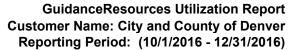


STAY AHEAD of Productivity, Performance and Health Issues

City and County of Denver

Quarterly Utilization Report Reporting Period Q4 (10/1/2016 - 12/31/2016)

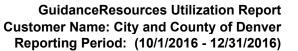




	Q1 Q2		(Q 3		Q 4	Year T	To Date	Last	t Year		
Access To Services												
Telephone/Email Access												
EAP	140	74%	121	73%	137	74%	161	73%	559	74%	510	72%
FamilySource	18	10%	12	7%	20	11%	15	7%	65	9%	54	8%
FinancialConnect	4	2%	7	4%	6	3%	10	5%	27	4%	38	5%
LegalConnect	27	14%	25	15%	22	12%	34	15%	108	14%	110	15%
Sub Total		189	,	165		185	7	220	7	759	7	712
Online Access												
EAP	97	18%	89	17%	141	22%	147	20%	474	20%	294	19%
FamilySource	167	32%	114	22%	128	20%	191	27%	600	25%	375	24%
FinancialConnect	67	13%	65	13%	68	11%	80	11%	280	12%	173	11%
GlobalConnect	0	0%	0	0%	0	0%	2	0%	2	0%	0	0%
Health & Wellness	38	7%	130	25%	165	26%	182	25%	515	22%	140	9%
Health Care Navigation	34	6%	9	2%	11	2%	3	0%	57	2%	29	2%
LegalConnect	127	24%	111	21%	116	18%	113	16%	467	19%	560	36%
Sub Total	!	530		518		629	7	718	2,	,395	1	571
Combined Access												
EAP	237	33%	210	31%	278	34%	308	33%	1,033	33%	804	35%
FamilySource	185	26%	126	18%	148	18%	206	22%	665	21%	429	19%
FinancialConnect	71	10%	72	11%	74	9%	90	10%	307	10%	211	9%
GlobalConnect	0	0%	0	0%	0	0%	2	0%	2	0%	0	0%
Health & Wellness	38	5%	130	19%	165	20%	182	19%	515	16%	140	6%
Health Care Navigation	34	5%	9	1%	11	1%	3	0%	57	2%	29	1%
LegalConnect	154	21%	136	20%	138	17%	147	16%	575	18%	670	29%
Total	7	719	(683	8	814	,	938	3,	,154	2	2283
Additional EAP Services												
Critical Incident Debriefing Sessions (number is		1		3		4		5		13		10
excluded from overall utilization counts)												
Critical Incident Debriefing Event Participants		3		5		42		41		91	1	151
Training Sessions (number is excluded from overall utilization counts)		2		3		2		2		9		2
Training Session Participants		39		62		11		65		177		61
Health Fairs Events (number is excluded from overall utilization counts)		0		2		5		4		11		8
Total Utilization	-	761		750	-	367	1	,044	3.	,422	2.	,495

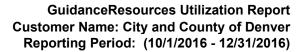


		Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results							
Total Utilization Rate (% - A	nnualized)	22.86%	22.53%	26.05%	31.37%	25.70%	18.74%
Based on Quarterly Average Em	ployee Counts	13,314	13,314	13,314	13,314	13,314	13,314
Case Closure (only EAP cases)							
Resolved within EAP		118 90%	88 91%	47 94%	27 93%	280 91%	483 95%
Referred to benefits resource	Outpatient	13 10%	9 9%	3 6%	2 7%	27 9%	26 5%
Total		131	97	50	29	307	509





