

STAY AHEAD of Productivity, Performance and Health Issues

Lee County

Quarterly Utilization Report
Reporting Period Q4 (10/1/2022 - 12/31/2022)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	37	86%	32	78%	41	93%	46	79%	156	84%	143	83%
FamilySource	2	5%	3	7%	0	0%	2	3%	7	4%	10	6%
FinancialConnect	0	0%	0	0%	0	0%	2	3%	2	1%	2	1%
LegalConnect	4	9%	6	15%	3	7%	8	14%	21	11%	18	10%
Sub Total	43		41		44		58		186		173	
Online Access												
EAP	29	29%	43	18%	18	20%	36	24%	126	22%	168	27%
FamilySource	19	19%	56	24%	32	36%	43	28%	150	26%	154	25%
FinancialConnect	5	5%	17	7%	5	6%	20	13%	47	8%	99	16%
Health & Wellness	1	1%	9	4%	13	14%	16	11%	39	7%	71	12%
Health Care Navigation	0	0%	5	2%	0	0%	19	13%	24	4%	15	2%
LegalConnect	46	46%	104	44%	22	24%	18	12%	190	33%	107	17%
Sub Total	100		234		90		152		576		614	
Combined Access												
EAP	66	46%	75	27%	59	44%	82	39%	282	37%	311	40%
FamilySource	21	15%	59	21%	32	24%	45	21%	157	21%	164	21%
FinancialConnect	5	3%	17	6%	5	4%	22	10%	49	6%	101	13%
Health & Wellness	1	1%	9	3%	13	10%	16	8%	39	5%	71	9%
Health Care Navigation	0	0%	5	2%	0	0%	19	9%	24	3%	15	2%
LegalConnect	50	35%	110	40%	25	19%	26	12%	211	28%	125	16%
Total	143		275		134		210		762		787	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		1		8		1		10		7	
Critical Incident Debriefing Event Participants	0		5		26		3		34		0	
Total Utilization	143		280		160		213		796		787	

Utilization Results

Total Utilization Rate (% - Annualized)	17.12%	33.52%	19.16%	25.50%	23.83%	23.56%
Live Utilization Rate (% - Annualized)	5.15%	4.91%	5.27%	6.94%	5.57%	5.18%
GRO Utilization Rate (% - Annualized)	11.97%	28.02%	10.78%	18.20%	17.24%	18.38%
Other Utilization Rate (% - Annualized)	0.00%	0.60%	3.11%	0.36%	1.02%	0.00%
<i>Based on Quarterly Average Employee Counts</i>	3,341	3,341	3,341	3,341	3,341	3,341

