

# UTILIZATION REPORT



## Superior Court of California, County of San Bernardino

01/01/2022 - 03/31/2022

UTILIZATION REPORT  
**Superior Court of California,  
 County of San Bernardino**

January 01, 2022 - March 31, 2022 on New Files

**UTILIZATION RATE SUMMARY**

Type	Count	%	Serviced	%	Activities	%
EAP Files	8	53.3%	8	32.0%	34	73.9%
Information Calls	0	00.0%	0	00.0%	0	00.0%
Work/Life Files	3	20.0%	3	12.0%	0	00.0%
Organizational Service/CISD	3	20.0%	12	48.0%	9	19.6%
Member Portal Web Traffic	0	00.0%	1	04.0%	1	02.2%
Supervisor Referral	0	00.0%	0	00.0%	0	00.0%
Organization Consultation	1	06.7%	1	04.0%	2	04.3%
<b>Total</b>	<b>15</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>46</b>	<b>100%</b>

Count	Serviced	Activities
The total number of files: EAP, Organizational Services, Information Calls, etc. that fall within the reporting period.	The total number of service users within files along with Member Portal unique user visits that fall within the reporting period.	The total number of activities from files along with the total Member Portal visits that fall within the reporting period.

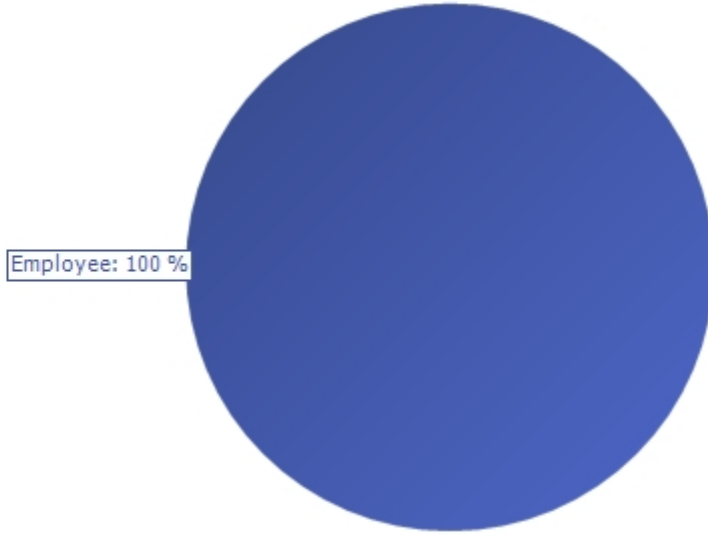
Population / Utilization Rate	1116
Annualized Rate for Count of all Files.	<b>5.45%</b>
Annualized Impact Rate of Total Serviced including Member Portal visits.	<b>9.09%</b>

