

Midlands Technical College

EAP Utilization

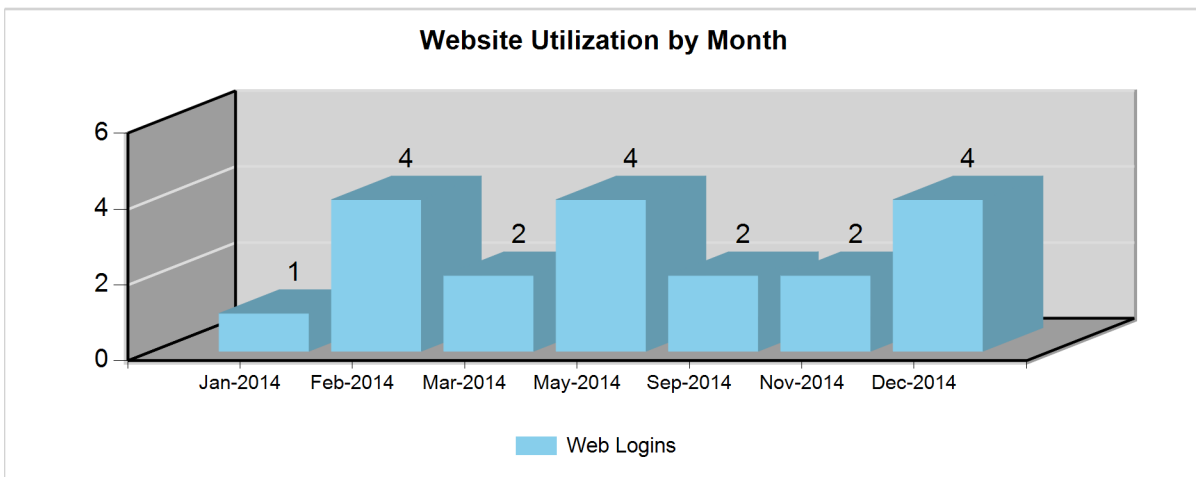
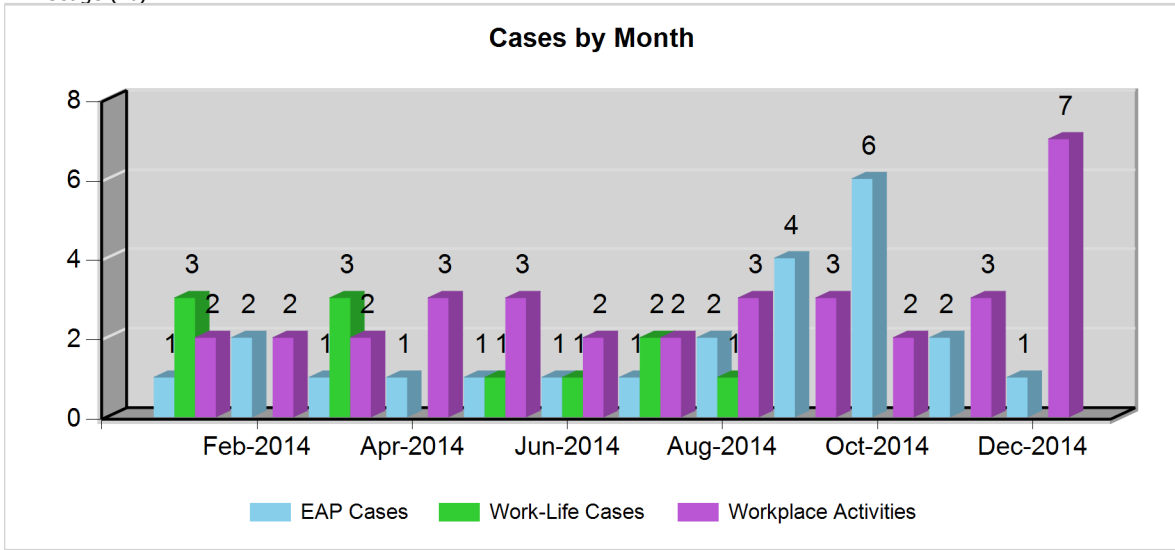
Report