Cross Referral O 0% 1 1 1% 0 0 0% 0 0% 1 0 0% 1 0 0% 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Q1		Q1 Q2			Q3		Q 4	Year '	To Date	Las	t Year
Cross Referral 0 0 0% 1 1 1% 0 0 0% 0 0% 1 0% 2 6 6 1% 6 6 6 1 Email 1 1 1% 2 1% 2 1% 1 1 1% 0 0 0% 1 0 0% 1 0% 6 6 1 Email 0 0 0% 0 0 0% 1 1 1% 0 0 0% 1 0 0% 1 0 0% 1 0 0 Family 10 5% 10 6% 8 4 4% 5 2 1% 33 4 4% 4 6 Email 4 2	eferral Source												
Decline	Brochure	14	7%	12	7%	8	4%	8	4%	42	6%	37	5%
Email 0 0 0% 0 0 0% 1 1 1% 0 0 0% 1 0 0% 1 2 1% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Cross Referral	0	0%	1	1%	0	0%	0	0%	1	0%	2	0%
Family	Decline	1	1%	2	1%	2	1%	1	0%	6	1%	6	1%
Flyer	Email	0	0%	0	0%	1	1%	0	0%	1	0%	3	0%
Formal Referral 4 2% 2 1% 2 1% 2 1% 2 1% 10 1% 5 5 6 G GuidanceResources Online 15 8% 5 3% 15 8% 13 6% 48 6% 17 Abeath Fair 0 0 0% 0 0% 1 1% 0 0% 1 0% 2 HR 47 25% 41 25% 67 36% 61 28% 216 28% 195 Hnternet / Intranet 1 1 1% 3 2% 0 0 0% 0 0% 4 1% 1% 16 Newsletter 0 0 0% 0 0% 0 0% 0 0% 0 0% 4 1% 18 Newsletter 0 0 0% 0 0% 0 0% 0 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 10 0% 10 0% 1 0% 10 0% 10 0% 1 0% 1 0% 10 0% 1	⁻ amily	10	5%	10	6%	8	4%	5	2%	33	4%	46	6%
GuidanceResources Online	Flyer	5	3%	5	3%	0	0%	3	1%	13	2%	20	3%
Health Fair 0 0 0% 0 0% 1 1 1% 0 0 0% 1 0 0% 1 0% 2 1 19 19 11 19 10 0 0% 1 0 0% 1 0 0% 1 19 19 11 19 11 19 11 19 19 19 19 19 1	Formal Referral	4	2%	2	1%	2	1%	2	1%	10	1%	5	1%
HR	GuidanceResources Online	15	8%	5	3%	15	8%	13	6%	48	6%	17	2%
Internet / Intranet 1	Health Fair	0	0%	0	0%	1	1%	0	0%	1	0%	2	0%
Newsletter 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	HR	47	25%	41	25%	67	36%	61	28%	216	28%	195	27%
Online - Ask the Expert 5 3% 3 2% 3 2% 15 7% 26 3% 20 Orientation 0 0% 1 1% 0 0% 1 0% 0 0% 1 0% 0 0 0% 1 0% 0 0 0% 1 0% 0 0 0% 1 0% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	nternet / Intranet	1	1%	3	2%	0	0%	0	0%	4	1%	16	2%
Orientation 0 0% 1 1% 0 0% 0 0% 1 0% COUNTY Other 5 3% 12 7% 4 2% 10 5% 31 4% 22 Other Vendor 0 0% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Newsletter	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Other Other Vendor 5 3% 12 7% 4 2% 10 5% 31 4% 25 Other Vendor 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 10 0% 1 1% 9 2 10 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0	Online - Ask the Expert	5	3%	3	2%	3	2%	15	7%	26	3%	20	3%
Other Vendor 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 1 1 4 2% 10 1% 9 9 1 1% 2 1% 4 2% 10 1% 9 5 7% 4% 22 10% 56 7% 4% 5 20 0 0% 3 2% 1 0% 7 1% 2 2 10% 6 7% 4% 2 1 0% 0 0% 1 0% 0 0% 0 0% 0	Orientation	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Peer 1 1% 3 2% 2 1% 4 2% 10 1% 5 Previous GR User 16 8% 11 7% 7 4% 22 10% 56 7% 45 Supervisor/Manager 3 2% 0 0% 3 2% 1 0% 7 1% 42 Union 0 0% 1 1% 0 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 0 0% 0 0% 1 0% 0 0% 0 0% 0 <td>Other</td> <td>5</td> <td>3%</td> <td>12</td> <td>7%</td> <td>4</td> <td>2%</td> <td>10</td> <td>5%</td> <td>31</td> <td>4%</td> <td>29</td> <td>4%</td>	Other	5	3%	12	7%	4	2%	10	5%	31	4%	29	4%
Previous GR User 16 8% 11 7% 7 4% 22 10% 56 7% 45 Supervisor/Manager 3 2% 0 0% 3 2% 1 0% 7 1% 2 Union 0 0% 1 1% 0 0% 0 0% 1 0% 2 Unknown 62 33% 52 32% 62 34% 75 34% 251 33% 251 Wallet Card 0 0% 1 1% 0 0% 0 0% 1 0% 0 Sub Total 189 165 185 220 759 759 Client Status Employee 164 87% 134 81% 167 90% 172 78% 637 84% 583 Dependent 16 8% 22 13% 12 6% <t< td=""><td>Other Vendor</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>0</td><td>0%</td><td>1</td><td>0%</td></t<>	Other Vendor	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Supervisor/Manager 3 2% 0 0% 3 2% 1 0% 7 1% 2 2	Peer	1	1%	3	2%	2	1%	4	2%	10	1%	9	1%
Union 0 0% 1 1% 0 0% 0 0% 1 0% 0 0% 1 0% 0 0% 1 0% 0 0% 0 0% 1 0% 0 0 0 0	Previous GR User	16	8%	11	7%	7	4%	22	10%	56	7%	49	7%
Unknown 62 33% 52 32% 62 34% 75 34% 251 33% 251 Wallet Card 0 0 0% 1 1% 0 0 0% 0 0% 1 0% 0 0 0% 1 0% 0 0 0% 1 0% 0 0 0% 1 0% 0 0% 0 0 0% 1 0% 0 0 0%	Supervisor/Manager	3	2%	0	0%	3	2%	1	0%	7	1%	2	0%
Wallet Card 0 0% 1 1% 0 0% 0 0% 1 0% 0 Sub Total 189 165 185 220 759 Client Status Employee 164 87% 134 81% 167 90% 172 78% 637 84% 583 Dependent 16 8% 22 13% 12 6% 29 13% 79 10% 70 Other 16 8% 22 13% 12 6% 29 13% 79 10% 70 Other 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0	Jnion	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Sub Total 189 165 185 220 759	Jnknown	62	33%	52	32%	62	34%	75	34%	251	33%	251	35%
Employee	Wallet Card	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Employee 164 87% 134 81% 167 90% 172 78% 637 84% 583 Dependent 16 8% 22 13% 12 6% 29 13% 79 10% 70 Other 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% Retiree 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% Significant Other 0 0 0% 1 1% 0 0% 1 0% 2 0% 1 Spouse 6 3% 6 4% 4 2% 16 7% 32 4% 48 Unknown 3 2% 2 1% 2 1% 2 1% 9 1% 6 Sub Total 189 165 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 48 Female 125 66% 101 61% 124 67% 138 63% 488 64% 458 Male 62 33% 62 38% 60 32% 82 37% 266 35% 248	Sub Total	'	189		165		185		220		759		712
Dependent 16 8% 22 13% 12 6% 29 13% 79 10% 70 Other 0 0% 1 0% 2 0% 1 1 0% 0 0% 1 1 0% 0 0% 1 1 0% 0 0% 1 1 1 0 0 0% 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ient Status												
Other 0 0% 1 0% 2 0% 1 0% 2 0% 1 0% 2 0% 1 0% 2 0% 1 0% 2 0% 1 0% 0 0% 5 1% 4 4 2 1% 4 4 2 1% 4 4 2 1% 2 1% 2 1% 2 1% 2 1% 2 1% 2 1% 2 1% 2 1% 2 1 1	Employee	164	87%	134	81%	167	90%	172	78%	637	84%	583	82%
Retiree 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 1 0% 2 0% 1 1% 0 0% 1 0 0% 1 1% 0 0% 3 2 4 4 2 1% 1 1% 0 0% 5 1% 4 Sub Total 189 165 185 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 45% Male 62 33% 62 38% 60 32% 82 37% 266	Dependent	16	8%	22	13%	12	6%	29	13%	79	10%	70	10%
Significant Other 0 0% 1 1% 0 0% 1 0% 2 0% 1 Spouse 6 3% 6 4% 4 2% 16 7% 32 4% 48 Unknown 3 2% 2 1% 2 1% 2 1% 9 1% 6 Sub Total 189 165 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	Other	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
Spouse 6 3% 6 4% 4 2% 16 7% 32 4% 48 Unknown 3 2% 2 1% 2 1% 9 1% 6 Sub Total 189 165 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	Retiree	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Spouse 6 3% 6 4% 4 2% 16 7% 32 4% 48 Unknown 3 2% 2 1% 2 1% 9 1% 6 Sub Total 189 165 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	Significant Other	0	0%	1	1%	0	0%	1	0%	2	0%	1	0%
Unknown 3 2% 2 1% 2 1% 9 1% 6 Sub Total 189 165 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	-	6	3%	6	4%	4	2%	16	7%	32	4%	48	7%
Sub Total 189 165 185 220 759 Client Gender Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	•	3		2								6	1%
Decline 2 1% 2 1% 1 1% 0 0% 5 1% 4 Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	Sub Total		189		165		185		220		759		712
Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	ient Gender												
Female 125 66% 101 61% 124 67% 138 63% 488 64% 459 Male 62 33% 62 38% 60 32% 82 37% 266 35% 249	Decline	2	1%	2	1%	1	1%	0	0%	5	1%	4	1%
Male 62 33% 62 38% 60 32% 82 37% 266 35% 249						124						459	64%
												249	35%
JUD 10181 103 103 103 103 220 733	Sub Total		 189		165		 185		 220		759		712

