

UTILIZATION REPORT

FOR

City of San Luis

January 01, 2017 - December 31, 2017

UTILIZATION REPORT

City of San Luis

January 01, 2017 - December 31, 2017 on New and Open Files

UTILIZATION RATE SUMMARY

| Type | Count | % | Serviced | % | Activities | % | Hours |
|-----------------------------|-----------|-------------|------------|-------------|------------|-------------|-----------|
| EAP Files | 7 | 58.3% | 8 | 07.9% | 16 | 94.1% | 16 |
| Information Calls | 0 | 00.0% | 0 | 00.0% | 0 | 00.0% | 0 |
| Organizational Service/CISD | 5 | 41.7% | 93 | 92.1% | 0 | 00.0% | 0 |
| Program Management | N/A | N/A | N/A | N/A | 1 | 05.9% | 2 |
| Supervisor Referral | 0 | 00.0% | 0 | 00.0% | 0 | 00.0% | 0 |
| Organization Consultation | 0 | 00.0% | 0 | 00.0% | 0 | 00.0% | 0 |
| Total | 12 | 100% | 101 | 100% | 17 | 100% | 18 |

| Population / Utilization Rate | Weighted Population Of: | 68 |
|--|-------------------------|--------|
| Total Current Period Rate | | 10.29% |
| Total Annualized Utilization Rate | | 10.29% |
| Clients Serviced Current Period Rate | | 11.76% |
| Total Clients Serviced Annualized Utilization Rate | | 11.76% |

| New/Ongoing Files Summary | | Referral/Closed Files Count | |
|--------------------------------|---|-----------------------------|---|
| Total New Files | 7 | Total Files Closed | 7 |
| Total Open Files At 1/1/2017 | 0 | | |
| Total Open Files At 12/31/2017 | 0 | | |

| Activity / Session Summary | |
|-------------------------------------|-------|
| Total File Activity / Session Hours | 16.00 |

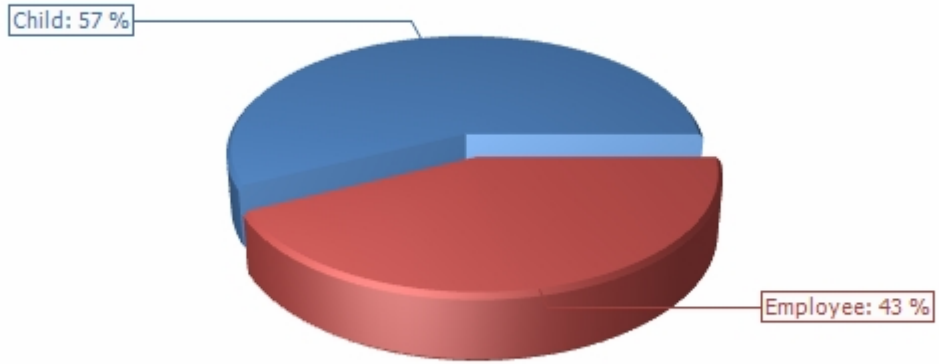
| Historical Utilization | | | | |
|------------------------|---------------------|---------------------|---------------------|---------------------|
| 1/1/2012-12/31/2012 | 1/1/2013-12/31/2013 | 1/1/2014-12/31/2014 | 1/1/2015-12/31/2015 | 1/1/2016-12/31/2016 |
| No Data | No Data | No Data | No Data | No Data |

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January 01, 2017 - December 31, 2017

Client Type (Primary User)



