

# ATTACHMENT A - UTILIZATION REPORT

**STAY AHEAD** of Productivity, Performance and Health Issues

**City of Phoenix**

Utilization Report 2019

**Utilization Report**  
**Customer Name: City of Phoenix**

	Q1		Q2		Q3		Q4		2019		2018	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	456	93%	424	96%	447	96%	383	93%	1,710	94%	1,366	91%
FamilySource	20	4%	9	2%	8	2%	22	5%	59	3%	89	6%
FinancialConnect	6	1%	2	0%	3	1%	0	0%	11	1%	12	1%
LegalConnect	9	2%	8	2%	6	1%	8	2%	31	2%	39	3%
<b>Sub Total</b>	<b>491</b>		<b>443</b>		<b>464</b>		<b>413</b>		<b>1,811</b>		<b>1506</b>	
<b>Online Access</b>												
EAP	134	30%	183	33%	240	42%	106	28%	663	34%	512	29%
FamilySource	124	28%	197	36%	152	27%	106	28%	579	30%	534	30%
FinancialConnect	42	9%	24	4%	13	2%	24	6%	103	5%	153	9%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Health & Wellness	36	8%	31	6%	59	10%	58	16%	184	9%	124	7%
Health Care Navigation	11	2%	11	2%	6	1%	10	3%	38	2%	27	2%
LegalConnect	97	22%	106	19%	99	17%	68	18%	370	19%	417	24%
<b>Sub Total</b>	<b>444</b>		<b>552</b>		<b>569</b>		<b>372</b>		<b>1,937</b>		<b>1769</b>	
<b>Combined Access</b>												
EAP	590	63%	607	61%	687	67%	489	62%	2,373	63%	1,878	57%
FamilySource	144	15%	206	21%	160	15%	128	16%	638	17%	623	19%
FinancialConnect	48	5%	26	3%	16	2%	24	3%	114	3%	165	5%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Health & Wellness	36	4%	31	3%	59	6%	58	7%	184	5%	124	4%
Health Care Navigation	11	1%	11	1%	6	1%	10	1%	38	1%	27	1%
LegalConnect	106	11%	114	11%	105	10%	76	10%	401	11%	456	14%
<b>Total</b>	<b>935</b>		<b>995</b>		<b>1033</b>		<b>785</b>		<b>3,748</b>		<b>3275</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	14		13		5		4		36		38	
Critical Incident Debriefing Event Participants	72		81		39		0		192		206	
Training Sessions (number is excluded from overall utilization counts)	0		3		4		5		12		5	
Training Session Participants	0		40		68		199		307		106	
<b>Total Utilization</b>	<b>1,007</b>		<b>1,116</b>		<b>1,140</b>		<b>984</b>		<b>4,247</b>		<b>3,587</b>	

Customer Name: City of Phoenix Reporting  
 Period: 2019

	Q1	Q2	Q3	Q4	2019	2018
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>33.93%</b>	<b>37.60%</b>	<b>38.41%</b>	<b>33.15%</b>	<b>35.77%</b>	<b>30.21%</b>
<i>Based on Quarterly Average Employee Counts</i>	11,872	11,872	11,872	11,872	11,872	11,872
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	354 100%	246 99%	82 99%	40 98%	722 99%	1,304 99%
Referred to benefits resource      Outpatient	0 0%	2 1%	1 1%	1 2%	4 1%	17 1%
<b>Total</b>	<b>354</b>	<b>248</b>	<b>83</b>	<b>41</b>	<b>726</b>	<b>1,321</b>

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

Referral Source	Q1		Q2		Q3		Q4		2019		2018	
Brochure	13	3%	13	3%	6	1%	5	1%	37	2%	70	5%
Cross Referral	2	0%	1	0%	6	1%	1	0%	10	1%	10	1%
Decline	6	1%	9	2%	21	5%	12	3%	48	3%	3	0%
EAP Connect	8	2%	4	1%	16	3%	3	1%	31	2%	6	0%
Email	7	1%	4	1%	9	2%	3	1%	23	1%	24	2%
Emergency Loan services	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%
Family	29	6%	29	7%	17	4%	14	3%	89	5%	111	7%
Financial Planning	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%
Flyer	28	6%	37	8%	38	8%	35	8%	138	8%	13	1%
Formal Referral	5	1%	2	0%	11	2%	4	1%	22	1%	17	1%
GuidanceResources Online	1	0%	1	0%	5	1%	1	0%	8	0%	9	1%
Health Fair	1	0%	1	0%	2	0%	0	0%	4	0%	0	0%
HR	144	29%	123	28%	153	33%	124	30%	544	30%	432	29%
Internal	5	1%	8	2%	11	2%	7	2%	31	2%	21	1%
Internet / Intranet	5	1%	1	0%	2	0%	1	0%	9	0%	9	1%
Mailing	10	2%	0	0%	0	0%	1	0%	11	1%	3	0%
MD Care	0	0%	0	0%	1	0%	0	0%	1	0%	1	0%
Mental Health	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%
Occupational Health	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%
Online - Ask the Expert	12	2%	9	2%	8	2%	7	2%	36	2%	20	1%
Onsite Health Clinic	1	0%	2	0%	0	0%	0	0%	3	0%	1	0%
Other	24	5%	34	8%	19	4%	28	7%	105	6%	105	7%
Outreach Program	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Peer	3	1%	1	0%	1	0%	2	0%	7	0%	13	1%
Pre-natal Services	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%
Previous GR User	36	7%	40	9%	51	11%	37	9%	164	9%	82	5%
Program Staff	0	0%	0	0%	0	0%	2	0%	2	0%	3	0%
Supervisor/Manager	4	1%	5	1%	5	1%	6	1%	20	1%	13	1%
Training	0	0%	0	0%	0	0%	1	0%	1	0%	2	0%
Union	1	0%	1	0%	2	0%	1	0%	5	0%	4	0%
Unknown	146	30%	115	26%	80	17%	116	28%	457	25%	530	35%
Wallet Card	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
<b>Sub Total</b>	<b>491</b>		<b>443</b>		<b>464</b>		<b>413</b>		<b>1,811</b>		<b>1,506</b>	

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

	Q1		Q2		Q3		Q4		2019		2018	
<b>Client Status</b>												
Employee	323	66%	304	69%	319	69%	250	61%	1,196	66%	987	66%
Claimant	0	0%	0	0%	2	0%	2	0%	4	0%	0	0%
Dependent	119	24%	85	19%	100	22%	101	24%	405	22%	347	23%
Member	0	0%	2	0%	0	0%	1	0%	3	0%	4	0%
Other	3	1%	2	0%	3	1%	5	1%	13	1%	13	1%
Retiree	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Significant Other	2	0%	5	1%	6	1%	1	0%	14	1%	6	0%
Spouse	36	7%	38	9%	32	7%	49	12%	155	9%	131	9%
Student	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Unknown	7	1%	7	2%	2	0%	4	1%	20	1%	15	1%
<b>Sub Total</b>	<b>491</b>		<b>443</b>		<b>464</b>		<b>413</b>		<b>1,811</b>		<b>1,506</b>	
<b>Client Gender</b>												
Decline	0	0%	3	1%	8	2%	1	0%	12	1%	5	0%
Female	239	49%	233	53%	238	51%	199	48%	909	50%	802	53%
Male	251	51%	206	47%	217	47%	213	52%	887	49%	698	46%
Other	1	0%	1	0%	1	0%	0	0%	3	0%	1	0%
<b>Sub Total</b>	<b>491</b>		<b>443</b>		<b>464</b>		<b>413</b>		<b>1,811</b>		<b>1,506</b>	
<b>Client Age Group</b>												
0-12	31	6%	19	4%	20	4%	30	7%	100	6%	101	7%
13-19	55	11%	40	9%	50	11%	44	11%	189	10%	153	10%
20-29	58	12%	66	15%	62	13%	51	12%	237	13%	186	12%
30-39	85	17%	85	19%	74	16%	90	22%	334	18%	329	22%
40-49	113	23%	97	22%	96	21%	84	20%	390	22%	342	23%
50-59	63	13%	64	14%	64	14%	54	13%	245	14%	213	14%
60 +	17	3%	21	5%	25	5%	15	4%	78	4%	55	4%
Unknown	66	13%	51	12%	60	13%	42	10%	219	12%	118	8%
Decline	3	1%	0	0%	13	3%	3	1%	19	1%	9	1%
<b>Sub Total</b>	<b>491</b>		<b>443</b>		<b>464</b>		<b>413</b>		<b>1,811</b>		<b>1,506</b>	

