



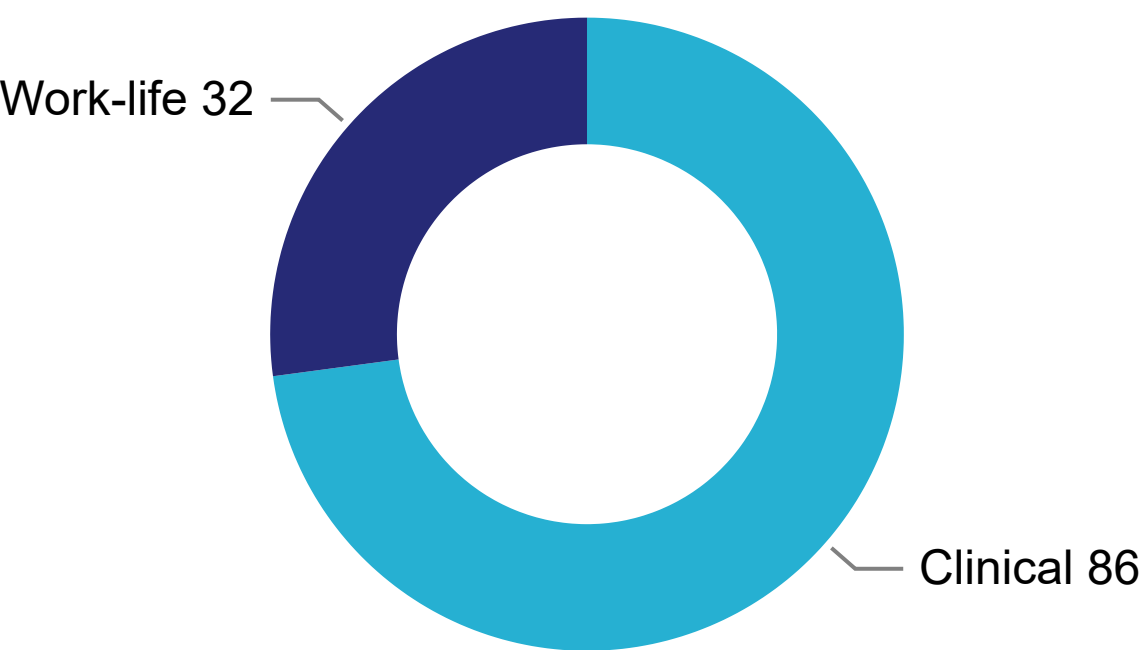
EXECUTIVE SUMMARY

Please Select Organization

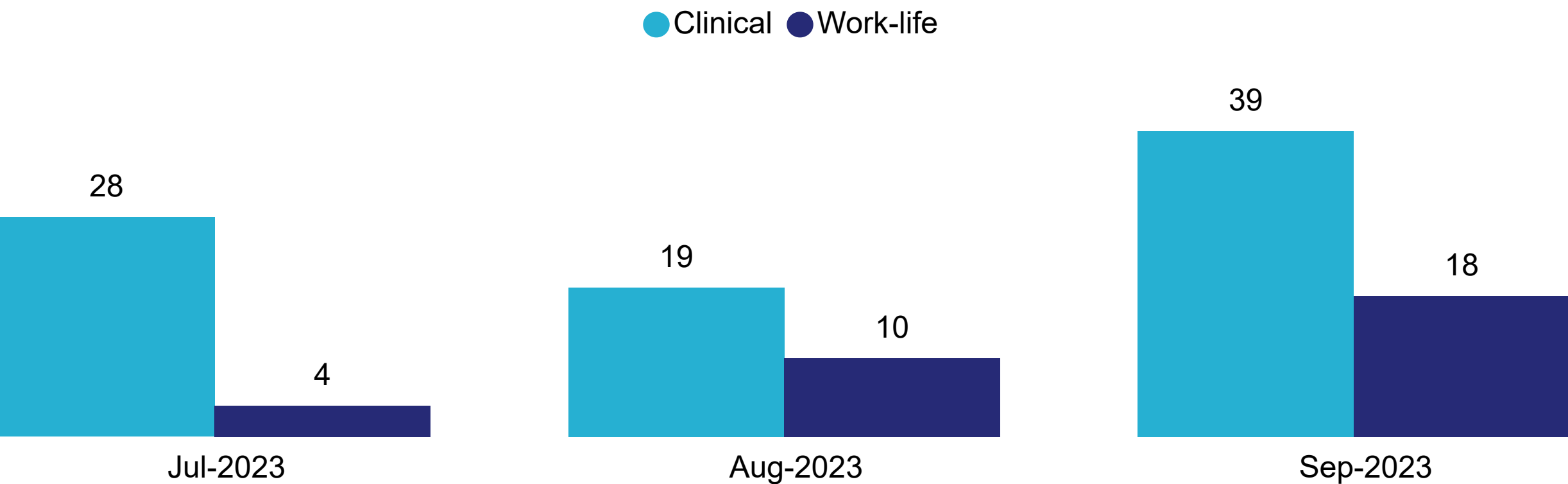
Region	Division	Results for the reporting period	
	Prince George's County Government	01 Jul 2023 To 30 Sep 2023	
TOTALS	Current Period	Same Period Last Year	Change
Cases	118	67	51
Lives Covered	6,521	6,521	0
Participants	79	57	22
Utilization	Current Period	Same Period Last Year	Change%
Overall Engagement %	9.35%	8.71%	0.64%
Utilization	1.81%	1.03%	0.78%
Annual Projected Utilization	7.18%	4.09%	3.09%
Clinical	1.32%	0.81%	0.51%
Work-life	0.49%	0.21%	0.28%
Wellness	0.00%	0.00%	0.00%