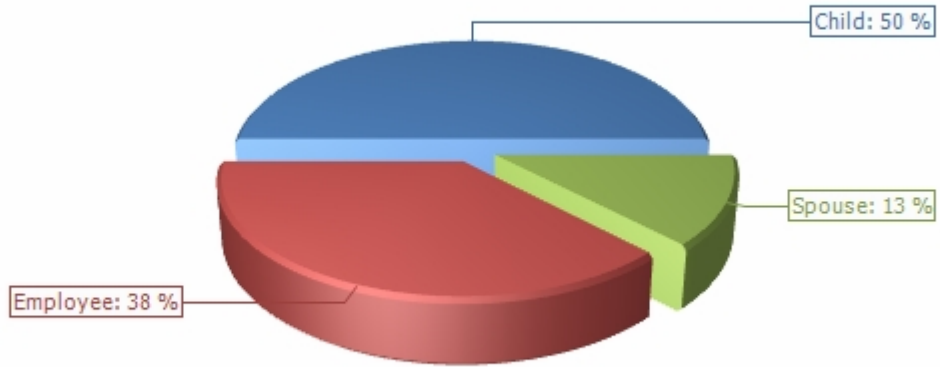
| Client Type (Primary User) | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|----------------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Child | 1 | 33.33% | 3 | 50.00% | 3 | 60.00% | 3 | 75.00% | 4 | 57.14% | 0 | 0.00% |
| Employee | 2 | 66.67% | 3 | 50.00% | 2 | 40.00% | 1 | 25.00% | 3 | 42.86% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Client Type (Serviced-Attending with Primary)



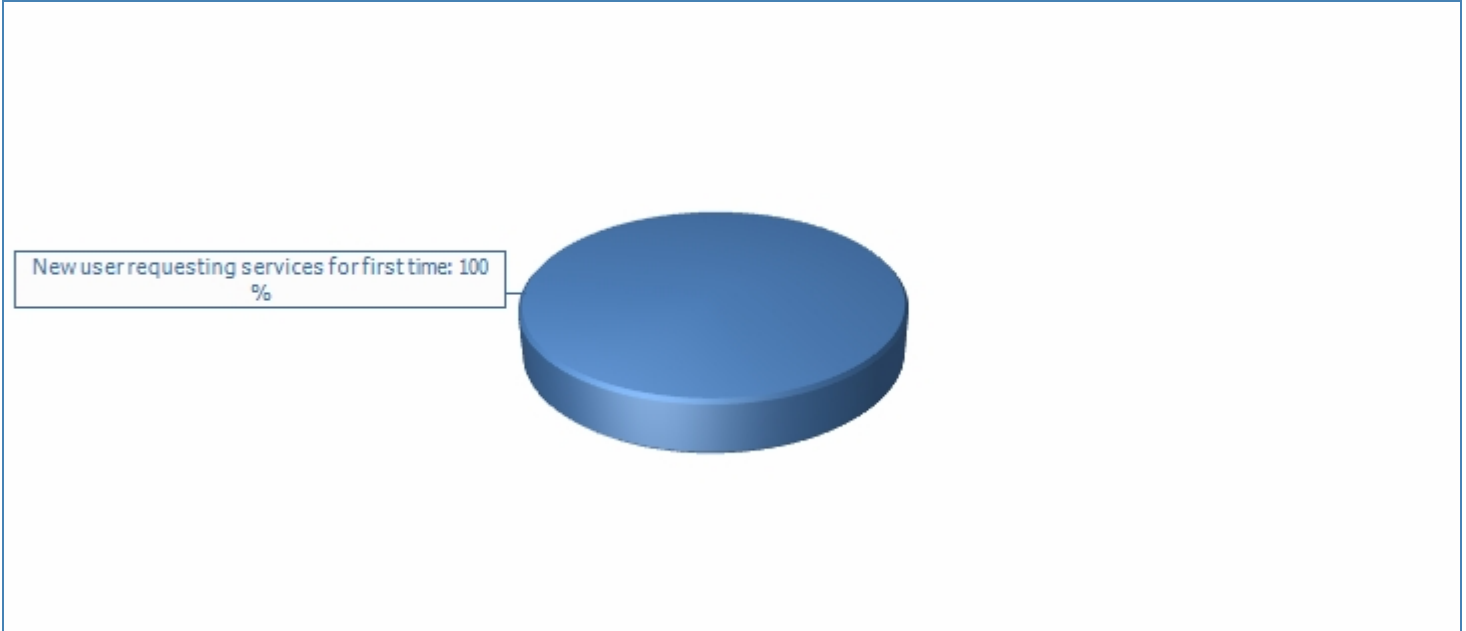
| Client Type (Serviced-Attending with Primary) | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|---|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Child | 1 | 33.33% | 3 | 42.86% | 3 | 50.00% | 3 | 60.00% | 4 | 50.00% | 0 | 0.00% |
| Employee | 2 | 66.67% | 3 | 42.86% | 2 | 33.33% | 1 | 20.00% | 3 | 37.50% | 0 | 0.00% |
| Spouse | 0 | 0.00% | 1 | 14.29% | 1 | 16.67% | 1 | 20.00% | 1 | 12.50% | 0 | 0.00% |
| Total | 3 | 100 % | 7 | 100 % | 6 | 100 % | 5 | 100 % | 8 | 100 % | 0 | 0 % |