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

	Q1		Q2		Q3		Q4		2019		2018	
<b>Employee Job Category (employee data only)</b>												
Administration	17	5%	12	4%	22	7%	11	4%	62	5%	41	4%
Branch Office Assistant	0	0%	0	0%	1	0%	2	1%	3	0%	3	0%
Customer Service and Reservation Agent	0	0%	3	1%	4	1%	0	0%	7	1%	6	1%
Declined	65	20%	48	16%	59	18%	48	19%	220	18%	179	18%
Dispatch	1	0%	5	2%	2	1%	1	0%	9	1%	6	1%
Firefighter	0	0%	24	8%	35	11%	28	11%	87	7%	0	0%
Flight Attendant	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Home Office	0	0%	0	0%	4	1%	0	0%	4	0%	0	0%
Intern	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%
Laborer	5	2%	7	2%	4	1%	0	0%	16	1%	9	1%
Management	7	2%	3	1%	7	2%	5	2%	22	2%	19	2%
Office / Clerical	1	0%	7	2%	8	3%	9	4%	25	2%	21	2%
Operations	9	3%	8	3%	8	3%	4	2%	29	2%	37	4%
Pilot	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Player	0	0%	0	0%	0	0%	1	0%	1	0%	1	0%
Police / Fire	97	30%	57	19%	15	5%	20	8%	189	16%	266	27%
Police Officer	0	0%	12	4%	36	11%	33	13%	81	7%	0	0%
Professional	94	29%	83	27%	73	23%	56	22%	306	26%	300	30%
Public Safety	0	0%	2	1%	2	1%	1	0%	5	0%	0	0%
Sales	3	1%	1	0%	5	2%	0	0%	9	1%	4	0%
Service	15	5%	16	5%	15	5%	16	6%	62	5%	54	5%
Skilled Trade	0	0%	4	1%	13	4%	7	3%	24	2%	26	3%
Technical	5	2%	9	3%	5	2%	7	3%	26	2%	11	1%
Transportation	4	1%	3	1%	0	0%	1	0%	8	1%	2	0%
<b>Sub Total</b>	<b>323</b>		<b>304</b>		<b>319</b>		<b>250</b>		<b>1,196</b>		<b>987</b>	

<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	13	4%	18	6%	23	7%	20	8%	74	6%	49	5%
1 - 4 years	50	15%	47	15%	53	17%	40	16%	190	16%	167	17%
5 - 9 years	18	6%	19	6%	23	7%	21	8%	81	7%	70	7%
10 - 14 years	31	10%	40	13%	36	11%	28	11%	135	11%	141	14%
15 - 19 years	21	7%	26	9%	28	9%	14	6%	89	7%	88	9%
20+ years	30	9%	30	10%	22	7%	18	7%	100	8%	87	9%
Unknown	144	45%	107	35%	113	35%	95	38%	459	38%	337	34%
Decline	16	5%	17	6%	21	7%	14	6%	68	6%	48	5%
<b>Sub Total</b>	<b>323</b>		<b>304</b>		<b>319</b>		<b>250</b>		<b>1,196</b>		<b>987</b>	

	Q1		Q2		Q3		Q4		2019		2018	
<b>Customer Structure Detail</b>												
FIRE DEPARTMENT	38	8%	38	9%	45	10%	36	9%	157	9%	41	3%
OTHER CITY EMPLOYEES	295	60%	257	58%	288	62%	236	57%	1,076	59%	975	65%
POLICE	155	32%	148	33%	131	28%	134	32%	568	31%	479	32%
RETIREEES	3	1%	0	0%	0	0%	7	2%	10	1%	11	1%
<b>Sub Total</b>	<b>491</b>		<b>443</b>		<b>464</b>		<b>413</b>		<b>1,811</b>		<b>1,506</b>	

	Q1		Q2		Q3		Q4		2019		2018	
Employee Assistance Program®												
U.S. Services												
Primary Issue Presented												
Alcohol/Related	4	1%	3	1%	3	1%	4	1%	14	1%	18	1%
Anger Issues	2	0%	7	2%	9	2%	9	2%	27	2%	25	2%
Anxiety Related	45	10%	40	10%	49	11%	31	8%	165	10%	142	10%
Attention Issues	0	0%	0	0%	0	0%	1	0%	1	0%	4	0%
Autism	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Bereavement	25	5%	14	3%	13	3%	7	2%	59	3%	40	3%
Child Abuse	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
Dating Violence	0	0%	0	0%	2	0%	0	0%	2	0%	0	0%
Depression Related	38	8%	49	12%	52	12%	53	14%	192	11%	152	11%
Domestic Violence	0	0%	1	0%	1	0%	1	0%	3	0%	5	0%
Eating Related Issues	1	0%	0	0%	1	0%	1	0%	3	0%	3	0%
Employee-related Issue	1	0%	0	0%	0	0%	0	0%	1	0%	3	0%
Family/Child	20	4%	15	4%	16	4%	11	3%	62	4%	61	4%
Family/Child - Behavioral Issues	9	2%	8	2%	11	2%	13	3%	41	2%	23	2%
Family/Child - Development Issues	2	0%	0	0%	0	0%	0	0%	2	0%	0	0%
Family/Child - Family Issues	35	8%	16	4%	26	6%	16	4%	93	5%	96	7%
Interpersonal Issues	7	2%	4	1%	16	4%	14	4%	41	2%	17	1%
Legal	2	0%	0	0%	0	0%	0	0%	2	0%	2	0%
Life Coaching	0	0%	1	0%	0	0%	1	0%	2	0%	1	0%
Medical	3	1%	2	0%	0	0%	1	0%	6	0%	8	1%
Mood Disturbance Related	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Occupational	5	1%	7	2%	2	0%	2	1%	16	1%	19	1%
Occupational - Attendance	1	0%	1	0%	1	0%	0	0%	3	0%	3	0%
Occupational - Conflict Resolution	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Occupational - Interpersonal	4	1%	7	2%	9	2%	3	1%	23	1%	13	1%
Occupational - Performance	6	1%	4	1%	6	1%	0	0%	16	1%	5	0%
Partner/Relationship	63	14%	69	16%	62	14%	66	17%	260	15%	218	16%
Psychological	79	17%	66	16%	67	15%	54	14%	266	16%	277	20%
Stalking	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%
Stress	50	11%	51	12%	43	10%	41	11%	185	11%	148	11%
Substance Use Related	6	1%	7	2%	8	2%	8	2%	29	2%	11	1%
Trauma	6	1%	9	2%	14	3%	13	3%	42	2%	30	2%
Workplace Trauma	42	9%	39	9%	33	7%	33	9%	147	9%	34	2%
<b>Sub-Total Issues</b>	<b>456</b>		<b>421</b>		<b>444</b>		<b>383</b>		<b>1,704</b>		<b>1,366</b>	



	Q1		Q2		Q3		Q4		2019		2018	
<b>Consultation Type</b>												
Chat	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Community Resources	1	0%	0	0%	0	0%	0	0%	1	0%	1	0%
Face to Face	432	95%	394	94%	421	95%	371	97%	1,618	95%	1,288	94%
TeleHealth (Video)	0	0%	0	0%	0	0%	1	0%	1	0%	2	0%
Telephone	7	2%	15	4%	14	3%	2	1%	38	2%	22	2%
Bar Association / Consumer Credit Counseling	2	0%	0	0%	0	0%	0	0%	2	0%	2	0%
BehavioralExpert	8	2%	5	1%	1	0%	2	1%	16	1%	16	1%
Community Resources	0	0%	0	0%	0	0%	1	0%	1	0%	2	0%
DOT	0	0%	0	0%	2	0%	2	1%	4	0%	4	0%
Supervisor / Management Consult	6	1%	7	2%	6	1%	4	1%	23	1%	28	2%
<b>Sub-Total - Consultations</b>	<b>456</b>		<b>421</b>		<b>444</b>		<b>383</b>		<b>1,704</b>		<b>1,366</b>	

**Local National**

**Primary Issue Presented**

Family/Child - Family Issues	0	0%	0	0%	1	33%	0	0%	1	17%	0	0%
Partner/Relationship	0	0%	1	33%	0	0%	0	0%	1	17%	0	0%
Psychological	0	0%	2	67%	0	0%	0	0%	2	33%	0	0%
Stress	0	0%	0	0%	1	33%	0	0%	1	17%	0	0%
Workplace Trauma	0	0%	0	0%	1	33%	0	0%	1	17%	0	0%
<b>Sub-Total Issues</b>	<b>0</b>		<b>3</b>		<b>3</b>		<b>0</b>		<b>6</b>		<b>0</b>	

**Consultation Type**

Face to Face	0	0%	3	100%	3	100%	0	0%	6	100%	0	0%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>3</b>		<b>3</b>		<b>0</b>		<b>6</b>		<b>0</b>	

<b>Total Number of Issues</b>	<b>456</b>		<b>424</b>		<b>447</b>		<b>383</b>		<b>1,710</b>		<b>1,366</b>	
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**Online Services**

<b>Total Online Services</b>	<b>134</b>		<b>183</b>		<b>240</b>		<b>106</b>		<b>663</b>		<b>512</b>	
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<b>Total Product Utilization</b>	<b>590</b>		<b>607</b>		<b>687</b>		<b>489</b>		<b>2,373</b>		<b>1,878</b>	
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	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>2019</b>	<b>2018</b>
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>19.88%</b>	<b>20.45%</b>	<b>23.15%</b>	<b>16.48%</b>	<b>19.99%</b>	<b>15.82%</b>
<i>Based on Quarterly Average employees</i>	11,872	11,872	11,872	11,872	11,872	11,872

