

## Utilization Summary and Analysis



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

January 1, 2020 - December 31, 2020

Projected Annual Utilization Rate:

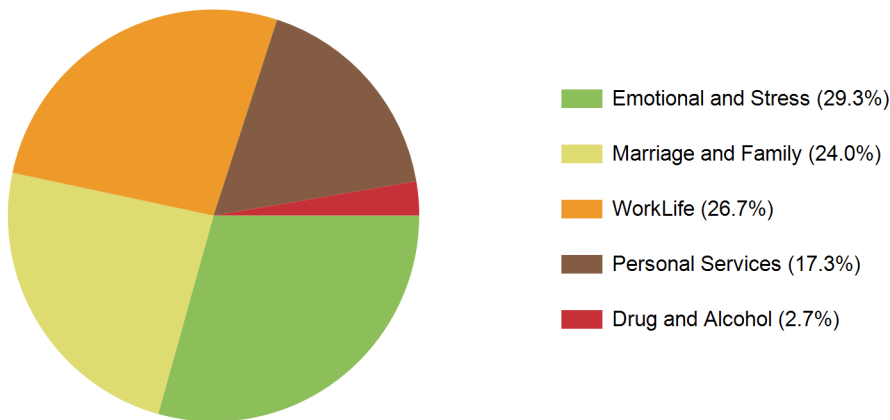
**6.7%**

#### Overall Utilization

There were 75 cases. 7 were referred by Family Member, 18 were referred by Human Resources, 2 were referred by Intranet, 12 were referred by Poster / Brochure, 1 was referred by Supervisor - Informal, 33 had Used Before, 2 were referred by Website.

The presenting problems were: ACI Portal, Child Care, Education, Emotional, Family / Child, Financial, General Community-Based Resources, Home Services, Legal, Marital / Relationship, Program Consultation, Substance Abuse / Family Member and Transportation.

5 cases were for a Family Member and 70 cases were self-initiated.



1/1/2020 - 12/31/2020

## Employee Assistance Program Utilization Report

### Training and Onsite Services

#### January 2020

Topic	Date	Start	Duration	Type	Location
CISD	1/15/2020	10:00 AM	2.00	CISD	San Bernardino, CA
CISD	1/16/2020	10:00 AM	2.00	CISD	San Bernardino, 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: 0

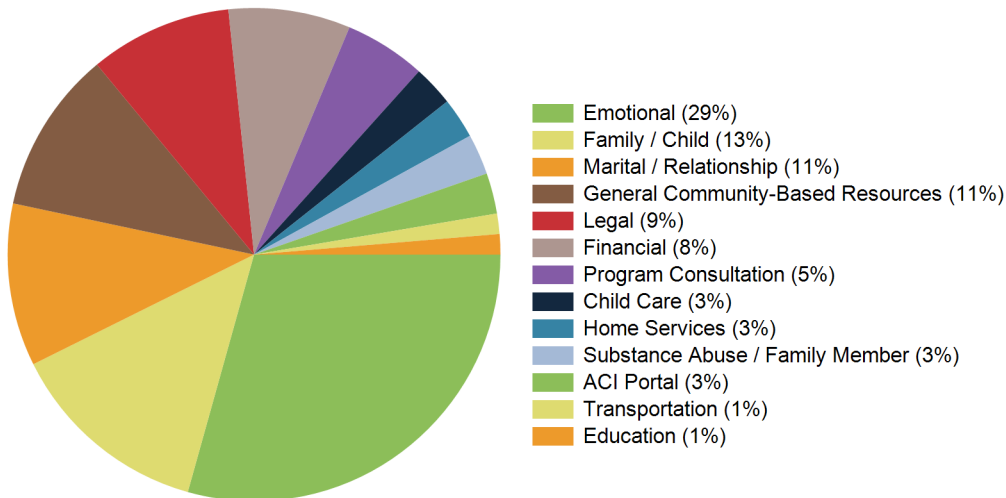
### Utilization Hours

Onsite Services and Webinars	4.00
Clinical Assessment	72.00
Work/Life & Concierge	73.00
Supervisor, Management and Outside Consultants	22.00
<b>Total Program Hours this Period:</b>	<b>171.00</b>