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Case Status



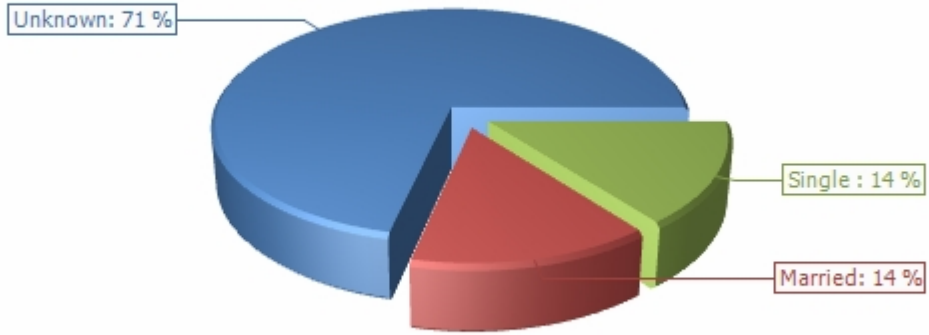
| Case Status | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|---|------------|---------|------------|---------|------------|---------|--------------|---------|------------------|---------|------------------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| New user requesting services for first time | 3 | 100.00% | 6 | 100.00% | 5 | 100.00% | 4 | 100.00% | 7 | 100.00% | 0 | 0.00% |

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City of San Luis

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Marital Status (Primary)



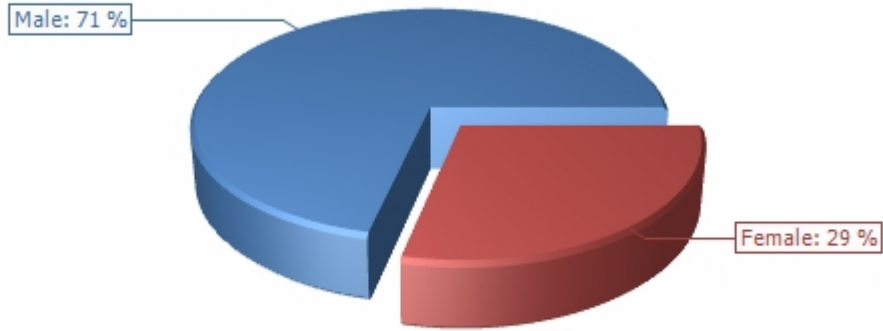
| Marital Status (Primary) | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|--------------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Married | 1 | 33.33% | 1 | 16.67% | 1 | 20.00% | 0 | 0.00% | 1 | 14.29% | 0 | 0.00% |
| Single | 0 | 0.00% | 1 | 16.67% | 1 | 20.00% | 1 | 25.00% | 1 | 14.29% | 0 | 0.00% |
| Unknown | 2 | 66.67% | 4 | 66.67% | 3 | 60.00% | 3 | 75.00% | 5 | 71.43% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Gender (Primary)