New/Ongoing Files Summary	
Total New Files	12

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**Client Type**

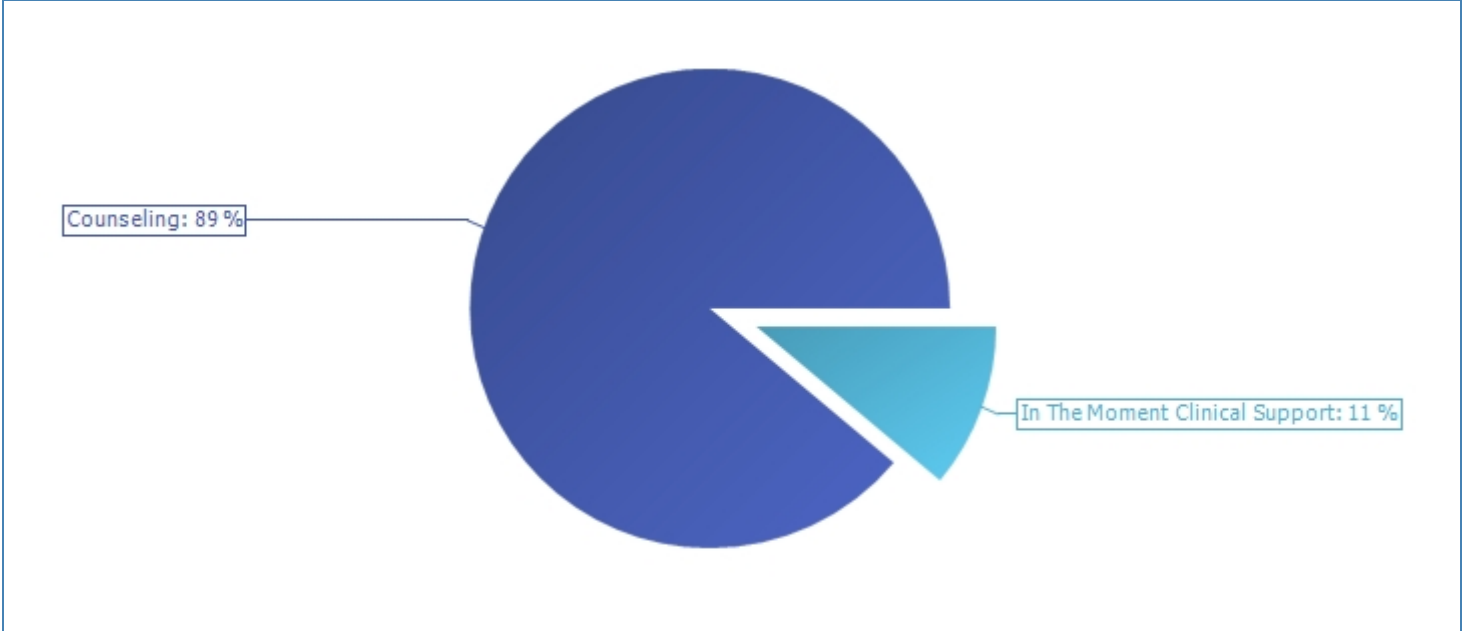


Client Type	1/2022 - 3/2022	
	#	%
Employee	12	100.00%

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**Service Type**

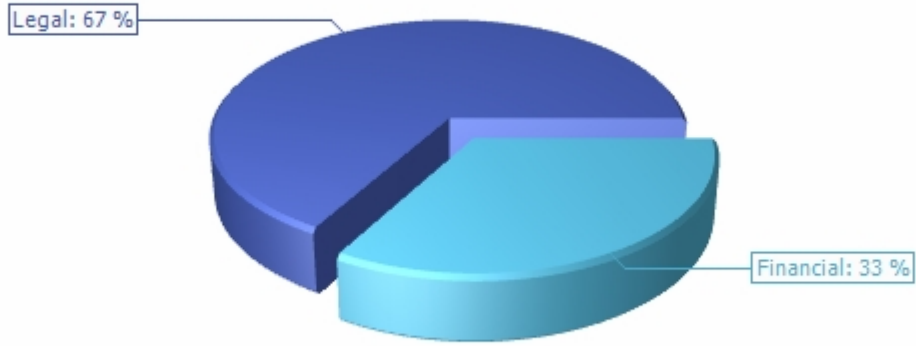


Service Type	1/2022 - 3/2022	
	#	%
Counseling	8	88.89%
In The Moment Clinical Support	1	11.11%
Total	9	100%

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**Work/Life Service**



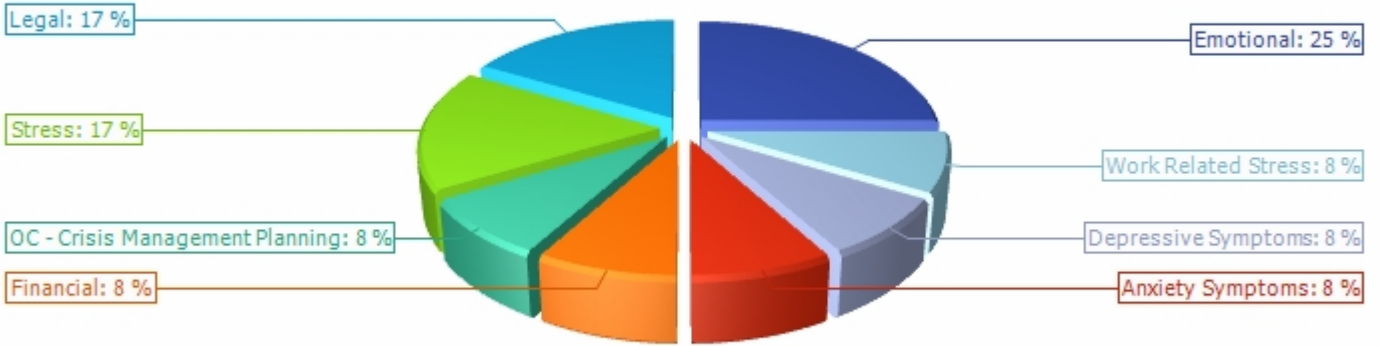
Work/Life Service	1/2022 - 3/2022	
	#	%
Financial	1	33.33%
Legal	2	66.67%
Total	<b>3</b>	<b>100 %</b>

