



VASNH (VA Southern Nevada Healthcare System)

Quarterly Utilization Report
Reporting Period Q4 (7/1/2016 - 9/30/2016)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	8	67%	16	73%	14	93%	6	100%	44	80%	41	79%
FamilySource	2	17%	1	5%	1	7%	0	0%	4	7%	3	6%
FinancialConnect	1	8%	3	14%	0	0%	0	0%	4	7%	1	2%
LegalConnect	1	8%	2	9%	0	0%	0	0%	3	5%	7	13%

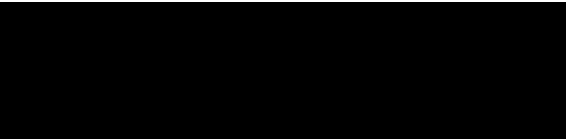
Sub Total	12		22		15		6		55		52	
Online Access												
EAP	1	4%	0	0%	1	6%	0	0%	2	5%	3	19%
FamilySource	2	9%	0	0%	0	0%	1	33%	3	7%	4	25%
FinancialConnect	4	17%	0	0%	0	0%	0	0%	4	9%	1	6%
GlobalConnect	0	0%	0	0%	1	6%	0	0%	1	2%	0	0%
Health & Wellness	1	4%	0	0%	1	6%	1	33%	3	7%	2	13%
Health Care Navigation	0	0%	0	0%	1	6%	1	33%	2	5%	1	6%
LegalConnect	15	65%	1	100%	12	75%	0	0%	28	65%	5	31%

Sub Total	23		1		16		3		43		16	
Combined Access												
EAP	9	26%	16	70%	15	48%	6	67%	46	47%	44	65%
FamilySource	4	11%	1	4%	1	3%	1	11%	7	7%	7	10%
FinancialConnect	5	14%	3	13%	0	0%	0	0%	8	8%	2	3%
GlobalConnect	0	0%	0	0%	1	3%	0	0%	1	1%	0	0%
Health & Wellness	1	3%	0	0%	1	3%	1	11%	3	3%	2	3%
Health Care Navigation	0	0%	0	0%	1	3%	1	11%	2	2%	1	1%
LegalConnect	16	46%	3	13%	12	39%	0	0%	31	32%	12	18%

Total	35		23		31		9		98		68	

Total Utilization	35		23		31		9		98		68	

Utilization Results												
Total Utilization Rate (% - Annualized)	9.33%		6.13%		8.27%		2.40%		6.53%		4.53%	
<i>Based on Quarterly Average Employee Counts</i>	1,500		1,500		1,500		1,500		1,500		1,500	