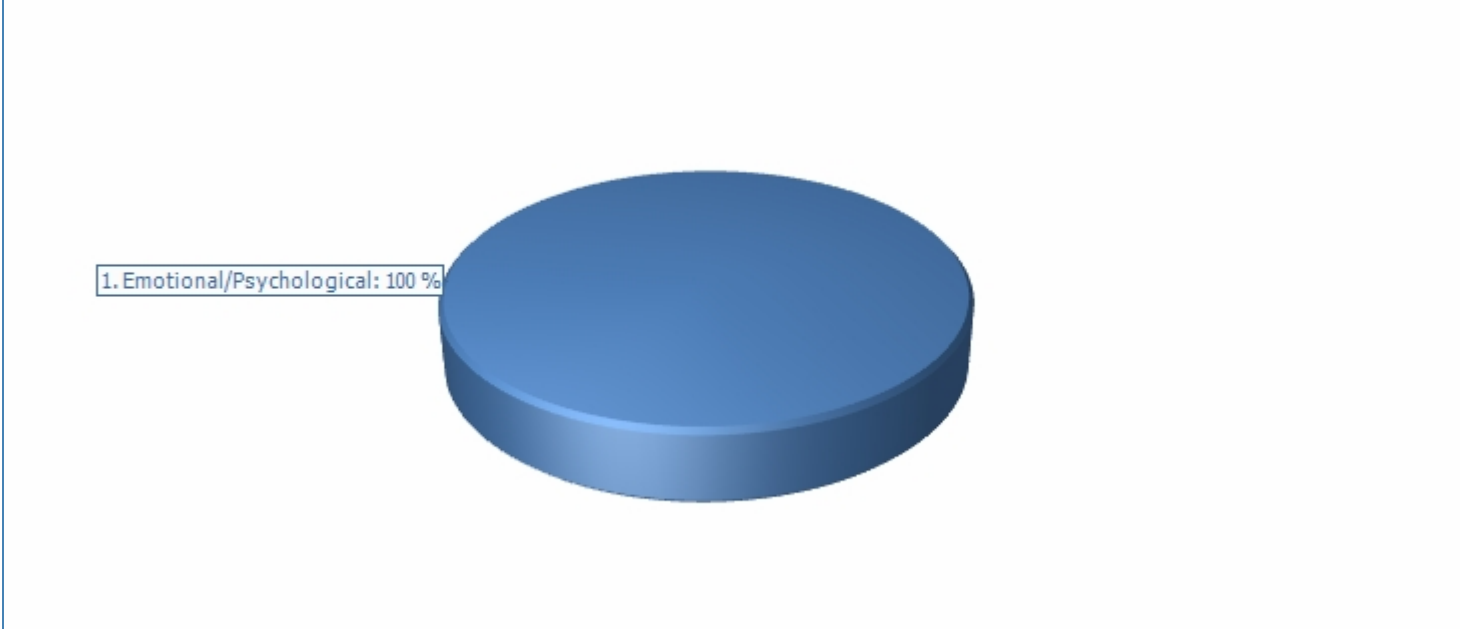
| Gender (Primary) | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Female | 1 | 33.33% | 2 | 33.33% | 0 | 0.00% | 0 | 0.00% | 2 | 28.57% | 0 | 0.00% |
| Male | 2 | 66.67% | 4 | 66.67% | 5 | 100.00% | 4 | 100.00% | 5 | 71.43% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Presenting Problem



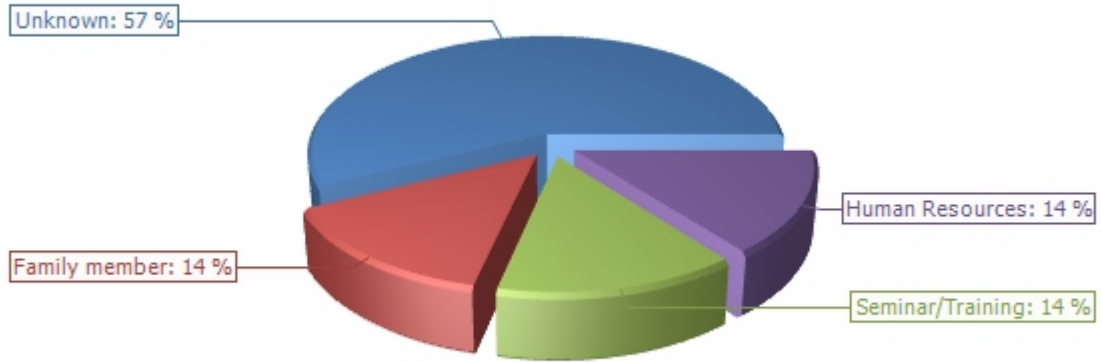
| Presenting Problem | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|---------------------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| 1. Emotional/Psychological | 3 | 100.00% | 6 | 100.00% | 5 | 100.00% | 4 | 100.00% | 7 | 100.00% | 0 | 0.00% |
| 2. Family Related | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 3. Marital/Relationship | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 4. Mandated-Supervisor Referral | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 5. Substance Abuse | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 6. Work Related | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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How did you hear about EAP Preferred