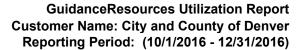




		Q1		Q2		Q3		Q 4	Year To Date		Las	t Year
Client Age Group												
0-12	5	3%	10	6%	2	1%	6	3%	23	3%	21	3%
13-19	11	6%	11	7%	8	4%	13	6%	43	6%	39	5%
20-29	19	10%	19	12%	24	13%	26	12%	88	12%	71	10%
30-39	45	24%	30	18%	43	23%	58	26%	176	23%	161	23%
40-49	47	25%	37	22%	40	22%	49	22%	173	23%	185	26%
50-59	27	14%	33	20%	45	24%	32	15%	137	18%	125	18%
60 +	3	2%	8	5%	8	4%	5	2%	24	3%	25	4%
Unknown	31	16%	17	10%	14	8%	28	13%	90	12%	72	10%
Decline	1	1%	0	0%	1	1%	3	1%	5	1%	13	2%
Sub Total		189		165		185		220		759		712
Employee Job Category (employee data only)												
Administration	8	5%	4	3%	10	6%	7	4%	29	5%	28	5%
Branch Office Assistant	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Declined	34	21%	30	22%	31	19%	37	22%	132	21%	121	21%
Home Office	0	0%	0	0%	1	1%	2	1%	3	0%	0	0%
Laborer	8	5%	4	3%	1	1%	0	0%	13	2%	10	2%
Management	7	4%	10	7%	4	2%	8	5%	29	5%	22	4%
Nurse	0	0%	0	0%	1	1%	0	0%	1	0%	1	0%
Office / Clerical	3	2%	7	5%	6	4%	8	5%	24	4%	30	5%
Operations	9	5%	6	4%	6	4%	4	2%	25	4%	27	5%
Police / Fire	15	9%	8	6%	16	10%	3	2%	42	7%	30	5%
Professional	60	37%	44	33%	64	38%	63	37%	231	36%	186	32%
Sales	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Service	14	9%	15	11%	18	11%	25	15%	72	11%	94	16%
Skilled Trade	2	1%	5	4%	3	2%	5	3%	15	2%	13	2%
Technical	4	2%	1	1%	6	4%	8	5%	19	3%	19	3%
Transportation	0	0%	0	0%	0	0%	1	1%	1	0%	1	0%
Sub Total		164		134		167		172	(637		583

