

# Employee Assistance Program Utilization Report

## Utilization Summary and Analysis



### SUPERIOR COURT OF CA, COUNTY OF SAN BERNARDINO

January 1, 2018 - December 31, 2018

Projected Annual Rate:

**6.6%**



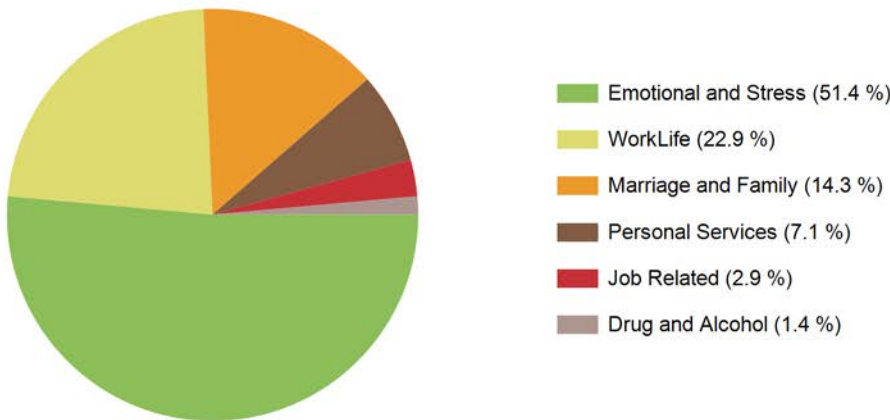
Previous Utilization Rate: 5.7%

#### Overall Utilization

There were 70 new contacts. 2 were referred by Family Member, 15 were referred by Human Resources, 6 were referred by Intranet, 3 were referred by Other Employee, 23 were referred by Poster / Brochure, 1 was referred by Supervisor - Formal, 18 had Used Before, 2 were referred by Website.

The presenting problems were: Emotional, Family / Child, Job Performance, Marital / Relationship, Personal Services, Substance Abuse / Family Member, Work Stress and WorkLife.

3 new contacts were for a Family Member, 1 new contact was for an Other and 66 new contacts were self-initiated.



**Work/Life Utilization**

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In this time period there were 16 cases that were opened: 6.3 % of the cases were Elder Care, 12.5 % of the cases were Financial, 68.8 % of the cases were Legal, 12.5 % of the cases were Education.

Legal was the most utilized with 11 cases.

ACI Specialty Benefits provides convenient work-life services to support employee productivity, reduce stress, and help companies show employees they care about life outside the workplace. ACI's work-life experts provide personalized service referrals to clients, and often receive positive feedback about the services provided. After utilizing ACI's legal services, one employee stated: "We were able to quickly and painlessly go through our notary process. He walked us through everything, being very mindful and considerate of everyone's time, including my wife and our witnesses, which I truly appreciate. I haven't experienced such amazing customer service in a long time." As a reminder, work-life services are available to employees and all family members. Contact ACI today for above and beyond support for any need.

ACI Specialty Benefits offers a wide range of work-life convenience services to help employees manage life's many responsibilities. From all-inclusive care taking to financial wellness, home and car repair to self-care and personal services, ACI provides resources and referrals to support employee productivity, reduce stress, and help employers show they care about their most important valuable asset: their people. As a reminder, work-life services are available to employees and all family members. Contact ACI today for above and beyond support for any need.

According to the American Institute of Stress (AIS), 44 percent of Americans feel more stress than they did five years ago. ACI's EAP offers a wide range of work-life referrals to help reduce stress and improve quality life. From financial well-being to reliable child care referrals, employees and family members can access quality referrals, resources and information to better manage life's many responsibilities and improve total well-being.

