



VASNH (VA Southern Nevada Healthcare System)

Quarterly Utilization Report
Reporting Period Q4 (7/1/2015 - 9/30/2015)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	7	70%	13	87%	9	75%	12	80%	41	79%	34	81%
FamilySource	1	10%	0	0%	2	17%	0	0%	3	6%	1	2%
FinancialConnect	0	0%	0	0%	0	0%	1	7%	1	2%	4	10%
LegalConnect	2	20%	2	13%	1	8%	2	13%	7	13%	3	7%

Sub Total	10		15		12		15		52		42	
Online Access												
EAP	0	0%	1	14%	0	0%	2	50%	3	19%	29	25%
FamilySource	1	25%	1	14%	0	0%	2	50%	4	25%	13	11%
FinancialConnect	1	25%	0	0%	0	0%	0	0%	1	6%	8	7%
Health & Wellness	2	50%	0	0%	0	0%	0	0%	2	13%	48	42%
Health Care Navigation	0	0%	0	0%	1	100%	0	0%	1	6%	1	1%
LegalConnect	0	0%	5	71%	0	0%	0	0%	5	31%	16	14%

Sub Total	4		7		1		4		16		115	
Combined Access												
EAP	7	50%	14	64%	9	69%	14	74%	44	65%	63	40%
FamilySource	2	14%	1	5%	2	15%	2	11%	7	10%	14	9%
FinancialConnect	1	7%	0	0%	0	0%	1	5%	2	3%	12	8%
Health & Wellness	2	14%	0	0%	0	0%	0	0%	2	3%	48	31%
Health Care Navigation	0	0%	0	0%	1	8%	0	0%	1	1%	1	1%
LegalConnect	2	14%	7	32%	1	8%	2	11%	12	18%	19	12%

Total	14		22		13		19		68		157	

Total Utilization	14		22		13		19		68		157	

Utilization Results												
Total Utilization Rate (% - Annualized)	3.73%		5.87%		3.47%		5.07%		4.53%		10.47%	
<i>Based on Quarterly Average Employee Counts</i>	1,500		1,500		1,500		1,500		1,500		1,500	
Satisfaction Results - Book of Business												
% of Clients reporting satisfaction with the program	98%		98%		98%		98%		98%		98%	

		Q1		Q2		Q3		Q4		Year To Date		Last Year	
Case Closure (only EAP cases)													
Resolved within EAP		6	86%	9	75%	3	75%	1	100%	19	79%	26	81%
Referred to benefits resource	Outpatient	1	14%	3	25%	1	25%	0	0%	5	21%	6	19%
Total		7		12		4		1		24		32	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	0	0%	0	0%	0	0%	2	13%	2	4%	1	2%
Family	0	0%	2	13%	0	0%	1	7%	3	6%	0	0%
Flyer	1	10%	0	0%	0	0%	1	7%	2	4%	0	0%
Formal Referral	0	0%	2	13%	0	0%	0	0%	2	4%	1	2%
HR	4	40%	3	20%	3	25%	3	20%	13	25%	13	31%
Informal Referral	0	0%	0	0%	0	0%	0	0%	0	0%	3	7%
Internet / Intranet	0	0%	0	0%	1	8%	1	7%	2	4%	3	7%
Online - Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Orientation	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Other	0	0%	1	7%	2	17%	2	13%	5	10%	2	5%
Peer	1	10%	0	0%	2	17%	0	0%	3	6%	3	7%
Previous EAP	2	20%	1	7%	0	0%	0	0%	3	6%	0	0%
Program Staff	0	0%	1	7%	0	0%	0	0%	1	2%	0	0%
Unknown	2	20%	5	33%	4	33%	5	33%	16	31%	13	31%
Sub Total												
	10		15		12		15		52		42	
Client Status												
Employee	10	100%	13	87%	11	92%	14	93%	48	92%	38	90%
Dependent	0	0%	2	13%	1	8%	1	7%	4	8%	3	7%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Sub Total												
	10		15		12		15		52		42	
Client Gender												
Female	3	30%	6	40%	8	67%	12	80%	29	56%	28	67%
Male	7	70%	9	60%	4	33%	3	20%	23	44%	14	33%
Sub Total												
	10		15		12		15		52		42	
Client Age Group												
0-12	0	0%	0	0%	1	8%	0	0%	1	2%	1	2%
13-19	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
20-29	2	20%	2	13%	1	8%	0	0%	5	10%	4	10%
30-39	1	10%	4	27%	3	25%	5	33%	13	25%	5	12%
40-49	4	40%	2	13%	3	25%	1	7%	10	19%	9	21%
50-59	1	10%	3	20%	4	33%	5	33%	13	25%	15	36%
60 +	1	10%	3	20%	0	0%	1	7%	5	10%	5	12%
Unknown	1	10%	1	7%	0	0%	2	13%	4	8%	3	7%
Sub Total												
	10		15		12		15		52		42	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Job Category (employee data only)												
Administration	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Declined	1	10%	0	0%	2	18%	3	21%	6	13%	5	13%
Laborer	1	10%	0	0%	0	0%	0	0%	1	2%	0	0%
Nurse	0	0%	0	0%	3	27%	4	29%	7	15%	0	0%
Office / Clerical	0	0%	0	0%	1	9%	0	0%	1	2%	2	5%
Operations	0	0%	0	0%	0	0%	2	14%	2	4%	0	0%
Professional	5	50%	9	69%	4	36%	3	21%	21	44%	22	58%
Service	1	10%	4	31%	1	9%	0	0%	6	13%	5	13%
Skilled Trade	0	0%	0	0%	0	0%	1	7%	1	2%	0	0%
Technical	2	20%	0	0%	0	0%	1	7%	3	6%	2	5%
Sub Total												
	10		13		11		14		48		38	
Employee Job Tenure (employee data only)												
Less than 1 year	4	40%	1	8%	0	0%	4	29%	9	19%	3	8%
1 - 4 years	1	10%	5	38%	6	55%	5	36%	17	35%	15	39%
5 - 9 years	3	30%	3	23%	1	9%	2	14%	9	19%	6	16%
10 - 14 years	0	0%	1	8%	1	9%	2	14%	4	8%	5	13%
15 - 19 years	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
20+ years	0	0%	1	8%	1	9%	0	0%	2	4%	0	0%
Unknown	1	10%	1	8%	1	9%	0	0%	3	6%	7	18%
Decline	1	10%	1	8%	1	9%	1	7%	4	8%	0	0%
Sub Total												
	10		13		11		14		48		38	