	Q1		Q2		Q3		Q4		2019		2018	
FamilySource®												
U.S. Services												
Primary Issue Presented												
Child Care-Nanny	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Education-Tutors	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Elder Care-Adult Daycare	0	0%	0	0%	0	0%	0	0%	0	0%	5	6%
Elder Care-Assisted Living	0	0%	0	0%	0	0%	3	14%	3	5%	2	2%
Elder Care-CCRC	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Elder Care-Consultation	8	40%	1	11%	2	25%	5	23%	16	27%	22	26%
Elder Care-Home Health	2	10%	2	22%	0	0%	2	9%	6	10%	9	11%
Elder Care-Hospice	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Elder Care-Medicaid Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Elder Care-Medicare Insurance	0	0%	0	0%	0	0%	1	5%	1	2%	0	0%
Elder Care-Nursing Homes	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Elder Care-Other	0	0%	1	11%	0	0%	3	14%	4	7%	4	5%
Elder Care-Outreach	2	10%	0	0%	0	0%	2	9%	4	7%	5	6%
Elder Care-Sr. Centers/Recreation	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Gov't Services-Financial Assistance	3	15%	4	44%	3	38%	4	18%	14	24%	7	8%
Gov't Services-Funeral Assistance	0	0%	0	0%	0	0%	1	5%	1	2%	0	0%
Healthcare-Doctors/Professionals	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Insurance-Auto	0	0%	0	0%	1	13%	0	0%	1	2%	0	0%
Moving-Apartment Hunting	2	10%	0	0%	0	0%	1	5%	3	5%	6	7%
Moving-Buying a Home	0	0%	0	0%	1	13%	0	0%	1	2%	0	0%
Moving-Low Income Housing	0	0%	1	11%	0	0%	0	0%	1	2%	0	0%
Moving-Shelter	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Shopping-Housekeeping	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Support Groups-Alcohol	1	5%	0	0%	0	0%	0	0%	1	2%	1	1%
Support Groups-Cancer	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Support Groups-Caregiving	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Support Groups-Divorce	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Support Groups-Grief	1	5%	0	0%	0	0%	0	0%	1	2%	1	1%
Support Groups-Health Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Support Groups-Mental Health	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Support Groups-Other	0	0%	0	0%	1	13%	0	0%	1	2%	2	2%
Support Groups-Substance Abuse	1	5%	0	0%	0	0%	0	0%	1	2%	2	2%
<b>Sub-Total Issues</b>	<b>20</b>		<b>9</b>		<b>8</b>		<b>22</b>		<b>59</b>		<b>85</b>	

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

	Q1		Q2		Q3		Q4		2019		2018	
<b>Local National</b>												
<b>Primary Issue Presented</b>												
Elder Care-Adult Daycare	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Elder Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Elder Care-Home Health	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Elder Care-Medicaid Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
<b>Sub-Total Issues</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>4</b>	
<b>Total Number of Issues</b>	<b>20</b>		<b>9</b>		<b>8</b>		<b>22</b>		<b>59</b>		<b>89</b>	
<b>Online Services</b>												
Total Online Services	124	100%	197	100%	152	100%	106	100%	579	100%	534	100%
<b>Total Online Services</b>	<b>124</b>		<b>197</b>		<b>152</b>		<b>106</b>		<b>579</b>		<b>534</b>	
<b>Total Product Utilization</b>	<b>144</b>		<b>206</b>		<b>160</b>		<b>128</b>		<b>638</b>		<b>623</b>	
<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>4.85%</b>		<b>6.94%</b>		<b>5.39%</b>		<b>4.31%</b>		<b>5.37%</b>		<b>5.25%</b>	
<i>Based on Quarterly Average employees</i>	11,872		11,872		11,872		11,872		11,872		11,872	

Q1                      Q2                      Q3                      Q4                      2019                      2018

**LegalConnect®**

**U.S. Services**

**Primary Issue Presented**

Bankruptcy	0	0%	2	25%	0	0%	0	0%	2	6%	2	5%
Child Custody	1	11%	2	25%	2	33%	1	13%	6	19%	2	5%
Child Support	0	0%	0	0%	0	0%	1	13%	1	3%	0	0%
Civil	1	11%	0	0%	1	17%	0	0%	2	6%	5	13%
Consumer	0	0%	0	0%	1	17%	0	0%	1	3%	0	0%
Credit	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Criminal	2	22%	0	0%	1	17%	1	13%	4	13%	3	8%
Divorce / Separation	1	11%	2	25%	1	17%	0	0%	4	13%	11	28%
Elder Law	1	11%	0	0%	0	0%	0	0%	1	3%	1	3%
Estate Planning	0	0%	0	0%	0	0%	3	38%	3	10%	1	3%
Family Law	0	0%	0	0%	0	0%	1	13%	1	3%	6	15%
General Legal	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Landlord/Tenant	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Personal Injury	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Probate	1	11%	0	0%	0	0%	0	0%	1	3%	1	3%
Real Estate	1	11%	2	25%	0	0%	1	13%	4	13%	2	5%
Trusts	1	11%	0	0%	0	0%	0	0%	1	3%	0	0%
<b>Sub-Total Issues</b>	<b>9</b>		<b>8</b>		<b>6</b>		<b>8</b>		<b>31</b>		<b>39</b>	

**Consultation Type**

After Hours Report	0	0%	1	13%	0	0%	0	0%	1	3%	0	0%
Consultation and referral (main source)	7	78%	5	63%	6	100%	4	50%	22	71%	24	62%
Consultation and referral (other source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Consultation only	1	11%	1	13%	0	0%	4	50%	6	19%	11	28%
Missed Appointment	1	11%	0	0%	0	0%	0	0%	1	3%	0	0%
Other	0	0%	1	13%	0	0%	0	0%	1	3%	3	8%
<b>Sub-Total - Consultations</b>	<b>9</b>		<b>8</b>		<b>6</b>		<b>8</b>		<b>31</b>		<b>39</b>	

<b>Total Number of Issues</b>	<b>9</b>		<b>8</b>		<b>6</b>		<b>8</b>		<b>31</b>		<b>39</b>	
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**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

	Q1		Q2		Q3		Q4		2019		2018	
<b>Online Services</b>												
Total Online Services	97	100%	106	100%	99	100%	68	100%	370	100%	417	100%
<b>Total Online Services</b>	<b>97</b>		<b>106</b>		<b>99</b>		<b>68</b>		<b>370</b>		<b>417</b>	

<b>Total Product Utilization</b>	<b>106</b>	<b>114</b>	<b>105</b>	<b>76</b>	<b>401</b>	<b>456</b>
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<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>3.57%</b>	<b>3.84%</b>	<b>3.54%</b>	<b>2.56%</b>	<b>3.38%</b>	<b>3.84%</b>						
<i>Based on Quarterly Average employees</i>	11,872	11,872	11,872	11,872	11,872	11,872						

	Q1		Q2		Q3		Q4		2019		2018	
<b>FinancialConnect<sup>SM</sup></b>												
<b>U.S. Services</b>												
<b>Primary Issue Presented</b>												
Budgeting techniques & discipline	0	0%	0	0%	0	0%	0	0%	0	0%	3	25%
Credit Card Debt	1	17%	0	0%	1	33%	0	0%	2	18%	3	25%
Credit history & issues	1	17%	0	0%	0	0%	0	0%	1	9%	1	8%
General Financial	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Hardship call, requesting financial assistance or lc	1	17%	0	0%	0	0%	0	0%	1	9%	1	8%
Income tax issues	1	17%	2	100%	2	67%	0	0%	5	45%	1	8%
Insurance	1	17%	0	0%	0	0%	0	0%	1	9%	0	0%
Medicaid, Medicare, SSDI Benefits	1	17%	0	0%	0	0%	0	0%	1	9%	0	0%
Mortgages, credit card & other debt	0	0%	0	0%	0	0%	0	0%	0	0%	2	17%
<b>Sub-Total Issues</b>	<b>6</b>		<b>2</b>		<b>3</b>		<b>0</b>		<b>11</b>		<b>12</b>	
<b>Consultation Type</b>												
Ask the Expert	1	17%	1	50%	0	0%	0	0%	2	18%	2	17%
Consultation and referral (main source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Consultation and referral (other source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Consultation only	5	83%	1	50%	3	100%	0	0%	9	82%	7	58%
Consultation with literature	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
<b>Sub-Total - Consultations</b>	<b>6</b>		<b>2</b>		<b>3</b>		<b>0</b>		<b>11</b>		<b>12</b>	
<b>Total Number of Issues</b>	<b>6</b>		<b>2</b>		<b>3</b>		<b>0</b>		<b>11</b>		<b>12</b>	
<b>Online Services</b>												
Total Online Services	42	100%	24	100%	13	100%	24	100%	103	100%	153	100%
<b>Total Online Services</b>	<b>42</b>		<b>24</b>		<b>13</b>		<b>24</b>		<b>103</b>		<b>153</b>	
<b>Total Product Utilization</b>	<b>48</b>		<b>26</b>		<b>16</b>		<b>24</b>		<b>114</b>		<b>165</b>	

