8	26%	1	4%	13	12%	7	8%
GuidanceResources Online	2	6%	2	11%	0	0%	2	8%	6	6%	2	2%
Health Fair	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
HR	7	23%	2	11%	7	23%	8	31%	24	23%	24	28%
Internet / Intranet	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Online - Ask the Expert	0	0%	0	0%	0	0%	2	8%	2	2%	4	5%
Other	6	19%	1	6%	3	10%	0	0%	10	9%	4	5%
Peer	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Previous GR User	4	13%	3	17%	2	6%	1	4%	10	9%	8	9%
Supervisor/Manager	1	3%	0	0%	0	0%	0	0%	1	1%	0	0%
Unknown	6	19%	5	28%	10	32%	8	31%	29	27%	21	24%
<b>Sub Total</b>	<b>31</b>		<b>18</b>		<b>31</b>		<b>26</b>		<b>106</b>		<b>87</b>	
<b>Client Status</b>												
Employee	19	61%	14	78%	26	84%	19	73%	78	74%	65	75%
Dependent	8	26%	2	11%	4	13%	4	15%	18	17%	16	18%
Spouse	4	13%	2	11%	1	3%	2	8%	9	8%	5	6%
Unknown	0	0%	0	0%	0	0%	1	4%	1	1%	1	1%
<b>Sub Total</b>	<b>31</b>		<b>18</b>		<b>31</b>		<b>26</b>		<b>106</b>		<b>87</b>	
<b>Client Gender</b>												
Female	16	52%	7	39%	12	39%	12	46%	47	44%	40	46%
Male	15	48%	11	61%	19	61%	14	54%	59	56%	47	54%
<b>Sub Total</b>	<b>31</b>		<b>18</b>		<b>31</b>		<b>26</b>		<b>106</b>		<b>87</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Client Age Group</b>												
0-12	2	6%	0	0%	2	6%	0	0%	4	4%	3	3%
13-19	1	3%	0	0%	0	0%	1	4%	2	2%	9	10%
20-29	7	23%	3	17%	3	10%	4	15%	17	16%	8	9%
30-39	5	16%	4	22%	7	23%	4	15%	20	19%	27	31%
40-49	11	35%	2	11%	11	35%	9	35%	33	31%	21	24%
50-59	3	10%	2	11%	2	6%	4	15%	11	10%	10	11%
60 +	2	6%	3	17%	3	10%	2	8%	10	9%	2	2%
Unknown	0	0%	3	17%	3	10%	2	8%	8	8%	7	8%
Decline	0	0%	1	6%	0	0%	0	0%	1	1%	0	0%
<b>Sub Total</b>	<b>31</b>		<b>18</b>		<b>31</b>		<b>26</b>		<b>106</b>		<b>87</b>	

<b>Employee Job Category (employee data only)</b>												
Declined	2	11%	3	21%	5	19%	9	47%	19	24%	10	15%
Dispatch	0	0%	1	7%	0	0%	0	0%	1	1%	0	0%
Home Office	1	5%	0	0%	0	0%	1	5%	2	3%	1	2%
Laborer	0	0%	0	0%	2	8%	0	0%	2	3%	0	0%
Management	0	0%	0	0%	0	0%	1	5%	1	1%	2	3%
Office / Clerical	1	5%	0	0%	0	0%	0	0%	1	1%	5	8%
Operations	0	0%	0	0%	3	12%	0	0%	3	4%	1	2%
Physician	0	0%	1	7%	0	0%	0	0%	1	1%	0	0%
Police / Fire	3	16%	0	0%	3	12%	2	11%	8	10%	16	25%
Professional	6	32%	7	50%	8	31%	3	16%	24	31%	25	38%
Service	3	16%	0	0%	0	0%	2	11%	5	6%	3	5%
Skilled Trade	0	0%	0	0%	2	8%	1	5%	3	4%	1	2%
Technical	0	0%	2	14%	3	12%	0	0%	5	6%	1	2%
Transportation	3	16%	0	0%	0	0%	0	0%	3	4%	0	0%
<b>Sub Total</b>	<b>19</b>		<b>14</b>		<b>26</b>		<b>19</b>		<b>78</b>		<b>65</b>	

