

Midlands Technical College

REACH EAP & Worklife Utilization

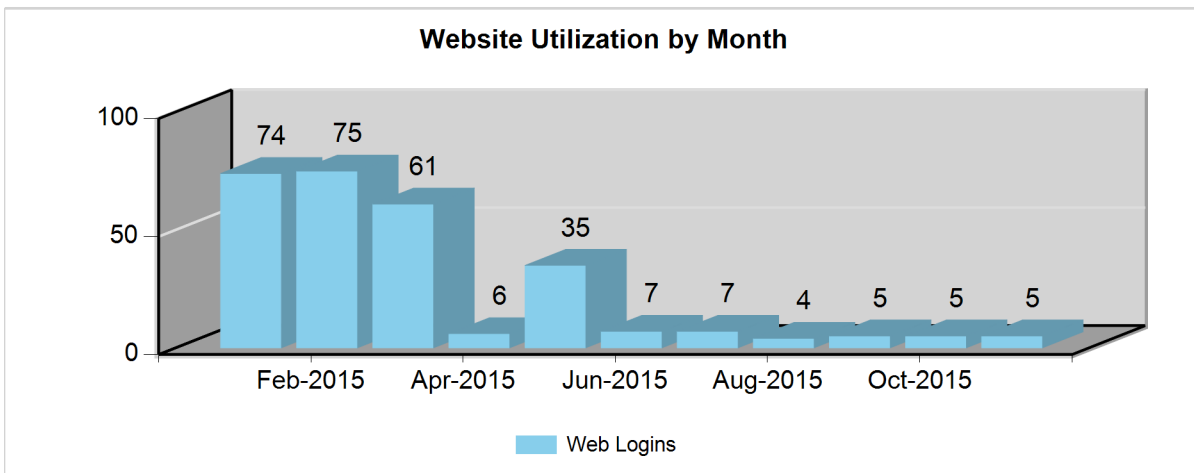
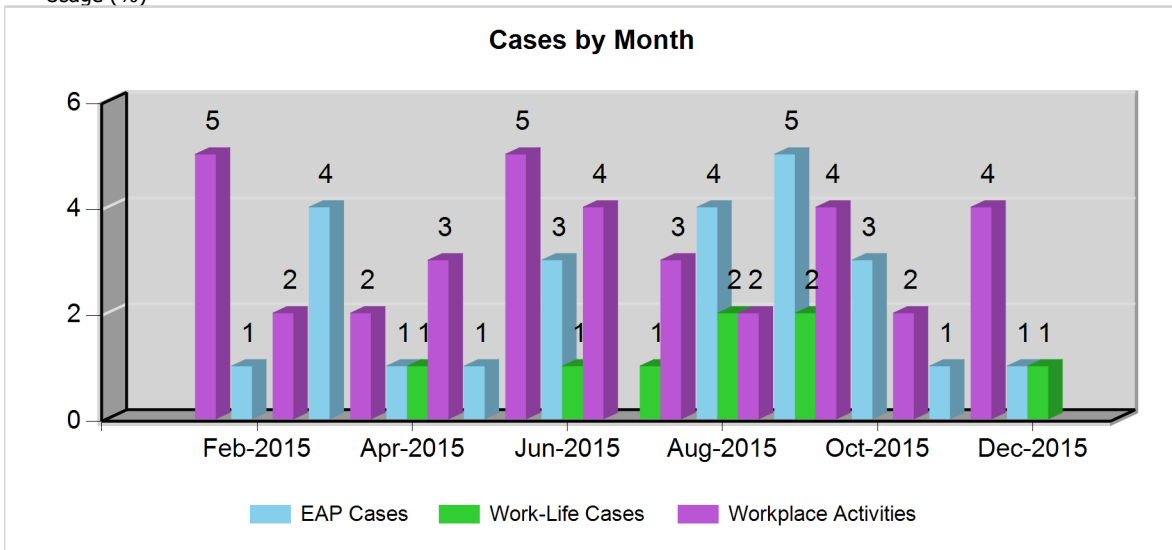
Report