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Case Closure (only EAP cases)												
Resolved within EAP	31	94%	14	93%	17	94%	6	100%	68	94%	129	95%
Referred to benefits resource	2	6%	1	7%	1	6%	0	0%	4	6%	7	5%
Outpatient												
Total	33		15		18		6		72		136	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	1	2%	1	2%	1	2%	2	3%	5	3%	13	8%
Cross Referral	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Decline	5	12%	7	17%	3	7%	4	7%	19	10%	13	8%
EAP Connect	0	0%	0	0%	1	2%	0	0%	1	1%	0	0%
Email	0	0%	1	2%	0	0%	2	3%	3	2%	4	2%
Employee Health & Safety	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family	1	2%	2	5%	0	0%	2	3%	5	3%	11	6%
Financial Services	0	0%	1	2%	0	0%	0	0%	1	1%	0	0%
Flyer	1	2%	1	2%	1	2%	2	3%	5	3%	2	1%
Formal Referral	0	0%	1	2%	1	2%	2	3%	4	2%	7	4%
GuidanceResources Online	1	2%	1	2%	0	0%	9	16%	11	6%	1	1%
HR	8	19%	1	2%	6	14%	6	10%	21	11%	27	16%
Internal	0	0%	1	2%	1	2%	2	3%	4	2%	3	2%
Mailing	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Online - Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Other	4	9%	0	0%	2	5%	0	0%	6	3%	2	1%
Peer	2	5%	0	0%	0	0%	1	2%	3	2%	4	2%
Previous GR User	4	9%	5	12%	2	5%	2	3%	13	7%	20	12%
Supervisor/Manager	3	7%	2	5%	2	5%	2	3%	9	5%	3	2%
Unknown	13	30%	17	41%	24	55%	22	38%	76	41%	57	33%
Sub Total	43		41		44		58		186		173	
Client Status												
Employee	34	79%	28	68%	35	80%	49	84%	146	78%	134	77%
Dependent	6	14%	7	17%	6	14%	6	10%	25	13%	23	13%
Other	0	0%	1	2%	3	7%	0	0%	4	2%	1	1%
Significant Other	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%
Spouse	3	7%	5	12%	0	0%	2	3%	10	5%	14	8%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Sub Total	43		41		44		58		186		173	
Client Gender												
Decline	0	0%	2	5%	0	0%	2	3%	4	2%	3	2%
Female	25	58%	26	63%	31	70%	32	55%	114	61%	104	60%
Male	18	42%	13	32%	13	30%	24	41%	68	37%	65	38%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Sub Total	43		41		44		58		186		173	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Client Age Group												
0-12	1	2%	0	0%	2	5%	0	0%	3	2%	6	3%
13-19	4	9%	3	7%	2	5%	3	5%	12	6%	12	7%
20-29	3	7%	6	15%	5	11%	7	12%	21	11%	20	12%
30-39	9	21%	1	2%	8	18%	13	22%	31	17%	20	12%
40-49	9	21%	7	17%	12	27%	10	17%	38	20%	37	21%
50-59	7	16%	11	27%	11	25%	14	24%	43	23%	43	25%
60 +	5	12%	7	17%	0	0%	4	7%	16	9%	15	9%
Unknown	4	9%	4	10%	2	5%	5	9%	15	8%	17	10%
Decline	1	2%	2	5%	2	5%	2	3%	7	4%	3	2%
Sub Total	43		41		44		58		186		173	
Employee Job Category (employee data only)												
911 operator	0	0%	0	0%	0	0%	2	4%	2	1%	0	0%
Administration	5	15%	1	4%	2	6%	1	2%	9	6%	2	1%
Customer Service and Reservation Agent	0	0%	0	0%	0	0%	2	4%	2	1%	1	1%
Declined	7	21%	18	64%	25	71%	29	59%	79	54%	50	37%
Dispatch	0	0%	0	0%	0	0%	2	4%	2	1%	1	1%
General Partner	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Laborer	0	0%	0	0%	0	0%	1	2%	1	1%	1	1%
Management	5	15%	0	0%	1	3%	1	2%	7	5%	9	7%
Office / Clerical	1	3%	0	0%	1	3%	0	0%	2	1%	4	3%
Operations	0	0%	1	4%	0	0%	1	2%	2	1%	3	2%
Police / Fire	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Police Officer	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Professional	8	24%	4	14%	3	9%	5	10%	20	14%	37	28%
Public Safety	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Sales	1	3%	0	0%	0	0%	0	0%	1	1%	0	0%
Service	4	12%	0	0%	1	3%	3	6%	8	5%	11	8%
Skilled Trade	1	3%	0	0%	1	3%	2	4%	4	3%	7	5%
Technical	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Transportation	2	6%	4	14%	0	0%	0	0%	6	4%	4	3%
Sub Total	34		28		35		49		146		134	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Job Tenure (employee data only)												
Less than 1 year	6	18%	1	4%	2	6%	5	10%	14	10%	15	11%
1 - 4 years	11	32%	6	21%	4	11%	10	20%	31	21%	26	19%
5 - 9 years	4	12%	1	4%	2	6%	5	10%	12	8%	24	18%
10 - 14 years	4	12%	2	7%	0	0%	1	2%	7	5%	10	7%
15 - 19 years	1	3%	1	4%	0	0%	2	4%	4	3%	10	7%
20+ years	2	6%	0	0%	2	6%	0	0%	4	3%	2	1%
Unknown	4	12%	14	50%	24	69%	23	47%	65	45%	38	28%
Decline	2	6%	3	11%	1	3%	3	6%	9	6%	9	7%
Sub Total	34		28		35		49		146		134	
GRA User Count												
GRA Unique Users	38		36		32		50		149		144	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Assistance Program[®]												
U.S. Services												
Primary Issue Presented												
Alcohol/Related	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Anger Issues	0	0%	1	3%	3	8%	0	0%	4	3%	1	1%
Anxiety Related	5	14%	3	9%	4	10%	6	13%	18	12%	12	8%
Attention Issues	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
Bereavement/Grief	1	3%	5	16%	1	3%	2	4%	9	6%	13	9%
Depression Related	6	17%	5	16%	3	8%	3	7%	17	11%	11	8%
Family/Child	2	6%	1	3%	1	3%	1	2%	5	3%	7	5%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Family/Child - Family Issues	0	0%	1	3%	1	3%	3	7%	5	3%	12	8%
Health Crisis	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%
Interpersonal Issues	3	8%	0	0%	4	10%	0	0%	7	5%	1	1%
Legal	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Medical	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Occupational	1	3%	2	6%	4	10%	5	11%	12	8%	7	5%
Occupational - Conflict Resolution	0	0%	1	3%	0	0%	0	0%	1	1%	0	0%
Occupational - Interpersonal	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
Occupational - Performance	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Partner/Relationship	5	14%	8	25%	7	18%	8	17%	28	18%	23	16%
Psychological	7	19%	1	3%	4	10%	3	7%	15	10%	22	15%
Stress	5	14%	2	6%	7	18%	12	26%	26	17%	18	13%
Substance Use Related	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Trauma	1	3%	2	6%	0	0%	2	4%	5	3%	2	1%
Sub-Total Issues	36		32		40		46		154		143	

