

Utilization Summary and Analysis



SUPERIOR COURT OF CA, COUNTY OF SAN BERNARDINO

January 1, 2019 - March 31, 2019

Projected Annual Rate:

6.5%

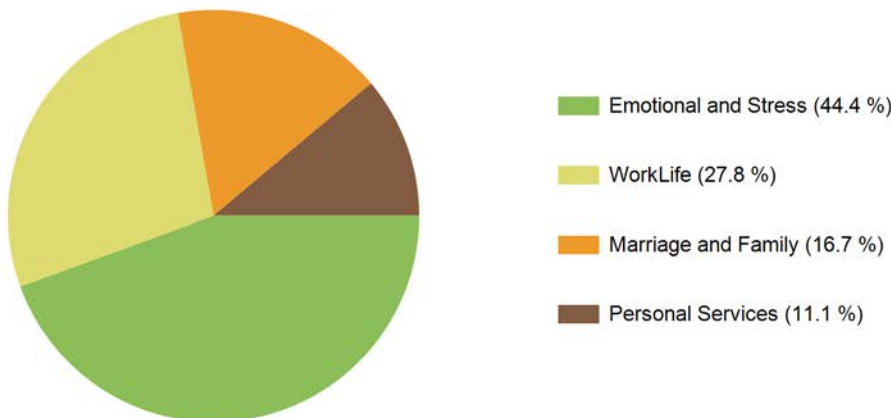
Previous Utilization Rate: 7.1%

Overall Utilization

There were 18 new contacts. 1 was referred by Family Member, 4 were referred by Human Resources, 7 were referred by Poster / Brochure, 5 had Used Before, 1 was referred by Website.

The presenting problems were: Emotional, Family / Child, Marital / Relationship, Personal Services and WorkLife.

1 new contact was for a Family Member and 17 new contacts were self-initiated.



1/1/2019 - 3/31/2019

Employee Assistance Program Utilization Report

Work/Life Utilization

In this time period there were 5 cases that were opened: 20.0 % of the cases were Education, 80.0 % of the cases were Legal.

Legal was the most utilized with 4 cases.

Training and Onsite Services

February 2019

Topic	Date	Start	Duration	Type	Location
CISD	2/26/2019	2:30 PM	2.00	CISD	Fontana, CA

March 2019

Topic	Date	Start	Duration	Type	Location
CISD	3/12/2019	10:00 AM	2.00	CISD	San Bernardino, CA
CISD	3/12/2019	2:30 PM	2.00	CISD	San Bernardino, CA

Training Comment:

Pattie performed her role to our expectation. She communicated clearly and well, she was punctual and present, and her material/presentation were well up to par. Even though it was only her second visit, she made herself feel like she was one of us (not easy to do at the court!). Pattie and her presentation continue to be well-received. She also does a great job of being adaptable—integrating herself into our overall program—and making our training team look good too.

Newsletters

ACI provided the following HealthY-mails this quarter:

Formal Referrals

The Supervisory Referral process is a powerful yet easy-to-use tool for managers to address employee behavior concerns. Examples of workplace issues that can be resolved through this process include: difficulty working with others, anger management, substance abuse, loss of productivity, absenteeism, and more.

The Supervisory Referral process reduces the amount of time managers spend dealing with workplace issues and maximizes the potential for issues to be resolved.

To begin a Supervisory Referral, or for more information or consultation, contact the ACI Clinical Department at 800-932-0034.

Number of Formal Referrals: 0

Number of Informal Referrals: 0

1/1/2019 - 3/31/2019

Employee Assistance Program Utilization Report

Utilization Hours

Onsite Services and Webinars	6.00
Employee Assessment	21.00
Consultation: Work/Life & Concierge	12.00
Consultation: Employee Consultation	2.00
Consultation: Supervisor, Management and Outside Consultants	22.00
Total Program Hours this Period:	63.00

Utilization Comments

From 1/1/2019 to 3/31/2019, Superior Court of CA, County of San Bernardino achieved an annualized utilization rate of 6.5%. With ACI 's data calculated in real-time, annualized utilization rates presented in this report may be subject to a <2% variation.

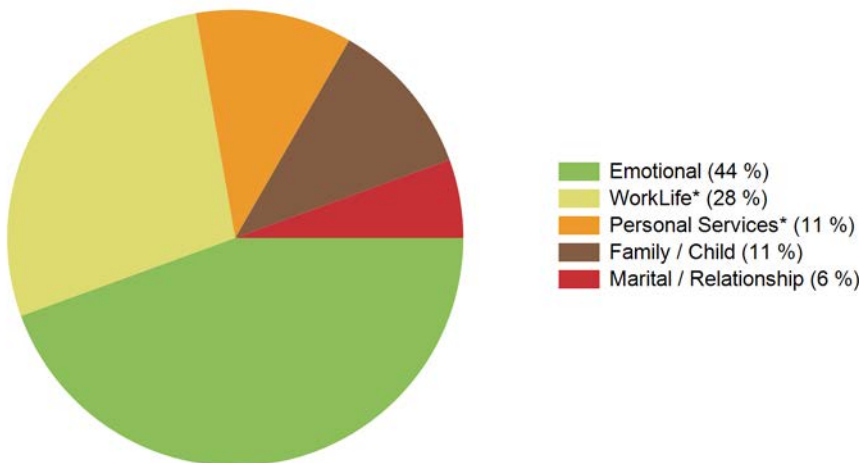
This decreased from the previous Utilization period which was 7.1%.

