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Utilization
Report

ALLONE
HEALTH

**Superior Court of California, County of San
Bernardino**

01/01/2024 - 12/31/2024

Private & Confidential

UTILIZATION REPORT
Superior Court of California,
County of San Bernardino
 January 01, 2024 - December 31, 2024 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	80	57.6%	80	15.0%	411	38.7%
Information Calls	5	03.6%	5	00.9%	5	00.5%
Wellness Files	8	05.8%	8	01.5%	17	01.6%
Work/Life Files	35	25.2%	35	06.6%	78	07.3%
Organizational Service/CISD	8	05.8%	87	16.3%	64	06.0%
Wellness Organizational Service	0	00.0%	0	00.0%	0	00.0%
Member Portal Web Traffic	0	00.0%	315	59.1%	484	45.5%
Supervisor Referral	0	00.0%	0	00.0%	0	00.0%
Organization Consultation	3	02.2%	3	00.6%	4	00.4%
Total	139	100%	533	100%	1063	100%

Count	Serviced	Activities
The total number of files: EAP, Organizational Services, Information Calls, etc. that fall within the reporting period.	The total number of service users within files along with Member Portal unique user visits that fall within the reporting period.	The total number of activities from files along with the total Member Portal visits that fall within the reporting period.

Population / Utilization Rate	1116
Annualized Rate for Count of all Files.	12.37%
Annualized Impact Rate of Total Serviced including Member Portal visits.	47.76%

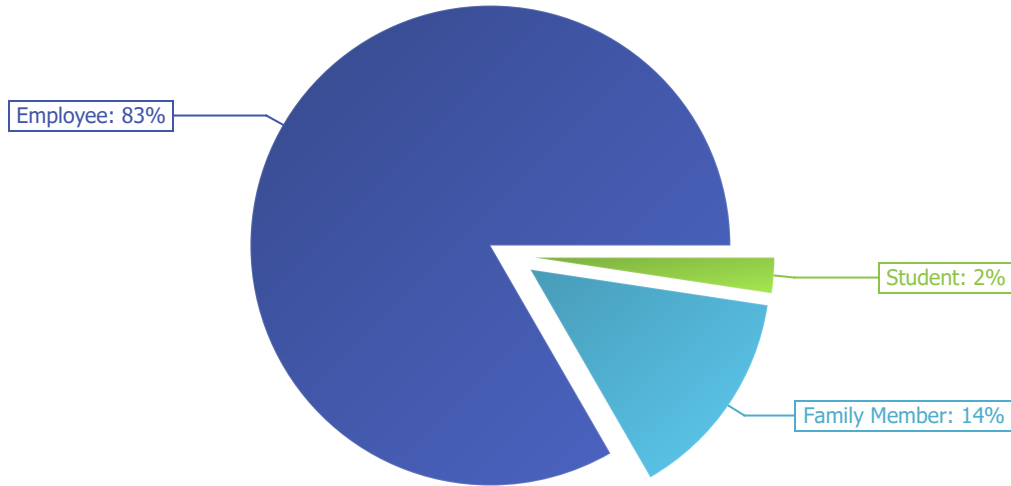
New/Ongoing Files Summary	
Total New Files	126

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Client Type



Client Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Employee	22	91.67%	31	81.58%	29	80.56%	23	82.14%	105	83.33%
Family Member	2	8.33%	7	18.42%	6	16.67%	3	10.71%	18	14.29%
Student	0	0.00%	0	0.00%	1	2.78%	2	7.14%	3	2.38%
Total	24	100%	38	100%	36	100%	28	100%	126	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Service Type