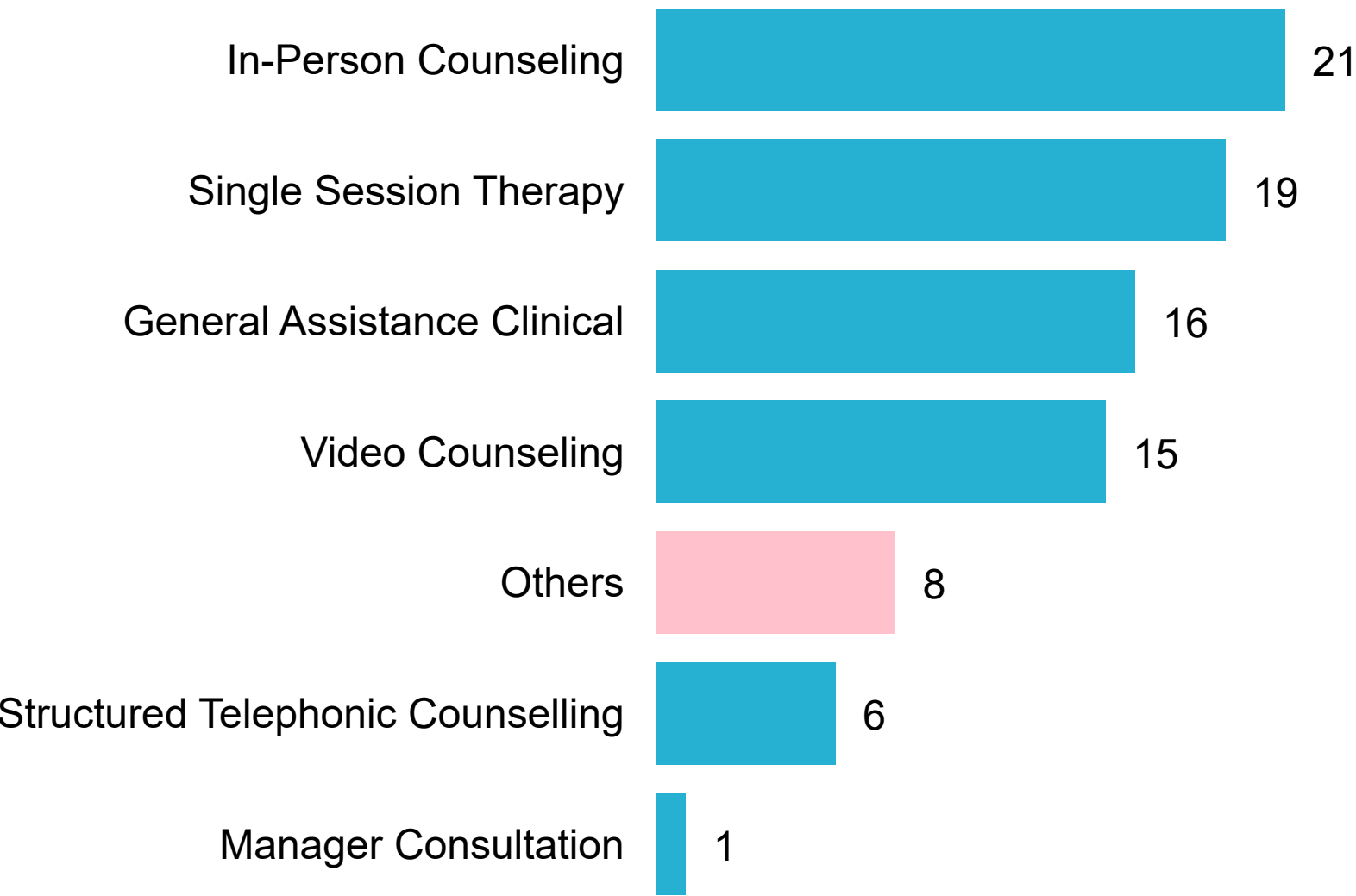
Service Type Distribution



Monthly Case Trend 2023

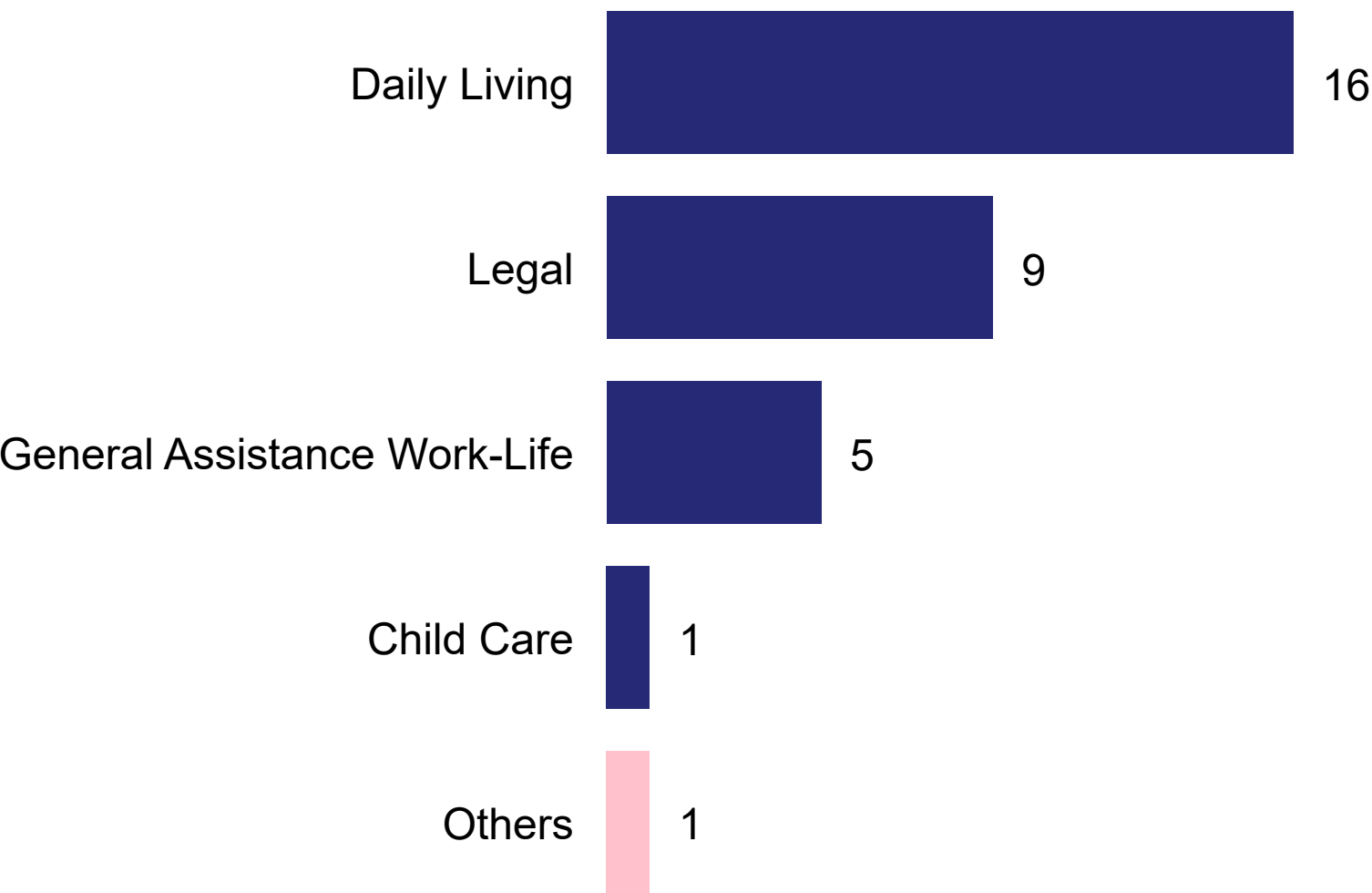


Clinical Services

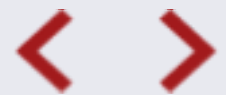