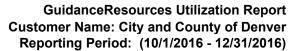


		Q1		Q2		Q3		Q4	Year	To Date	Las	t Year
Employee Job Tenure (employee data only)												
Less than 1 year	18	11%	24	18%	31	19%	23	13%	96	15%	67	11%
1 - 4 years	42	26%	33	25%	39	23%	48	28%	162	25%	124	21%
5 - 9 years	23	14%	21	16%	32	19%	20	12%	96	15%	132	23%
10 - 14 years	9	5%	9	7%	10	6%	19	11%	47	7%	49	8%
15 - 19 years	18	11%	9	7%	14	8%	7	4%	48	8%	36	6%
20+ years	15	9%	10	7%	14	8%	12	7%	51	8%	55	9%
Unknown	38	23%	24	18%	26	16%	41	24%	129	20%	106	18%
Decline	1	1%	4	3%	1	1%	2	1%	8	1%	14	2%
Sub Total		164		134		167		172	(637		583



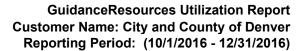


		Q1		Q2		Q3		Q 4	Year '	To Date	Las	t Year
Customer Structure Detail												
AUDITOR'S OFFICE	9	5%	4	2%	7	4%	25	11%	45	6%	26	4%
COMMUNITY PLANNING/DEVELOPMENT	4	2%	4	2%	3	2%	7	3%	18	2%	20	3%
DENVER HEALTH MEDICAL CENTER	5	3%	6	4%	1	1%	2	1%	14	2%	25	4%
DENVER PUBLIC LIBRARY	14	7%	13	8%	12	6%	20	9%	59	8%	43	6%
DEPARTMENT OF AVIATION	8	4%	8	5%	2	1%	20	9%	38	5%	42	6%
DEPARTMENT OF FINANCE	4	2%	5	3%	3	2%	8	4%	20	3%	14	2%
DEPARTMENT OF SAFETY	30	16%	20	12%	33	18%	28	13%	111	15%	94	13%
DISTRICT ATTORNEY	5	3%	5	3%	1	1%	7	3%	18	2%	21	3%
ECONOMIC DEVELOPMENT	7	4%	7	4%	4	2%	0	0%	18	2%	30	4%
ENVIRONMENTAL PROTECTION	7	4%	6	4%	6	3%	4	2%	23	3%	21	3%
EXCISE AND LICENSE	0	0%	0	0%	0	0%	0	0%	0	0%	4	1%
GENERAL SERVICES	12	6%	18	11%	24	13%	22	10%	76	10%	65	9%
HUMAN SERVICES	23	12%	20	12%	33	18%	28	13%	104	14%	86	12%
INDEPENDENT AGENCIES	4	2%	0	0%	0	0%	2	1%	6	1%	13	2%
LAW DEPARTMENT	4	2%	2	1%	11	6%	5	2%	22	3%	13	2%
OFFICE OF HUMAN RESOURCES	7	4%	3	2%	10	5%	4	2%	24	3%	25	4%
PARKS AND RECREATION	9	5%	12	7%	9	5%	5	2%	35	5%	50	7%
PUBLIC WORKS	21	11%	17	10%	14	8%	17	8%	69	9%	72	10%
SMALL CLIENT GROUPS	9	5%	9	5%	4	2%	9	4%	31	4%	25	4%
TECHNOLOGY SERVICES	7	4%	6	4%	8	4%	7	3%	28	4%	23	3%
Sub Total	,	189		165		185	2	220	7	759		712