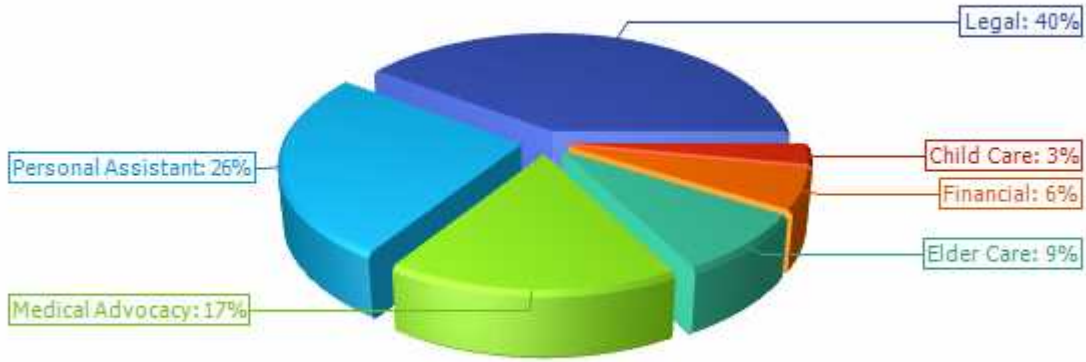
Service Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Counseling	13	76.47%	26	89.66%	16	84.21%	21	84.00%	76	84.44%
In The Moment Clinical Support	3	17.65%	3	10.34%	2	10.53%	4	16.00%	12	13.33%
Life Coaching	1	5.88%	0	0.00%	0	0.00%	0	0.00%	1	1.11%
Wellness	0	0.00%	0	0.00%	1	5.26%	0	0.00%	1	1.11%
Total	17	100%	29	100%	19	100%	25	100%	90	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Work/Life Service



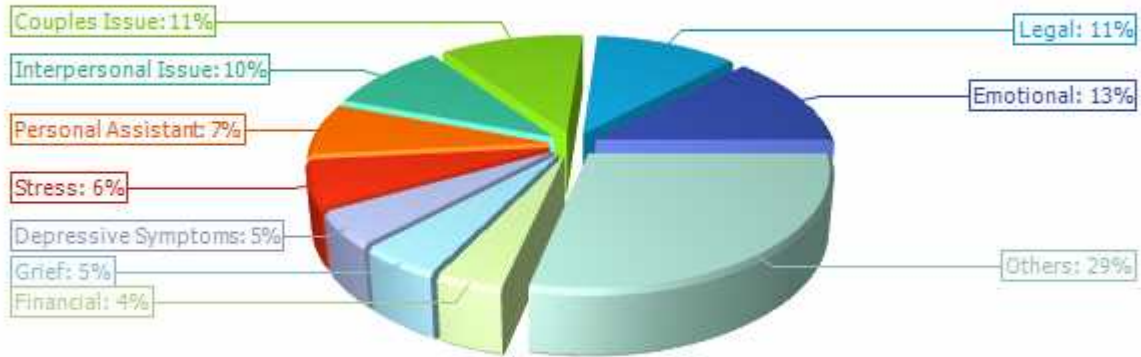
Work/Life Service	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Child Care	0	0.00%	1	11.11%	0	0.00%	0	0.00%	1	2.86%
Elder Care	2	20.00%	0	0.00%	0	0.00%	1	33.33%	3	8.57%
Financial	0	0.00%	1	11.11%	1	7.69%	0	0.00%	2	5.71%
Legal	4	40.00%	3	33.33%	5	38.46%	2	66.67%	14	40.00%
Medical Advocacy	3	30.00%	2	22.22%	1	7.69%	0	0.00%	6	17.14%
Personal Assistant	1	10.00%	2	22.22%	6	46.15%	0	0.00%	9	25.71%
Total	10	100%	9	100%	13	100%	3	100%	35	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Primary Presenting Problem