1/1/2014 - 12/31/2014

UTILIZATION OVERVIEW

Number of Employees: 619

Service Component	Web Logins	Workplace Activities	EAP Cases	Work-Life Cases	Total
Actual Number of Cases	19	34	23	11	87
Projected Annualized Usage (%)	3.07%	5.49%	3.72%	1.78%	14.05%



EXECUTIVE SUMMARY

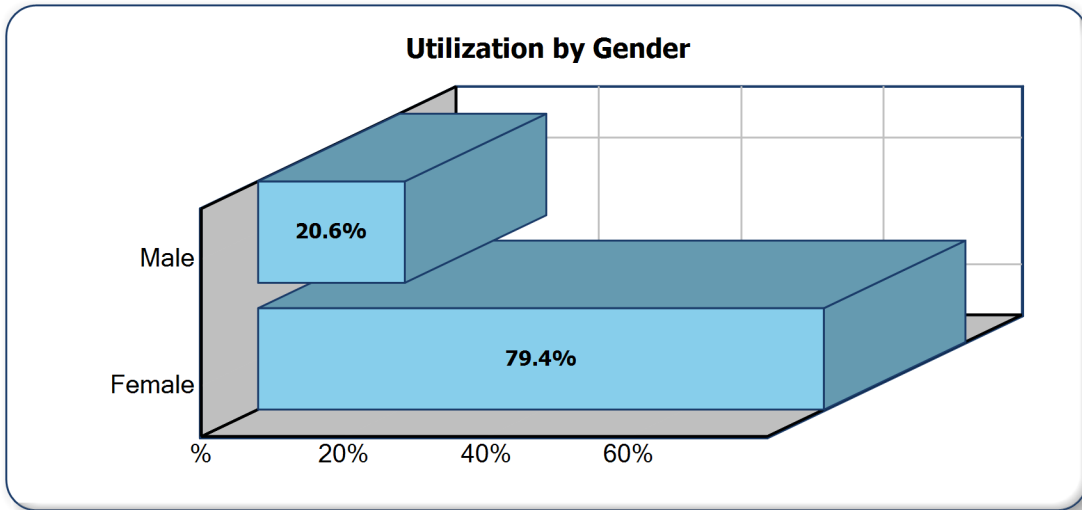
Key Statistical Information	Period	YTD
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Workplace Activities	34	34
Account Management	26	26
Manager/HR/Supervisor Consultation	1	1
Work Site Event	7	7
EAP *	23	23
Face to Face	22	22
Telephone	1	1
Work Life *	11	11
Financial Consultation	2	2
General Assistance WorkLife	1	1
Legal Advice	3	3
Legal In-Person	5	5
Website Logins *	19	19
Page Hits *	137	137
Total Utilization (Cases & Web Logins) *	53	53

Number of Individual Participants Utilizing Services	30	30
Number of Sessions Authorized	82	82
Average Number of Sessions Authorized per Case	2.7	2.7
Number of Sessions Completed	34	34
Average Number of Sessions Completed per Case	1.1	1.1

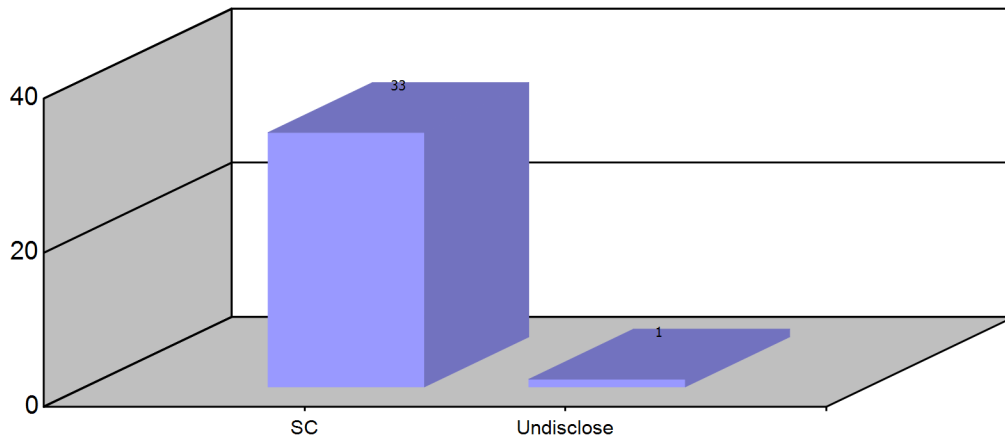
* Please see the Terminology Glossary for definitions.