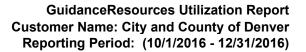


		Q1	(Q 2	(Q3		Q 4	Year	Γο Date	Las	t Year
			Employe	ee Assista	nce Prog	ram [®]						
U.S. Services												
Primary Issue Presented												
Alcohol/Related	5	4%	1	1%	2	1%	4	2%	12	2%	12	2%
Anger Issues	5	4%	1	1%	0	0%	5	3%	11	2%	18	4%
Anxiety Related	11	8%	6	5%	5	4%	11	7%	33	6%	33	6%
Attention Issues	0	0%	0	0%	1	1%	0	0%	1	0%	2	0%
Bereavement	4	3%	4	3%	9	7%	7	4%	24	4%	32	6%
Depression Related	9	6%	11	9%	14	10%	17	11%	51	9%	47	9%
Domestic Violence	0	0%	1	1%	1	1%	1	1%	3	1%	3	1%
Eating Related Issues	0	0%	0	0%	1	1%	0	0%	1	0%	2	0%
Employee-related Issue	1	1%	0	0%	0	0%	1	1%	2	0%	1	0%
Family/Child	4	3%	4	3%	4	3%	9	6%	21	4%	24	5%
Family/Child - Behavioral Issues	6	4%	3	2%	4	3%	5	3%	18	3%	9	2%
Family/Child - Family Issues	11	8%	15	12%	13	9%	15	9%	54	10%	39	8%
Interpersonal Issues	0	0%	0	0%	3	2%	1	1%	4	1%	0	0%
Legal	1	1%	0	0%	0	0%	0	0%	1	0%	5	1%
Medical	0	0%	0	0%	2	1%	1	1%	3	1%	4	1%
Occupational	4	3%	7	6%	3	2%	4	2%	18	3%	12	2%
Occupational - Conflict Resolution	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Occupational - Interpersonal	1	1%	1	1%	1	1%	2	1%	5	1%	4	1%
Occupational - Performance	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
Partner/Relationship	28	20%	29	24%	28	20%	31	19%	116	21%	115	23%
Psychological	35	25%	22	18%	25	18%	32	20%	114	20%	94	18%
Stress	14	10%	15	12%	18	13%	14	9%	61	11%	39	8%
Substance Use Related	1	1%	0	0%	2	1%	1	1%	4	1%	6	1%
Trauma	0	0%	0	0%	0	0%	0	0%	0	0%	7	1%
Workplace Trauma	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Sub-Total Issues	,	140	,	121		137		161	,	559		510



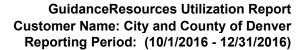


		Q1		Q2		Q 3		Q 4	Year '	To Date	Last	Year
Consultation Type												
Chat	1	1%	0	0%	0	0%	0	0%	1	0%	1	0%
Face to Face	133	95%	117	97%	134	98%	151	94%	535	96%	487	95%
Bar Association / Consumer Credit Counseling	1	1%	0	0%	0	0%	0	0%	1	0%	5	1%
BehavioralExpert	2	1%	2	2%	3	2%	7	4%	14	3%	10	2%
Community Resources	0	0%	1	1%	0	0%	2	1%	3	1%	3	1%
Supervisor / Management Consult	3	2%	1	1%	0	0%	1	1%	5	1%	4	1%
Sub-Total - Consultations	140		1	121	,	137	,	161		559	(510
Total Number of Issues	,	140		121		137		161	,	559		510
Online Services												
Total Online Services		97		89		141		147	4	174	2	294
Total Product Utilization	237		2	210		278	;	308	1	,033	8	304
Employee Count												
Total Utilization Rate (% - Annualized)	7.	12%	6.	31%	8.	35%	9.	25%	7.	76%	6.	04%
Based on Quarterly Average employees	13	,314	13	,314	13	3,314	13	,314	13	,314	13	,314



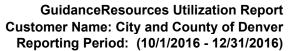


	(21		Q2		Q3	(Q4	Year	To Date	Last	Year
				FamilySou	urce ®							
U.S. Services												
Primary Issue Presented												
Child Care-Camp	0	0%	1	8%	0	0%	0	0%	1	2%	1	2%
Child Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Child Care-Infant/Toddler (Centers)	2	11%	0	0%	0	0%	2	13%	4	6%	2	4%
Child Care-Infant/Toddler (Home)	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Child Care-K-12 (Before/After School)	0	0%	1	8%	1	5%	0	0%	2	3%	0	0%
Child Care-Nanny	1	6%	0	0%	0	0%	1	7%	2	3%	1	2%
Child Care-Pregnancy Kit	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Child Care-Special Needs Programs	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Education-Financial Aid/Scholarships	0	0%	0	0%	0	0%	0	0%	0	0%	3	6%
Education-Scholarships: Undergrad	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Elder Care-Adult Daycare	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Elder Care-ALZ Long-Term Care	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Elder Care-Assisted Living	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Elder Care-Consultation	1	6%	0	0%	1	5%	1	7%	3	5%	2	4%
Elder Care-Geriatric Case Management	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Elder Care-Home Health	0	0%	0	0%	2	10%	0	0%	2	3%	1	2%
Elder Care-Home Health/Non-Medical	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Elder Care-Low Income Housing	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Elder Care-Other	0	0%	0	0%	0	0%	0	0%	0	0%	2	4%
Elder Care-transportation	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Event Planning-Airfares	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Event Planning-Transportation	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Event Planning-Wedding	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Gov't Services-Financial Assistance	4	22%	4	33%	3	15%	3	20%	14	22%	18	33%
Gov't Services-Fire Assistance	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Gov't Services-Food Bank/Pantry	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Gov't Services-Funeral Assistance	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Healthcare-Doctors/Professionals	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Healthcare-General Information	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Healthcare-Other	0	0%	1	8%	0	0%	0	0%	1	2%	1	2%
Healthcare-Prescription Assistance	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Home Improvement-Contractor	0	0%	1	8%	0	0%	0	0%	1	2%	0	0%
Home Improvement-Handyman	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Home Improvement-Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Insurance-Auto	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
01032017-93833				CONFIDEN	ITIAL						Pa	ge 10 of 1