		Q1		Q2		Q3		Q4		Year To Date		Last Year	
Case Closure (only EAP cases)													
Resolved within EAP		8	100%	14	93%	3	75%	0	0%	25	93%	35	85%
Referred to benefits resource	Outpatient	0	0%	1	7%	1	25%	0	0%	2	7%	6	15%
Total		8		15		4		0		27		41	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	0	0%	0	0%	3	20%	0	0%	3	5%	2	4%
Cross Referral	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Decline	0	0%	0	0%	1	7%	0	0%	1	2%	0	0%
Family	0	0%	1	5%	0	0%	0	0%	1	2%	3	6%
Flyer	2	17%	0	0%	0	0%	0	0%	2	4%	2	4%
Formal Referral	0	0%	0	0%	0	0%	0	0%	0	0%	2	4%
HR	3	25%	8	36%	9	60%	2	33%	22	40%	13	25%
Internet / Intranet	0	0%	2	9%	0	0%	0	0%	2	4%	2	4%
Other	1	8%	1	5%	0	0%	1	17%	3	5%	5	10%
Peer	0	0%	2	9%	1	7%	0	0%	3	5%	3	6%
Previous GR User	1	8%	2	9%	0	0%	0	0%	3	5%	3	6%
Program Staff	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Union	1	8%	0	0%	0	0%	0	0%	1	2%	0	0%
Unknown	4	33%	5	23%	1	7%	3	50%	13	24%	16	31%
Sub Total												
	12		22		15		6		55		52	
Client Status												
Employee	12	100%	21	95%	14	93%	6	100%	53	96%	48	92%
Dependent	0	0%	1	5%	1	7%	0	0%	2	4%	4	8%
Sub Total												
	12		22		15		6		55		52	
Client Gender												
Female	7	58%	10	45%	11	73%	5	83%	33	60%	29	56%
Male	5	42%	12	55%	4	27%	1	17%	22	40%	23	44%
Sub Total												
	12		22		15		6		55		52	
Client Age Group												
0-12	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
13-19	0	0%	1	5%	1	7%	0	0%	2	4%	1	2%
20-29	3	25%	0	0%	0	0%	1	17%	4	7%	5	10%
30-39	2	17%	3	14%	4	27%	2	33%	11	20%	13	25%
40-49	4	33%	5	23%	4	27%	2	33%	15	27%	10	19%
50-59	1	8%	7	32%	5	33%	1	17%	14	25%	13	25%
60 +	1	8%	4	18%	0	0%	0	0%	5	9%	5	10%
Unknown	1	8%	2	9%	1	7%	0	0%	4	7%	4	8%
Sub Total												
	12		22		15		6		55		52	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Job Category (employee data only)												
Administration	0	0%	5	24%	1	7%	0	0%	6	11%	0	0%
Branch Office Assistant	1	8%	0	0%	0	0%	0	0%	1	2%	0	0%
Declined	2	17%	3	14%	0	0%	3	50%	8	15%	6	13%
Laborer	0	0%	0	0%	0	0%	1	17%	1	2%	1	2%
Nurse	0	0%	1	5%	0	0%	0	0%	1	2%	7	15%
Office / Clerical	0	0%	1	5%	1	7%	0	0%	2	4%	1	2%
Operations	0	0%	0	0%	2	14%	0	0%	2	4%	2	4%
Physician	0	0%	1	5%	0	0%	0	0%	1	2%	0	0%
Professional	4	33%	8	38%	8	57%	1	17%	21	40%	21	44%
Sales	0	0%	0	0%	1	7%	0	0%	1	2%	0	0%
Service	5	42%	2	10%	0	0%	1	17%	8	15%	6	13%
Skilled Trade	0	0%	0	0%	1	7%	0	0%	1	2%	1	2%
Technical	0	0%	0	0%	0	0%	0	0%	0	0%	3	6%
Sub Total												
	12		21		14		6		53		48	
Employee Job Tenure (employee data only)												
Less than 1 year	3	25%	2	10%	1	7%	0	0%	6	11%	9	19%
1 - 4 years	3	25%	4	19%	9	64%	3	50%	19	36%	17	35%
5 - 9 years	3	25%	9	43%	2	14%	0	0%	14	26%	9	19%
10 - 14 years	0	0%	1	5%	1	7%	0	0%	2	4%	4	8%
20+ years	0	0%	0	0%	0	0%	1	17%	1	2%	2	4%
Unknown	3	25%	4	19%	1	7%	1	17%	9	17%	3	6%
Decline	0	0%	1	5%	0	0%	1	17%	2	4%	4	8%
Sub Total												
	12		21		14		6		53		48	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Assistance Program®												
U.S. Services												
Primary Issue Presented												
Alcohol/Related	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Anger Issues	1	13%	0	0%	0	0%	0	0%	1	2%	0	0%
Anxiety Related	0	0%	0	0%	1	7%	0	0%	1	2%	1	2%
Bereavement	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Child Abuse	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Depression Related	1	13%	3	19%	2	14%	1	17%	7	16%	5	12%
Employee-related Issue	0	0%	0	0%	1	7%	0	0%	1	2%	0	0%
Family/Child	0	0%	0	0%	0	0%	1	17%	1	2%	3	7%
Family/Child - Behavioral Issues	0	0%	1	6%	2	14%	0	0%	3	7%	0	0%
Family/Child - Family Issues	1	13%	1	6%	1	7%	1	17%	4	9%	0	0%
Occupational	0	0%	2	13%	1	7%	0	0%	3	7%	7	17%
Occupational - Interpersonal	2	25%	0	0%	0	0%	0	0%	2	5%	2	5%
Occupational - Performance	0	0%	2	13%	0	0%	0	0%	2	5%	0	0%
Partner/Relationship	1	13%	1	6%	0	0%	2	33%	4	9%	6	15%
Psychological	1	13%	3	19%	2	14%	1	17%	7	16%	5	12%
Stress	1	13%	3	19%	3	21%	0	0%	7	16%	4	10%
Substance Use Related	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Trauma	0	0%	0	0%	1	7%	0	0%	1	2%	2	5%
Sub-Total Issues	8		16		14		6		44		41	
Consultation Type												
Face to Face	8	100%	16	100%	14	100%	6	100%	44	100%	40	98%
Community Resources	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Sub-Total - Consultations	8		16		14		6		44		41	
Total Number of Issues												
8161464441												
Online Services												
Total Online Services												
101023												

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Product Utilization	9	16	15	6	46	44

Employee Count

Total Utilization Rate (% - Annualized)	2.40%	4.27%	4.00%	1.60%	3.07%	2.93%
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	
FamilySource®												
U.S. Services												
Primary Issue Presented												
Gov't Services-Financial Assistance	1	50%	0	0%	1	100%	0	0%	2	50%	1	33%
Gov't Services-Food Bank/Pantry	0	0%	1	100%	0	0%	0	0%	1	25%	0	0%
Moving-Apartment Hunting	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Moving-Low Income Housing	1	50%	0	0%	0	0%	0	0%	1	25%	0	0%
Support Groups-Grief	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Sub-Total Issues	2		1		1		0		4		3	
Total Number of Issues	2		1		1		0		4		3	
Online Services												
Total Online Services	2	100%	0	0%	0	0%	1	100%	3	100%	4	100%
Total Online Services	2		0		0		1		3		4	
Total Product Utilization	4		1		1		1		7		7	
Employee Count												
Total Utilization Rate (% - Annualized)	1.07%		0.27%		0.27%		0.27%		0.47%		0.47%	
Based on Quarterly Average employees	1,500		1,500		1,500		1,500		1,500		1,500	