CALLER INFORMATION



Geographical Utilization

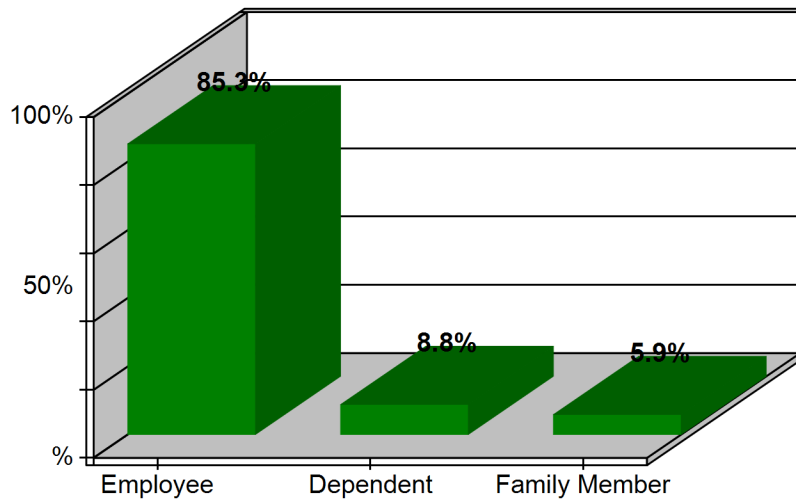
Current Period Geographical Utilization



Caller Relation

Caller Relation	Period	Period %	YTD	YTD %
Employee	29	85.3%	29	85.3%
Dependent	3	8.8%	3	8.8%
Family Member	2	5.9%	2	5.9%
Total	34		34	

Utilization By Caller Relation



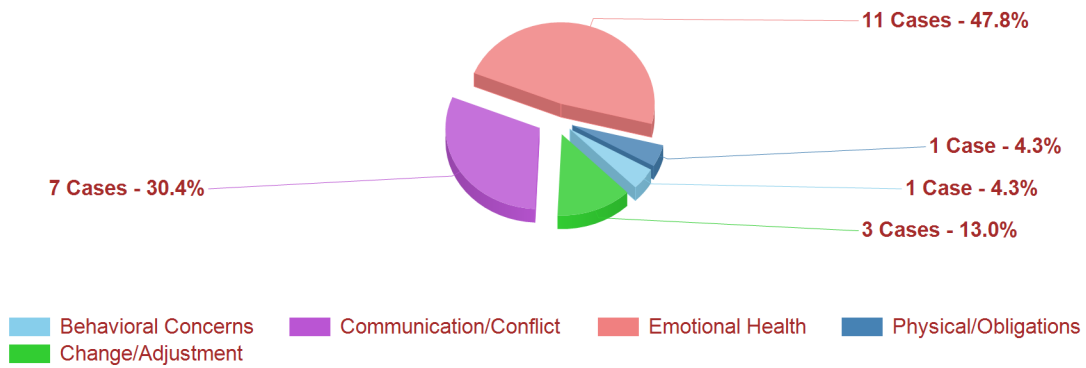
Event Custom List

Self or Supervisory Referral	Period	Period %	YTD	YTD %
Self Referral	31	100.0%	31	100.0%
Total	31		31	