	C	Q1	(Q2	(Q 3	C	Q 4	Year To Date		Last	Year
Moving-Apartment Hunting	2	11%	2	17%	4	20%	1	7%	9	14%	8	15%
Moving-Buying a Home	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Moving-Moving Companies	0	0%	0	0%	0	0%	1	7%	1	2%	1	2%
Moving-Shelter	1	6%	0	0%	0	0%	0	0%	1	2%	3	6%
Pet Care-Veterinarian	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Shopping-Buying/Leasing Cars	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%
Shopping-Other	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Support Groups-Autism	0	0%	1	8%	0	0%	0	0%	1	2%	0	0%
Support Groups-Cancer	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Support Groups-Grief	0	0%	1	8%	2	10%	0	0%	3	5%	1	2%
Support Groups-Health Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Sub-Total Issues		18		12		20	,	15		65	,	54
Total Number of Issues		18		12		20	,	15		65		54
Online Services												
Total Online Services	167	100%	114	100%	128	100%	191	100%	600	100%	375	100%
Total Online Services	1	67	1	14	,	128	1	91	(600	3	375
Total Product Utilization	1	85	1	26	,	148	2	06	(665	4	129
Employee Count												
Total Utilization Rate (% - Annualized)	5.	56%	3.	79%	4.	45%	6.	19%	4.	99%	3.2	22%
Based on Quarterly Average employees	13	,314	13	,314	13	,314	13.	314	13	,314	13	,314





	Q1		Q2 Q3		(Q4	Year ⁻	To Date	Last	t Year		
				LegalCon	nect [®]							
J.S. Services												
Primary Issue Presented												
Adoption	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Advanced Directives	0	0%	0	0%	0	0%	1	3%	1	1%	0	0%
Bankruptcy	1	4%	0	0%	0	0%	3	9%	4	4%	4	4%
Business	0	0%	1	4%	0	0%	0	0%	1	1%	2	2%
Child Custody	4	15%	2	8%	3	14%	1	3%	10	9%	4	4%
Child Support	0	0%	1	4%	3	14%	1	3%	5	5%	6	5%
Civil	3	11%	6	24%	1	5%	3	9%	13	12%	15	14%
Consumer	0	0%	0	0%	1	5%	0	0%	1	1%	5	5%
Criminal	1	4%	1	4%	0	0%	5	15%	7	6%	5	5%
Divorce / Separation	5	19%	4	16%	5	23%	5	15%	19	18%	15	14%
Education	0	0%	2	8%	0	0%	0	0%	2	2%	0	0%
Estate Planning	2	7%	2	8%	0	0%	3	9%	7	6%	2	2%
Family Law	2	7%	4	16%	1	5%	3	9%	10	9%	17	15%
General Legal	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Government Benefits	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Guardianship	0	0%	0	0%	1	5%	0	0%	1	1%	3	3%
Insurance	0	0%	1	4%	0	0%	0	0%	1	1%	0	0%
Landlord/Tenant	7	26%	0	0%	2	9%	2	6%	11	10%	6	5%
Personal Injury	1	4%	0	0%	1	5%	1	3%	3	3%	6	5%
Probate	0	0%	0	0%	2	9%	1	3%	3	3%	3	3%
Real Estate	0	0%	0	0%	0	0%	1	3%	1	1%	2	2%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Traffic	0	0%	0	0%	1	5%	3	9%	4	4%	5	5%
Wills	1	4%	1	4%	1	5%	1	3%	4	4%	4	4%
Sub-Total Issues		27		25		22		34		108	1	 I10
Consultation Type												
Consultation and referral (main source)	19	70%	15	60%	10	45%	19	56%	63	58%	68	62%
Consultation and referral (other source)	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Consultation only	6	22%	8	32%	11	50%	11	32%	36	33%	35	32%
Other	2	7%	2	8%	1	5%	4	12%	9	8%	4	4%
Sub-Total - Consultations		27		25		22		34		108		 10



	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Number of Issues	27	25	22	34	108	110
Online Services						
Total Online Services	127 100%	111 100%	116 100%	113 100%	467 100%	560 100%
Total Online Services	127	111	116	113	467	560
Total Product Utilization	154	136	138	147	575	670
Employee Count						
Total Utilization Rate (% - Annualized)	4.63%	4.09%	4.15%	4.42%	4.32%	5.03%
Based on Quarterly Average employees	13,314	13,314	13,314	13,314	13,314	13,314