Consultation Type												
Face to Face	31	86%	20	63%	23	58%	27	59%	101	66%	106	74%
Telephone	1	3%	8	25%	12	30%	11	24%	32	21%	10	7%
Video	3	8%	3	9%	2	5%	6	13%	14	9%	19	13%
Bar Association / Consumer Credit Counseling	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
BehavioralExpert	1	3%	0	0%	2	5%	0	0%	3	2%	2	1%
Supervisor / Management Consult	0	0%	1	3%	1	3%	2	4%	4	3%	4	3%
Sub-Total - Consultations	36		32		40		46		154		143	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Local National						
Primary Issue Presented						
Anxiety Related	0 0%	0 0%	1 100%	0 0%	1 50%	0 0%
Psychological	1 100%	0 0%	0 0%	0 0%	1 50%	0 0%
Sub-Total Issues	1	0	1	0	2	0
Consultation Type						
Face to Face	1 100%	0 0%	1 100%	0 0%	2 100%	0 0%
Sub-Total - Consultations	1	0	1	0	2	0
Total Number of Issues	37	32	41	46	156	143
Online Services						
Total Online Services	29	43	18	36	126	168
Total Product Utilization	66	75	59	82	282	311
Employee Count						
Total Utilization Rate (% - Annualized)	7.90%	8.98%	7.06%	9.82%	8.44%	9.31%
<i>Based on Quarterly Average employees</i>	3,341	3,341	3,341	3,341	3,341	3,341