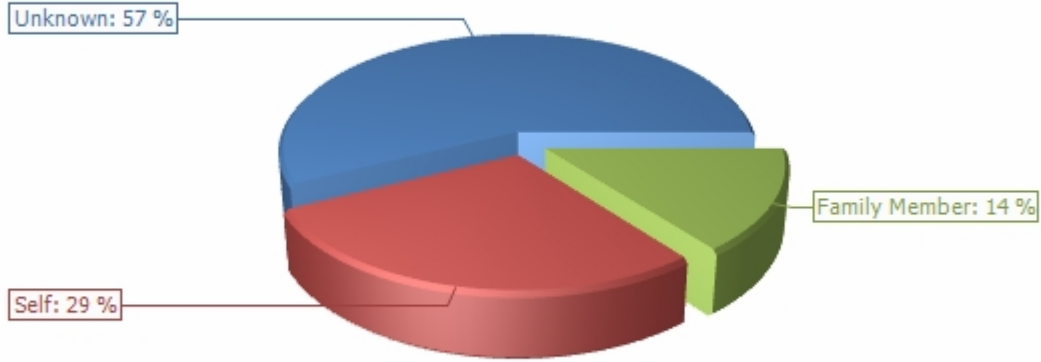
| How did you hear about EAP Preferred | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|--------------------------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Family member | 0 | 0.00% | 1 | 16.67% | 1 | 20.00% | 1 | 25.00% | 1 | 14.29% | 0 | 0.00% |
| Human Resources | 1 | 33.33% | 1 | 16.67% | 1 | 20.00% | 1 | 25.00% | 1 | 14.29% | 0 | 0.00% |
| Seminar/Training | 1 | 33.33% | 1 | 16.67% | 1 | 20.00% | 0 | 0.00% | 1 | 14.29% | 0 | 0.00% |
| Unknown | 1 | 33.33% | 3 | 50.00% | 2 | 40.00% | 2 | 50.00% | 4 | 57.14% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Who suggested you to come to counseling



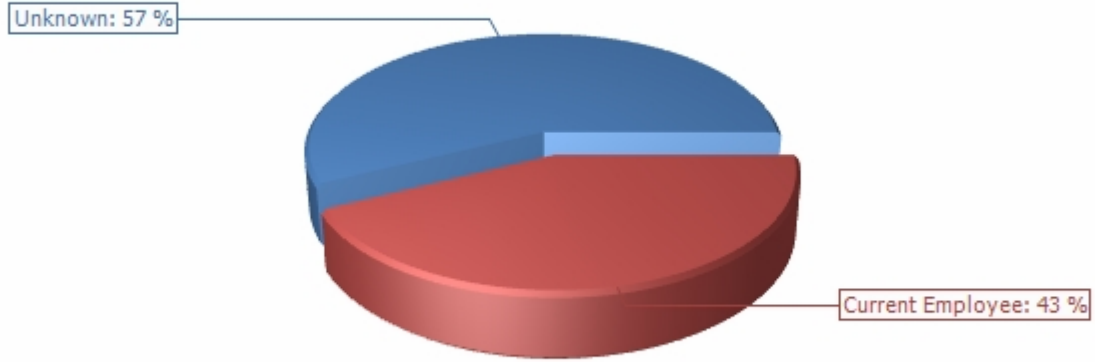
| Who suggested you to come to counseling | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|---|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Family Member | 0 | 0.00% | 1 | 16.67% | 1 | 20.00% | 1 | 25.00% | 1 | 14.29% | 0 | 0.00% |
| Self | 2 | 66.67% | 2 | 33.33% | 2 | 40.00% | 1 | 25.00% | 2 | 28.57% | 0 | 0.00% |
| Unknown | 1 | 33.33% | 3 | 50.00% | 2 | 40.00% | 2 | 50.00% | 4 | 57.14% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Employee's Present Job Status