* Others include services like cCBT, Pathways, Revive etc.

Work-life Services



* Others include services like Subsidy, Financial Consultation, Global Legal Advice etc.





Clinical

Work-life

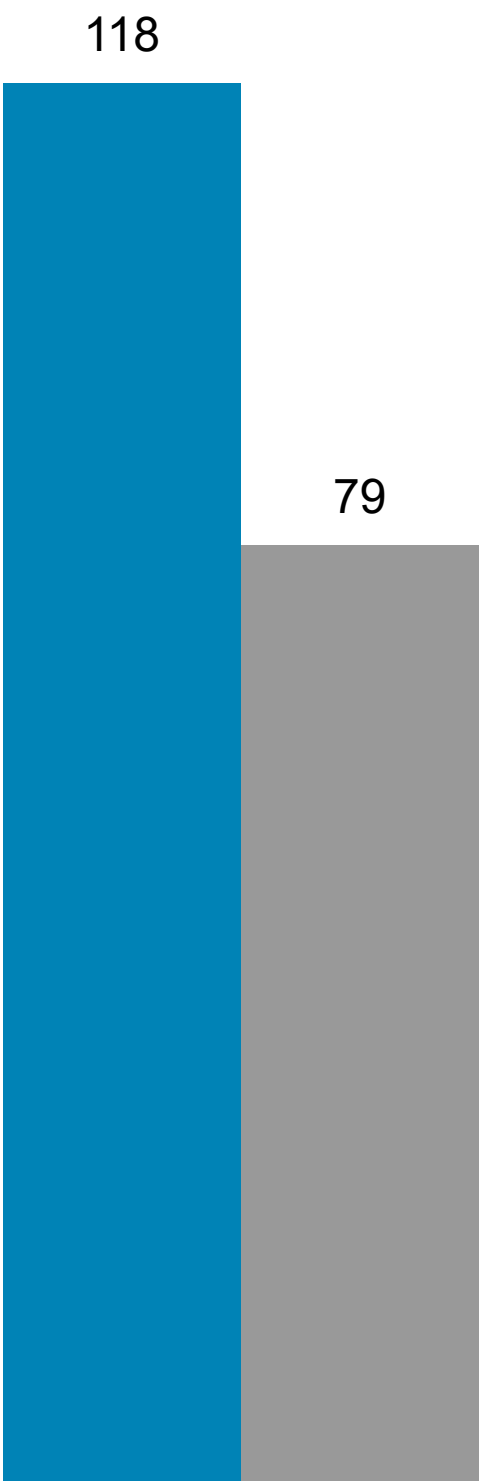
Case Distribution by Entity (Only visible for > 100 lives)



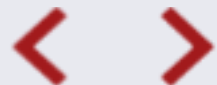
Top 5 Companies (Only visible for >100 Lives)