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource[®]												
U.S. Services												
Primary Issue Presented												
Elder Care-Assisted Living	0	0%	0	0%	0	0%	0	0%	0	0%	1	10%
Elder Care-Consultation	0	0%	1	33%	0	0%	0	0%	1	14%	2	20%
Elder Care-Geriatric Case Management	0	0%	0	0%	0	0%	0	0%	0	0%	1	10%
Elder Care-Home Care	0	0%	1	33%	0	0%	0	0%	1	14%	2	20%
Gov't Services-Financial Assistance	0	0%	0	0%	0	0%	0	0%	0	0%	1	10%
Healthcare-Doctors/Professionals	1	50%	0	0%	0	0%	0	0%	1	14%	0	0%
Healthcare-Fitness/Rec Activities	0	0%	1	33%	0	0%	0	0%	1	14%	0	0%
Moving-Apartment Hunting	0	0%	0	0%	0	0%	0	0%	0	0%	3	30%
Moving-Hotels/Extended Stay Hotels	0	0%	0	0%	0	0%	1	50%	1	14%	0	0%
Support Groups-Mental Health	1	50%	0	0%	0	0%	1	50%	2	29%	0	0%
Sub-Total Issues	2		3		0		2		7		10	
Total Number of Issues	2		3		0		2		7		10	
Online Services												
Total Online Services	19	100%	56	100%	32	100%	43	100%	150	100%	154	100%
Total Online Services	19		56		32		43		150		154	
Total Product Utilization	21		59		32		45		157		164	
Employee Count												
Total Utilization Rate (% - Annualized)	2.51%		7.06%		3.83%		5.39%		4.70%		4.91%	
<i>Based on Quarterly Average employees</i>	3,341		3,341		3,341		3,341		3,341		3,341	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
LegalConnect[®]												
U.S. Services												
Primary Issue Presented												
Child Custody	0	0%	0	0%	0	0%	1	13%	1	5%	0	0%
Civil	0	0%	1	17%	1	33%	1	13%	3	14%	1	6%
Consumer	0	0%	2	33%	0	0%	0	0%	2	10%	0	0%
Credit	0	0%	0	0%	0	0%	1	13%	1	5%	0	0%
Criminal	0	0%	0	0%	0	0%	1	13%	1	5%	2	11%
Divorce / Separation	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Estate Planning	2	50%	0	0%	0	0%	0	0%	2	10%	3	17%
Family Law	0	0%	1	17%	0	0%	0	0%	1	5%	6	33%
ID Theft Service	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Immigration	0	0%	0	0%	1	33%	0	0%	1	5%	0	0%
Insurance	0	0%	0	0%	0	0%	2	25%	2	10%	0	0%
Landlord/Tenant	0	0%	0	0%	0	0%	2	25%	2	10%	2	11%
Personal Injury	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Probate	0	0%	1	17%	0	0%	0	0%	1	5%	1	6%
Real Estate	1	25%	1	17%	0	0%	0	0%	2	10%	0	0%
Trusts	1	25%	0	0%	1	33%	0	0%	2	10%	0	0%
Sub-Total Issues	4		6		3		8		21		18	
Consultation Type												
Consultation and referral (main source)	2	50%	1	17%	2	67%	3	38%	8	38%	12	67%
Consultation only	1	25%	4	67%	0	0%	3	38%	8	38%	3	17%
Other	1	25%	1	17%	1	33%	2	25%	5	24%	3	17%
Sub-Total - Consultations	4		6		3		8		21		18	
Total Number of Issues	4		6		3		8		21		18	
Online Services												
Total Online Services	46	100%	104	100%	22	100%	18	100%	190	100%	107	100%
Total Online Services	46		104		22		18		190		107	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Product Utilization	50	110	25	26	211	125

Employee Count

Total Utilization Rate (% - Annualized)	5.99%	13.17%	2.99%	3.11%	6.32%	3.74%
<i>Based on Quarterly Average employees</i>	3,341	3,341	3,341	3,341	3,341	3,341