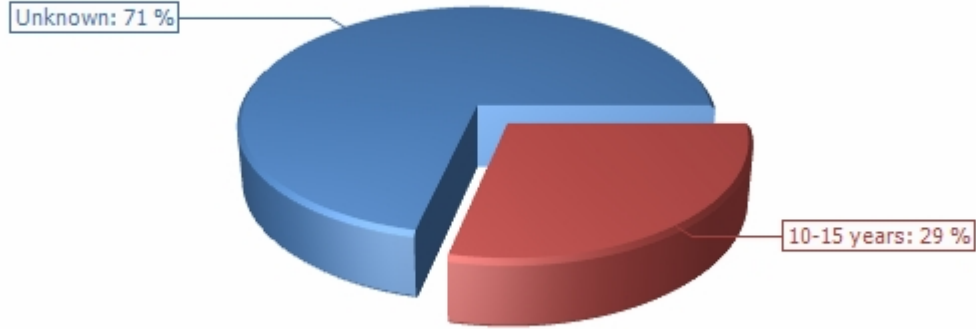
| Employee's Present Job Status | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|-------------------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Current Employee | 2 | 66.67% | 3 | 50.00% | 3 | 60.00% | 2 | 50.00% | 3 | 42.86% | 0 | 0.00% |
| Unknown | 1 | 33.33% | 3 | 50.00% | 2 | 40.00% | 2 | 50.00% | 4 | 57.14% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Employee's Length of Employment



| Employee's Length of Employment | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|---------------------------------|------------|--------------|------------|--------------|------------|--------------|--------------|--------------|------------------|--------------|------------------|------------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| 10-15 years | 2 | 66.67% | 2 | 33.33% | 2 | 40.00% | 1 | 25.00% | 2 | 28.57% | 0 | 0.00% |
| Unknown | 1 | 33.33% | 4 | 66.67% | 3 | 60.00% | 3 | 75.00% | 5 | 71.43% | 0 | 0.00% |
| Total | 3 | 100 % | 6 | 100 % | 5 | 100 % | 4 | 100 % | 7 | 100 % | 0 | 0 % |

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Information Call Type

| |
|--|
| |
|--|

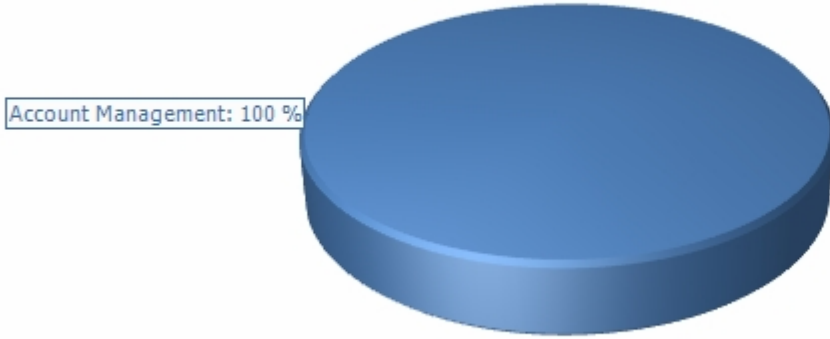
| Information Call Type | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|-----------------------|------------|-------|------------|-------|------------|-------|--------------|-------|------------------|-------|------------------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| No Data To Report | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |

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Account Management



| Account Management | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|--------------------|------------|---------|------------|-------|------------|-------|--------------|-------|------------------|---------|------------------|---------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Account Management | 1 | 100.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 1 | 100.00% | 2 | 100.00% |

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Trauma Summary

| | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|

| Trauma Summary | 1/1 - 3/31 | | 4/1 - 6/30 | | 7/1 - 9/30 | | 10/1 - 12/31 | | 1/2017 - 12/2017 | | 1/2016 - 12/2016 | |
|-------------------|------------|-------|------------|-------|------------|-------|--------------|-------|------------------|-------|------------------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| No Data To Report | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |

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Organizational Service/CISD Summary

| Date | Type | Duration | Attendees |
|------------------|-----------------|--------------------------|------------------|
| 3/22/2017 | Training | San Luis, Arizona | 33 |
| 3/22/2017 | Training | San Luis, Arizona | 8 |
| 3/23/2017 | Training | San Luis, Arizona | 10 |
| 3/23/2017 | Training | San Luis, Arizona | 21 |
| 3/27/2017 | Training | San Luis, Arizona | 21 |
| TOTAL | | 0.00 | 93 |