10/1/2015 - 12/31/2015

UTILIZATION OVERVIEW

Number of Employees: 633

Service Component	Web Logins	Workplace Activities	EAP Cases	Work-Life Cases	Total
Actual Number of Cases	284	36	24	8	352
Projected Annualized Usage (%)	44.87%	5.69%	3.79%	1.26%	55.61%



EXECUTIVE SUMMARY

Key Statistical Information

Period

YTD

Workplace Activities	6	36
Account Management	6	29
Manager/HR/Supervisor Consultation	0	2
Work Site Event	0	5
EAP *	5	24
Face to Face	5	22
Telephone	0	2
Work Life *	1	8
General Assistance WorkLife	0	3
Legal Advice	0	1
Legal In-Person	1	4
Website Logins *	10	284
Page Hits *	154	1,747
Total Utilization (Cases & Web Logins) *	16	316

Number of Individual Participants Utilizing Services	5	30
Number of Sessions Authorized	22	100
Average Number of Sessions Authorized per Case	4.4	3.3
Number of Sessions Completed	5	43
Average Number of Sessions Completed per Case	1.0	1.4

* Please see the Terminology Glossary for definitions.

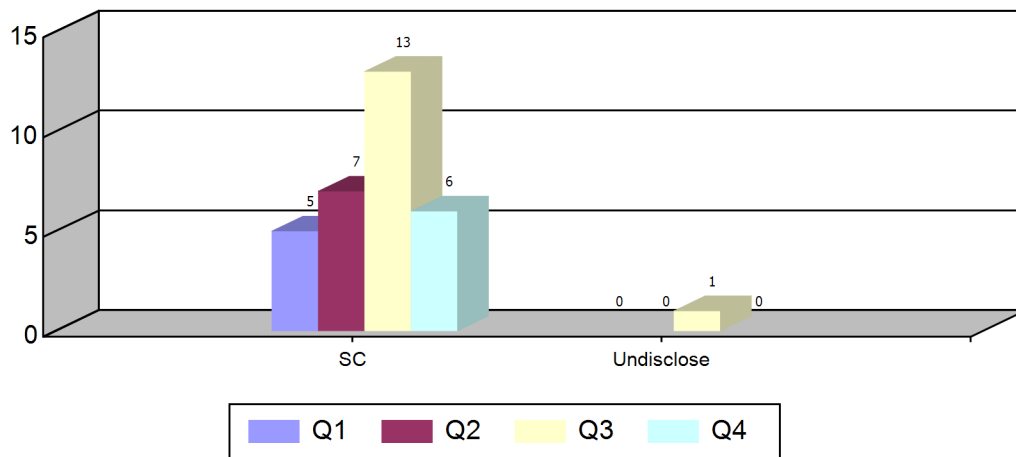
CALLER INFORMATION

Gender

Gender	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Female	4	5	10	5	24	75.0%
Male	1	2	4	1	8	25.0%
Total	5	7	14	6	32	

Geographical Utilization

Quarterly Geographical Utilization



Caller Relation

Caller Relation	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Employee	3	6	12	5	26	81.3%
Dependent	0	1	2	1	4	12.5%
Family Member	1	0	0	0	1	3.1%
Significant Other	1	0	0	0	1	3.1%
Total	5	7	14	6	32	