	Q1	Q2	Q3	Q4	2019	2018
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>1.62%</b>	<b>0.88%</b>	<b>0.54%</b>	<b>0.81%</b>	<b>0.96%</b>	<b>1.39%</b>
<i>Based on Quarterly Average employees</i>	11,872	11,872	11,872	11,872	11,872	11,872



	Q1	Q2	Q3	Q4	2019	2018
<b>GlobalConnect<sup>SM</sup></b>						

**Online Services**

Total Online Services	0	0	0	0	0	2
	0%	0%	0%	0%	0%	100%
<b>Total Online Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

<b>Total Product Utilization</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
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**Employee Count**

<b>Total Utilization Rate (% - Annualized)</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.02%</b>
<i>Based on Quarterly Average employees</i>	11,872	11,872	11,872	11,872	11,872	11,872

Q1 Q2 Q3 Q4 2019 2018

GuidanceResources Online<sup>®</sup>

English USA Usage

Online Topics

Financial

Consumer Issues	16	4%	39	10%	102	22%	11	4%	168	11%	98	8%
Debt & Bankruptcy	5	1%	10	2%	4	1%	9	3%	28	2%	49	4%
Estate Planning & Elder Care	2	1%	1	0%	0	0%	1	0%	4	0%	1	0%
Insurance	10	3%	5	1%	2	0%	3	1%	20	1%	18	1%
Personal Finance	12	3%	4	1%	1	0%	3	1%	20	1%	26	2%
Real Estate	2	1%	2	0%	1	0%	3	1%	8	1%	11	1%
Tax	4	1%	1	0%	0	0%	2	1%	7	0%	4	0%

Home & Auto

Buying & Selling an Auto	0	0%	0	0%	1	0%	0	0%	1	0%	4	0%
Driver Safety & Education	3	1%	0	0%	2	0%	0	0%	5	0%	10	1%
Home Improvement & Maintenance	1	0%	5	1%	0	0%	2	1%	8	1%	6	0%
Moving	0	0%	1	0%	0	0%	1	0%	2	0%	6	0%

Legal

Consumer Issues	1	0%	0	0%	1	0%	1	0%	3	0%	10	1%
Criminal Law	0	0%	1	0%	0	0%	3	1%	4	0%	2	0%
Debt & Bankruptcy	7	2%	2	0%	2	0%	4	1%	15	1%	24	2%
Estate Planning & Elder Law	16	4%	4	1%	1	0%	3	1%	24	2%	15	1%
Family Law	10	3%	5	1%	8	2%	10	3%	33	2%	26	2%
Insurance	1	0%	0	0%	0	0%	0	0%	1	0%	4	0%
Lawyers & Court	6	2%	3	1%	1	0%	2	1%	12	1%	11	1%
Personal Injury & Health Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Real Estate	4	1%	0	0%	0	0%	7	2%	11	1%	4	0%
Tax	2	1%	0	0%	0	0%	1	0%	3	0%	1	0%

Lifestyle

Computers & Electronics	1	0%	1	0%	0	0%	1	0%	3	0%	0	0%
Food & Beverage	1	0%	0	0%	0	0%	0	0%	1	0%	3	0%
Going Green	1	0%	0	0%	1	0%	2	1%	4	0%	1	0%
Pets	1	0%	1	0%	0	0%	9	3%	11	1%	6	0%
Planning an Event	4	1%	4	1%	0	0%	5	2%	13	1%	11	1%
Shopping & Consumer Rights	0	0%	1	0%	1	0%	2	1%	4	0%	0	0%
Travel	1	0%	3	1%	3	1%	0	0%	7	0%	6	0%

Relationships

Child Care	5	1%	3	1%	5	1%	7	2%	20	1%	12	1%
Divorce & Domestic Issues	13	3%	15	4%	33	7%	8	3%	69	4%	40	3%

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

	Q1		Q2		Q3		Q4		2019		2018	
Elder Care	24	6%	24	6%	9	2%	13	4%	70	5%	52	4%
Expanding a Family	5	1%	4	1%	1	0%	0	0%	10	1%	0	0%
Marriage & Relationships	40	11%	65	16%	71	16%	23	8%	199	13%	139	11%
Parenting	18	5%	23	6%	12	3%	16	5%	69	4%	51	4%
Special Needs & Gifted Children	3	1%	0	0%	3	1%	4	1%	10	1%	3	0%
<b>Wellness</b>												
Addiction	6	2%	9	2%	16	4%	14	5%	45	3%	44	4%
Emotional Well-being	55	15%	89	22%	78	17%	74	24%	296	19%	190	16%
Fitness & Nutrition	19	5%	17	4%	7	2%	14	5%	57	4%	41	3%
Grief & Loss	14	4%	6	1%	8	2%	8	3%	36	2%	35	3%
Personal Growth	9	2%	17	4%	26	6%	6	2%	58	4%	36	3%
Personal Safety	2	1%	2	0%	6	1%	1	0%	11	1%	8	1%
Physical Health	8	2%	6	1%	7	2%	12	4%	33	2%	34	3%
Pregnancy	10	3%	1	0%	1	0%	0	0%	12	1%	2	0%
Stress & Anger Management	13	3%	12	3%	27	6%	11	4%	63	4%	34	3%
<b>Work &amp; Education</b>												
Career Development	0	0%	3	1%	2	0%	0	0%	5	0%	21	2%
College & Graduate School	2	1%	2	0%	1	0%	0	0%	5	0%	9	1%
In the Workplace	9	2%	5	1%	5	1%	7	2%	26	2%	31	3%
K-12 School	1	0%	1	0%	2	0%	1	0%	5	0%	4	0%
Manager Guidance	0	0%	2	0%	0	0%	0	0%	2	0%	28	2%
Military	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Personal Development	10	3%	2	0%	4	1%	1	0%	17	1%	38	3%
<b>Working Abroad</b>												
Assignment Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
	<b>377</b>		<b>401</b>		<b>455</b>		<b>305</b>		<b>1,538</b>		<b>1,212</b>	
<b>Online Searches Topics</b>												
Certified Financial Planner	3	4%	0	0%	3	3%	0	0%	6	2%	30	5%
Child Care Provider	8	12%	47	31%	23	20%	28	42%	106	27%	130	23%
College and University	0	0%	1	1%	0	0%	1	1%	2	1%	25	4%
Elder Care Provider & Senior Housing	2	3%	12	8%	2	2%	1	1%	17	4%	54	10%
Lawyer	54	81%	91	60%	86	75%	37	55%	268	67%	318	57%
	<b>67</b>		<b>151</b>		<b>114</b>		<b>67</b>		<b>399</b>		<b>557</b>	

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: 2019**

	<b>Q1</b>		<b>Q2</b>		<b>Q3</b>		<b>Q4</b>		<b>2019</b>		<b>2018</b>	
<b>Online Activity Type</b>												
Article	274	62%	286	52%	257	45%	235	63%	1,052	54%	822	46%
Assessment	28	6%	23	4%	44	8%	16	4%	111	6%	94	5%
Merchandise	16	4%	39	7%	102	18%	12	3%	169	9%	102	6%
Multimedia	39	9%	32	6%	49	9%	34	9%	154	8%	125	7%
Resource	20	5%	21	4%	3	1%	7	2%	51	3%	69	4%
Search Database	67	15%	151	27%	114	20%	67	18%	399	21%	557	31%
Survey	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%
<b>Total Activity Types</b>	<b>444</b>		<b>552</b>		<b>569</b>		<b>372</b>		<b>1,937</b>		<b>1,769</b>	
<b>Total Product Utilization</b>	<b>444</b>		<b>552</b>		<b>569</b>		<b>372</b>		<b>1,937</b>		<b>1,769</b>	

# **City of Phoenix**

**Quarterly Utilization Report  
Reporting Period Q2 (4/1/2021 - 6/30/2021)**

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
<b>Access To Services</b>												
<b>Telephone/Email Access</b>												
EAP	446	93%	454	91%	0	0%	0	0%	900	92%	1,674	92%
FamilySource	18	4%	36	7%	0	0%	0	0%	54	6%	99	5%
FinancialConnect	5	1%	1	0%	0	0%	0	0%	6	1%	13	1%
LegalConnect	13	3%	7	1%	0	0%	0	0%	20	2%	43	2%
<b>Sub Total</b>	<b>482</b>		<b>498</b>		<b>0</b>		<b>0</b>		<b>980</b>		<b>1,829</b>	
<b>Online Access</b>												
EAP	135	34%	106	31%	0	0%	0	0%	241	33%	1,116	49%
FamilySource	124	31%	143	42%	0	0%	0	0%	267	36%	577	25%
FinancialConnect	34	9%	21	6%	0	0%	0	0%	55	7%	126	6%
GlobalConnect	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Health & Wellness	53	13%	29	9%	0	0%	0	0%	82	11%	219	10%
Health Care Navigation	16	4%	4	1%	0	0%	0	0%	20	3%	29	1%
LegalConnect	32	8%	36	11%	0	0%	0	0%	68	9%	208	9%
<b>Sub Total</b>	<b>395</b>		<b>339</b>		<b>0</b>		<b>0</b>		<b>734</b>		<b>2,277</b>	
<b>Combined Access</b>												
EAP	581	66%	560	67%	0	0%	0	0%	1,141	67%	2,790	68%
FamilySource	142	16%	179	21%	0	0%	0	0%	321	19%	676	16%
FinancialConnect	39	4%	22	3%	0	0%	0	0%	61	4%	139	3%
GlobalConnect	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Health & Wellness	53	6%	29	3%	0	0%	0	0%	82	5%	219	5%
Health Care Navigation	16	2%	4	0%	0	0%	0	0%	20	1%	29	1%
LegalConnect	45	5%	43	5%	0	0%	0	0%	88	5%	251	6%
<b>Total</b>	<b>877</b>		<b>837</b>		<b>0</b>		<b>0</b>		<b>1,714</b>		<b>4,106</b>	
<b>Additional EAP Services</b>												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	10		8		0		0		18		39	
Critical Incident Debriefing Event Participants	79		20		0		0		99		363	
Training Sessions (number is excluded from overall utilization counts)	0		3		0		0		3		15	
Training Session Participants	0		184		0		0		184		499	
<b>Total Utilization</b>	<b>956</b>		<b>1,041</b>		<b>0</b>		<b>0</b>		<b>1,997</b>		<b>4,968</b>	