1/1/2018 - 12/31/2018

## Employee Assistance Program Utilization Report

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 Training and Onsite Services
 

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**February 2018**

Topic	Date	Start	Duration	Type	Location
CISD	2/20/2018	1:30 PM	2.00	CISD	Fontana, CA

**July 2018**

Topic	Date	Start	Duration	Type	Location
CISD	7/24/2018	10:15 AM	2.00	CISD	San Bernardino, CA

**August 2018**

Topic	Date	Start	Duration	Type	Location
CISD	8/14/2018	10:15 AM	2.00	CISD	San Bernardino, CA

**November 2018**

Topic	Date	Start	Duration	Type	Location
Fair Materials Only	11/2/2018	11:15 AM	2.00	Fair Materials Only	Victorville, CA
Fair Materials Only	11/5/2018	11:30 AM	1.75	Fair Materials Only	San Bernardino, CA
Fair Materials Only	11/6/2018	11:30 AM	1.75	Fair Materials Only	Barstow, CA
Fair Materials Only	11/7/2018	11:30 AM	2.00	Fair Materials Only	Rancho Cucamonga, CA
Benefits Fair	11/8/2018	11:30 AM	2.00	Fairs	San Bernardino, CA
Fair Materials Only	11/9/2018	11:30 AM	1.75	Fair Materials Only	Fontana, CA
Fair Materials Only	11/14/2018	11:30 AM	1.75	Fair Materials Only	Joshua tree, CA
Fair Materials Only	11/15/2018	11:30 AM	1.75	Fair Materials Only	San Bernardino, CA
Benefits Fair	11/16/2018	11:30 AM	2.00	Fairs	San Bernardino, CA

**Training Comment:**

Pattie performed her role to our expectation. She communicated clearly and well, she was punctual and present, and her material/presentation were well up to par. Even though it was only her second visit, she made herself feel like she was one of us (not easy to do at the court!). Pattie and her presentation continue to be well-received. She also does a great job of being adaptable—integrating herself into our overall program—and making our training team look good too.

## Employee Assistance Program Utilization Report

### Newsletters

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ACI provided the following HealthY-mails this quarter: Maintaining Professional New Year's Resolutions; Three C's for Happy Couples; Employee Appreciation Goes a Long Way; Stop Stressing Over Finances and Seek Expert Help; 5 Common Myths About Depression; 4 Ideas for Family Fun This Summer; How to Lead in Times of Crisis; 5 Parenting Resources to Beat Back-to-School Stress; 5 Tips for Healthy Aging; Treat Yourself: 6 Tips for Self-Care; Top 5 Websites for Veterans Returning to Work; The Secret to Overcoming Holiday Stress.

### Formal Referrals

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The Supervisory Referral process is a powerful yet easy-to-use tool for managers to address employee behavior concerns. Examples of workplace issues that can be resolved through this process include: difficulty working with others, anger management, substance abuse, loss of productivity, absenteeism, and more.

The Supervisory Referral process reduces the amount of time managers spend dealing with workplace issues and maximizes the potential for issues to be resolved.

To begin a Supervisory Referral, or for more information or consultation, contact the ACI Clinical Department at 800-932-0034.

Number of Formal Referrals: 1  
Number of Informal Referrals: 0

1/1/2018 - 12/31/2018

## Employee Assistance Program Utilization Report

### Utilization Hours

Onsite Services and Webinars	22.75
Employee Assessment	95.00
Consultation: Work/Life & Concierge	49.00
Consultation: Employee Consultation	3.00
Consultation: Supervisor, Management and Outside Consultants	62.00
<b>Total Program Hours this Period:</b>	<b>231.75</b>

### Utilization Comments

ACI Specialty Benefits is proud to provide exceptional service to clients to support employee performance and help companies meet workforce goals. ACI's dedicated account managers partner with key company stakeholders to ensure program impact and success, and often receive positive feedback about the quality of services provided. After utilizing ACI's Critical Incident Stress Debriefing (CISD) Services, one client stated: "These services made a difficult time more bearable. Thank you for your superior customer service." As a reminder, EAP services are available to employees and all family members. Contact ACI today for above and beyond support for any need.

Today's 24/7 news cycle and the instant spread of information made possible by technology means critical incidents around the world can impact employees on a daily basis. Even those not directly impacted can be traumatized, leading to depression, anxiety, grief or emotional fatigue. ACI Specialty Benefits is proud to provide exceptional service to clients in times of need. ACI's newest product, Crisis Ready, is a program designed to help your business survive a crisis through planning, incident response and post-trauma services. Contact ACI today for more information about Crisis Ready services for your organization.

