

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		Q3		Q4		Year To Date		Last 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		220		759		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		718		2,395		1571	
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	719		683		814		938		3,154		2283	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	1		3		4		5		13		10	
Critical Incident Debriefing Event Participants	3		5		42		41		91		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		867		1,044		3,422		2,495	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results						
Total Utilization Rate (% - Annualized)	22.86%	22.53%	26.05%	31.37%	25.70%	18.74%
<i>Based on Quarterly Average Employee Counts</i>	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

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	14	7%	12	7%	8	4%	8	4%	42	6%	37	5%
Cross Referral	0	0%	1	1%	0	0%	0	0%	1	0%	2	0%
Decline	1	1%	2	1%	2	1%	1	0%	6	1%	6	1%
Email	0	0%	0	0%	1	1%	0	0%	1	0%	3	0%
Family	10	5%	10	6%	8	4%	5	2%	33	4%	46	6%
Flyer	5	3%	5	3%	0	0%	3	1%	13	2%	20	3%
Formal Referral	4	2%	2	1%	2	1%	2	1%	10	1%	5	1%
GuidanceResources Online	15	8%	5	3%	15	8%	13	6%	48	6%	17	2%
Health Fair	0	0%	0	0%	1	1%	0	0%	1	0%	2	0%
HR	47	25%	41	25%	67	36%	61	28%	216	28%	195	27%
Internet / Intranet	1	1%	3	2%	0	0%	0	0%	4	1%	16	2%
Newsletter	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Online - Ask the Expert	5	3%	3	2%	3	2%	15	7%	26	3%	20	3%
Orientation	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Other	5	3%	12	7%	4	2%	10	5%	31	4%	29	4%
Other Vendor	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Peer	1	1%	3	2%	2	1%	4	2%	10	1%	9	1%
Previous GR User	16	8%	11	7%	7	4%	22	10%	56	7%	49	7%
Supervisor/Manager	3	2%	0	0%	3	2%	1	0%	7	1%	2	0%
Union	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Unknown	62	33%	52	32%	62	34%	75	34%	251	33%	251	35%
Wallet Card	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Sub Total	189		165		185		220		759		712	
Client Status												
Employee	164	87%	134	81%	167	90%	172	78%	637	84%	583	82%
Dependent	16	8%	22	13%	12	6%	29	13%	79	10%	70	10%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
Retiree	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Significant Other	0	0%	1	1%	0	0%	1	0%	2	0%	1	0%
Spouse	6	3%	6	4%	4	2%	16	7%	32	4%	48	7%
Unknown	3	2%	2	1%	2	1%	2	1%	9	1%	6	1%
Sub Total	189		165		185		220		759		712	
Client Gender												
Decline	2	1%	2	1%	1	1%	0	0%	5	1%	4	1%
Female	125	66%	101	61%	124	67%	138	63%	488	64%	459	64%
Male	62	33%	62	38%	60	32%	82	37%	266	35%	249	35%
Sub Total	189		165		185		220		759		712	

	Q1		Q2		Q3		Q4		Year To Date		Last 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		Last 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		Q4		Year To Date		Last 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		220		759		712	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Assistance Program[®]												
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		Q3		Q4		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		121		137		161		559		510	
Total Number of Issues	140		121		137		161		559		510	
Online Services												
Total Online Services	97		89		141		147		474		294	
Total Product Utilization	237		210		278		308		1,033		804	
Employee Count												
Total Utilization Rate (% - Annualized)	7.12%		6.31%		8.35%		9.25%		7.76%		6.04%	
<i>Based on Quarterly Average employees</i>	13,314		13,314		13,314		13,314		13,314		13,314	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource[®]												

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%

	Q1		Q2		Q3		Q4		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
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Online Services

Total Online Services	167	100%	114	100%	128	100%	191	100%	600	100%	375	100%
Total Online Services	167		114		128		191		600		375	

Total Product Utilization	185	126	148	206	665	429
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Employee Count

Total Utilization Rate (% - Annualized)	5.56%	3.79%	4.45%	6.19%	4.99%	3.22%
<i>Based on Quarterly Average employees</i>	13,314	13,314	13,314	13,314	13,314	13,314

	Q1	Q2	Q3	Q4	Year To Date	Last Year
LegalConnect[®]						

U.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	110
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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	110
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	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
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Employee Count

Total Utilization Rate (% - Annualized)	4.63%	4.09%	4.15%	4.42%	4.32%	5.03%
<i>Based on Quarterly Average employees</i>	13,314	13,314	13,314	13,314	13,314	13,314

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FinancialConnectSM												
U.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		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%
<i>Based on Quarterly Average employees</i>	13,314	13,314	13,314	13,314	13,314	13,314

	Q1	Q2	Q3	Q4	Year To Date	Last Year
GlobalConnectSM						
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%
<i>Based on Quarterly Average employees</i>	13,314	13,314	13,314	13,314	13,314	13,314

	Q1	Q2	Q3	Q4	Year To Date	Last Year
GuidanceResources Online [®]						

English USA Usage

Online Topics

	Q1	Q2	Q3	Q4	Year To Date	Last Year						
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%

	Q1		Q2		Q3		Q4		Year To Date		Last 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%	0	0%
	393		314		378		444		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%	441	71%
	137		204		251		274		866		623	

	Q1		Q2		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		1,571	