	Q1	Q2	Q3	Q4	Year To Date	2020
<b>Utilization Results</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>32.21%</b>	<b>35.07%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>33.64%</b>	<b>41.85%</b>
<i>Based on Quarterly Average Employee Counts</i>	11,872	11,872	0	0	11,872	11,872
<b>Case Closure (only EAP cases)</b>						
Resolved within EAP	104 97%	43 98%	0 0%	0 0%	147 97%	1,332 99%
Referred to benefits resource      Inpatient	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%
Referred to benefits resource      Outpatient	3 3%	1 2%	0 0%	0 0%	4 3%	14 1%
<b>Total</b>	<b>107</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>151</b>	<b>1,347</b>

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

Referral Source	Q1		Q2		Q3		Q4		Year To Date		2020	
Brochure	9	2%	12	2%	0	0%	0	0%	21	2%	33	2%
Company Nurse	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Cross Referral	1	0%	6	1%	0	0%	0	0%	7	1%	10	1%
Decline	22	5%	36	7%	0	0%	0	0%	58	6%	77	4%
EAP Connect	2	0%	5	1%	0	0%	0	0%	7	1%	37	2%
Email	6	1%	15	3%	0	0%	0	0%	21	2%	32	2%
Emergency Loan services	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Employee Health & Safety	1	0%	0	0%	0	0%	0	0%	1	0%	5	0%
Faculty Administration	0	0%	0	0%	0	0%	0	0%	0	0%	5	0%
Family	31	6%	47	9%	0	0%	0	0%	78	8%	88	5%
Financial Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Flyer	41	9%	36	7%	0	0%	0	0%	77	8%	145	8%
FMLASource	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Formal Referral	12	2%	2	0%	0	0%	0	0%	14	1%	15	1%
GuidanceResources Online	0	0%	5	1%	0	0%	0	0%	5	1%	7	0%
HR	63	13%	58	12%	0	0%	0	0%	121	12%	351	19%
Internal	18	4%	5	1%	0	0%	0	0%	23	2%	31	2%
Internet / Intranet	3	1%	1	0%	0	0%	0	0%	4	0%	4	0%
MD Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Mental Health	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%
Online - Ask the Expert	5	1%	3	1%	0	0%	0	0%	8	1%	27	1%
Onsite Health Clinic	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Orientation	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Other	24	5%	22	4%	0	0%	0	0%	46	5%	100	5%
Outreach Program	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Peer	1	0%	1	0%	0	0%	0	0%	2	0%	14	1%
Pre-natal Services	0	0%	1	0%	0	0%	0	0%	1	0%	1	0%
Previous GR User	45	9%	67	13%	0	0%	0	0%	112	11%	190	10%
Program Staff	0	0%	2	0%	0	0%	0	0%	2	0%	15	1%
Supervisor/Manager	9	2%	4	1%	0	0%	0	0%	13	1%	10	1%
Training	0	0%	0	0%	0	0%	0	0%	0	0%	6	0%
Union	0	0%	1	0%	0	0%	0	0%	1	0%	3	0%
Unknown	186	39%	169	34%	0	0%	0	0%	355	36%	609	33%
Wallet Card	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
<b>Sub Total</b>	<b>482</b>		<b>498</b>		<b>0</b>		<b>0</b>		<b>980</b>		<b>1,829</b>	



**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
<b>Client Status</b>												
Employee	327	68%	332	67%	0	0%	0	0%	659	67%	1,195	65%
Claimant	0	0%	0	0%	0	0%	0	0%	0	0%	4	0%
Dependent	101	21%	115	23%	0	0%	0	0%	216	22%	411	22%
Member	0	0%	1	0%	0	0%	0	0%	1	0%	3	0%
Other	9	2%	3	1%	0	0%	0	0%	12	1%	13	1%
Retiree	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
Significant Other	3	1%	1	0%	0	0%	0	0%	4	0%	15	1%
Spouse	40	8%	43	9%	0	0%	0	0%	83	8%	175	10%
Unknown	2	0%	3	1%	0	0%	0	0%	5	1%	10	1%
<b>Sub Total</b>	<b>482</b>		<b>498</b>		<b>0</b>		<b>0</b>		<b>980</b>		<b>1,829</b>	
<b>Client Gender</b>												
Decline	0	0%	3	1%	0	0%	0	0%	3	0%	11	1%
Female	270	56%	230	46%	0	0%	0	0%	500	51%	962	53%
Male	210	44%	263	53%	0	0%	0	0%	473	48%	851	47%
Other	2	0%	2	0%	0	0%	0	0%	4	0%	5	0%
<b>Sub Total</b>	<b>482</b>		<b>498</b>		<b>0</b>		<b>0</b>		<b>980</b>		<b>1,829</b>	
<b>Client Age Group</b>												
0-12	29	6%	29	6%	0	0%	0	0%	58	6%	107	6%
13-19	58	12%	55	11%	0	0%	0	0%	113	12%	188	10%
20-29	56	12%	69	14%	0	0%	0	0%	125	13%	232	13%
30-39	89	18%	89	18%	0	0%	0	0%	178	18%	355	19%
40-49	101	21%	105	21%	0	0%	0	0%	206	21%	343	19%
50-59	63	13%	68	14%	0	0%	0	0%	131	13%	236	13%
60 +	20	4%	26	5%	0	0%	0	0%	46	5%	69	4%
Unknown	55	11%	55	11%	0	0%	0	0%	110	11%	262	14%
Decline	11	2%	2	0%	0	0%	0	0%	13	1%	37	2%
<b>Sub Total</b>	<b>482</b>		<b>498</b>		<b>0</b>		<b>0</b>		<b>980</b>		<b>1,829</b>	

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
<b>Employee Job Category (employee data only)</b>												
Administration	12	4%	7	2%	0	0%	0	0%	19	3%	48	4%
Branch Office Assistant	1	0%	1	0%	0	0%	0	0%	2	0%	4	0%
Correction Officer	2	1%	1	0%	0	0%	0	0%	3	0%	4	0%
Customer Service and Reservation Agent	2	1%	1	0%	0	0%	0	0%	3	0%	5	0%
Declined	77	24%	85	26%	0	0%	0	0%	162	25%	241	20%
Dispatch	5	2%	1	0%	0	0%	0	0%	6	1%	10	1%
Firefighter	23	7%	25	8%	0	0%	0	0%	48	7%	105	9%
General Partner	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%
Home Office	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Laborer	4	1%	1	0%	0	0%	0	0%	5	1%	7	1%
Management	10	3%	10	3%	0	0%	0	0%	20	3%	33	3%
Office / Clerical	5	2%	6	2%	0	0%	0	0%	11	2%	28	2%
Operations	4	1%	14	4%	0	0%	0	0%	18	3%	30	3%
Police / Fire	14	4%	21	6%	0	0%	0	0%	35	5%	79	7%
Police Officer	47	14%	58	17%	0	0%	0	0%	105	16%	197	16%
Professional	52	16%	66	20%	0	0%	0	0%	118	18%	259	22%
Public Safety	2	1%	2	1%	0	0%	0	0%	4	1%	15	1%
Sales	0	0%	1	0%	0	0%	0	0%	1	0%	4	0%
Service	23	7%	16	5%	0	0%	0	0%	39	6%	73	6%
Skilled Trade	23	7%	4	1%	0	0%	0	0%	27	4%	19	2%
Technical	11	3%	10	3%	0	0%	0	0%	21	3%	23	2%
Transportation	9	3%	2	1%	0	0%	0	0%	11	2%	10	1%
<b>Sub Total</b>	<b>327</b>		<b>332</b>		<b>0</b>		<b>0</b>		<b>659</b>		<b>1,195</b>	
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	19	6%	18	5%	0	0%	0	0%	37	6%	60	5%
1 - 4 years	57	17%	51	15%	0	0%	0	0%	108	16%	236	20%
5 - 9 years	23	7%	33	10%	0	0%	0	0%	56	8%	92	8%
10 - 14 years	26	8%	30	9%	0	0%	0	0%	56	8%	117	10%
15 - 19 years	27	8%	13	4%	0	0%	0	0%	40	6%	99	8%
20+ years	26	8%	24	7%	0	0%	0	0%	50	8%	83	7%
Unknown	125	38%	126	38%	0	0%	0	0%	251	38%	451	38%
Decline	24	7%	37	11%	0	0%	0	0%	61	9%	57	5%
<b>Sub Total</b>	<b>327</b>		<b>332</b>		<b>0</b>		<b>0</b>		<b>659</b>		<b>1,195</b>	
<b>GRA User Count</b>												
<b>GRA Unique Users</b>	<b>427</b>		<b>435</b>		<b>0</b>		<b>0</b>		<b>835</b>		<b>1,502</b>	