Primary Presenting Problem	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Alcohol	0	0.00%	0	0.00%	1	2.78%	0	0.00%	1	0.79%
Anger Related Issues	0	0.00%	0	0.00%	1	2.78%	2	7.14%	3	2.38%
Anxiety Symptoms	1	4.17%	1	2.63%	0	0.00%	0	0.00%	2	1.59%
Child Care	0	0.00%	1	2.63%	0	0.00%	0	0.00%	1	0.79%
Couples Issue	1	4.17%	6	15.79%	2	5.56%	5	17.86%	14	11.11%
Depressive Symptoms	2	8.33%	0	0.00%	3	8.33%	1	3.57%	6	4.76%
Elder Care	2	8.33%	0	0.00%	0	0.00%	1	3.57%	3	2.38%
Emotional	1	4.17%	5	13.16%	5	13.89%	5	17.86%	16	12.70%
Family Issue	0	0.00%	0	0.00%	0	0.00%	4	14.29%	4	3.17%
Financial	2	8.33%	2	5.26%	1	2.78%	0	0.00%	5	3.97%
Fitness - General	0	0.00%	1	2.63%	0	0.00%	0	0.00%	1	0.79%
Fitness - Weight Loss	0	0.00%	0	0.00%	3	8.33%	0	0.00%	3	2.38%
Grief	1	4.17%	2	5.26%	0	0.00%	3	10.71%	6	4.76%
Health	2	8.33%	0	0.00%	0	0.00%	0	0.00%	2	1.59%
High Risk Concern	1	4.17%	1	2.63%	0	0.00%	0	0.00%	2	1.59%
Interpersonal Issue	3	12.50%	7	18.42%	1	2.78%	1	3.57%	12	9.52%
Legal	4	16.67%	3	7.89%	5	13.89%	2	7.14%	14	11.11%
Medical Advocacy	0	0.00%	2	5.26%	1	2.78%	0	0.00%	3	2.38%
Nutrition - General	1	4.17%	0	0.00%	1	2.78%	0	0.00%	2	1.59%
Nutrition - Weight Loss	0	0.00%	1	2.63%	1	2.78%	0	0.00%	2	1.59%
OC - Crisis Management Planning	0	0.00%	0	0.00%	0	0.00%	2	7.14%	2	1.59%

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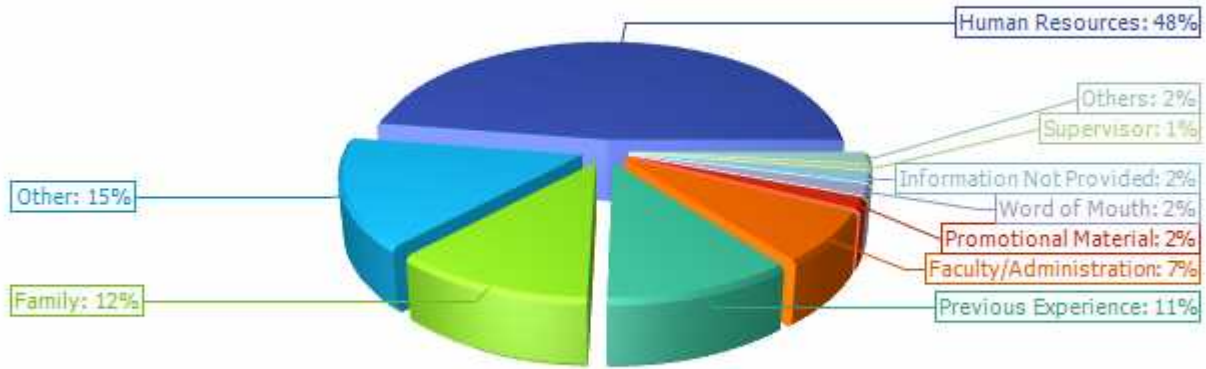
Primary Presenting Problem										
	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
OC - Training Request	1	4.17%	0	0.00%	0	0.00%	0	0.00%	1	0.79%
Parenting Issue	0	0.00%	0	0.00%	1	2.78%	0	0.00%	1	0.79%
Personal Assistant	1	4.17%	2	5.26%	6	16.67%	0	0.00%	9	7.14%
Physician/Health Provider	1	4.17%	0	0.00%	0	0.00%	0	0.00%	1	0.79%
Stress	0	0.00%	4	10.53%	3	8.33%	1	3.57%	8	6.35%
Stress Reduction	0	0.00%	0	0.00%	1	2.78%	1	3.57%	2	1.59%
Total	24	100%	38	100%	36	100%	28	100%	126	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