<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	5	26%	2	14%	2	8%	1	5%	10	13%	10	15%
1 - 4 years	1	5%	2	14%	7	27%	2	11%	12	15%	11	17%
5 - 9 years	2	11%	4	29%	1	4%	2	11%	9	12%	14	22%
10 - 14 years	5	26%	1	7%	6	23%	1	5%	13	17%	2	3%
15 - 19 years	0	0%	1	7%	1	4%	0	0%	2	3%	6	9%
20+ years	2	11%	0	0%	3	12%	2	11%	7	9%	2	3%
Unknown	4	21%	4	29%	6	23%	11	58%	25	32%	17	26%
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	3	5%
<b>Sub Total</b>	<b>19</b>		<b>14</b>		<b>26</b>		<b>19</b>		<b>78</b>		<b>65</b>	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Employee Assistance Program<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Alcohol/Related	1	4%	0	0%	4	17%	2	9%	7	8%	1	1%
Anger Issues	0	0%	1	6%	0	0%	2	9%	3	3%	2	3%
Anxiety Related	3	11%	1	6%	2	9%	1	4%	7	8%	4	5%
Attention Issues	0	0%	0	0%	1	4%	0	0%	1	1%	0	0%
Bereavement	6	21%	0	0%	0	0%	1	4%	7	8%	1	1%
Depression Related	4	14%	1	6%	1	4%	0	0%	6	7%	5	7%
Domestic Violence	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family/Child	0	0%	1	6%	0	0%	0	0%	1	1%	3	4%
Family/Child - Behavioral Issues	0	0%	0	0%	1	4%	0	0%	1	1%	3	4%
Family/Child - Development Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family/Child - Family Issues	3	11%	0	0%	1	4%	2	9%	6	7%	9	12%
Occupational	3	11%	1	6%	0	0%	1	4%	5	6%	4	5%
Occupational - Interpersonal	0	0%	0	0%	2	9%	0	0%	2	2%	2	3%
Occupational - Performance	0	0%	0	0%	2	9%	0	0%	2	2%	0	0%
Partner/Relationship	4	14%	4	25%	3	13%	5	22%	16	18%	18	24%
Psychological	3	11%	6	38%	3	13%	5	22%	17	19%	13	17%
Stress	1	4%	1	6%	2	9%	2	9%	6	7%	7	9%
Substance Use Related	0	0%	0	0%	0	0%	2	9%	2	2%	1	1%
Trauma	0	0%	0	0%	1	4%	0	0%	1	1%	0	0%
<b>Sub-Total Issues</b>	<b>28</b>		<b>16</b>		<b>23</b>		<b>23</b>		<b>90</b>		<b>75</b>	
<b>Consultation Type</b>												
Face to Face	27	96%	14	88%	19	83%	22	96%	82	91%	69	92%
Phone Only	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
BehavioralExpert	0	0%	0	0%	0	0%	1	4%	1	1%	2	3%
Community Resources	0	0%	1	6%	0	0%	0	0%	1	1%	0	0%
Supervisor / Management Consult	1	4%	1	6%	4	17%	0	0%	6	7%	3	4%
<b>Sub-Total - Consultations</b>	<b>28</b>		<b>16</b>		<b>23</b>		<b>23</b>		<b>90</b>		<b>75</b>	
<b>Total Number of Issues</b>	<b>28</b>		<b>16</b>		<b>23</b>		<b>23</b>		<b>90</b>		<b>75</b>	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>Online Services</b>						
Total Online Services	19	12	7	10	48	30
<b>Total Product Utilization</b>	<b>47</b>	<b>28</b>	<b>30</b>	<b>33</b>	<b>138</b>	<b>105</b>
<b>Employee Count</b>						
Total Utilization Rate (% - Annualized)	14.70%	8.76%	9.38%	10.32%	10.79%	8.21%
Based on Quarterly Average employees	1,279	1,279	1,279	1,279	1,279	1,279

	Q1	Q2	Q3	Q4	Year To Date	Last Year
<b>FamilySource<sup>®</sup></b>						

**U.S. Services**

**Primary Issue Presented**

Education-Financial Aid/Scholarships	1	100%	0	0%	0	0%	0	0%	1	33%	0	0%
Elder Care-Assisted Living	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Elder Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Elder Care-Home Health	0	0%	0	0%	1	50%	0	0%	1	33%	0	0%
Elder Care-Nursing Homes (Medicaid)	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Elder Care-Nursing Homes (Medicare)	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Elder Care-transportation	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Home Improvement-HVAC	0	0%	0	0%	1	50%	0	0%	1	33%	0	0%
<b>Sub-Total Issues</b>	<b>1</b>		<b>0</b>		<b>2</b>		<b>0</b>		<b>3</b>		<b>5</b>	