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FinancialConnectSM												
U.S. Services												
Primary Issue Presented												
Budgeting techniques & discipline	0	0%	0	0%	0	0%	1	50%	1	50%	0	0%
Credit Card Debt	0	0%	0	0%	0	0%	1	50%	1	50%	1	50%
General Financial	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Sub-Total Issues	0		0		0		2		2		2	
Consultation Type												
Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Consultation and referral (other source)	0	0%	0	0%	0	0%	1	50%	1	50%	0	0%
Consultation only	0	0%	0	0%	0	0%	1	50%	1	50%	1	50%
Sub-Total - Consultations	0		0		0		2		2		2	
Total Number of Issues	0		0		0		2		2		2	
Online Services												
Total Online Services	5	100%	17	100%	5	100%	20	100%	47	100%	99	100%
Total Online Services	5		17		5		20		47		99	
Total Product Utilization	5		17		5		22		49		101	
Employee Count												
Total Utilization Rate (% - Annualized)	0.60%		2.04%		0.60%		2.63%		1.47%		3.02%	
<i>Based on Quarterly Average employees</i>	3,341		3,341		3,341		3,341		3,341		3,341	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
GuidanceResources Online [®]												
GRO User Counts												
Registered Users	18		32		18		31		99		85	
Repeat Users	25		26		30		36		99		87	
Unique Users	34		52		46		54		161		141	
Device Usage Counts (Logins and Registrations)												
APP	2	3%	11	14%	3	4%	13	14%	29	9%	13	5%
Desktop Browser	50	76%	54	69%	47	70%	51	53%	202	66%	186	70%
Mobile Browser	14	21%	12	15%	17	25%	32	33%	75	24%	64	24%
Tablet	0	0%	1	1%	0	0%	0	0%	1	0%	2	1%
Total logins and Registrations	66		78		67		96		307		265	
English USA Usage												
Online Topics												
Financial												
Consumer Issues	3	5%	1	1%	5	8%	4	3%	13	3%	16	3%
Debt & Bankruptcy	0	0%	4	2%	3	5%	1	1%	8	2%	14	3%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	6	1%
Personal Finance	1	2%	2	1%	0	0%	4	3%	7	2%	25	5%
Real Estate	0	0%	8	4%	0	0%	0	0%	8	2%	17	3%
Tax	0	0%	1	1%	0	0%	2	2%	3	1%	4	1%
Home & Auto												
Buying & Selling an Auto	2	3%	0	0%	0	0%	4	3%	6	1%	10	2%
Home Improvement & Maintenance	0	0%	7	4%	0	0%	0	0%	7	2%	1	0%
Moving	0	0%	2	1%	0	0%	0	0%	2	0%	15	3%
Legal												
Consumer Issues	0	0%	4	2%	0	0%	1	1%	5	1%	2	0%
Criminal Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Debt & Bankruptcy	0	0%	0	0%	5	8%	0	0%	5	1%	5	1%
Estate Planning & Elder Law	5	8%	6	3%	2	3%	0	0%	13	3%	10	2%
Family Law	2	3%	28	16%	2	3%	5	4%	37	9%	13	2%
Insurance	0	0%	1	1%	0	0%	0	0%	1	0%	0	0%
Lawyers & Court	0	0%	12	7%	0	0%	0	0%	12	3%	11	2%
Personal Injury & Health Law	0	0%	0	0%	0	0%	4	3%	4	1%	0	0%
Real Estate	4	6%	6	3%	0	0%	1	1%	11	3%	11	2%
Lifestyle												
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Going Green	0	0%	0	0%	0	0%	3	3%	3	1%	0	0%
Pets	0	0%	1	1%	1	2%	1	1%	3	1%	1	0%
Planning an Event	0	0%	0	0%	0	0%	1	1%	1	0%	3	1%
Shopping & Consumer Rights	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Relationships												
Child Care	0	0%	2	1%	0	0%	2	2%	4	1%	11	2%
Divorce & Domestic Issues	9	14%	10	6%	4	6%	7	6%	30	7%	29	6%
Elder Care	0	0%	2	1%	9	14%	2	2%	13	3%	4	1%
Expanding a Family	0	0%	0	0%	0	0%	3	3%	3	1%	2	0%
Marriage & Relationships	8	12%	19	11%	1	2%	4	3%	32	7%	56	11%
Parenting	0	0%	0	0%	3	5%	15	13%	18	4%	14	3%
Special Needs & Gifted Children	0	0%	1	1%	0	0%	0	0%	1	0%	5	1%
Wellness												
Addiction	11	17%	6	3%	1	2%	0	0%	18	4%	16	3%
Emotional Well-being	12	18%	16	9%	3	5%	14	12%	45	10%	50	10%
Fitness & Nutrition	1	2%	1	1%	4	6%	5	4%	11	3%	21	4%
Grief & Loss	4	6%	11	6%	6	9%	5	4%	26	6%	9	2%
Personal Growth	2	3%	4	2%	5	8%	1	1%	12	3%	22	4%
Personal Safety	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Physical Health	0	0%	8	4%	0	0%	20	17%	28	7%	26	5%
Pregnancy	0	0%	2	1%	0	0%	2	2%	4	1%	1	0%
Stress & Anger Management	2	3%	10	6%	0	0%	2	2%	14	3%	37	7%
Work & Education												
Career Development	0	0%	0	0%	2	3%	0	0%	2	0%	7	1%
In the Workplace	0	0%	3	2%	2	3%	0	0%	5	1%	18	3%
K-12 School	0	0%	0	0%	0	0%	2	2%	2	0%	1	0%
Manager Guidance	0	0%	0	0%	2	3%	0	0%	2	0%	3	1%
Personal Development	0	0%	0	0%	6	9%	4	3%	10	2%	20	4%
	66		178		66		119		429		523	