Each year, it is incredibly powerful and humbling to be in a position to help in difficult times, and 2018 was no exception. As California faced its deadliest and most destructive wildfires in history, and the Atlantic battled against damaging hurricanes and tropical storms, so many of ACI's longtime clients, new customers, employees and family members were directly affected. Through it all, ACI's dedicated service teams worked tirelessly to provide critical incident response services, crisis outreach, emergency referrals, and ongoing clinical support to all those impacted. Whatever the challenge or concern, ACI will always provide personalized support to help employees and families thrive in all areas of life.

From 1/1/2018 to 12/31/2018, Superior Court of CA, County of San Bernardino achieved an annualized utilization rate of 6.6%. With ACI's data calculated in real-time, annualized utilization rates presented in this report may be subject to a <2% variation.

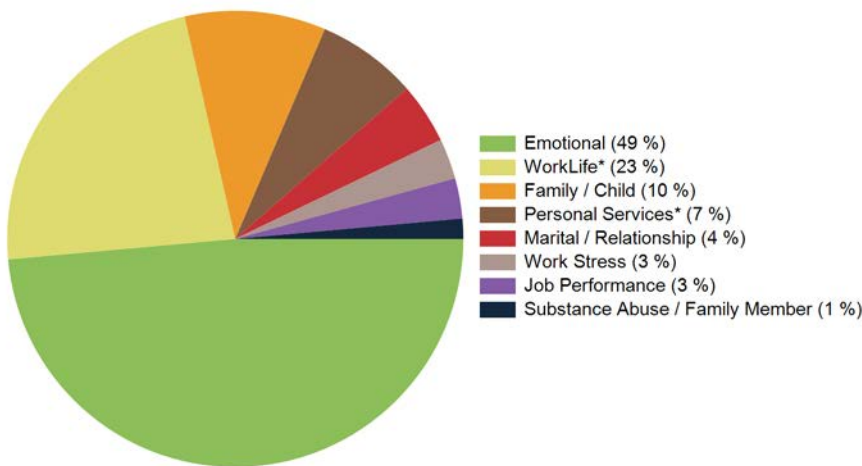
This was an increase over the previous Utilization period which was 5.7%.

## Primary Issue for Assessment

Primary Issue	New	Previous Quarter	Year To Date
Emotional	34	7	34
Family / Child	7	3	7
Job Performance	2	0	2
Marital / Relationship	3	0	3
Personal Services*	5	1	5
Substance Abuse / Family Member	1	0	1
Work Stress	2	0	2
WorkLife*	16	4	16

Nearly \$44 billion is lost by businesses and corporations each year due to the effects of depression, including lost productivity and lost work days (according to the Journal of AMA). Utilizing ACI's Employee Assistance Program services helps employees and family members better address everyday work and life issues affecting mental, emotional, and/or behavioral health.

**New Issues this Quarter**



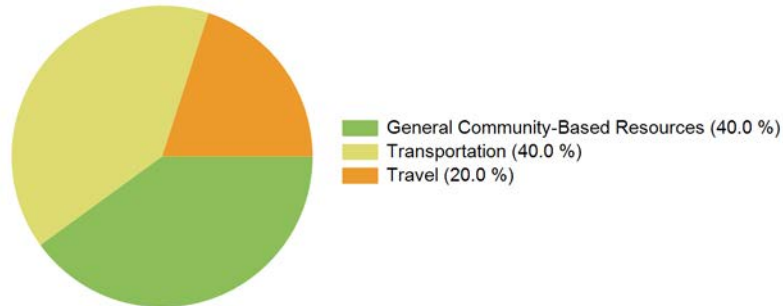
\*Any WorkLife and Personal Services cases are detailed later in the report, and 'Other Issues' includes issues <1%.