MAIN ISSUES IN EAP CASES

Personal Issues

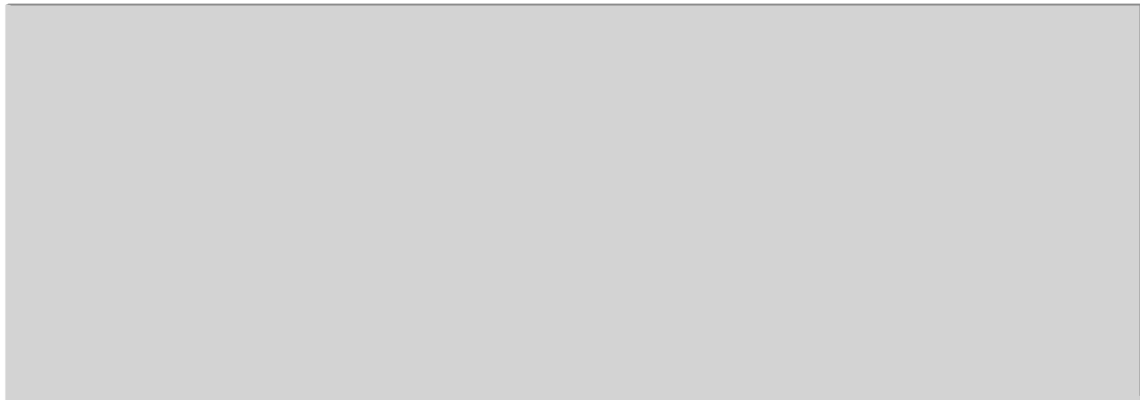
23 Case(s)



Work Issues

Case(s)

There were no Work Issues to report for the specified reporting period.



Personal Issues Detailed

Face to Face

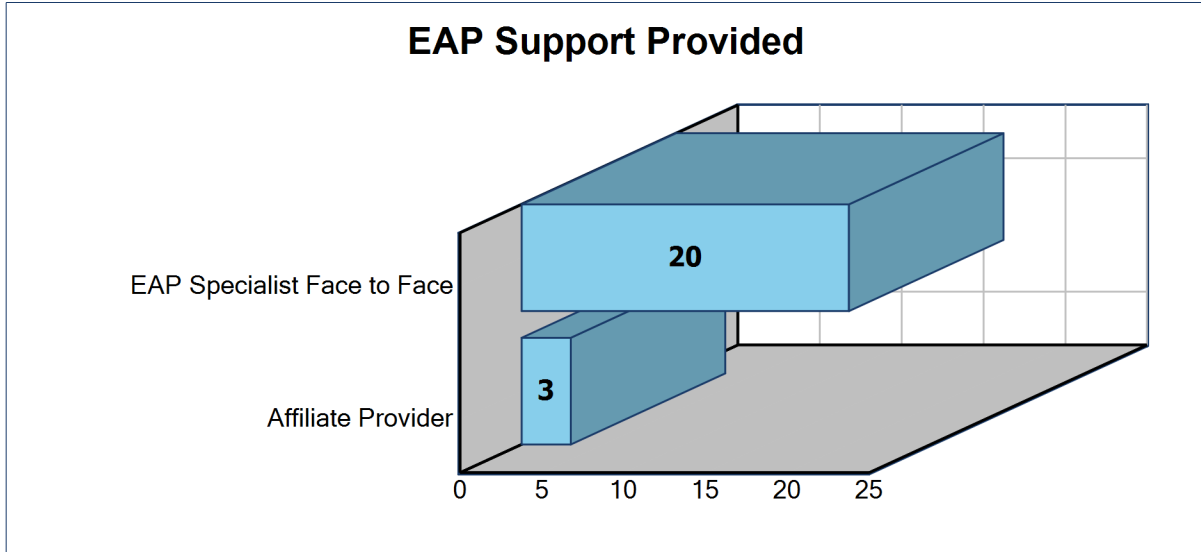
	Period	Period %	YTD	YTD %
Behavioral Concerns				
Addiction	1	100.0%	1	100.0%
Emotional Health				
Anger	1	10.0%	1	10.0%
Anxiety	1	10.0%	1	10.0%
Depression	3	30.0%	3	30.0%
Stress	4	40.0%	4	40.0%
Unhappiness	1	10.0%	1	10.0%
Communication/Conflict				
Conflict with family	3	42.9%	3	42.9%
Conflict with partner	1	14.3%	1	14.3%
Relationship issues	3	42.9%	3	42.9%
Change/Adjustment				
Illness	1	33.3%	1	33.3%
Work-life Balance	2	66.7%	2	66.7%
Physical/Obligations				
Physical health concern	1	100.0%	1	100.0%