On-Demand Trainings

Are You Financially on Track for Retirement?	1	33%	0	0%	0	0%	3	18%	4	14%	2	11%
Communicating Without Conflict With Your Significant Other	0	0%	1	33%	1	17%	1	6%	3	10%	0	0%
Coping With a Crisis or Traumatic Event	1	33%	0	0%	1	17%	1	6%	3	10%	1	6%
Emotional Eating: The Connection Between Mood and Food	0	0%	0	0%	0	0%	3	18%	3	10%	0	0%
Exercise At Your Desk	0	0%	0	0%	0	0%	1	6%	1	3%	0	0%
Healthy Eating On A Budget	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Informed Or Informed? Healthy Media Consumption During Major News Events	0	0%	0	0%	0	0%	1	6%	1	3%	0	0%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Laughter, Humor & Play To Reduce Stress & Solve Problems	0	0%	0	0%	0	0%	1	6%	1	3%	1	6%
Learning To Relax	0	0%	0	0%	0	0%	1	6%	1	3%	0	0%
Living with Change	0	0%	0	0%	0	0%	1	6%	1	3%	3	17%
Managing Emotions in the Workplace	1	33%	0	0%	1	17%	0	0%	2	7%	2	11%
Managing Holiday Stress	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Managing Personal Finances	0	0%	0	0%	0	0%	2	12%	2	7%	0	0%
Managing Staff through Change & Stress	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
No Such Thing As A Perfect Parent	0	0%	0	0%	1	17%	0	0%	1	3%	0	0%
Stress - A Way of Life or Fact of Life?	0	0%	0	0%	1	17%	0	0%	1	3%	0	0%
The Impact of Attitude on Work and Life	0	0%	0	0%	1	17%	0	0%	1	3%	1	6%
The Impact of Shift Work on Mind and Body	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
The Psychology Behind Saving Money & Other Good Financial Habits	0	0%	0	0%	0	0%	2	12%	2	7%	0	0%
The Sandwich Generation - Balancing Your Personal Life with the Needs of Your Elderly Parents	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Time Management Tools and Principles	0	0%	1	33%	0	0%	0	0%	1	3%	0	0%
Using Reason To Resolve Conflict	0	0%	1	33%	0	0%	0	0%	1	3%	3	17%
	3		3		6		17		29		18	
Online Centers												
Tips for Saving Money	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%
	0		0		0		1		1		0	
Online Searches Topics												
Certified Financial Planner	1	3%	0	0%	1	6%	3	20%	5	4%	14	19%
Child Care Provider	0	0%	3	6%	2	11%	4	27%	9	8%	7	10%
College and University	0	0%	1	2%	0	0%	0	0%	1	1%	2	3%
Elder Care Provider	0	0%	0	0%	5	28%	0	0%	5	4%	0	0%
Lawyer	30	97%	49	92%	10	56%	8	53%	97	83%	50	68%
	31		53		18		15		117		73	
Online Asset Type												
Article	50	50%	147	63%	47	52%	89	59%	333	58%	343	56%
Assessment	2	2%	4	2%	4	4%	3	2%	13	2%	39	6%
Merchandise	3	3%	3	1%	6	7%	6	4%	18	3%	18	3%
Multimedia	5	5%	13	6%	2	2%	12	8%	32	6%	53	9%
On-Demand Trainings	3	3%	3	1%	6	7%	17	11%	29	5%	18	3%
Online Centers	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Resource	6	6%	11	5%	7	8%	9	6%	33	6%	64	10%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Search Database	31	31%	53	23%	18	20%	15	10%	117	20%	73	12%
Survey	0	0%	0	0%	0	0%	0	0%	0	0%	6	1%
Total Activity Types	100		234		90		152		576		614	
Total Product Utilization	100		234		90		152		576		614	