

Utilization Summary and Analysis



SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN BERNARDINO

January 1, 2019 - December 31, 2019

Projected Annual Utilization Rate:

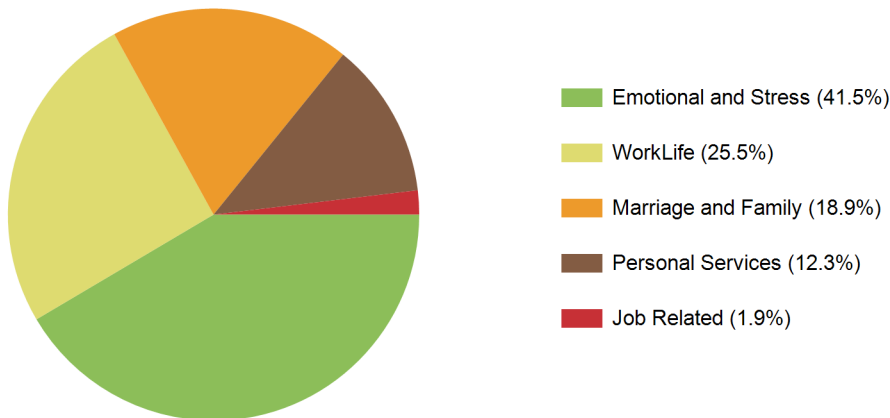
9.5%

Overall Utilization

There were 106 cases. 2 were referred by Email, 3 were referred by Family Member, 1 was referred by Health Fair, 22 were referred by Human Resources, 5 were referred by Intranet, 1 was referred by ACI Portal, 1 was referred by Orientation / Training, 4 were referred by Other Employee, 35 were referred by Poster / Brochure, 1 was referred by Supervisor - Formal, 30 had Used Before, 1 was referred by Website.

The presenting problems were: Child Care, Education, Elder Care, Emotional, Family / Child, Financial, Financial Hardship, General Community-Based Resources, Home Services, Job Performance, Legal, Marital / Relationship, Program Consultation and Program Consultation.

8 cases were for a Family Member and 98 cases were self-initiated.



1/1/2019 - 12/31/2019

Employee Assistance Program Utilization Report

Training and Onsite Services

February 2019

Topic	Date	Start	Duration	Type	Location
CISD	2/26/2019	2:30 PM	2.00	CISD	Fontana, CA

March 2019

Topic	Date	Start	Duration	Type	Location
CISD	3/12/2019	10:00 AM	2.00	CISD	San Bernardino, CA
CISD	3/12/2019	2:30 PM	2.00	CISD	San Bernardino, CA

October 2019

Topic	Date	Start	Duration	Type	Location
Managing Stress	10/14/2019	1:00 PM	1.50	Onsite	San Bernadino, CA

November 2019

Topic	Date	Start	Duration	Type	Location
Fair Materials Only	11/1/2019	11:15 AM	0.00	Fair Materials Only	Victorville, CA
Fair Materials Only	11/5/2019	11:30 AM	0.00	Fair Materials Only	Barstow, CA
Fair Materials Only	11/6/2019	11:30 AM	0.00	Fair Materials Only	San Bernardino, CA
Fair Materials Only	11/7/2019	11:30 AM	0.00	Fair Materials Only	Joshua tree, CA
Benefits Fair	11/8/2019	11:30 AM	2.00	Fairs	San Bernadino, CA
Fair Materials Only	11/13/2019	11:30 AM	0.00	Fair Materials Only	San Bernardino, CA
Fair Materials Only	11/14/2019	11:30 AM	0.00	Fair Materials Only	Rancho Cucamonga, CA
Fair Materials Only	11/15/2019	11:30 AM	0.00	Fair Materials Only	Fontana, CA
Benefits Fair	11/18/2019	11:30 AM	2.00	Fairs	San Bernadino, CA

Formal Management Referrals

The Formal Management 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.

Number of Formal Referrals: 1

Utilization Hours

Onsite Services and Webinars	11.50
Clinical Assessment	131.00



1/1/2019 - 12/31/2019

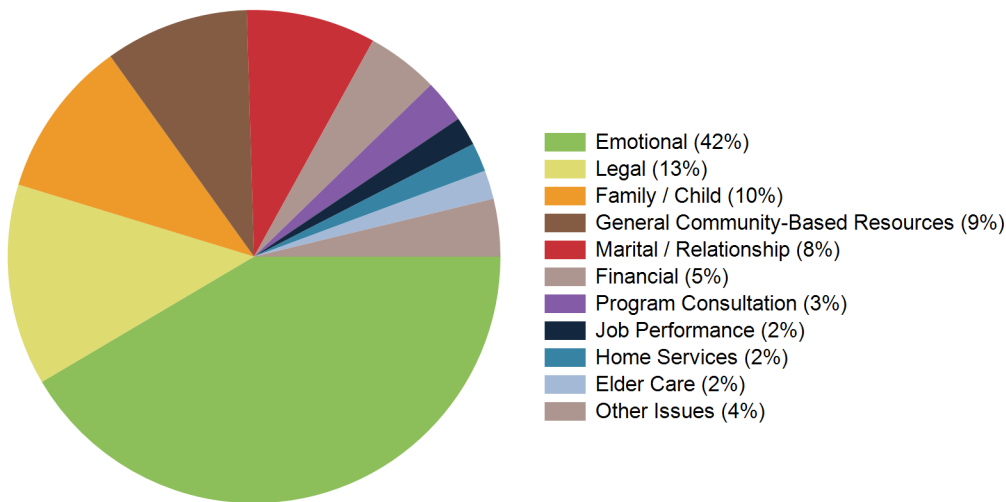
Employee Assistance Program Utilization Report