CaseCount Participants

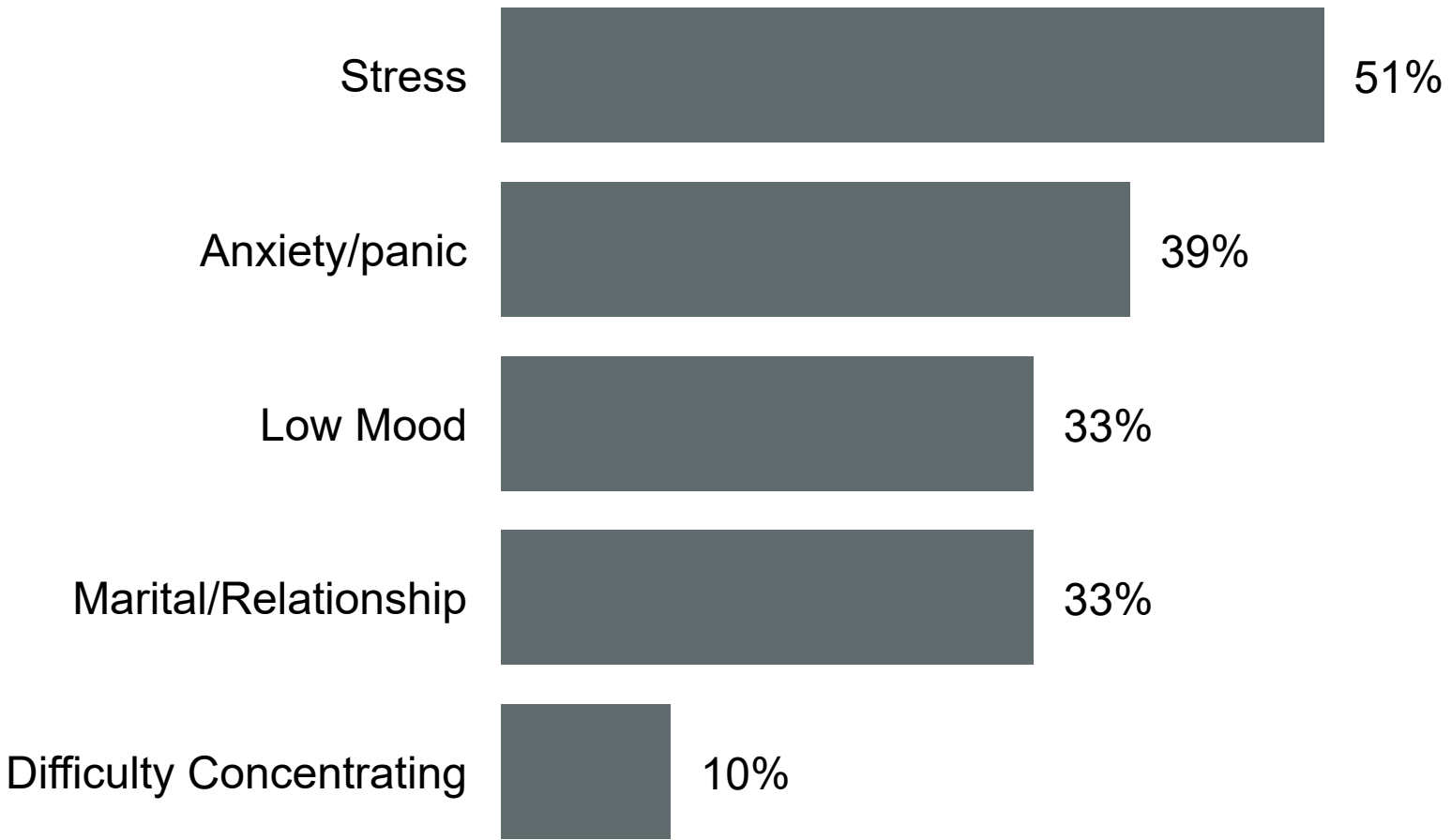


Prince George's County Government





Top 5 Clinical Personal Concerns