How Did You Learn Of Our Service



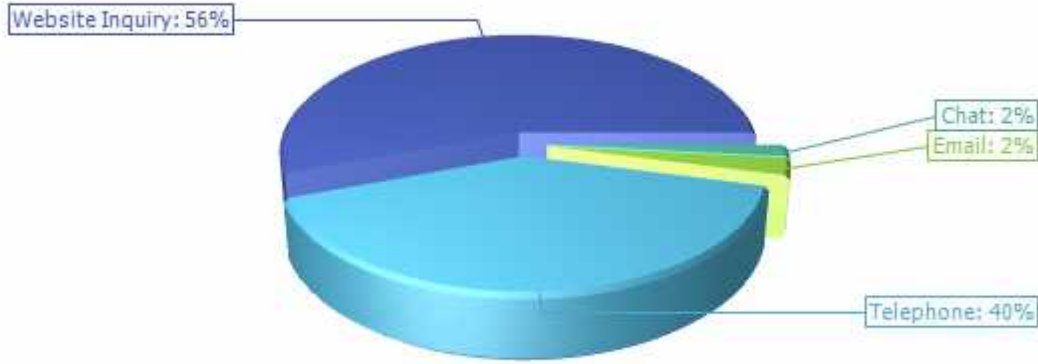
How Did You Learn Of Our Service	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Faculty/Administration	1	4.17%	5	13.16%	2	5.56%	1	3.57%	9	7.14%
Family	2	8.33%	5	13.16%	5	13.89%	3	10.71%	15	11.90%
Human Resources	11	45.83%	15	39.47%	19	52.78%	15	53.57%	60	47.62%
Other	3	12.50%	6	15.79%	5	13.89%	5	17.86%	19	15.08%
Previous Experience	3	12.50%	5	13.16%	4	11.11%	2	7.14%	14	11.11%
Promotional Material	1	4.17%	0	0.00%	1	2.78%	0	0.00%	2	1.59%
Supervisor	0	0.00%	0	0.00%	0	0.00%	1	3.57%	1	0.79%
Union	0	0.00%	0	0.00%	0	0.00%	1	3.57%	1	0.79%
Website	0	0.00%	1	2.63%	0	0.00%	0	0.00%	1	0.79%
Word of Mouth	1	4.17%	1	2.63%	0	0.00%	0	0.00%	2	1.59%
Information Not Provided	2	8.33%	0	0.00%	0	0.00%	0	0.00%	2	1.59%
Total	24	100%	38	100%	36	100%	28	100%	126	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

How Did You Access Our Service

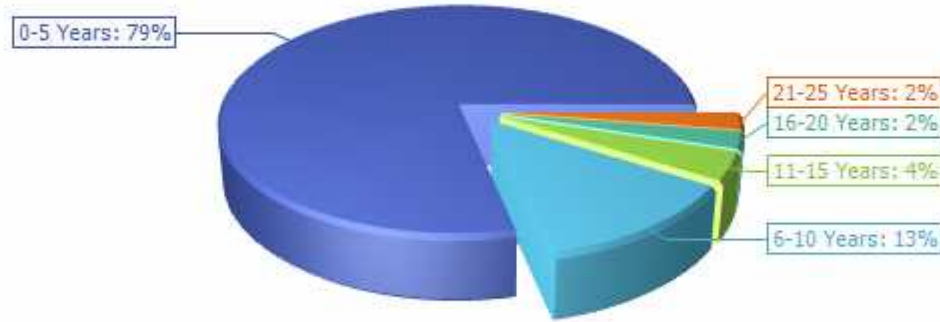


How Did You Access Our Service	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Chat	0	0.00%	2	5.26%	0	0.00%	0	0.00%	2	1.59%
Email	1	4.17%	0	0.00%	0	0.00%	2	7.14%	3	2.38%
Telephone	13	54.17%	13	34.21%	14	38.89%	11	39.29%	51	40.48%
Website Inquiry	10	41.67%	23	60.53%	22	61.11%	15	53.57%	70	55.56%
Total	24	100%	38	100%	36	100%	28	100%	126	100%

