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Utilization
Report



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

01/01/2025 - 03/31/2025

UTILIZATION REPORT
Superior Court of California,
County of San Bernardino
 January 01, 2025 - March 31, 2025 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	8	61.5%	8	12.9%	70	44.9%
Information Calls	0	00.0%	0	00.0%	0	00.0%
Wellness Files	0	00.0%	0	00.0%	4	02.6%
Work/Life Files	5	38.5%	5	08.1%	6	03.8%
Organizational Service/CISD	0	00.0%	0	00.0%	0	00.0%
Wellness Organizational Service	0	00.0%	0	00.0%	0	00.0%
Member Portal Web Traffic	0	00.0%	49	79.0%	76	48.7%
Supervisor Referral	0	00.0%	0	00.0%	0	00.0%
Organization Consultation	0	00.0%	0	00.0%	0	00.0%
Total	13	100%	62	100%	156	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.	4.72%
Annualized Impact Rate of Total Serviced including Member Portal visits.	22.53%

New/Ongoing Files Summary	
Total New Files	13

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Client Type



Client Type	1/2025 - 3/2025	
	#	%
Employee	11	84.62%
Family Member	2	15.38%
Total	13	100 %

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Service Type



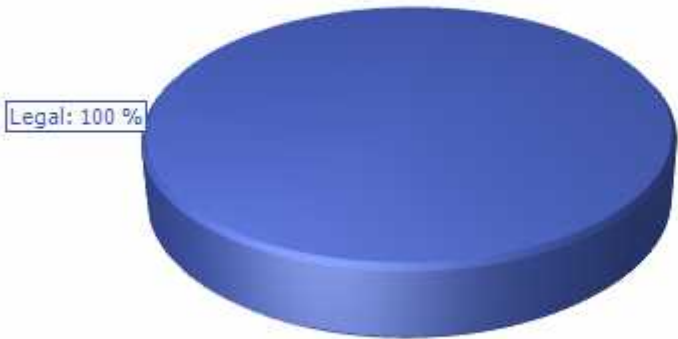
Service Type	1/2025 - 3/2025	
	#	%
Counseling	8	80.00%
In The Moment Clinical Support	2	20.00%
Total	10	100 %

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Work/Life Service



Work/Life Service	1/2025 - 3/2025	
	#	%
Legal	5	100.00%

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Primary Presenting Problem



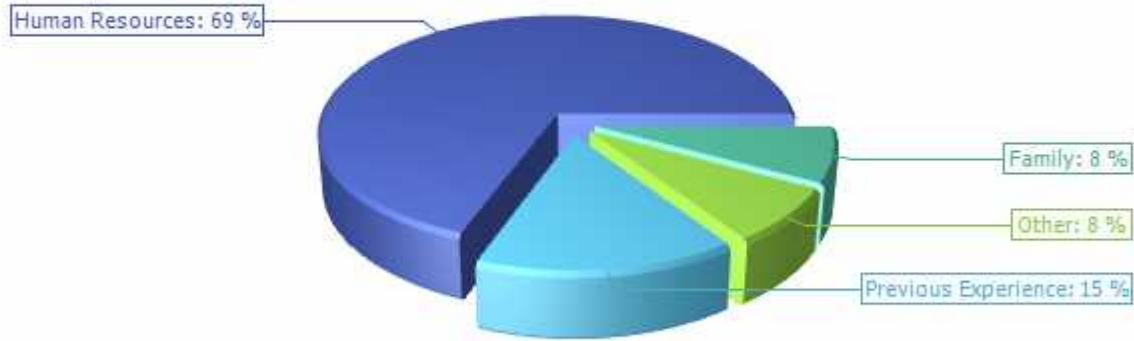
Primary Presenting Problem	1/2025 - 3/2025	
	#	%
Anxiety Symptoms	1	7.69%
Couples Issue	2	15.38%
Emotional	4	30.77%
Family Issue	1	7.69%
Legal	5	38.46%
Total	13	100 %

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How Did You Learn Of Our Service

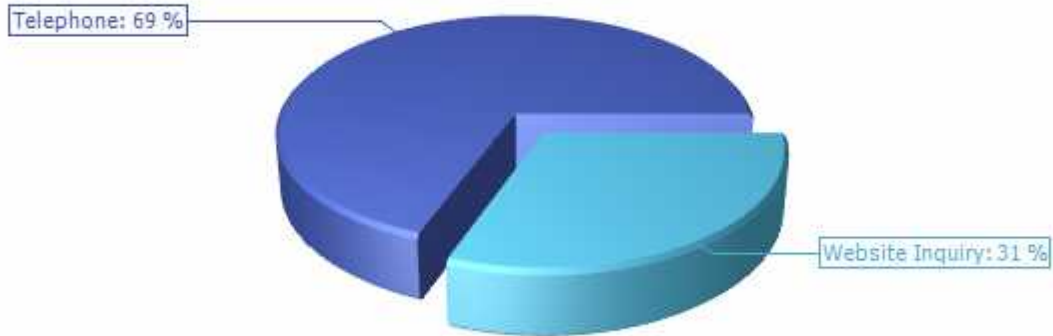


How Did You Learn Of Our Service	1/2025 - 3/2025	
	#	%
Family	1	7.69%
Human Resources	9	69.23%
Other	1	7.69%
Previous Experience	2	15.38%
Total	13	100 %