Work/Life & Concierge	86.00
Supervisor, Management and Outside Consultants	72.00
<hr/>	
Total Program Hours this Period:	300.50

Primary Issue for Assessment

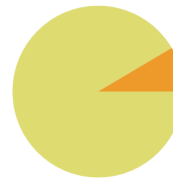
Primary Issue	New	Previous Quarter	Year To Date
Child Care	1	0	1
Education	1	2	1
Elder Care	2	0	2
Emotional	44	8	44
Family / Child	11	2	11
Financial	5	1	5
Financial Hardship	1	0	1
General Community-Based Resources	10	0	10
Home Services	2	0	2
Job Performance	2	2	2
Legal	14	3	14
Marital / Relationship	9	0	9
Program Consultation	3	0	3
Program Consultation	1	0	1

New Issues this Quarter



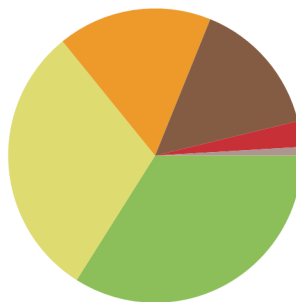
Demographic Data

Gender	New	Previous Quarter	Year To Date
Decline to State	0	0	0
Female	97	13	97
Male	9	5	9
Unknown	0	1	0



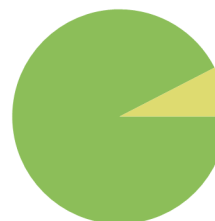
- Decline to State (0%)
- Female (92%)
- Male (8%)
- Unknown (0%)

Age Range	New	Previous Quarter	Year To Date
0-9	1	0	1
10-19	0	0	0
20-29	32	6	32
30-39	36	6	36
40-49	18	5	18
50-59	16	1	16
60-69	3	1	3
70-79	0	0	0
80-89	0	0	0
90-99	0	0	0



- 30-39 (34%)
- 20-29 (30%)
- 40-49 (17%)
- 50-59 (15%)
- 60-69 (3%)
- 0-9 (1%)

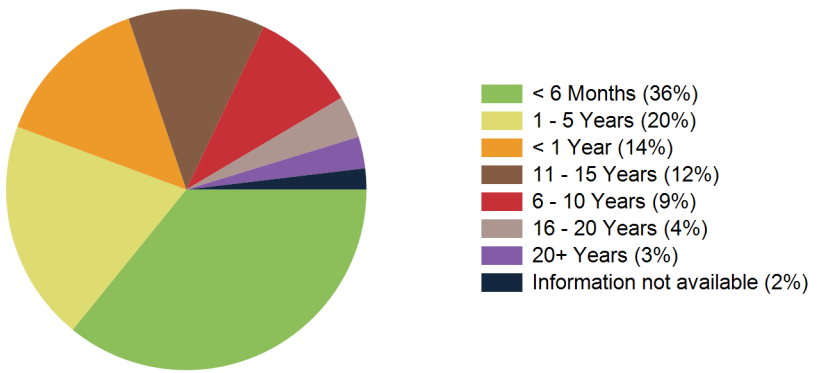
Who is Initiating Contact with ACI	New	Previous Quarter	Year To Date
Self	98	17	98
Family Member	8	1	8
Other	0	1	0



- Self (92%)
- Family Member (8%)
- Other (0%)

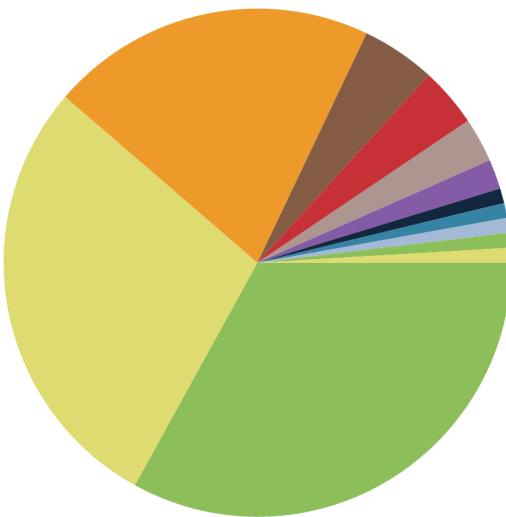
Employment Data

Years Employed	New	Previous Quarter	Year To Date
< 6 Months	38	5	38
< 1 Year	15	2	15
1 - 5 Years	21	4	21
6 - 10 Years	10	2	10
11 - 15 Years	13	4	13
16 - 20 Years	4	2	4
20+ Years	3	0	3
Information not available	2	0	2



Referral Source

Referral Source	New	Previous Quarter	Year To Date
ACI Portal	1	0	1
Supervisor - Formal	1	1	1
Supervisor - Informal	0	0	0
Other Employee	4	0	4
Family Member	3	0	3
Human Resources	22	5	22
Orientation / Training	1	0	1
Poster / Brochure	35	8	35
Health Fair	1	0	1
Intranet	5	0	5
Email	2	0	2
Website	1	0	1
Used Before	30	5	30
Onsite Event	0	0	0



- Poster / Brochure (33%)
- Used Before (28%)
- Human Resources (21%)
- Intranet (5%)
- Other Employee (4%)
- Family Member (3%)
- Email (2%)
- Website (1%)
- ACI Portal (1%)
- Supervisor - Formal (1%)
- Orientation / Training (1%)
- Health Fair (1%)