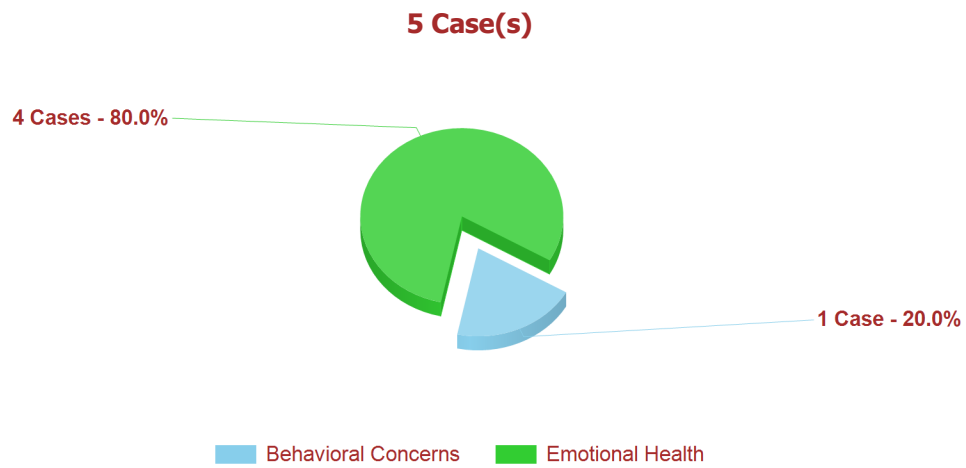
Event Custom List

**Self or
Supervisory
Referral**

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Self Referral	5	5	11	6	27	90.0%
Supervisory Referral	0	0	3	0	3	10.0%
Total	5	5	14	6	30	

MAIN ISSUES IN EAP CASES

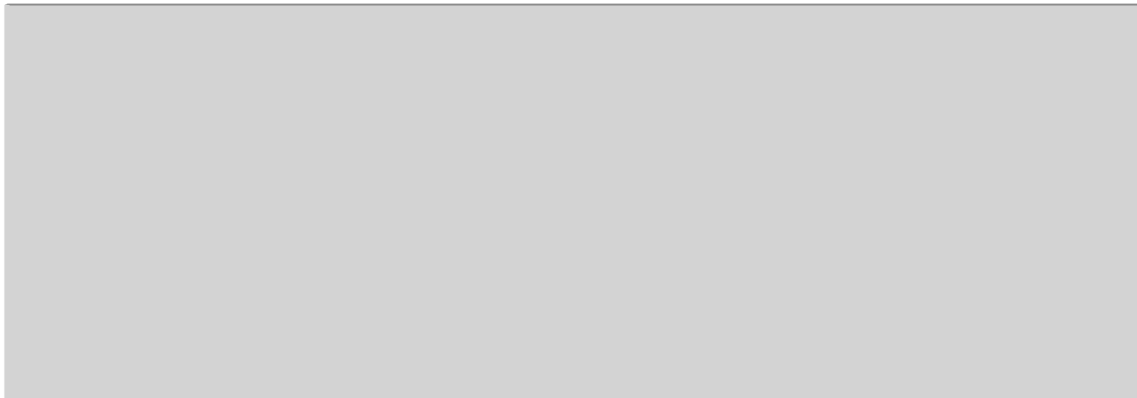
Personal Issues



Work Issues

Case(s)

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



Personal Issues Detailed

Face to Face

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Behavioral Concerns						
Acting out	1				1	50.0%
Addiction				1	1	50.0%
Change/Adjustment						
Dealing with Loss	1				1	20.0%
Illness		1			1	20.0%
Job Status			2		2	40.0%
Work-life Balance			1		1	20.0%
Communication/Conflict						
Conflict with colleague			1		1	100.0%
Emotional Health						
Anger				1	1	7.7%
Anxiety			1		1	7.7%
Depression	2				2	15.4%
Past Trauma			1		1	7.7%
Stress	1	1	3	3	8	61.5%