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How Did You Access Our Service



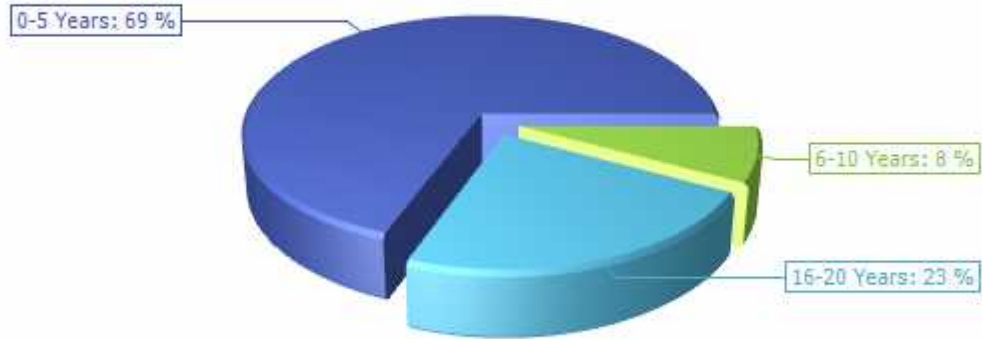
How Did You Access Our Service	1/2025 - 3/2025	
	#	%
Telephone	9	69.23%
Website Inquiry	4	30.77%
Total	13	100 %

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Years with Employer



Years with Employer	1/2025 - 3/2025	
	#	%
0-5 Years	9	69.23%
6-10 Years	1	7.69%
16-20 Years	3	23.08%
Total	13	100 %

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January 01, 2025 - March 31, 2025

Member Portal Traffic Types



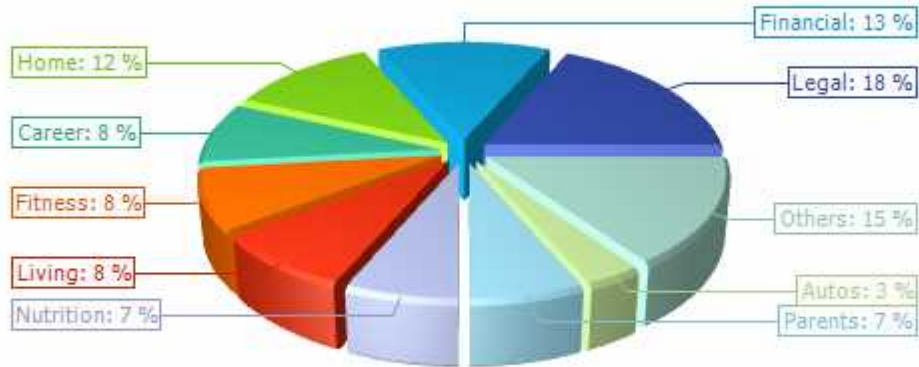
Member Portal Traffic Types	1/2025 - 3/2025	
	#	%
Article	15	30.00%
Calculators	2	4.00%
Company	3	6.00%
Crisis Resources	1	2.00%
Locator	6	12.00%
Profile	3	6.00%
Search	10	20.00%
Soft Skill	1	2.00%
Video	2	4.00%
Wellness Article	6	12.00%
Wellness Recipe	1	2.00%
Total	50	100 %

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Member Portal Traffic Top Topics



Member Portal Traffic Top Topics	1/2025 - 3/2025	
	#	%
Abroad	1	1.67%
Autos	2	3.33%
Career	5	8.33%
Children	2	3.33%
Financial	8	13.33%
First Responders	1	1.67%
Fitness	5	8.33%
Home	7	11.67%
Legal	11	18.33%
Living	5	8.33%
Mental Health	1	1.67%
Military	1	1.67%
Nutrition	4	6.67%
Observances	1	1.67%
Parents	4	6.67%
Relationships	1	1.67%
Tech	1	1.67%
Total	60	100 %



Quarterly Summary of Program Promotion

Newsletters (Q1)

January 2025 Insights Newsletter

- Whole Health: Driving Positive Change by Nurturing the Mind-Body Connection
- Video: Coping with Stress – From a Mind-Body Perspective
- Student Life: Using Your Mind-Body Connection to Conquer Stress
- Leadership: The Mind-Body Connection and Organizational Health: A Parallel for Success

February 2025 Insights Newsletter

- Whole Health: How to Use Conflict to Drive Positive Change
- Video: Recognizing and Understanding Conflict
- Student Life: Conflict Resolution 101
- Leadership: Let's Normalize Conflict and Tension to Build Stronger Workplaces

March 2025 Insights Newsletter

- Whole Health: Managing and Preventing Burnout
- Video: Beating Burnout Before It Beats You
- Student Life: Avoiding Burnout in College
- Leadership: Burnout Is Not Inevitable: The AllOne Consulting Approach to Sustainable Success

Webinars

January 2025

- Taking Control of your Finances
- Mindfulness

February 2025

- Increasing Mental Toughness
- Strategies for Managing Conflict – SHRM HR Webinar

March 2025

- How to Cultivate Compassion and Empathy in the Workplace
- Preventing Burnout: Refreshing Your Perspective

Additional Resources

California Fires – Resources & Support

How to Support a Loved One

Mental Health in the Workplace

What is Resiliency?

Mental Health for Everyone

Mental Health Signs and Symptoms