UTILIZATION REPORT
Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Years with Employer



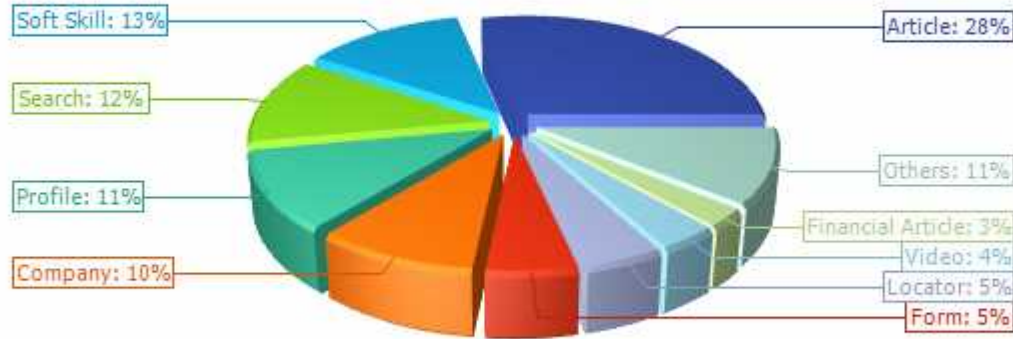
Years with Employer	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
0-5 Years	17	70.83%	27	71.05%	31	86.11%	24	85.71%	99	78.57%
6-10 Years	5	20.83%	5	13.16%	2	5.56%	4	14.29%	16	12.70%
11-15 Years	1	4.17%	2	5.26%	2	5.56%	0	0.00%	5	3.97%
16-20 Years	1	4.17%	2	5.26%	0	0.00%	0	0.00%	3	2.38%
21-25 Years	0	0.00%	2	5.26%	1	2.78%	0	0.00%	3	2.38%
Total	24	100%	38	100%	36	100%	28	100%	126	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Member Portal Traffic Types



Member Portal Traffic Types	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Article	57	30.00%	51	20.32%	87	31.99%	37	35.92%	232	28.43%
Assessment	12	6.32%	3	1.20%	3	1.10%	0	0.00%	18	2.21%
Calculators	5	2.63%	5	1.99%	3	1.10%	1	0.97%	14	1.72%
Company	16	8.42%	37	14.74%	17	6.25%	8	7.77%	78	9.56%
Events	4	2.11%	2	0.80%	4	1.47%	1	0.97%	11	1.35%
Financial Article	0	0.00%	2	0.80%	19	6.99%	0	0.00%	21	2.57%
Form	3	1.58%	25	9.96%	8	2.94%	8	7.77%	44	5.39%
Locator	4	2.11%	15	5.98%	10	3.68%	9	8.74%	38	4.66%
Podcast	1	0.53%	0	0.00%	0	0.00%	0	0.00%	1	0.12%
Profile	32	16.84%	36	14.34%	13	4.78%	8	7.77%	89	10.91%
Search	13	6.84%	34	13.55%	34	12.50%	16	15.53%	97	11.89%
Soft Skill	38	20.00%	17	6.77%	32	11.76%	15	14.56%	102	12.50%
Video	3	1.58%	6	2.39%	20	7.35%	0	0.00%	29	3.55%
Webinar	0	0.00%	2	0.80%	2	0.74%	0	0.00%	4	0.49%
Wellness Article	0	0.00%	2	0.80%	12	4.41%	0	0.00%	14	1.72%
Wellness Recipe	2	1.05%	14	5.58%	4	1.47%	0	0.00%	20	2.45%
Wellness Workout	0	0.00%	0	0.00%	4	1.47%	0	0.00%	4	0.49%
Total	190	100%	251	100%	272	100%	103	100%	816	100%