	Q1		Q2		Q3		Q4		Year To Date		2020	
<b>Customer Structure Detail</b>												
FIRE DEPARTMENT	42	9%	31	6%	0	0%	0	0%	73	7%	158	9%
OTHER CITY EMPLOYEES	284	59%	301	60%	0	0%	0	0%	585	60%	1,050	57%
POLICE	155	32%	166	33%	0	0%	0	0%	321	33%	612	33%
RETIREEES	1	0%	0	0%	0	0%	0	0%	1	0%	9	0%
<b>Sub Total</b>	<b>482</b>		<b>498</b>		<b>0</b>		<b>0</b>		<b>980</b>		<b>1,829</b>	

	Q1	Q2	Q3	Q4	Year To Date	2020
<b>Employee Assistance Program®</b>						

**U.S. Services**

**Primary Issue Presented**

Alcohol/Related	4	1%	5	1%	0	0%	0	0%	9	1%	26	2%
Anger Issues	6	1%	7	2%	0	0%	0	0%	13	1%	26	2%
Anxiety Related	46	10%	52	11%	0	0%	0	0%	98	11%	165	10%
Attention Issues	1	0%	4	1%	0	0%	0	0%	5	1%	2	0%
Bereavement/Grief	19	4%	30	7%	0	0%	0	0%	49	5%	67	4%
Child Abuse	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Dating Violence	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Depression Related	37	8%	31	7%	0	0%	0	0%	68	8%	152	9%
Domestic Violence	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Eating Related Issues	0	0%	1	0%	0	0%	0	0%	1	0%	0	0%
Family/Child	15	3%	10	2%	0	0%	0	0%	25	3%	55	3%
Family/Child - Behavioral Issues	6	1%	8	2%	0	0%	0	0%	14	2%	31	2%
Family/Child - Development Issues	2	0%	0	0%	0	0%	0	0%	2	0%	2	0%
Family/Child - Family Issues	19	4%	19	4%	0	0%	0	0%	38	4%	86	5%
Gambling	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Health Crisis	9	2%	3	1%	0	0%	0	0%	12	1%	62	4%
Interpersonal Issues	15	3%	10	2%	0	0%	0	0%	25	3%	54	3%
Legal	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Life Coaching	0	0%	0	0%	0	0%	0	0%	0	0%	5	0%
Medical	3	1%	0	0%	0	0%	0	0%	3	0%	5	0%
Mood Disturbance Related	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Occupational	3	1%	4	1%	0	0%	0	0%	7	1%	17	1%
Occupational - Attendance	0	0%	1	0%	0	0%	0	0%	1	0%	2	0%
Occupational - Interpersonal	7	2%	1	0%	0	0%	0	0%	8	1%	6	0%
Occupational - Performance	1	0%	1	0%	0	0%	0	0%	2	0%	5	0%
Partner/Relationship	56	13%	81	18%	0	0%	0	0%	137	15%	230	14%
Psychological	78	17%	68	15%	0	0%	0	0%	146	16%	264	16%
Sexual Assault	2	0%	1	0%	0	0%	0	0%	3	0%	3	0%
Stalking	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Stress	53	12%	57	13%	0	0%	0	0%	110	12%	191	11%
Substance Use Related	24	5%	7	2%	0	0%	0	0%	31	3%	20	1%
Trauma	9	2%	18	4%	0	0%	0	0%	27	3%	41	2%
Worklife General Request	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Workplace Trauma	31	7%	34	8%	0	0%	0	0%	65	7%	141	8%

	<b>Q1</b>		<b>Q2</b>		<b>Q3</b>		<b>Q4</b>		<b>Year To Date</b>		<b>2020</b>	
<b>Sub-Total Issues</b>	<b>446</b>		<b>453</b>		<b>0</b>		<b>0</b>		<b>899</b>		<b>1,672</b>	
<b>Consultation Type</b>												
Face to Face	357	80%	334	74%	0	0%	0	0%	691	77%	1,419	85%
Telephone	22	5%	15	3%	0	0%	0	0%	37	4%	68	4%
Video	38	9%	93	21%	0	0%	0	0%	131	15%	140	8%
Bar Association / Consumer Credit Counseling	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
BehavioralExpert	3	1%	4	1%	0	0%	0	0%	7	1%	14	1%
Community Resources	0	0%	1	0%	0	0%	0	0%	1	0%	4	0%
DOT	16	4%	4	1%	0	0%	0	0%	20	2%	7	0%
Supervisor / Management Consult	10	2%	2	0%	0	0%	0	0%	12	1%	18	1%
<b>Sub-Total - Consultations</b>	<b>446</b>		<b>453</b>		<b>0</b>		<b>0</b>		<b>899</b>		<b>1,672</b>	
<b>Local National</b>												
<b>Primary Issue Presented</b>												
Depression Related	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Partner/Relationship	0	0%	1	100%	0	0%	0	0%	1	100%	0	0%
Psychological	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
<b>Sub-Total Issues</b>	<b>0</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>2</b>	
<b>Consultation Type</b>												
Face to Face	0	0%	1	100%	0	0%	0	0%	1	100%	1	50%
Video	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>2</b>	
<b>Total Number of Issues</b>	<b>446</b>		<b>454</b>		<b>0</b>		<b>0</b>		<b>900</b>		<b>1,674</b>	
<b>Online Services</b>												
<b>Total Online Services</b>	<b>135</b>		<b>106</b>		<b>0</b>		<b>0</b>		<b>241</b>		<b>1,116</b>	
<b>Total Product Utilization</b>	<b>581</b>		<b>560</b>		<b>0</b>		<b>0</b>		<b>1,141</b>		<b>2,790</b>	

	Q1	Q2	Q3	Q4	Year To Date	2020
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>19.58%</b>	<b>18.87%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>19.22%</b>	<b>23.50%</b>
<i>Based on Quarterly Average employees</i>	11,872	11,872	0	0	11,872	11,872

	Q1	Q2	Q3	Q4	Year To Date	2020
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**U.S. Services**

**Primary Issue Presented**

Child Care-Nanny	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Child Care-Preschool (Daycare)	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Education-Other	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Elder Care-Assisted Living	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Elder Care-Caregiver Resources	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Elder Care-CCRC	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Elder Care-Consultation	3	17%	9	26%	0	0%	0	0%	12	23%	23	23%
Elder Care-Dementia Resources	0	0%	1	3%	0	0%	0	0%	1	2%	0	0%
Elder Care-Elder Outreach Product	2	11%	2	6%	0	0%	0	0%	4	8%	4	4%
Elder Care-Geriatric Case Management	0	0%	1	3%	0	0%	0	0%	1	2%	1	1%
Elder Care-Home Care	2	11%	6	17%	0	0%	0	0%	8	15%	12	12%
Elder Care-Indpt Living/Sr. Apartments	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
Elder Care-Medicaid Insurance	0	0%	2	6%	0	0%	0	0%	2	4%	1	1%
Elder Care-Medicare Insurance	0	0%	1	3%	0	0%	0	0%	1	2%	1	1%
Elder Care-Nursing Homes	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
Elder Care-Other	0	0%	4	11%	0	0%	0	0%	4	8%	7	7%
Elder Care-Veteran Benefits	0	0%	2	6%	0	0%	0	0%	2	4%	1	1%
Event Planning-Vacation Details	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Gov't Services-Financial Assistance	0	0%	1	3%	0	0%	0	0%	1	2%	16	16%
Gov't Services-Food Bank/Pantry	0	0%	1	3%	0	0%	0	0%	1	2%	0	0%
Gov't Services-Funeral Assistance	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Healthcare-Doctors/Professionals	1	6%	0	0%	0	0%	0	0%	1	2%	2	2%
Healthcare-General Information	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Healthcare-Hospitals/Facilities	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Healthcare-Other	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Home Improvement-Contractor	0	0%	1	3%	0	0%	0	0%	1	2%	0	0%
Home Improvement-Electrician	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Insurance-Health/Dental/Vision	2	11%	0	0%	0	0%	0	0%	2	4%	1	1%
Money Management-Taxes	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Moving-Apartment Hunting	2	11%	1	3%	0	0%	0	0%	3	6%	3	3%
Moving-Shelter	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Shopping-Electronics	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
Shopping-Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Support Groups-Addiction Other	0	0%	1	3%	0	0%	0	0%	1	2%	1	1%
Support Groups-Alcohol	0	0%	1	3%	0	0%	0	0%	1	2%	0	0%