Primary Issue for Assessment

Primary Issue	New	Previous Quarter	Year To Date
Emotional	8	8	8
Family / Child	2	2	2
Job Performance	0	2	0
Marital / Relationship	1	0	1
Personal Services*	2	1	2
WorkLife*	5	6	5

Nearly \$44 billion is lost by businesses and corporations each year due to the effects of depression, including lost productivity and lost work days (according to the Journal of AMA). Utilizing ACI's Employee Assistance Program services helps employees and family members better address everyday work and life issues affecting mental, emotional, and/or behavioral health.

New Issues this Quarter



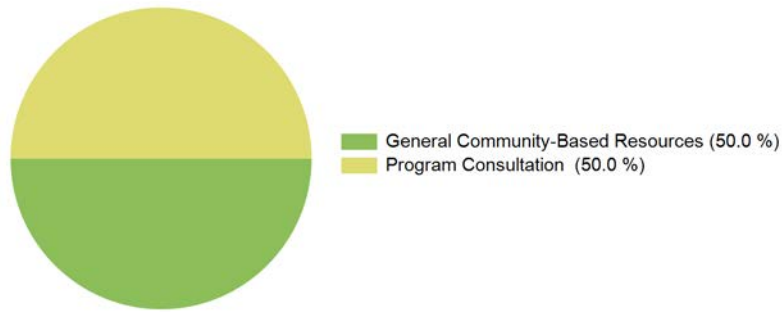
*Any WorkLife and Personal Services cases are detailed later in the report, and 'Other Issues' includes issues <1%.

Employee Assistance Program Utilization Report

Primary Issue Breakout for Personal Services

Referral Made	New	Previous Quarter	Year To Date
General Community-Based Resources	1	0	1
Program Consultation	1	0	1

New Issues this Quarter



Primary Issue Breakout for Work/Life

Referral Made	New	Previous Quarter	Year To Date
Education	1	2	1
Legal	4	3	4

New Issues this Quarter

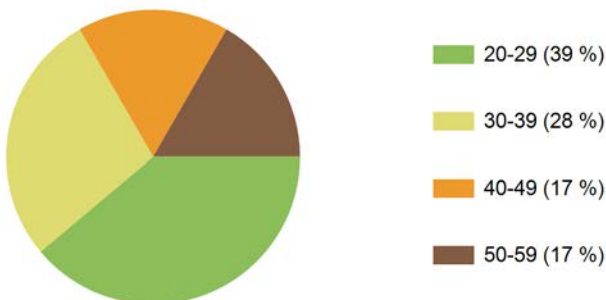


Demographic Data

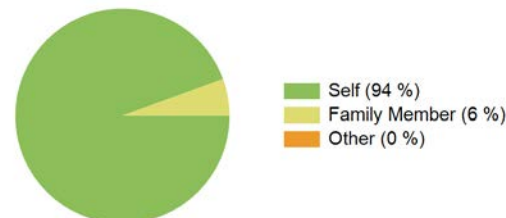
Gender	New	Previous Quarter	Year To Date
Female	17	13	17
Male	1	5	1
Unknown	0	1	0



Age Range	New	Previous Quarter	Year To Date
0-9	0	0	0
10-19	0	0	0
20-29	7	6	7
30-39	5	6	5
40-49	3	5	3
50-59	3	1	3
60-69	0	1	0
70-79	0	0	0
80-89	0	0	0
90-99	0	0	0

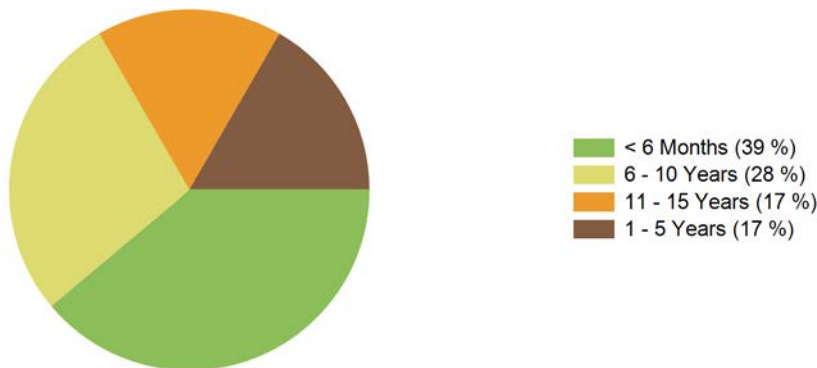


Who is Initiating Contact with ACI	New	Previous Quarter	Year To Date
Self	17	17	17
Family Member	1	1	1
Other	0	1	0



Employment Data

Years Employed	New	Previous Quarter	Year To Date
< 6 Months	7	5	7
< 1 Year	0	2	0
1 - 5 Years	3	4	3
6 - 10 Years	5	2	5
11 - 15 Years	3	4	3
16 - 20 Years	0	2	0
20+ Years	0	0	0



Job Category	New	Previous Quarter	Year To Date
Clerical	0	0	0
Labor	0	0	0
Management	1	1	1
Other	0	0	0
Production	0	1	0
Professional	14	14	14
Sales	0	0	0
Service	3	1	3
Supervisor	0	1	0
Technical	0	1	0



Referral Source

Referral Source	New	Previous Quarter	Year To Date
Supervisor - Formal	0	1	0
Supervisor - Informal	0	0	0
Other Employee	0	0	0
Family Member	1	0	1
Human Resources	4	5	4
Orientation / Training	0	0	0
Poster / Brochure	7	8	7
Health Fair	0	0	0
Intranet	0	0	0
Email	0	0	0
Website	1	0	1
Used Before	5	5	5
Onsite Event	0	0	0