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

Member Portal Traffic Top Topics



Member Portal Traffic Top Topics	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Abroad	0	0.00%	4	2.31%	0	0.00%	1	1.25%	5	0.87%
Addiction	0	0.00%	3	1.73%	3	1.71%	0	0.00%	6	1.04%
Autos	2	1.33%	3	1.73%	2	1.14%	4	5.00%	11	1.90%
Career	5	3.33%	5	2.89%	5	2.86%	8	10.00%	23	3.98%
Children	5	3.33%	3	1.73%	4	2.29%	1	1.25%	13	2.25%
Disaster	0	0.00%	1	0.58%	0	0.00%	1	1.25%	2	0.35%
Education	4	2.67%	2	1.16%	2	1.14%	1	1.25%	9	1.56%
Family	5	3.33%	7	4.05%	3	1.71%	1	1.25%	16	2.77%
Financial	15	10.00%	21	12.14%	31	17.71%	6	7.50%	73	12.63%
Fitness	12	8.00%	9	5.20%	6	3.43%	3	3.75%	30	5.19%
Health	15	10.00%	6	3.47%	10	5.71%	2	2.50%	33	5.71%
Higher Education	9	6.00%	5	2.89%	7	4.00%	2	2.50%	23	3.98%
Holidays	0	0.00%	1	0.58%	5	2.86%	2	2.50%	8	1.38%
Home	7	4.67%	7	4.05%	2	1.14%	6	7.50%	22	3.81%
Legal	8	5.33%	19	10.98%	27	15.43%	12	15.00%	66	11.42%
LGBTQIA	0	0.00%	0	0.00%	1	0.57%	0	0.00%	1	0.17%
Living	7	4.67%	2	1.16%	4	2.29%	2	2.50%	15	2.60%
Management	2	1.33%	1	0.58%	2	1.14%	1	1.25%	6	1.04%
Mental Health	21	14.00%	25	14.45%	13	7.43%	3	3.75%	62	10.73%
Military	0	0.00%	0	0.00%	0	0.00%	1	1.25%	1	0.17%
Nutrition	11	7.33%	5	2.89%	23	13.14%	5	6.25%	44	7.61%

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Member Portal Traffic Top Topics										
	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		10/1 - 12/31		1/2024 - 12/2024	
	#	%	#	%	#	%	#	%	#	%
Outdoors	0	0.00%	1	0.58%	1	0.57%	0	0.00%	2	0.35%
Parents	4	2.67%	2	1.16%	4	2.29%	2	2.50%	12	2.08%
Pets	1	0.67%	6	3.47%	5	2.86%	1	1.25%	13	2.25%
Relationships	10	6.67%	23	13.29%	4	2.29%	7	8.75%	44	7.61%
Safety	0	0.00%	2	1.16%	1	0.57%	0	0.00%	3	0.52%
Senior	1	0.67%	3	1.73%	3	1.71%	4	5.00%	11	1.90%
Student	3	2.00%	2	1.16%	4	2.29%	2	2.50%	11	1.90%
Tech	1	0.67%	5	2.89%	3	1.71%	2	2.50%	11	1.90%
Weather	2	1.33%	0	0.00%	0	0.00%	0	0.00%	2	0.35%
Total	150	100%	173	100%	175	100%	80	100%	578	100%

UTILIZATION REPORT

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January 01, 2024 - December 31, 2024