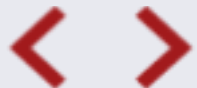
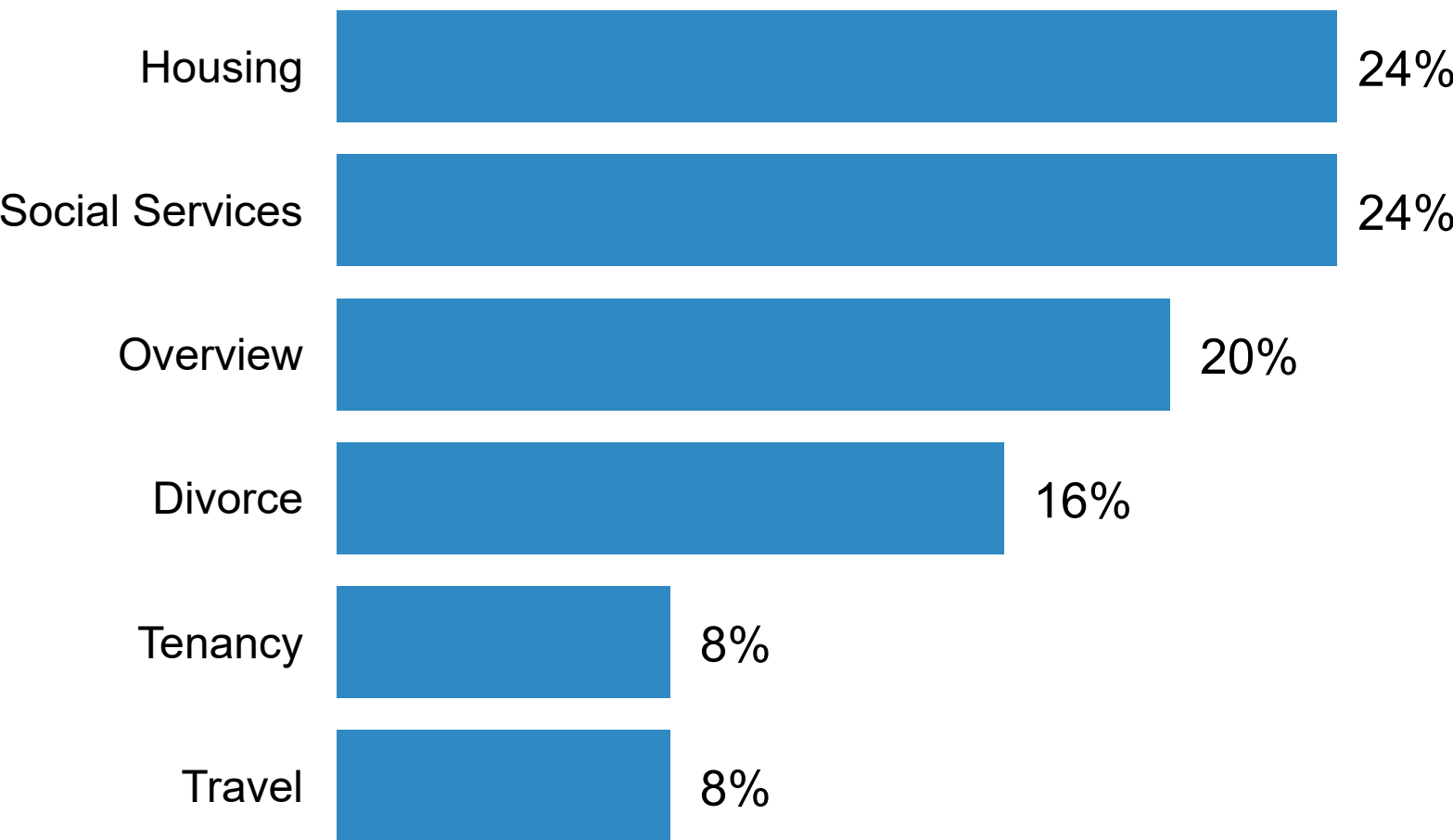
Case Distribution by Entity (Only visible for > 100 lives)