Telephone

	Period	Period %	YTD	YTD %
Emotional Health				
Anger	1	100.0%	1	100.0%

Work Issues Detailed

There are no main issues for specified date range.



Support Provided	%
EAP Specialist Face to Face	87.0%
Affiliate Provider	13.0%
Total	100.0%

CRITICAL FACTORS IN EAP CASES

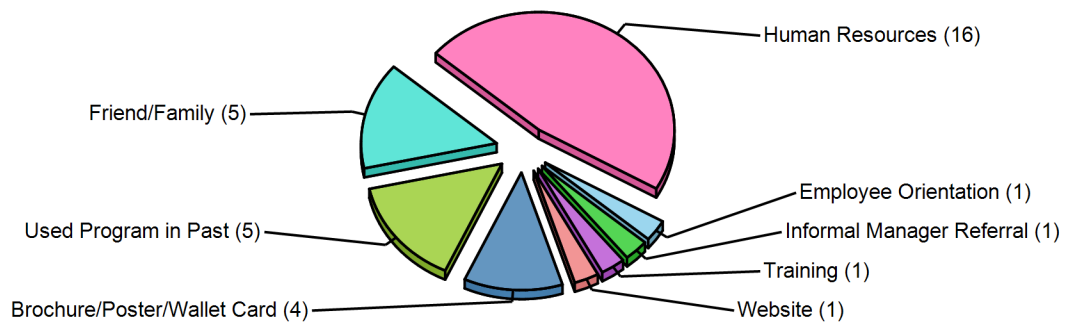
Type of Critical Factors	Sep 14	YTD
Substance Abuse	1	1
Total	1	1

For Midlands Technical College, there was 1 critical factor case reported. Critical Factors are references to matters discussed in a counseling assessment, which pertain to issues needing extra care or attention clinically. These references do not indicate that a client is currently in danger, but that one of these factors was present during time of contact, and that our counselors took appropriate risk measures in order to respond appropriately.

KNOWLEDGE OF SERVICE

Sources of Information	%
Human Resources	47.1%
Used Program in Past	14.7%
Friend/Family	14.7%
Brochure/Poster/Wallet Card	11.8%
Employee Orientation	2.9%
Informal Manager Referral	2.9%
Training	2.9%
Website	2.9%