Organizational Services Summary

Date	Type	Time	Attendees
2/7/2024	Webinar Training	1.00	25
Organization:			
Org Service #: 40243			
Details: Bridging Generation Gaps Eval Score: 5.0/5.0			
4/10/2024	Webinar Training	1.00	12
Organization:			
Org Service #: 40244			
Details: Managing Organizational Change Eval Score: 5.0/5.0			
5/1/2024	Webinar Training	1.00	8
Organization:			
Org Service #: 41494			
Details: Mental Health Awareness: Shedding the Stigma Eval Score: N/A			
6/12/2024	Webinar Training	1.00	17
Organization:			
Org Service #: 40245			
Details: Maintaining a Respectful Workplace Eval Score: 5.0 / 5.0			
8/14/2024	Webinar Training	1.00	0
Organization:			
Org Service #: 40246			
Details: Compassion Fatigue: Understanding and Coping - CANCELLED			
TOTAL		5.00	62

UTILIZATION REPORT

Superior Court of California, County of San Bernardino

January 01, 2024 - December 31, 2024

CISD Summary

Date	Type	Time	Attendees
12/2/2024	Death	6.00	7
Organization:			
Org Service #: 46547			
Details: Onsite – Group Debrief and Individual Meetings Death – Employee			
12/3/2024	Death	2.00	7
Organization:			
Org Service #: 46559			
Details: Onsite – Group Debrief and Individual Meetings Death – Employee			
12/17/2024	Death	3.00	11
Organization:			
Org Service #: 46731			
Details: Onsite – Group Debrief and Individual Meetings Death – Employee			
TOTAL		11.00	25



Quarterly Summary of Program Promotion

Newsletters (Q1)

January 2024 Insights Newsletter

- Whole Health: Understanding the Mind-Body Connection
- Video: 3 Holistic Ways to Cope with Stress
- Student Life: 3 Strategies to Ace the Semester Ahead
- Leadership: Elevating Employee Well-Being with Workplace Wellness Coaching

February 2024 Insights Newsletter

- Whole Health: How Healthy Boundaries Support Healthy Relationships
- Video: Fostering Respect in the Workplace
- Student Life: Navigating New Relationships and Boundaries
- Leadership: How Meditation Services Strengthen Workplace Culture and Relationships

March 2024 Insights Newsletter

- Whole Health: Tips for Recognizing and Addressing Burnout
- Video: Preventing Burnout
- Student Life: Understanding the Difference Between Stress and Burnout
- Leadership: Helping Managers Identify and Prevent Employee Burnout

Webinars

January 2024

- Stress Reduction Toolkit 2.0
- Alphabet Soup: Enhancing your EI and WI

February 2024

- The Sandwich Generation: The Ultimate Balancing Act
- The Art of Creating Healthy Relationships

March 2024

- Eating Right for Life
- Managing and Preventing Burnout

Additional Resources

Celebrating Black History Month
Recognizing International Women's Day
Texas Wildfires – Resources & Support
Recognizing the Importance of Sleep
Ohio, Indiana, and Kentucky Tornadoes: Resources & Support
Prioritizing Mental Wellness Checks for First Responders
AllOne Health Survey Reveals EAP & Mental Health Benefit Trends for 2024
Baltimore Key Bridge Collapse: Resources & Support

Newsletters (Q2)

April 2024 Insights Newsletter

- Whole Health: Understanding Anxiety
- Video: 5 Actions to Alleviate Anxiety
- Student Life: Understanding the Link Between Procrastination and Anxiety
- Leadership: How Team Development Helps Reduce Workplace Stress and Anxiety

May 2024 Insights Newsletter

- Whole Health: The Importance of Mental Health Awareness Month
- Video: Tips for Building Resilience
- Student Life: How to Recognize and Address Mental Health Concerns
- Leadership: The Benefits of Creating a Psychologically Safe Work Environment

June 2024 Insights Newsletter

- Whole Health: Maintaining Civility and Respect at Work
- Video: The Benefits of Active Listening
- Student Life: Promoting Civility through Mindful Communication
- Leadership: Building Strong Work Relationships

Webinars

April 2024

- Working and Living with Someone with Neurodiverse Challenges
- Understanding Anxiety: A Comprehensive Overview