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
Support Groups-Cancer	1	6%	0	0%	0	0%	0	0%	1	2%	0	0%
Support Groups-Grief	0	0%	1	3%	0	0%	0	0%	1	2%	0	0%
Support Groups-Other	1	6%	0	0%	0	0%	0	0%	1	2%	1	1%
Support Groups-Sexual Abuse	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
<b>Sub-Total Issues</b>	<b>18</b>		<b>35</b>		<b>0</b>		<b>0</b>		<b>53</b>		<b>99</b>	

**Local National**

**Primary Issue Presented**

Healthcare-Medical Transportation	0	0%	1	100%	0	0%	0	0%	1	100%	0	0%
<b>Sub-Total Issues</b>	<b>0</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>1</b>		<b>0</b>	

<b>Total Number of Issues</b>	<b>18</b>		<b>36</b>		<b>0</b>		<b>0</b>		<b>54</b>		<b>99</b>	
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**Online Services**

Total Online Services	124	100%	143	100%	0	0%	0	0%	267	100%	577	100%
<b>Total Online Services</b>	<b>124</b>		<b>143</b>		<b>0</b>		<b>0</b>		<b>267</b>		<b>577</b>	

<b>Total Product Utilization</b>	<b>142</b>		<b>179</b>		<b>0</b>		<b>0</b>		<b>321</b>		<b>676</b>	
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**Employee Count**

<b>Total Utilization Rate (% - Annualized)</b>	<b>4.78%</b>		<b>6.03%</b>		<b>0.00%</b>		<b>0.00%</b>		<b>5.41%</b>		<b>5.69%</b>	
<i>Based on Quarterly Average employees</i>	11,872		11,872		0		0		11,872		11,872	



	Q1	Q2	Q3	Q4	Year To Date	2020
<b>LegalConnect®</b>						

**U.S. Services**

**Primary Issue Presented**

Adoption	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Child Custody	1	8%	0	0%	0	0%	0	0%	1	5%	3	7%
Child Support	1	8%	0	0%	0	0%	0	0%	1	5%	2	5%
Civil	0	0%	1	14%	0	0%	0	0%	1	5%	3	7%
Consumer	0	0%	1	14%	0	0%	0	0%	1	5%	1	2%
Criminal	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Divorce / Separation	3	23%	3	43%	0	0%	0	0%	6	30%	16	37%
Elder Law	0	0%	1	14%	0	0%	0	0%	1	5%	2	5%
Estate Planning	2	15%	0	0%	0	0%	0	0%	2	10%	2	5%
Family Law	1	8%	1	14%	0	0%	0	0%	2	10%	2	5%
Immigration	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Intellectual Property	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Landlord/Tenant	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Personal Injury	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Probate	1	8%	0	0%	0	0%	0	0%	1	5%	1	2%
Real Estate	2	15%	0	0%	0	0%	0	0%	2	10%	2	5%
Trusts	2	15%	0	0%	0	0%	0	0%	2	10%	1	2%
Wills	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
<b>Sub-Total Issues</b>	<b>13</b>		<b>7</b>		<b>0</b>		<b>0</b>		<b>20</b>		<b>43</b>	

**Consultation Type**

Client Contact	0	0%	1	14%	0	0%	0	0%	1	5%	0	0%
Consultation and referral (main source)	10	77%	4	57%	0	0%	0	0%	14	70%	20	47%
Consultation only	2	15%	0	0%	0	0%	0	0%	2	10%	12	28%
Missed Appointment	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Other	1	8%	2	29%	0	0%	0	0%	3	15%	10	23%
<b>Sub-Total - Consultations</b>	<b>13</b>		<b>7</b>		<b>0</b>		<b>0</b>		<b>20</b>		<b>43</b>	

<b>Total Number of Issues</b>	<b>13</b>		<b>7</b>		<b>0</b>		<b>0</b>		<b>20</b>		<b>43</b>
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	Q1		Q2		Q3		Q4		Year To Date		2020	
<b>Online Services</b>												
Total Online Services	32	100%	36	100%	0	0%	0	0%	68	100%	208	100%
<b>Total Online Services</b>	<b>32</b>		<b>36</b>		<b>0</b>		<b>0</b>		<b>68</b>		<b>208</b>	

<b>Total Product Utilization</b>	<b>45</b>	<b>43</b>	<b>0</b>	<b>0</b>	<b>88</b>	<b>251</b>
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<b>Employee Count</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>1.52%</b>	<b>1.45%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1.48%</b>	<b>2.11%</b>						
<i>Based on Quarterly Average employees</i>	11,872	11,872	0	0	11,872	11,872						

	Q1		Q2		Q3		Q4		Year To Date		2020
<b>FinancialConnect<sup>SM</sup></b>											

**U.S. Services**

**Primary Issue Presented**

Assist with major purchase decision / affordability	0	0%	0	0%	0	0%	0	0%	0	0%	2	15%
Budgeting techniques & discipline	0	0%	1	100%	0	0%	0	0%	1	17%	1	8%
Credit history & issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
General Financial	0	0%	0	0%	0	0%	0	0%	0	0%	3	23%
Hardship call, requesting financial assistance or lc	1	20%	0	0%	0	0%	0	0%	1	17%	2	15%
Income tax issues	1	20%	0	0%	0	0%	0	0%	1	17%	2	15%
Insurance	1	20%	0	0%	0	0%	0	0%	1	17%	0	0%
Investment options & risk-return	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Mortgages, credit card & other debt	1	20%	0	0%	0	0%	0	0%	1	17%	0	0%
Retirement planning	1	20%	0	0%	0	0%	0	0%	1	17%	0	0%
Small business	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
<b>Sub-Total Issues</b>	<b>5</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>6</b>		<b>13</b>	

**Consultation Type**

Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	4	31%
Consultation only	5	100%	1	100%	0	0%	0	0%	6	100%	9	69%
<b>Sub-Total - Consultations</b>	<b>5</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>6</b>		<b>13</b>	

<b>Total Number of Issues</b>	<b>5</b>		<b>1</b>		<b>0</b>		<b>0</b>		<b>6</b>		<b>13</b>
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**Online Services**

Total Online Services	34	100%	21	100%	0	0%	0	0%	55	100%	126	100%
<b>Total Online Services</b>	<b>34</b>		<b>21</b>		<b>0</b>		<b>0</b>		<b>55</b>		<b>126</b>	

<b>Total Product Utilization</b>	<b>39</b>		<b>22</b>		<b>0</b>		<b>0</b>		<b>61</b>		<b>139</b>
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	Q1	Q2	Q3	Q4	Year To Date	2020
<b>Employee Count</b>						
<b>Total Utilization Rate (% - Annualized)</b>	<b>1.31%</b>	<b>0.74%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1.03%</b>	<b>1.17%</b>
<i>Based on Quarterly Average employees</i>	11,872	11,872	0	0	11,872	11,872

	Q1	Q2	Q3	Q4	Year To Date	2020
<b>GuidanceResources Online <sup>®</sup></b>						

**GRO User Counts**

Registered Users	95	90	0	0	185	490
Repeat Users	124	127	0	0	225	429
Unique Users	191	193	0	0	349	699

**Device Usage Counts (Logins and Registrations)**

APP	23	8%	20	7%	0	0%	0	0%	43	7%	89	6%
Desktop Browser	205	70%	207	70%	0	0%	0	0%	412	70%	1,124	74%
Mobile Browser	64	22%	70	24%	0	0%	0	0%	134	23%	296	20%
Tablet	0	0%	0	0%	0	0%	0	0%	0	0%	6	0%
Total logins and Registrations												
	292		297		0		0		589		1,515	

**English USA Usage**

**Online Topics**

<b>Financial</b>												
Consumer Issues	9	3%	11	4%	0	0%	0	0%	20	3%	40	2%
Debt & Bankruptcy	6	2%	6	2%	0	0%	0	0%	12	2%	20	1%
Estate Planning & Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Insurance	2	1%	1	0%	0	0%	0	0%	3	1%	14	1%
Personal Finance	9	3%	4	2%	0	0%	0	0%	13	2%	17	1%
Real Estate	1	0%	0	0%	0	0%	0	0%	1	0%	8	0%
Tax	5	1%	0	0%	0	0%	0	0%	5	1%	13	1%
<b>Home &amp; Auto</b>												
Buying & Selling an Auto	0	0%	5	2%	0	0%	0	0%	5	1%	4	0%
Driver Safety & Education	1	0%	2	1%	0	0%	0	0%	3	1%	2	0%
Home Improvement & Maintenance	1	0%	4	2%	0	0%	0	0%	5	1%	9	0%
Home Safety & Security	1	0%	1	0%	0	0%	0	0%	2	0%	20	1%
Moving	0	0%	3	1%	0	0%	0	0%	3	1%	9	0%
<b>Legal</b>												
Consumer Issues	1	0%	0	0%	0	0%	0	0%	1	0%	4	0%
Criminal Law	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Debt & Bankruptcy	6	2%	1	0%	0	0%	0	0%	7	1%	4	0%
Estate Planning & Elder Law	1	0%	8	3%	0	0%	0	0%	9	2%	48	3%
Family Law	8	2%	3	1%	0	0%	0	0%	11	2%	37	2%
Insurance	4	1%	0	0%	0	0%	0	0%	4	1%	2	0%
Lawyers & Court	2	1%	1	0%	0	0%	0	0%	3	1%	6	0%
Personal Injury & Health Law	0	0%	1	0%	0	0%	0	0%	1	0%	3	0%