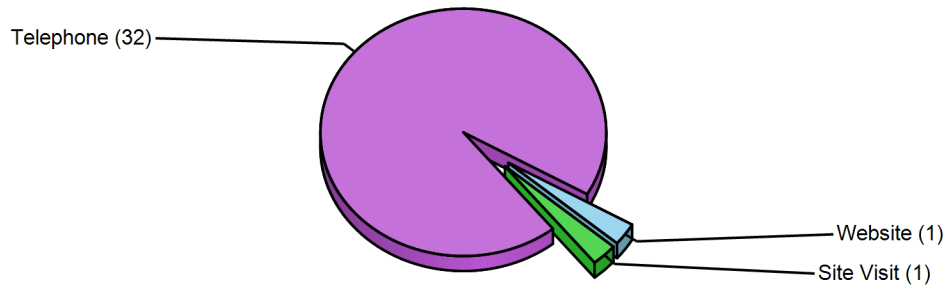
Sources of Information



METHODS OF CONTACT

Methods of Contact	%
Telephone	94.1%
Website	2.9%
Site Visit	2.9%

Methods of Contact



WORK-LIFE CASES BY CATEGORY

Provider Type	Period	Period %	YTD	YTD %
Financial Consultation				
Debt	2	100.0%	2	100.0%
Sub Total	2		2	
General Assistance WorkLife				
Work-Life Overview	1	100.0%	1	100.0%
Sub Total	1		1	
Legal Advice				
Family	1	33.3%	1	33.3%
Wills/Estate Planning	2	66.7%	2	66.7%
Sub Total	3		3	
Legal In-Person				
Civil	1	20.0%	1	20.0%
Insurance	1	20.0%	1	20.0%
Property	1	20.0%	1	20.0%
Wills/Estate Planning	2	40.0%	2	40.0%
Sub Total	5		5	
Total	11		11	

LEGAL CASE DETAILS

Legal In-Person

	Period	Period %	YTD	YTD %
Civil				
Civil	1	100.0%	1	100.0%
Insurance				
Other	1	100.0%	1	100.0%
Property				
Real Estate Transactions	1	100.0%	1	100.0%
Wills/Estate Planning				
Wills	2	100.0%	2	100.0%

Legal Advice

	Period	Period %	YTD	YTD %
Family				
Legal Advice	1	100.0%	1	100.0%
Wills/Estate Planning				
Legal Advice	2	100.0%	2	100.0%