		Q1		Q2		Q3		Q 4	Year ⁻	Γο Date	Las	t Year
			Fi	inancialCo	nnect SM							
J.S. Services												
Primary Issue Presented												
Budgeting techniques & discipline	1	25%	1	14%	1	17%	1	10%	4	15%	7	18%
Credit Card Debt	0	0%	0	0%	1	17%	2	20%	3	11%	7	18%
Credit history & issues	0	0%	0	0%	0	0%	2	20%	2	7%	3	8%
Estate planning (wills, etc.)	0	0%	0	0%	0	0%	1	10%	1	4%	1	3%
General Financial	1	25%	1	14%	0	0%	0	0%	2	7%	2	5%
Hardship call, requesting financial assistance or lc	0	0%	0	0%	1	17%	0	0%	1	4%	3	8%
Income tax issues	1	25%	2	29%	1	17%	1	10%	5	19%	4	11%
Insurance	1	25%	0	0%	0	0%	0	0%	1	4%	2	5%
Investment options & risk-return	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Medicaid, Medicare, SSDI Benefits	0	0%	1	14%	0	0%	0	0%	1	4%	0	0%
Mortgages, credit card & other debt	0	0%	2	29%	0	0%	2	20%	4	15%	3	8%
Retirement planning	0	0%	0	0%	1	17%	1	10%	2	7%	4	11%
Student Loan Debt	0	0%	0	0%	1	17%	0	0%	1	4%	1	3%
Sub-Total Issues		4		7		6		10		27		38
Consultation Type												
Consultation and referral (other source)	0	0%	2	29%	0	0%	2	20%	4	15%	4	11%
Consultation only	1	25%	5	71%	3	50%	4	40%	13	48%	18	47%
Consultation with literature	0	0%	0	0%	2	33%	0	0%	2	7%	2	5%
Other	3	75%	0	0%	1	17%	4	40%	8	30%	14	37%
Sub-Total - Consultations		4		7		6		10		27		38
Total Number of Issues		4		7		6		10		27		38
Online Services												
Total Online Services	67	100%	65	100%	68	100%	80	100%	280	100%	173	100%
Total Online Services		67		65		68		80	2	280	,	173
Total Product Utilization		71		72		74		90		307		 211



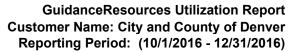
	Q1	Q2	Q3	Q4	Year To Date	Last Year
Employee Count						
Total Utilization Rate (% - Annualized)	2.13%	2.16%	2.22%	2.70%	2.31%	1.58%
Based on Quarterly Average employees	13,314	13,314	13,314	13,314	13,314	13,314



	Q1 Q2		Q3	Q4	Year To Date	Last Year
		GlobalCon	SM nect			
Online Services						
Total Online Services	0 0%	0 0%	0 0%	2 100%	2 100%	0 0%
Total Online Services	0	0	0	2	2	0
Total Product Utilization	0	0	0	2	2	0
Employee Count						
Total Utilization Rate (% - Annualized)	0.00%	0.00%	0.00%	0.06%	0.02%	0.00%
Based on Quarterly Average employees	13,314	13,314	13,314	13,314	13,314	13,314

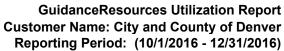


		Q1	c	2		23	c	Q 4	Year T	o Date	Last	Year
			Guidan	ceResoui	ces Onlin	e ®						
English USA Usage												
Online Topics												
Financial												
Consumer Issues	21	5%	19	6%	11	3%	37	8%	88	6%	37	4%
Debt & Bankruptcy	11	3%	29	9%	8	2%	11	2%	59	4%	44	5%
Estate Planning & Elder Care	1	0%	0	0%	0	0%	0	0%	1	0%	8	1%
Insurance	2	1%	1	0%	5	1%	2	0%	10	1%	3	0%
Personal Finance	24	6%	19	6%	20	5%	16	4%	79	5%	44	5%
Real Estate	3	1%	0	0%	3	1%	8	2%	14	1%	6	1%
Tax	1	0%	0	0%	1	0%	3	1%	5	0%	3	0%
Home & Auto												
Buying & Selling an Auto	17	4%	0	0%	2	1%	7	2%	26	2%	5	1%
Driver Safety & Education	4	1%	3	1%	0	0%	4	1%	11	1%	3	0%
Home Improvement & Maintenance	2	1%	3	1%	3	1%	21	5%	29	2%	11	1%
Home Safety & Security	2	1%	1	0%	0	0%	0	0%	3	0%	3	0%
Moving	3	1%	0	0%	1	0%	7	2%	11	1%	4	0%
Legal												
Consumer Issues	9	2%	2	1%	1	0%	1	0%	13	1%	18	2%
Criminal Law	1	0%	0	0%	0	0%	1	0%	2	0%	9	1%
Debt & Bankruptcy	13	3%	8	3%	7	2%	2	0%	30	2%	7	1%
Estate Planning & Elder Law	0	0%	1	0%	1	0%	3	1%	5	0%	17	2%
Family Law	4	1%	17	5%	12	3%	5	1%	38	2%	46	5%
Insurance	5	1%	1	0%	0	0%	1	0%	7	0%	8	1%
Lawyers & Court	3	1%	2	1%	1	0%	5	1%	11	1%	7	1%
Personal Injury & Health Law	0	0%	2	1%	0	0%	0	0%	2	0%	2	0%
Real Estate	12	3%	0	0%	11	3%	19	4%	42	3%	21	2%
Tax	0	0%	1	0%	1	0%	0	0%	2	0%	1	0%
Lifestyle												
Computers & Electronics	1	0%	0	0%	5	1%	1	0%	7	0%	3	0%
Food & Beverage	0	0%	4	1%	2	1%	2	0%	8	1%	3	0%
Going Green	0	0%	2	1%	0	0%	0	0%	2	0%	5	1%
Pets	14	4%	0	0%	5	1%	0	0%	19	1%	10	1%
Planning an Event	0	0%	0	0%	1	0%	11	2%	12	1%	1	0%
Shopping & Consumer Rights	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Travel	0	0%	10	3%	2	1%	7	2%	19	1%	2	0%
Relationships	•			- / -	_	• • •	•				_	
Child Care	12	3%	0	0%	1	0%	5	1%	18	1%	3	0%