<b>Total Number of Issues</b>	<b>1</b>		<b>0</b>		<b>2</b>		<b>0</b>		<b>3</b>		<b>5</b>	
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**Online Services**

Total Online Services	5	100%	9	100%	5	100%	12	100%	31	100%	52	100%
<b>Total Online Services</b>	<b>5</b>		<b>9</b>		<b>5</b>		<b>12</b>		<b>31</b>		<b>52</b>	

<b>Total Product Utilization</b>	<b>6</b>		<b>9</b>		<b>7</b>		<b>12</b>		<b>34</b>		<b>57</b>	
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**Employee Count**

<b>Total Utilization Rate (% - Annualized)</b>	<b>1.88%</b>		<b>2.81%</b>		<b>2.19%</b>		<b>3.75%</b>		<b>2.66%</b>		<b>4.46%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Civil	0	0%	0	0%	1	33%	1	33%	2	22%	1	14%
Consumer	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Divorce / Separation	0	0%	2	100%	1	33%	0	0%	3	33%	1	14%
Elder Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Family Law	1	100%	0	0%	1	33%	0	0%	2	22%	2	29%
Landlord/Tenant	0	0%	0	0%	0	0%	2	67%	2	22%	0	0%
Probate	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
<b>Sub-Total Issues</b>	<b>1</b>		<b>2</b>		<b>3</b>		<b>3</b>		<b>9</b>		<b>7</b>	
<b>Consultation Type</b>												
After Hours Report	0	0%	0	0%	0	0%	1	33%	1	11%	0	0%
Consultation and referral (main source)	1	100%	2	100%	2	67%	1	33%	6	67%	5	71%
Consultation only	0	0%	0	0%	1	33%	0	0%	1	11%	2	29%
Other	0	0%	0	0%	0	0%	1	33%	1	11%	0	0%
<b>Sub-Total - Consultations</b>	<b>1</b>		<b>2</b>		<b>3</b>		<b>3</b>		<b>9</b>		<b>7</b>	
<b>Total Number of Issues</b>	<b>1</b>		<b>2</b>		<b>3</b>		<b>3</b>		<b>9</b>		<b>7</b>	
<b>Online Services</b>												
Total Online Services	5	100%	17	100%	5	100%	19	100%	46	100%	14	100%
<b>Total Online Services</b>	<b>5</b>		<b>17</b>		<b>5</b>		<b>19</b>		<b>46</b>		<b>14</b>	
<b>Total Product Utilization</b>	<b>6</b>		<b>19</b>		<b>8</b>		<b>22</b>		<b>55</b>		<b>21</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>1.88%</b>		<b>5.94%</b>		<b>2.50%</b>		<b>6.88%</b>		<b>4.30%</b>		<b>1.64%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>FinancialConnect<sup>SM</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Budgeting techniques & discipline	1	100%	0	0%	0	0%	0	0%	1	25%	0	0%
Credit history & issues	0	0%	0	0%	1	33%	0	0%	1	25%	0	0%
Income tax issues	0	0%	0	0%	2	67%	0	0%	2	50%	0	0%
<b>Sub-Total Issues</b>	<b>1</b>		<b>0</b>		<b>3</b>		<b>0</b>		<b>4</b>		<b>0</b>	
<b>Consultation Type</b>												
Consultation and referral (other source)	0	0%	0	0%	1	33%	0	0%	1	25%	0	0%
Consultation only	0	0%	0	0%	2	67%	0	0%	2	50%	0	0%
Other	1	100%	0	0%	0	0%	0	0%	1	25%	0	0%
<b>Sub-Total - Consultations</b>	<b>1</b>		<b>0</b>		<b>3</b>		<b>0</b>		<b>4</b>		<b>0</b>	
<b>Total Number of Issues</b>	<b>1</b>		<b>0</b>		<b>3</b>		<b>0</b>		<b>4</b>		<b>0</b>	
<b>Online Services</b>												
Total Online Services	11	100%	4	100%	21	100%	5	100%	41	100%	8	100%
<b>Total Online Services</b>	<b>11</b>		<b>4</b>		<b>21</b>		<b>5</b>		<b>41</b>		<b>8</b>	
<b>Total Product Utilization</b>	<b>12</b>		<b>4</b>		<b>24</b>		<b>5</b>		<b>45</b>		<b>8</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>3.75%</b>		<b>1.25%</b>		<b>7.51%</b>		<b>1.56%</b>		<b>3.52%</b>		<b>0.63%</b>	
<i>Based on Quarterly Average employees</i>	1,279		1,279		1,279		1,279		1,279		1,279	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
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**GuidanceResources Online** <sup>®</sup>