	Q1		Q2		Q3		Q4		Year To Date		Last Year		
Employee Assistance Program®													
U.S. Services													
Primary Issue Presented													
Alcohol/Related	0	0%	1	8%	0	0%	0	0%	1	2%	2	6%	
Anxiety Related	0	0%	0	0%	0	0%	1	8%	1	2%	2	6%	
Bereavement	1	14%	0	0%	1	11%	0	0%	2	5%	3	9%	
Child Abuse	0	0%	0	0%	0	0%	1	8%	1	2%	0	0%	
Depression Related	0	0%	2	15%	1	11%	2	17%	5	12%	0	0%	
Family/Child	1	14%	1	8%	1	11%	0	0%	3	7%	2	6%	
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Gambling	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Occupational	0	0%	2	15%	1	11%	4	33%	7	17%	2	6%	
Occupational - Interpersonal	1	14%	1	8%	0	0%	0	0%	2	5%	0	0%	
Partner/Relationship	0	0%	0	0%	3	33%	3	25%	6	15%	3	9%	
Psychological	0	0%	2	15%	2	22%	1	8%	5	12%	11	32%	
Stress	2	29%	2	15%	0	0%	0	0%	4	10%	6	18%	
Substance Use Related	0	0%	2	15%	0	0%	0	0%	2	5%	0	0%	
Trauma	2	29%	0	0%	0	0%	0	0%	2	5%	0	0%	
Workplace Trauma	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Sub-Total Issues	7		13		9		12		41		34		
Consultation Type													
Face to Face	7	100%	13	100%	8	89%	12	100%	40	98%	33	97%	
BehavioralExpert	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Community Resources	0	0%	0	0%	1	11%	0	0%	1	2%	0	0%	
Sub-Total - Consultations	7		13		9		12		41		34		
Total Number of Issues		7		13		9		12		41		34	
Online Services													
Total Online Services		0		1		0		2		3		29	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Product Utilization	7	14	9	14	44	63

Employee Count

Total Utilization Rate (% - Annualized)	1.87%	3.73%	2.40%	3.73%	2.93%	4.20%
Based on Quarterly Average employees	1,500	1,500	1,500	1,500	1,500	1,500