## Employee Assistance Program Utilization Report

### Primary Issue Breakout for Personal Services

Referral Made	New	Previous Quarter	Year To Date
General Community-Based Resources	2	0	2
Transportation	2	1	2
Travel	1	0	1

#### New Issues this Quarter



### Primary Issue Breakout for Work/Life

Referral Made	New	Previous Quarter	Year To Date
Education	2	0	2
Elder Care	1	1	1
Financial	2	2	2
Legal	11	0	11

#### New Issues this Quarter

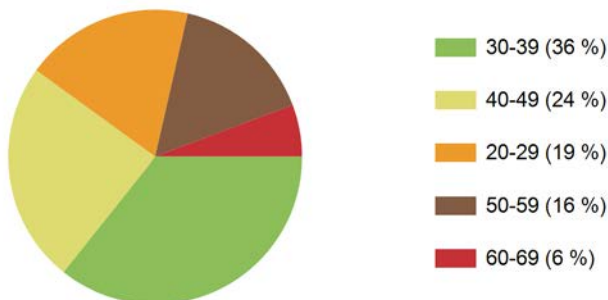


## Demographic Data

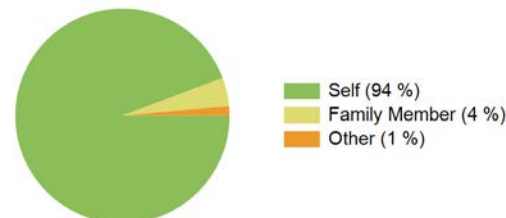
Gender	New	Previous Quarter	Year To Date
Female	62	14	62
Male	7	1	7
Unknown	1	0	1



Age Range	New	Previous Quarter	Year To Date
0-9	0	0	0
10-19	0	0	0
20-29	13	5	13
30-39	25	3	25
40-49	17	4	17
50-59	11	3	11
60-69	4	0	4
70-79	0	0	0
80-89	0	0	0
90-99	0	0	0



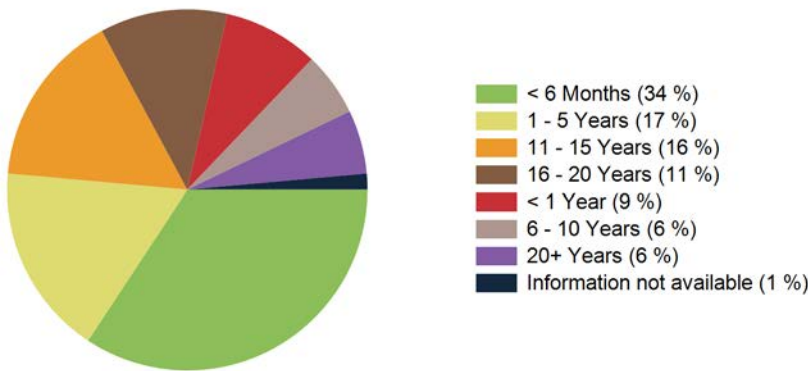
Who is Initiating Contact with ACI	New	Previous Quarter	Year To Date
Self	66	13	66
Family Member	3	2	3
Other	1	0	1





## Employment Data

Years Employed	New	Previous Quarter	Year To Date
< 6 Months	24	4	24
< 1 Year	6	5	6
1 - 5 Years	12	2	12
6 - 10 Years	4	2	4
11 - 15 Years	11	0	11
16 - 20 Years	8	1	8
20+ Years	4	1	4
Information not available	1	0	1



Job Category	New	Previous Quarter	Year To Date
Clerical	3	1	3
Labor	0	0	0
Management	4	1	4
Other	0	0	0
Production	1	0	1
Professional	56	13	56
Sales	0	0	0
Service	1	0	1
Supervisor	3	0	3
Technical	2	0	2



## Referral Source

Referral Source	New	Previous Quarter	Year To Date
Supervisor - Formal	1	0	1
Supervisor - Informal	0	0	0
Other Employee	3	0	3
Family Member	2	2	2
Human Resources	15	0	15
Orientation / Training	0	0	0
Poster / Brochure	23	5	23
Health Fair	0	0	0
Intranet	6	1	6
Email	0	1	0
Website	2	0	2
Used Before	18	6	18
Onsite Event	0	0	0