**English USA Usage**

**Online Topics**

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
<b>Financial</b>												
Consumer Issues	0	0%	1	4%	0	0%	2	5%	3	2%	5	5%
Debt & Bankruptcy	3	8%	1	4%	0	0%	0	0%	4	3%	1	1%
Estate Planning & Elder Care	0	0%	0	0%	0	0%	1	3%	1	1%	1	1%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Personal Finance	5	13%	1	4%	16	53%	0	0%	22	17%	4	4%
Tax	0	0%	0	0%	0	0%	2	5%	2	2%	0	0%
<b>Home &amp; Auto</b>												
Home Improvement & Maintenance	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
<b>Legal</b>												
Consumer Issues	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Debt & Bankruptcy	2	5%	1	4%	0	0%	0	0%	3	2%	0	0%
Estate Planning & Elder Law	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
Family Law	1	3%	1	4%	0	0%	4	10%	6	5%	1	1%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Real Estate	0	0%	0	0%	0	0%	2	5%	2	2%	0	0%
<b>Lifestyle</b>												
Planning an Event	0	0%	0	0%	0	0%	2	5%	2	2%	0	0%
Travel	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Relationships</b>												
Divorce & Domestic Issues	0	0%	2	8%	0	0%	1	3%	3	2%	4	4%
Elder Care	0	0%	0	0%	0	0%	2	5%	2	2%	0	0%
Marriage & Relationships	0	0%	8	32%	2	7%	4	10%	14	11%	26	26%
Parenting	4	11%	0	0%	0	0%	3	8%	7	5%	5	5%
Special Needs & Gifted Children	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Wellness</b>												
Addiction	1	3%	0	0%	0	0%	0	0%	1	1%	1	1%
Emotional Well-being	2	5%	1	4%	0	0%	0	0%	3	2%	5	5%
Fitness & Nutrition	0	0%	0	0%	3	10%	10	25%	13	10%	4	4%
Grief & Loss	10	26%	0	0%	0	0%	0	0%	10	8%	0	0%
Personal Growth	0	0%	1	4%	0	0%	0	0%	1	1%	11	11%
Physical Health	0	0%	0	0%	2	7%	1	3%	3	2%	1	1%
Stress & Anger Management	1	3%	0	0%	1	3%	0	0%	2	2%	2	2%
<b>Work &amp; Education</b>												
Career Development	3	8%	2	8%	1	3%	0	0%	6	5%	1	1%
College & Graduate School	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%



	<b>Q1</b>		<b>Q2</b>		<b>Q3</b>		<b>Q4</b>		<b>Year To Date</b>		<b>Last Year</b>	
In the Workplace	2	5%	2	8%	2	7%	5	13%	11	8%	12	12%
Personal Development	4	11%	4	16%	0	0%	1	3%	9	7%	5	5%
	<b>38</b>		<b>25</b>		<b>30</b>		<b>40</b>		<b>133</b>		<b>99</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	2	40%	2	12%	5	45%	1	6%	10	20%	1	6%
Child Care Provider	0	0%	0	0%	0	0%	0	0%	0	0%	4	22%
College and University	0	0%	0	0%	1	9%	0	0%	1	2%	0	0%
Elder Care Provider	0	0%	0	0%	0	0%	0	0%	0	0%	4	22%
Lawyer	3	60%	15	88%	5	45%	15	94%	38	78%	9	50%
	<b>5</b>		<b>17</b>		<b>11</b>		<b>16</b>		<b>49</b>		<b>18</b>	
<b>Online Activity Type</b>												
Article	24	56%	10	24%	10	24%	22	39%	66	36%	41	35%
Assessment	2	5%	10	24%	0	0%	4	7%	16	9%	19	16%
Merchandise	0	0%	1	2%	1	2%	2	4%	4	2%	5	4%
Multimedia	4	9%	4	10%	14	34%	12	21%	34	19%	31	26%
Resource	8	19%	0	0%	5	12%	0	0%	13	7%	3	3%
Search Database	5	12%	17	40%	11	27%	16	29%	49	27%	18	15%
<b>Total Activity Types</b>	<b>43</b>		<b>42</b>		<b>41</b>		<b>56</b>		<b>182</b>		<b>117</b>	
<b>Total Product Utilization</b>	<b>43</b>		<b>42</b>		<b>41</b>		<b>56</b>		<b>182</b>		<b>117</b>	