## Primary Issue for Assessment

Primary Issue	New	Previous Quarter	Year To Date
ACI Portal	2	0	2
Child Care	2	0	2
Education	1	0	1
Emotional	22	11	22
Family / Child	10	2	10
Financial	6	3	6
General Community-Based Resources	8	1	8
Home Services	2	0	2
Legal	7	5	7
Marital / Relationship	8	3	8
Program Consultation	4	3	4
Substance Abuse / Family Member	2	0	2
Transportation	1	0	1

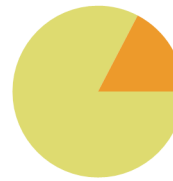
New Issues this Quarter



## Employee Assistance Program Utilization Report

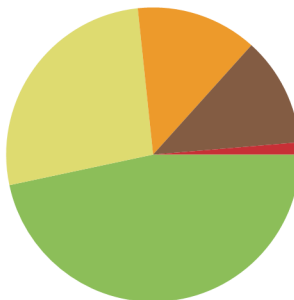
### Demographic Data

Gender	New	Previous Quarter	Year To Date
Decline to State	0	0	0
Female	62	26	62
Male	13	3	13



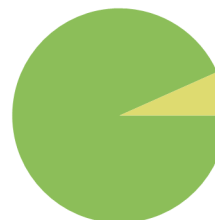
- Decline to State (0%)
- Female (83%)
- Male (17%)

Age Range	New	Previous Quarter	Year To Date
0-9	0	1	0
10-19	0	0	0
20-29	10	10	10
30-39	35	7	35
40-49	20	7	20
50-59	9	3	9
60-69	1	1	1
70-79	0	0	0
80-89	0	0	0
90-99	0	0	0



- 30-39 (47%)
- 40-49 (27%)
- 20-29 (13%)
- 50-59 (12%)
- 60-69 (1%)

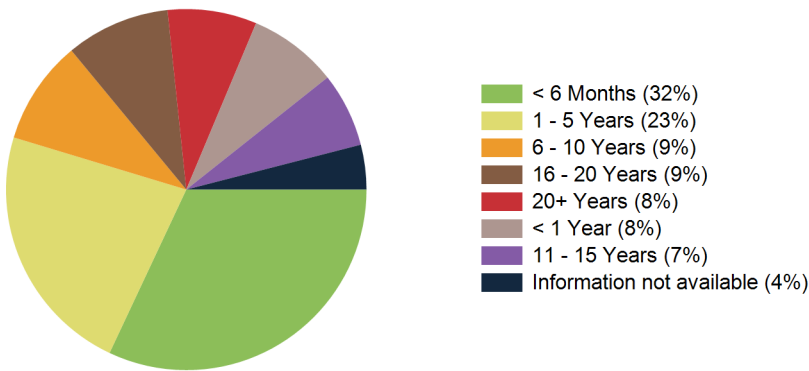
Who is Initiating Contact with ACI	New	Previous Quarter	Year To Date
Self	70	26	70
Family Member	5	3	5



- Self (93%)
- Family Member (7%)

## Employment Data

Years Employed	New	Previous Quarter	Year To Date
< 6 Months	24	10	24
< 1 Year	6	9	6
1 - 5 Years	17	1	17
6 - 10 Years	7	3	7
11 - 15 Years	5	2	5
16 - 20 Years	7	1	7
20+ Years	6	1	6
Information not available	3	2	3



## Referral Source

Referral Source	New	Previous Quarter	Year To Date
ACI Portal	0	1	0
Supervisor - Formal	0	0	0
Supervisor - Informal	1	0	1
Other Employee	0	1	0
Family Member	7	0	7
Human Resources	18	7	18
Orientation / Training	0	0	0
Poster / Brochure	12	10	12
Health Fair	0	1	0
Intranet	2	3	2
Email	0	2	0
Website	2	0	2
Used Before	33	4	33
Onsite Event	0	0	0