May 2024

- Handling a Family Crisis
- Opening About Mental Health
- Mental Health – Support for Others in Distress

June 2024

- The Power of Listening
- Fostering Collaborative Excellence: Unlocking the Power of Civility for Team Dynamics

Additional Resources

Creating a Psychologically Safe Work Environment
Houston & Southeast Texas Storms: Resources & Support
How to Create an Inclusive Environment for LGBTQIA+ Colleagues

Newsletters (Q3)

July 2024 Insights Newsletter

- Whole Health: Prioritizing Minority Mental Health All Year Long
- Video: Creating a Positive Work Environment
- Student Life: 5 Tips to Help Students Strengthen Mental Health
- Leadership: Equity Audits in HR: A Step Towards Inclusive Excellence

August 2024 Insights Newsletter

- Whole Health: How Your Assistance Program Supports Whole Family Care
- Video: Recognizing Stress in Kids
- Student Life: Managing Family Responsibilities as a Student
- Leadership: How to Create a Work Environment Where Employees Thrive

September 2024 Insights Newsletter

- Whole Health: Bringing Greater Attention to Substance Misuse and Recovery
- Video: Promoting Suicide Awareness and Prevention
- Student Life: Understanding the Risks of Prescription Drug Misuse
- Leadership: Fostering a Supportive Environment: Substance Use and Recovery in the Workplace

Webinars

July 2024

- Family and Friends – Relationships
- How Stress Impacts Wellness in Minorities

August 2024

- The 5 Buckets Principle
- Navigating the Digital Age: A Parent's Guide to Raising Tech-Smart Kids

September 2024

- Mind over Money
- Substance Abuse Education
- New SHRM Credit Webinar: Effective Mental Health Conversations

Additional Resources

Tropical Storm Beryl: Resources and Support
California and Colorado Fires – Resources & Support
Tropical Storm Debby: Resources and Support
3 Ways to Remain Grounded During Election Season
Ohio Tornadoes: Resources and Support
Understanding and Coping with Grief
A Closer Look at Women's Equality Day
Recognizing World Mental Health Day
Understanding and Overcoming Opioid Addiction
Georgia School Shooting: Resources & Support
Preventing Suicide by Talking About It
California Wildfires: Resources & Support
Recognizing and Celebrating Hispanic Heritage Month.
Hurricane Helene – Resources & Support

Newsletters (Q4)

October 2024 Insights Newsletter

- Whole Health: The Importance of Creating a Holiday Game Plan
- Video: Tips for a Healthy and Happy Holiday Season
- Student Life: Recognizing the Differences Between Health and Unhealthy Stress
- Leadership: Aligning Organizational Culture to Support Employee Well-Being and Growth

November 2024 Insights Newsletter

- Whole Health: Keeping Tabs on Financial Wellness During the Holidays
- Video: Tips for Coping with Financial Stress
- Student Life: Understanding Financial Wellness and Financial Literacy
- Leadership: The Direct Link Between Organizational Health and Financial Performance

December 2024 Insights Newsletter

- Whole Health: Finding Your Mojo: How a Sense of Purpose Fuels Your Inner Drive
- Video: 5 Tips for Achieving Positive Change
- Student Life: The Power of Purpose, Perspective, and Perseverance
- Leadership: Lead With a Vision: How Purpose-Driven Leadership Elevates People and Organizations

Webinars

October 2024

- Political Anxiety
- Grief in the Workplace

November 2024

- Holiday Survival Guide
- Consumer Spending Stress: Taking Back Control of Our Financial Wellness

December 2024

- The Connection Between Exercise and Mental Health
- Discover Your Life Purpose

Additional Resources

5 Steps to Building Depression Awareness

Hurricane Milton – Resources & Support

Your Complete Guide to Understanding and Managing Stress

Happy Thanksgiving from AllOne Health: Supporting Mental Health During the Holidays

As part of ongoing program promotion and engagement efforts, the following marketing materials and communications were provided throughout Q4 2024