		Q 1	(Q2		Q3	(Q 4	Year ⁻	To Date	Las	t Year
Divorce & Domestic Issues	10	3%	8	3%	9	2%	1	0%	28	2%	63	7%
Elder Care	5	1%	0	0%	0	0%	2	0%	7	0%	10	1%
Expanding a Family	5	1%	5	2%	0	0%	1	0%	11	1%	10	1%
Marriage & Relationships	51	13%	41	13%	58	15%	53	12%	203	13%	112	12%
Parenting	14	4%	3	1%	20	5%	23	5%	60	4%	26	3%
Special Needs & Gifted Children	4	1%	0	0%	0	0%	0	0%	4	0%	1	0%
Wellness												
Addiction	5	1%	10	3%	5	1%	9	2%	29	2%	27	3%
Emotional Well-being	29	7%	26	8%	37	10%	37	8%	129	8%	100	11%
Fitness & Nutrition	12	3%	34	11%	11	3%	34	8%	91	6%	34	4%
Grief & Loss	2	1%	5	2%	3	1%	6	1%	16	1%	13	1%
Personal Growth	14	4%	15	5%	24	6%	23	5%	76	5%	51	5%
Personal Safety	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%
Physical Health	33	8%	4	1%	28	7%	7	2%	72	5%	25	3%
Pregnancy	2	1%	1	0%	4	1%	8	2%	15	1%	19	2%
Stress & Anger Management	15	4%	7	2%	15	4%	16	4%	53	3%	35	4%
Work & Education												
Career Development	1	0%	2	1%	9	2%	9	2%	21	1%	9	1%
College & Graduate School	1	0%	3	1%	0	0%	3	1%	7	0%	4	0%
In the Workplace	13	3%	17	5%	23	6%	17	4%	70	5%	47	5%
K-12 School	2	1%	0	0%	0	0%	2	0%	4	0%	1	0%
Military	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Personal Development	10	3%	8	3%	28	7%	11	2%	57	4%	24	3%
Working Abroad												
Living & Working Abroad	0	0%	0	0%	0	0%	2	0%	2	0%	63 10 10 112 26 1 27 100 34 13 51 0 25 19 35 9 4 47 1 1 24 0	0%
	,	393	;	314		378	4	144	1,	,529	,	948
Online Searches Topics												
Certified Financial Planner	12	9%	13	6%	17	7%	26	9%	68	8%	50	8%
Child Care Provider	18	13%	23	11%	13	5%	40	15%	94	11%	78	13%
College and University	3	2%	6	3%	1	0%	7	3%	17	2%	22	4%
Counselor	0	0%	73	36%	120	48%	120	44%	313	36%	0	0%
Elder Care Provider	4	3%	7	3%	8	3%	0	0%	19	2%	32	5%
Lawyer	100	73%	82	40%	92	37%	81	30%	355	41%	63 10 10 112 26 1 27 100 34 13 51 0 25 19 35 9 4 47 1 1 24 0	71%
		137	2	204		251	2	274		366	(623





		Q1 Q2 Q3		Q3	Q4		Year To Date		Last Year			
Online Activity Type												
Article	187	35%	173	33%	175	28%	214	30%	749	31%	526	33%
Assessment	64	12%	37	7%	112	18%	72	10%	285	12%	122	8%
Merchandise	28	5%	20	4%	11	2%	38	5%	97	4%	47	3%
Multimedia	77	15%	70	14%	65	10%	98	14%	310	13%	184	12%
News	0	0%	0	0%	0	0%	0	0%	0	0%	6	0%
Resource	37	7%	14	3%	15	2%	22	3%	88	4%	63	4%
Search Database	137	26%	204	39%	251	40%	274	38%	866	36%	623	40%
Total Activity Types	,	530 518		629		718		2,395		1,571		
Total Product Utilization	530			518		629		718		2,395		,571