Top 5 Clinical Workplace Concerns

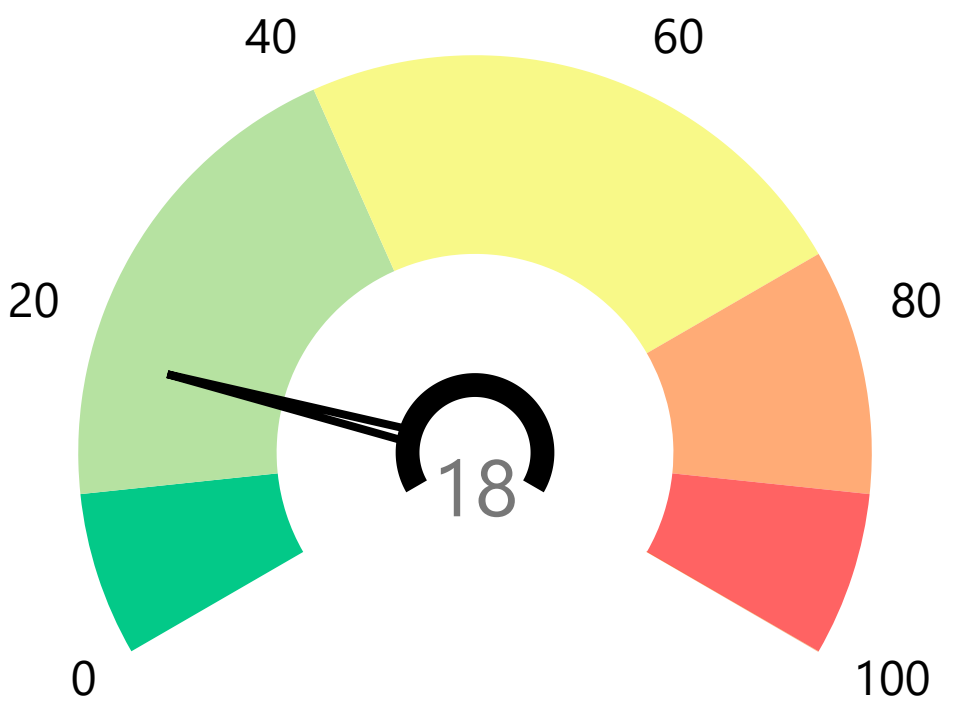


Top 5 Presenting Issues - Work Life

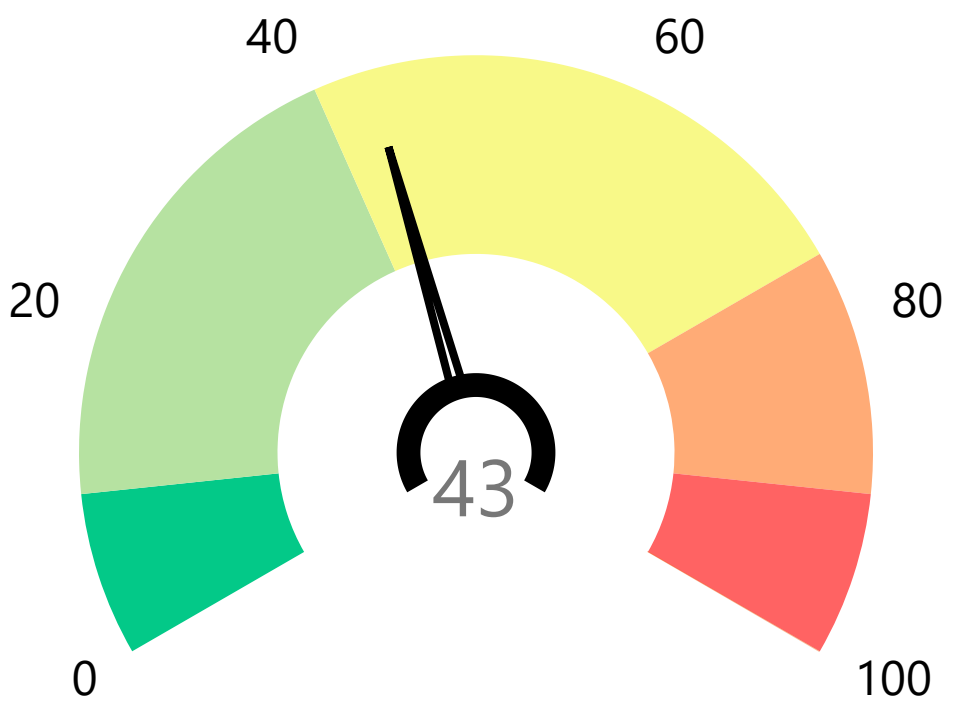


● 0-10 Very Low Stress ● 11-40 Lower Stress ● 41- 75 Moderate stress
● 76-90 High Stress ● 90-100 Very High Stress