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
Real Estate	3	1%	1	0%	0	0%	0	0%	4	1%	16	1%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
<b>Lifestyle</b>												
Computers & Electronics	0	0%	1	0%	0	0%	0	0%	1	0%	9	0%
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Going Green	0	0%	0	0%	0	0%	0	0%	0	0%	4	0%
Pets	3	1%	3	1%	0	0%	0	0%	6	1%	14	1%
Planning an Event	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
Shopping & Consumer Rights	1	0%	4	2%	0	0%	0	0%	5	1%	2	0%
Travel	1	0%	1	0%	0	0%	0	0%	2	0%	9	0%
<b>Relationships</b>												
Child Care	2	1%	1	0%	0	0%	0	0%	3	1%	14	1%
Divorce & Domestic Issues	9	3%	11	4%	0	0%	0	0%	20	3%	51	3%
Elder Care	22	6%	25	10%	0	0%	0	0%	47	8%	70	4%
Expanding a Family	2	1%	0	0%	0	0%	0	0%	2	0%	9	0%
Marriage & Relationships	58	17%	27	11%	0	0%	0	0%	85	14%	163	9%
Parenting	8	2%	0	0%	0	0%	0	0%	8	1%	30	2%
Special Needs & Gifted Children	0	0%	1	0%	0	0%	0	0%	1	0%	8	0%
<b>Wellness</b>												
Addiction	16	5%	8	3%	0	0%	0	0%	24	4%	32	2%
Emotional Well-being	45	13%	39	16%	0	0%	0	0%	84	14%	574	31%
Fitness & Nutrition	12	3%	8	3%	0	0%	0	0%	20	3%	62	3%
Grief & Loss	9	3%	18	7%	0	0%	0	0%	27	5%	33	2%
Personal Growth	7	2%	8	3%	0	0%	0	0%	15	3%	106	6%
Personal Safety	2	1%	1	0%	0	0%	0	0%	3	1%	9	0%
Physical Health	26	7%	5	2%	0	0%	0	0%	31	5%	147	8%
Pregnancy	2	1%	9	4%	0	0%	0	0%	11	2%	12	1%
Stress & Anger Management	34	10%	15	6%	0	0%	0	0%	49	8%	65	4%
<b>Work &amp; Education</b>												
Career Development	1	0%	2	1%	0	0%	0	0%	3	1%	15	1%
College & Graduate School	1	0%	0	0%	0	0%	0	0%	1	0%	9	0%
In the Workplace	18	5%	7	3%	0	0%	0	0%	25	4%	37	2%
K-12 School	1	0%	0	0%	0	0%	0	0%	1	0%	14	1%
Manager Guidance	1	0%	4	2%	0	0%	0	0%	5	1%	13	1%
Military	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Personal Development	6	2%	1	0%	0	0%	0	0%	7	1%	44	2%
<b>Working Abroad</b>												
Living & Working Abroad	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
	<b>347</b>		<b>251</b>		<b>0</b>		<b>0</b>		<b>598</b>		<b>1,843</b>	
<b>On-Demand Trainings</b>												
Are You Financially on Track for Retirement?	0	0%	0	0%	0	0%	0	0%	0	0%	11	4%

**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
Balancing Work And Life	1	5%	1	8%	0	0%	0	0%	2	6%	30	11%
Communicating Without Conflict With Your Significant Other	1	5%	0	0%	0	0%	0	0%	1	3%	14	5%
Connecting Mind & Body for Healthy Living	0	0%	0	0%	0	0%	0	0%	0	0%	16	6%
Coping With a Crisis or Traumatic Event	3	16%	0	0%	0	0%	0	0%	3	9%	23	8%
Emotional Eating: The Connection Between Mood and Food	1	5%	3	23%	0	0%	0	0%	4	13%	10	4%
Exercise At Your Desk	1	5%	0	0%	0	0%	0	0%	1	3%	12	4%
From Smoker to Smoke-Free	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Healthy Eating On A Budget	0	0%	0	0%	0	0%	0	0%	0	0%	13	5%
Helping A Loved One Through Difficult Times	0	0%	0	0%	0	0%	0	0%	0	0%	7	2%
Keeping Your Senior Loved One Independent and Safe	0	0%	0	0%	0	0%	0	0%	0	0%	4	1%
Laughter, Humor & Play To Reduce Stress & Solve Problems	2	11%	0	0%	0	0%	0	0%	2	6%	20	7%
Learning To Relax	1	5%	0	0%	0	0%	0	0%	1	3%	7	2%
Living with Change	1	5%	0	0%	0	0%	0	0%	1	3%	16	6%
Managing Emotions in the Workplace	3	16%	4	31%	0	0%	0	0%	7	22%	12	4%
Managing Holiday Stress	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Managing Personal Finances	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Managing Staff through Change & Stress	0	0%	0	0%	0	0%	0	0%	0	0%	7	2%
Natural Consequences, Discipline That Works	1	5%	0	0%	0	0%	0	0%	1	3%	1	0%
No Such Thing As A Perfect Parent	1	5%	0	0%	0	0%	0	0%	1	3%	1	0%
Parenting a Child with Special Needs	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Sailing On: A Guide for Transitioning Into Retirement	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Stress - A Way of Life or Fact of Life?	1	5%	0	0%	0	0%	0	0%	1	3%	8	3%
Talking about Tough Subjects with Elderly Parents	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
The Confident You	0	0%	0	0%	0	0%	0	0%	0	0%	11	4%
The Impact of Attitude on Work and Life	0	0%	1	8%	0	0%	0	0%	1	3%	11	4%
The Impact of Shift Work on Mind and Body	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
The Psychology Behind Saving Money & Other Good Financial Habits	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Time Management Tools and Principles	1	5%	0	0%	0	0%	0	0%	1	3%	14	5%
Using Kindness To Achieve Personal Success & Happiness	0	0%	0	0%	0	0%	0	0%	0	0%	8	3%
Using Reason To Resolve Conflict	1	5%	4	31%	0	0%	0	0%	5	16%	15	5%
	<b>19</b>		<b>13</b>		<b>0</b>		<b>0</b>		<b>32</b>		<b>284</b>	

**Online Centers**

Autism	0	0%	0	0%	0	0%	0	0%	0	0%	1	9%
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**Utilization Report**  
**Customer Name: City of Phoenix**  
**Reporting Period: (4/1/2021 - 6/30/2021)**

	Q1		Q2		Q3		Q4		Year To Date		2020	
Building a Stronger Family	0	0%	0	0%	0	0%	0	0%	0	0%	3	27%
Bullying	0	0%	0	0%	0	0%	0	0%	0	0%	2	18%
Healthy Habits	0	0%	0	0%	0	0%	0	0%	0	0%	2	18%
Sparking Positive Thinking	0	0%	0	0%	0	0%	0	0%	0	0%	3	27%
	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>11</b>	

**Online Searches Topics**

Certified Financial Planner	7	24%	8	11%	0	0%	0	0%	15	14%	12	9%
Child Care Provider	9	31%	49	65%	0	0%	0	0%	58	56%	20	14%
College and University	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Elder Care Provider & Senior Housing	1	3%	6	8%	0	0%	0	0%	7	7%	25	18%
Lawyer	12	41%	12	16%	0	0%	0	0%	24	23%	81	58%
	<b>29</b>		<b>75</b>		<b>0</b>		<b>0</b>		<b>104</b>		<b>139</b>	

**Online Asset Type**

Article	206	52%	166	49%	0	0%	0	0%	372	51%	967	42%
Assessment	32	8%	13	4%	0	0%	0	0%	45	6%	111	5%
Merchandise	11	3%	15	4%	0	0%	0	0%	26	4%	45	2%
Multimedia	34	9%	27	8%	0	0%	0	0%	61	8%	161	7%
On-Demand Trainings	19	5%	13	4%	0	0%	0	0%	32	4%	284	12%
Online Centers	0	0%	0	0%	0	0%	0	0%	0	0%	11	0%
Resource	64	16%	30	9%	0	0%	0	0%	94	13%	554	24%
Search Database	29	7%	75	22%	0	0%	0	0%	104	14%	139	6%
Survey	0	0%	0	0%	0	0%	0	0%	0	0%	5	0%
<b>Total Activity Types</b>	<b>395</b>		<b>339</b>		<b>0</b>		<b>0</b>		<b>734</b>		<b>2,277</b>	

<b>Total Product Utilization</b>	<b>395</b>	<b>339</b>	<b>0</b>	<b>0</b>	<b>734</b>	<b>2,277</b>
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