

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	41	95%	18	100%	18	95%	14	100%	91	97%	73	96%
LegalConnect	2	5%	0	0%	1	5%	0	0%	3	3%	3	4%
Sub Total	43		18		19		14		94		76	
Online Access												
EAP	8	40%	5	31%	2	20%	24	34%	39	33%	56	45%
FamilySource	5	25%	4	25%	6	60%	18	25%	33	28%	23	18%
FinancialConnect	1	5%	0	0%	0	0%	1	1%	2	2%	15	12%
Health & Wellness	2	10%	5	31%	0	0%	4	6%	11	9%	18	14%
Health Care Navigation	1	5%	1	6%	0	0%	3	4%	5	4%	1	1%
LegalConnect	3	15%	1	6%	2	20%	21	30%	27	23%	12	10%
Sub Total	20		16		10		71		117		125	
Combined Access												
EAP	49	78%	23	68%	20	69%	38	45%	130	62%	129	64%
FamilySource	5	8%	4	12%	6	21%	18	21%	33	16%	23	11%
FinancialConnect	1	2%	0	0%	0	0%	1	1%	2	1%	15	7%
Health & Wellness	2	3%	5	15%	0	0%	4	5%	11	5%	18	9%
Health Care Navigation	1	2%	1	3%	0	0%	3	4%	5	2%	1	0%
LegalConnect	5	8%	1	3%	3	10%	21	25%	30	14%	15	7%
Total	63		34		29		85		211		201	
Additional EAP Services												
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	
Total Utilization	63		34		29		85		211		201	

Utilization Results												
Total Utilization Rate (% - Annualized)	35.80%		19.32%		16.09%		47.16%		29.61%		28.67%	
<i>Based on Quarterly Average Employee Counts</i>	704		704		721		721		713		701	
Case Closure (only EAP cases)												
Resolved within EAP	34	100%	9	100%	2	100%	0	0%	45	100%	70	100%
Total	34		9		2		0		45		70	