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource®												
U.S. Services												
Primary Issue Presented												
Gov't Services-Financial Assistance	0	0%	0	0%	1	50%	0	0%	1	33%	0	0%
Healthcare-Doctors/Professionals	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
Moving-Apartment Hunting	0	0%	0	0%	1	50%	0	0%	1	33%	0	0%
Support Groups-Grief	1	100%	0	0%	0	0%	0	0%	1	33%	0	0%
Sub-Total Issues	1		0		2		0		3		1	
Total Number of Issues	1		0		2		0		3		1	
Online Services												
Total Online Services	1	100%	1	100%	0	0%	2	100%	4	100%	13	100%
Total Online Services	1		1		0		2		4		13	
Total Product Utilization	2		1		2		2		7		14	
Employee Count												
Total Utilization Rate (% - Annualized)	0.53%		0.27%		0.53%		0.53%		0.47%		0.93%	
Based on Quarterly Average employees	1,500		1,500		1,500		1,500		1,500		1,500	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
LegalConnect®												
U.S. Services												
Primary Issue Presented												
Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Child Custody	0	0%	0	0%	1	100%	0	0%	1	14%	0	0%
Civil	0	0%	1	50%	0	0%	0	0%	1	14%	1	33%
Criminal	0	0%	1	50%	0	0%	0	0%	1	14%	0	0%
Divorce / Separation	1	50%	0	0%	0	0%	1	50%	2	29%	0	0%
Landlord/Tenant	0	0%	0	0%	0	0%	1	50%	1	14%	1	33%
Real Estate	1	50%	0	0%	0	0%	0	0%	1	14%	0	0%
Sub-Total Issues	2		2		1		2		7		3	
Consultation Type												
Consultation and referral (main source)	2	100%	1	50%	1	100%	2	100%	6	86%	3	100%
Consultation only	0	0%	1	50%	0	0%	0	0%	1	14%	0	0%
Sub-Total - Consultations	2		2		1		2		7		3	
Total Number of Issues												
	2		2		1		2		7		3	
Online Services												
Total Online Services	0	0%	5	100%	0	0%	0	0%	5	100%	16	100%
Total Online Services	0		5		0		0		5		16	
Total Product Utilization												
	2		7		1		2		12		19	
Employee Count												
Total Utilization Rate (% - Annualized)	0.53%		1.87%		0.27%		0.53%		0.80%		1.27%	
Based on Quarterly Average employees	1,500		1,500		1,500		1,500		1,500		1,500	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FinancialConnect SM												
U.S. Services												
Primary Issue Presented												
Budgeting techniques & discipline	0	0%	0	0%	0	0%	1	100%	1	100%	1	25%
Hardship call, requesting financial assistance or loan	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Retirement planning	0	0%	0	0%	0	0%	0	0%	0	0%	2	50%
Sub-Total Issues	0		0		0		1		1		4	
Consultation Type												
Consultation with literature	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Unknown	0	0%	0	0%	0	0%	1	100%	1	100%	3	75%
Sub-Total - Consultations	0		0		0		1		1		4	
Total Number of Issues												
	0		0		0		1		1		4	
Online Services												
Total Online Services	1	100%	0	0%	0	0%	0	0%	1	100%	8	100%
Total Online Services	1		0		0		0		1		8	
Total Product Utilization												
	1		0		0		1		2		12	
Employee Count												
Total Utilization Rate (% - Annualized)	0.27%		0.00%		0.00%		0.27%		0.13%		0.80%	
Based on Quarterly Average employees	1,500		1,500		1,500		1,500		1,500		1,500	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
GuidanceResources Online ®												
English USA Usage												
Online Topics												
Financial												
Consumer Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Personal Finance	1	25%	0	0%	0	0%	0	0%	1	8%	0	0%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home & Auto												
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Legal												
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Family Law	0	0%	2	50%	0	0%	0	0%	2	17%	0	0%
Lawyers & Court	0	0%	1	25%	0	0%	0	0%	1	8%	3	3%
Lifestyle												
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Relationships												
Divorce & Domestic Issues	0	0%	0	0%	0	0%	1	33%	1	8%	0	0%
Expanding a Family	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Marriage & Relationships	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
Parenting	0	0%	1	25%	0	0%	0	0%	1	8%	1	1%
Wellness												
Addiction	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Emotional Well-being	1	25%	0	0%	0	0%	0	0%	1	8%	11	12%
Fitness & Nutrition	1	25%	0	0%	0	0%	0	0%	1	8%	25	26%
Personal Growth	0	0%	0	0%	0	0%	0	0%	0	0%	10	11%
Physical Health	0	0%	0	0%	1	100%	0	0%	1	8%	6	6%
Pregnancy	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Stress & Anger Management	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Work & Education												
Career Development	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
In the Workplace	0	0%	0	0%	0	0%	0	0%	0	0%	11	12%
K-12 School	0	0%	0	0%	0	0%	2	67%	2	17%	0	0%
Personal Development	1	25%	0	0%	0	0%	0	0%	1	8%	9	9%
<div>44131295</div>												

GuidanceResources Utilization Report
Customer Name: VASNH (VA Southern Nevada Healthcare System)
Reporting Period: (7/1/2015 - 9/30/2015)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Searches Topics												
Certified Financial Planner	0	0%	0	0%	0	0%	0	0%	0	0%	7	35%
College and University	0	0%	1	33%	0	0%	1	100%	2	50%	2	10%
Lawyer	0	0%	2	67%	0	0%	0	0%	2	50%	11	55%
	0		3		0		1		4		20	
Online Activity Type												
Article	4	100%	4	57%	1	100%	1	25%	10	63%	68	59%
Assessment	0	0%	0	0%	0	0%	0	0%	0	0%	8	7%
Merchandise	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Multimedia	0	0%	0	0%	0	0%	2	50%	2	13%	15	13%
News	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Resource	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Search Database	0	0%	3	43%	0	0%	1	25%	4	25%	20	17%
Total Activity Types	4		7		1		4		16		115	
Total Product Utilization												
	4		7		1		4		16		115	