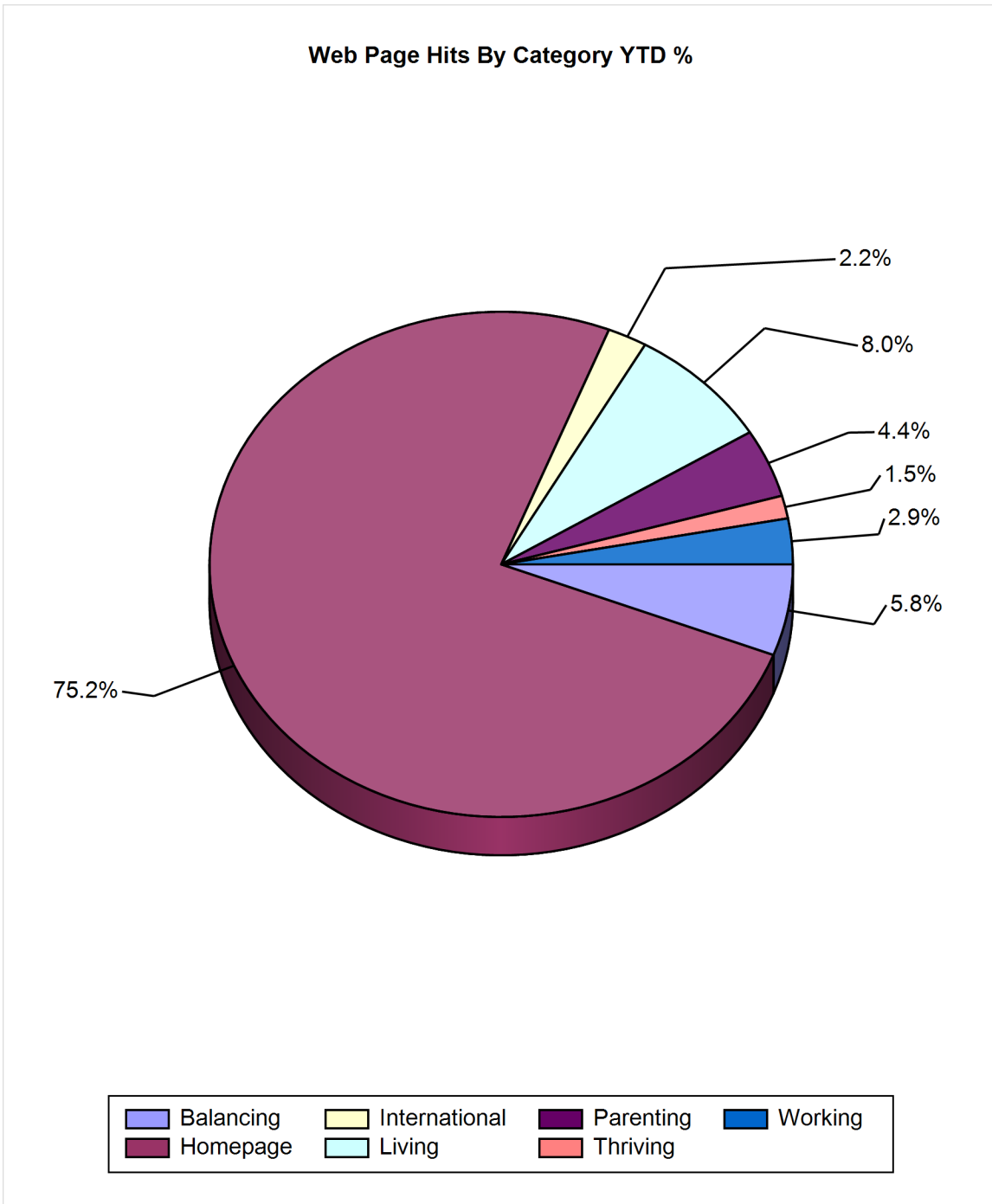
WEB PAGE HITS BY CATEGORY

Content Category	Period	Total	YTD %
Balancing			
Families	1	1	12.5%
Relationships	7	7	87.5%
Sub Total	8	8	
Homepage			
Home	87	87	84.5%
Monthly Feature	7	7	6.8%
Provider Locator	1	1	1.0%
Search	2	2	1.9%
Seminars	6	6	5.8%
Sub Total	103	103	
International			
Repatriation	3	3	100.0%
Sub Total	3	3	
Living			
Consumer Tips	4	4	36.4%
Errands Online	2	2	18.2%
Legal	1	1	9.1%
Pets	4	4	36.4%
Sub Total	11	11	
Parenting			
Child Care	6	6	100.0%
Sub Total	6	6	
Thriving			
Women's Health	2	2	100.0%
Sub Total	2	2	

Report Period

1/1/2014 - 12/31/2014

Content Category	Period	Total	YTD %
Working			
Workplace Productivity	4	4	100.0%
	<i>Sub Total</i>	4	
Total	137	137	



WEB PAGE HITS BY CONTENT

Content	Period	Period %	YTD	YTD %
Skill Builders				
Managing Disagreement	1	100.0%	1	100.0%
Total	1		1	

WORKPLACE ACTIVITIES SUMMARY

Type	Count	Duration (min)	Attendees
Account Management	26	266.0	0
Promotional Materials	24	161.0	0
Utilization Reports	2	105.0	0
Manager/HR/Supervisor Consultation	1	30.0	0
Manager/HR/Supervisor Consultation	1	30.0	0
Work Site Event	7	855.0	41
Benefit Health Fair	2	480.0	0
On-Site Support	3	285.0	16
Training	2	90.0	25
Total	34	1,151.0	41

REPORT TERMINOLOGY GLOSSARY

Assisted Search:

A dependent care intake form submitted via the website directly to a Consultant who will locate and confirm providers.

EAP Cases:

Each time a participant contacts an EAP Consultant via telephone, Assisted Search or LiveConnect.

Work-Life Cases:

Each time a participant contacts a Work-Life Consultant via telephone, Assisted Search or LiveConnect.

LiveConnect:

A website visitor communicating electronically in real time with a Consultant using instant messaging. The Consultant completes the dependent care or daily living intake form while conversing electronically with the web visitor.

Non-Referral Event

General consultation that does not result in a search request.

Page Hits:

Recorded each time a user moves from section to section on the website.

Total Utilization (Cases & Web Logins):

The total of consultations via telephone, LiveConnect and Assisted Search plus the total number of website logins.

Web Logins:

Recorded each time a user logs in to the website.