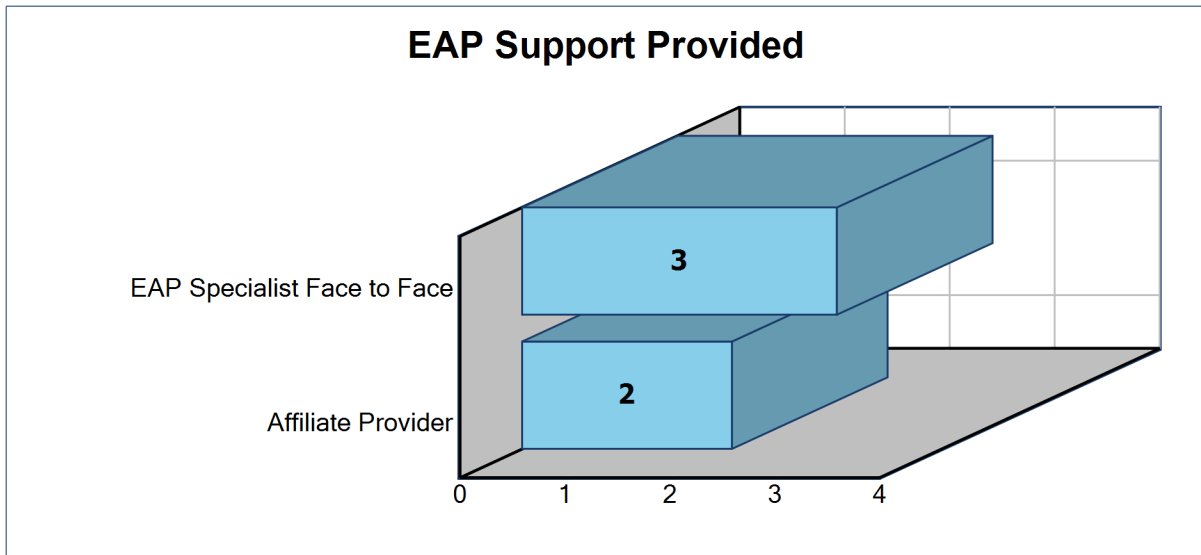
Telephone

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Emotional Health						
Stress		2			2	100.0%

Work Issues Detailed

Face to Face

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Change/Adjustment						
Job Status		1			1	100.0%



Support Provided	%
EAP Specialist Face to Face	60.0%
Affiliate Provider	40.0%
Total	100.0%

CRITICAL FACTORS IN EAP CASES

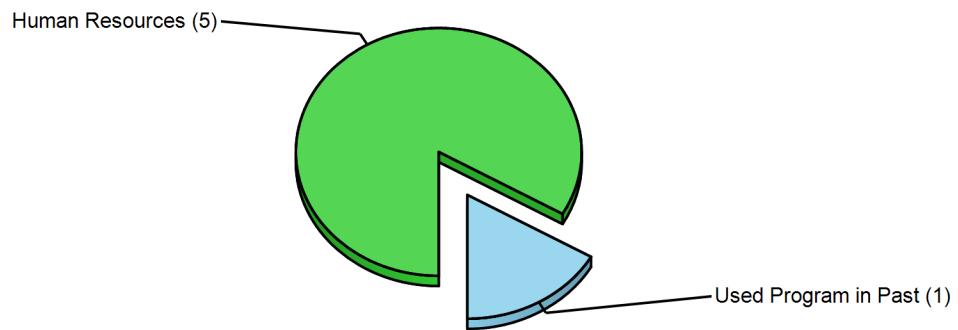
Type of Critical Factors	Jun 15	YTD
Other	1	1
Total	1	1

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	83.3%
Used Program in Past	16.7%

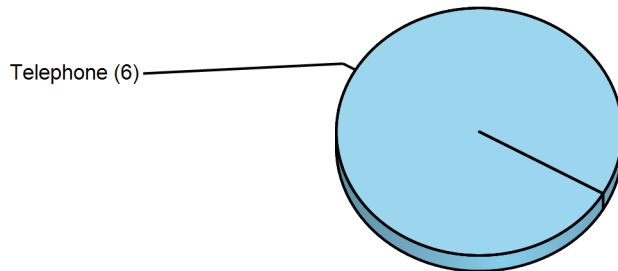
Sources of Information



METHODS OF CONTACT

Methods of Contact	%
Telephone	100.0%

Methods of Contact



WORK-LIFE CASES BY CATEGORY

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
General Assistance WorkLife						
Benefit Connect			1		1	33.3%
Work-Life Overview		1	1		2	66.7%
Sub Total		1	2		3	
Legal Advice						
Family			1		1	100.0%
Sub Total			1		1	
Legal In-Person						
Wills/Estate Planning		1	2	1	4	100.0%
Sub Total		1	2	1	4	
Total		2	5	1	8	