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Primary Presenting Problem



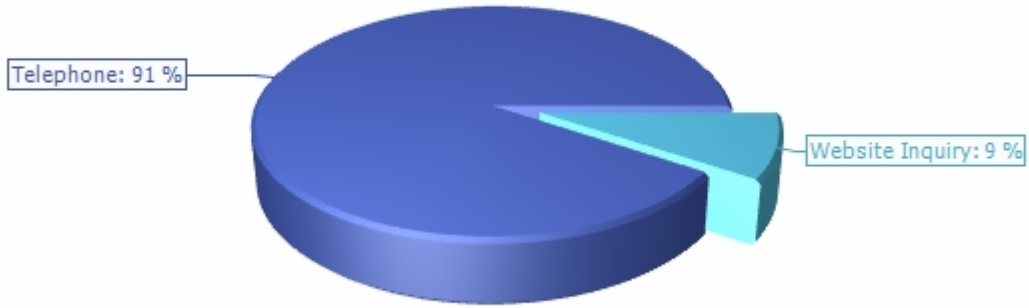
Primary Presenting Problem	1/2022 - 3/2022	
	#	%
Anxiety Symptoms	1	8.33%
Depressive Symptoms	1	8.33%
Emotional	3	25.00%
Financial	1	8.33%
Legal	2	16.67%
OC - Crisis Management Planning	1	8.33%
Stress	2	16.67%
Work Related Stress	1	8.33%
Total	12	100%

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January 01, 2022 - March 31, 2022

How Did You Access Our Service



How Did You Access Our Service	1/2022 - 3/2022	
	#	%
Telephone	10	90.91%
Website Inquiry	1	9.09%
Total	11	100%

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**How Did You Learn Of Our Service**



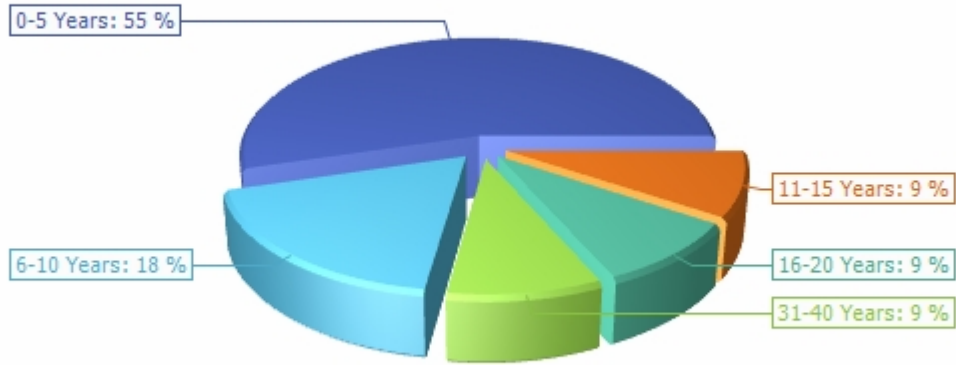
How Did You Learn Of Our Service	1/2022 - 3/2022	
	#	%
Human Resources	9	81.82%
Other	2	18.18%
Total	<b>11</b>	<b>100 %</b>



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**Years with Employer**



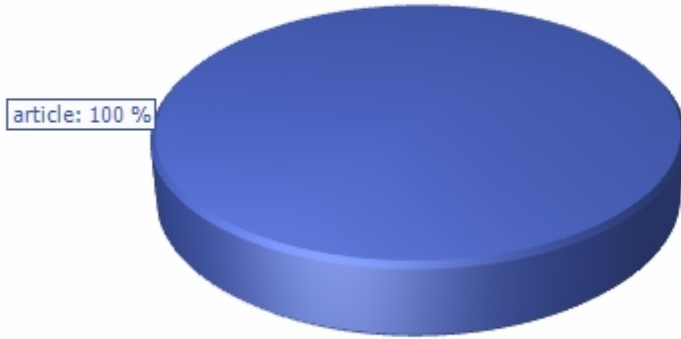
Years with Employer	1/2022 - 3/2022	
	#	%
0-5 Years	6	54.55%
6-10 Years	2	18.18%
11-15 Years	1	9.09%
16-20 Years	1	9.09%
31-40 Years	1	9.09%
Total	<b>11</b>	<b>100 %</b>

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Member Portal Traffic Types



Member Portal Traffic Types	1/2022 - 3/2022	
	#	%
article	2	100.00%

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Member Portal Traffic Top Topics



Member Portal Traffic Top Topics	1/2022 - 3/2022	
	#	%
insurance	2	25.00%
living	2	25.00%
pet_health	2	25.00%
pets	2	25.00%
Total	8	100 %

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**CISD Summary**

Date	Type	Time	Attendees
1/7/2022	Death	2.00	5
<b>Organization:</b>			
<b>Org Service #:</b> 27673			
<b>Details:</b> Virtual - Critical Incident Stress Debrief			
1/7/2022	Death	2.00	5
<b>Organization:</b>			
<b>Org Service #:</b> 27660			
<b>Details:</b> Virtual - Critical Incident Stress Debrief			
1/31/2022	Death	2.00	2
<b>Organization:</b>			
<b>Org Service #:</b> 27931			
<b>Details:</b> CISD: Death Employee Virtual			
<b>TOTAL</b>		<b>6.00</b>	<b>12</b>