LegalConnect®												
U.S. Services												
Primary Issue Presented												
Child Custody	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Civil	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Criminal	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Divorce / Separation	1	100%	1	50%	0	0%	0	0%	2	67%	2	29%
Landlord/Tenant	0	0%	1	50%	0	0%	0	0%	1	33%	1	14%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Sub-Total Issues	1		2		0		0		3		7	
Consultation Type												
Consultation and referral (main source)	1	100%	1	50%	0	0%	0	0%	2	67%	6	86%
Consultation only	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Other	0	0%	1	50%	0	0%	0	0%	1	33%	0	0%
Sub-Total - Consultations	1		2		0		0		3		7	
Total Number of Issues												
	1		2		0		0		3		7	
Online Services												
Total Online Services	15	100%	1	100%	12	100%	0	0%	28	100%	5	100%
Total Online Services	15		1		12		0		28		5	
Total Product Utilization												
	16		3		12		0		31		12	
Employee Count												
Total Utilization Rate (% - Annualized)	4.27%		0.80%		3.20%		0.00%		2.07%		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	
FinancialConnect SM												
U.S. Services												
Primary Issue Presented												
Budgeting techniques & discipline	0	0%	1	33%	0	0%	0	0%	1	25%	1	100%
Credit Card Debt	1	100%	0	0%	0	0%	0	0%	1	25%	0	0%
Income tax issues	0	0%	1	33%	0	0%	0	0%	1	25%	0	0%
Mortgages, credit card & other debt	0	0%	1	33%	0	0%	0	0%	1	25%	0	0%
Sub-Total Issues	1		3		0		0		4		1	
Consultation Type												
Consultation only	1	100%	2	67%	0	0%	0	0%	3	75%	0	0%
Other	0	0%	1	33%	0	0%	0	0%	1	25%	1	100%
Sub-Total - Consultations	1		3		0		0		4		1	
Total Number of Issues												
	1		3		0		0		4		1	
Online Services												
Total Online Services	4	100%	0	0%	0	0%	0	0%	4	100%	1	100%
Total Online Services	4		0		0		0		4		1	
Total Product Utilization												
	5		3		0		0		8		2	
Employee Count												
Total Utilization Rate (% - Annualized)	1.33%		0.80%		0.00%		0.00%		0.53%		0.13%	
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
GlobalConnect SM						
Online Services						
Total Online Services	0 0%	0 0%	1 100%	0 0%	1 100%	0 0%
Total Online Services	0	0	1	0	1	0
Total Product Utilization						
0 0 1 0 1 0						
Employee Count						
Total Utilization Rate (% - Annualized)	0.00%	0.00%	0.27%	0.00%	0.07%	0.00%
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												
Debt & Bankruptcy	1	20%	0	0%	0	0%	0	0%	1	8%	0	0%
Personal Finance	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Tax	1	20%	0	0%	0	0%	0	0%	1	8%	0	0%
Home & Auto												
Buying & Selling an Auto	1	20%	0	0%	0	0%	0	0%	1	8%	0	0%
Legal												
Criminal Law	0	0%	0	0%	1	20%	0	0%	1	8%	0	0%
Estate Planning & Elder Law	0	0%	1	100%	0	0%	0	0%	1	8%	0	0%
Family Law	0	0%	0	0%	0	0%	0	0%	0	0%	2	17%
Lawyers & Court	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Relationships												
Divorce & Domestic Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Parenting	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Wellness												
Emotional Well-being	0	0%	0	0%	1	20%	0	0%	1	8%	1	8%
Fitness & Nutrition	1	20%	0	0%	1	20%	0	0%	2	15%	1	8%
Physical Health	0	0%	0	0%	1	20%	1	50%	2	15%	1	8%
Work & Education												
K-12 School	1	20%	0	0%	0	0%	1	50%	2	15%	2	17%
Personal Development	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Working Abroad												
Legal & Financial	0	0%	0	0%	1	20%	0	0%	1	8%	0	0%
	5		1		5		2		13		12	
Online Searches Topics												
Certified Financial Planner	2	11%	0	0%	0	0%	0	0%	2	7%	0	0%
College and University	1	6%	0	0%	0	0%	0	0%	1	3%	2	50%
Counselor	0	0%	0	0%	0	0%	1	100%	1	3%	0	0%
Lawyer	15	83%	0	0%	11	100%	0	0%	26	87%	2	50%
	18		0		11		1		30		4	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Activity Type												
Article	4	17%	1	100%	5	31%	1	33%	11	26%	10	63%
Multimedia	0	0%	0	0%	0	0%	1	33%	1	2%	2	13%
Resource	1	4%	0	0%	0	0%	0	0%	1	2%	0	0%
Search Database	18	78%	0	0%	11	69%	1	33%	30	70%	4	25%
Total Activity Types	23		1		16		3		43		16	
Total Product Utilization	23		1		16		3		43		16	