LEGAL CASE DETAILS

Legal Advice

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Family						
Legal Advice				1	1	100.0%
Sub Total				1	1	
Total				1	1	

Legal In-Person

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Wills/Estate Planning						
Wills		1	2	1	4	100.0%
Sub Total		1	2	1	4	
Total		1	2	1	4	

WEB PAGE HITS BY CATEGORY

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Aging						
Aging Well	20				20	16.1%
Caregivers	1	4			5	4.0%
Government Programs	15	3	2		20	16.1%
Grief and Loss	9				9	7.3%
Health	2			4	6	4.8%
Home Care	11				11	8.9%
Housing Options	4				4	3.2%
Planning the Future	40	3	6		49	39.5%
Sub Total	102	10	8	4	124	
Balancing						
Addiction and Recovery			5		5	19.2%
Communication	12				12	46.2%
Families	3				3	11.5%
Relationships	1	1		4	6	23.1%
Sub Total	16	1	5	4	26	
Emotional Health						
Grief and Loss	8		5		13	29.5%
Mental Health	14	6			20	45.5%
Personal Growth	11				11	25.0%
Sub Total	33	6	5		44	
Homepage						
Home	540	145	55	78	818	92.4%
Homepage Feature 1	3				3	0.3%
Monthly Feature	4				4	0.5%
News	1	22			23	2.6%
Provider Locator		3			3	0.3%
Seminars	34				34	3.8%
Sub Total	582	170	55	78	885	

Report Period

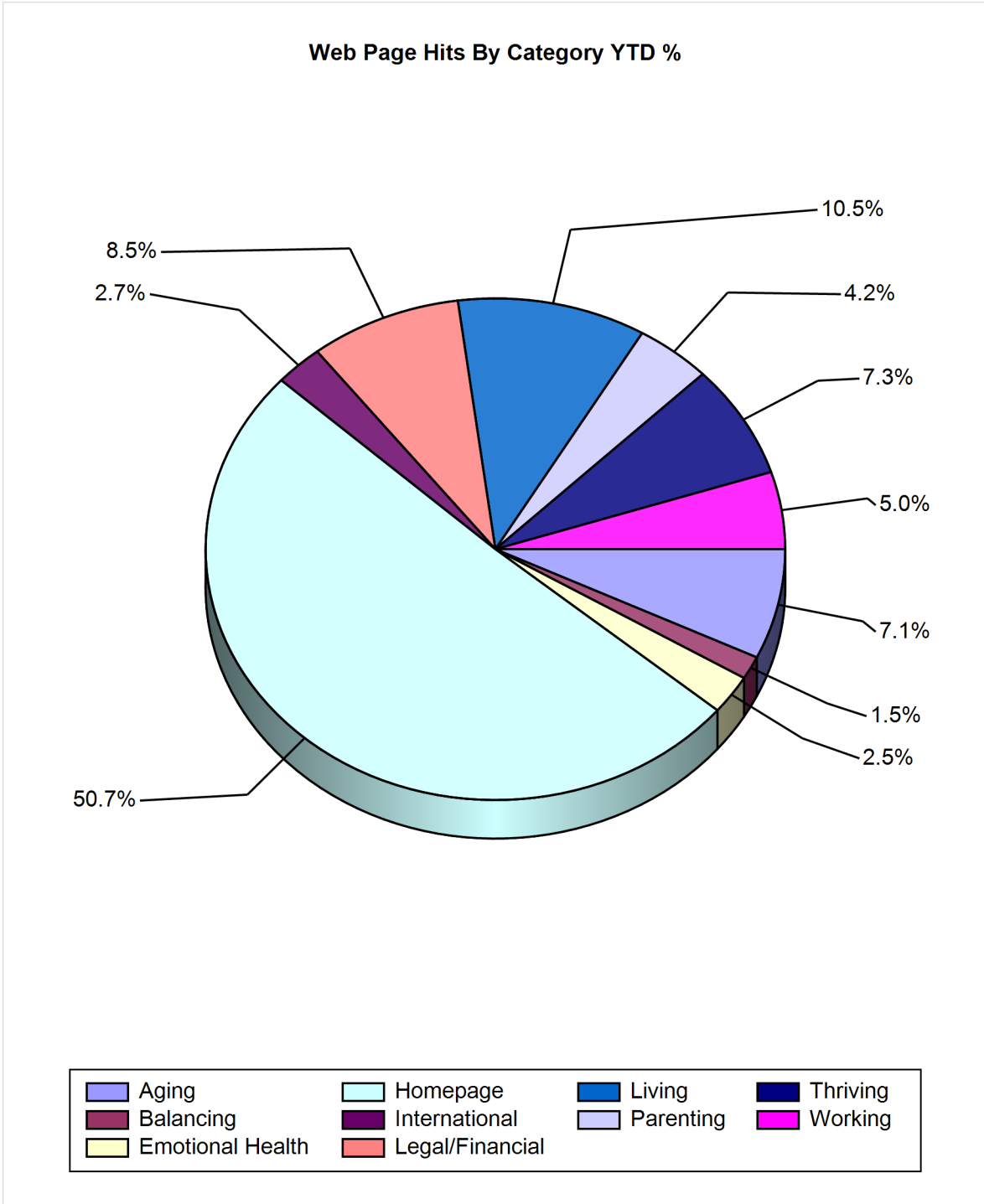
10/1/2015 - 12/31/2015

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
International						
Families Abroad	19				19	40.4%
Immigration to the U.S.	11				11	23.4%
International Immigration	5				5	10.6%
Living Abroad	2				2	4.3%
Relocating Abroad	4				4	8.5%
Repatriation	2				2	4.3%
Working Abroad	4				4	8.5%
Sub Total	47				47	
Legal/Financial						
Financial	12	11			23	15.5%
Fraud and Theft		12			12	8.1%
Legal	34	17	5	16	72	48.6%
Legal Ready Docs	22	5	14		41	27.7%
Sub Total	68	45	19	16	148	
Living						
Consumer Tips	4				4	2.2%
Errands Online	1				1	0.5%
Financial	8				8	4.3%
Go Green		4			4	2.2%
Home Improvement	1	4			5	2.7%
Legal	57			16	73	39.7%
Legal Forms				32	32	17.4%
Legal Ready Docs	31				31	16.8%
Moving	1				1	0.5%
Pets	4	15	2		21	11.4%
Safety	2				2	1.1%
Travel and Leisure Time	2				2	1.1%
Sub Total	111	23	2	48	184	
Parenting						
Adoption	7				7	9.5%

Report Period

10/1/2015 - 12/31/2015

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Child Care	11	25			36	48.6%
Developmental Stages	10	1			11	14.9%
Education	8	1			9	12.2%
Kids' Well-Being	5	1			6	8.1%
Parenting	4	1			5	6.8%
Sub Total	45	29			74	
Thriving						
Health Challenges	9		7		16	12.5%
Health Tools	5	2			7	5.5%
Healthy Eating	57				57	44.5%
Healthy Recipes	4				4	3.1%
Medical Care	6		2		8	6.3%
Men's Health		6			6	4.7%
Seniors' Health	19				19	14.8%
Women's Health	7			4	11	8.6%
Sub Total	107	8	9	4	128	
Working						
Accomplished Employee	23				23	26.4%
Career Development	24	1			25	28.7%
Career Transition	7	1			8	9.2%
Effective Manager		2			2	2.3%
Training and Development	7				7	8.0%
Workplace Diversity	3				3	3.4%
Workplace Productivity	9	2			11	12.6%
Workplace Safety	4		4		8	9.2%
Sub Total	77	6	4		87	
Total	1,188	298	107	154	1,747	



WEB PAGE HITS BY CONTENT

There are no Skill Builders results to report for the specified date range.

WORKPLACE ACTIVITIES SUMMARY

Type	Count	Duration (min)	Attendees
Account Management	6	85.0	0
Promotional Materials	5	70.0	0
Utilization Reports	1	15.0	0
Total	6	85.0	0

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.