Total Stress Index



Workplace Stress Index



High Confidence 4



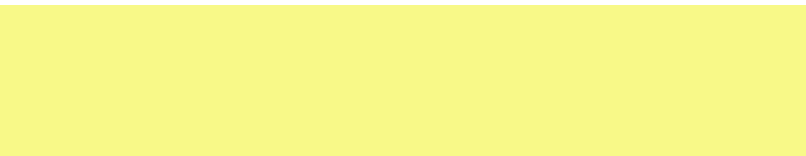
Top 5 Countries - Total Stress

Prince George’s County Government



Top 5 Countries - Workplace Stress

Prince George’s County Government





Select Your Benchmark ➔

Company Size

All▼

Industry

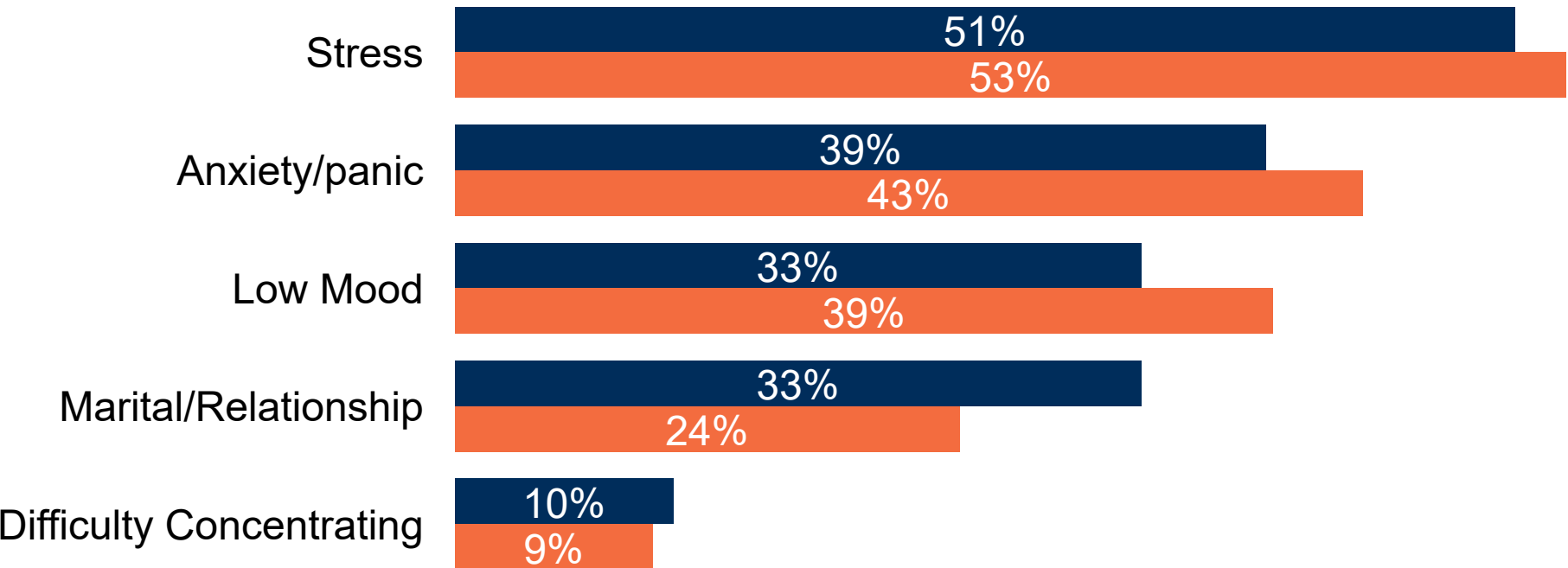
All▼

Company Country

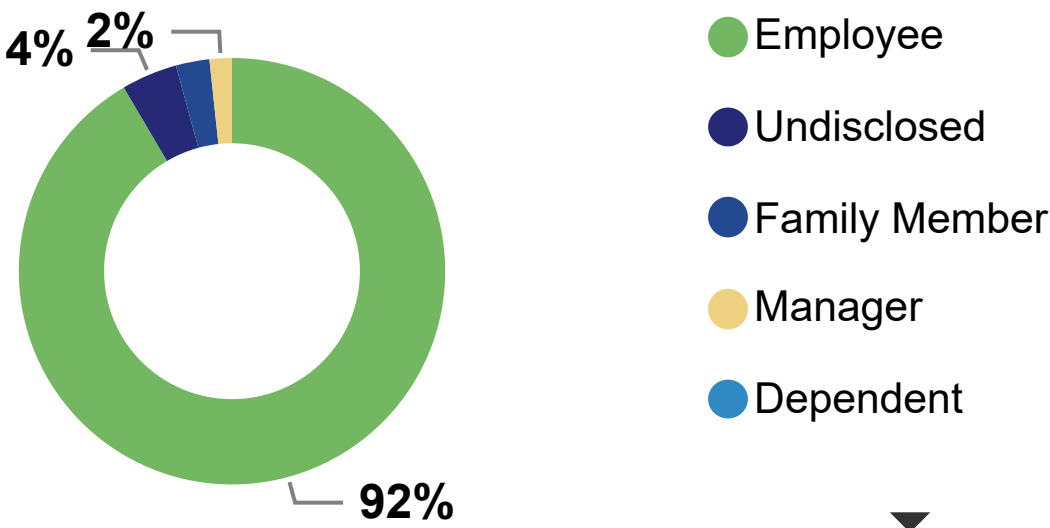
All▼

Top 5 Clinical Personal Concerns

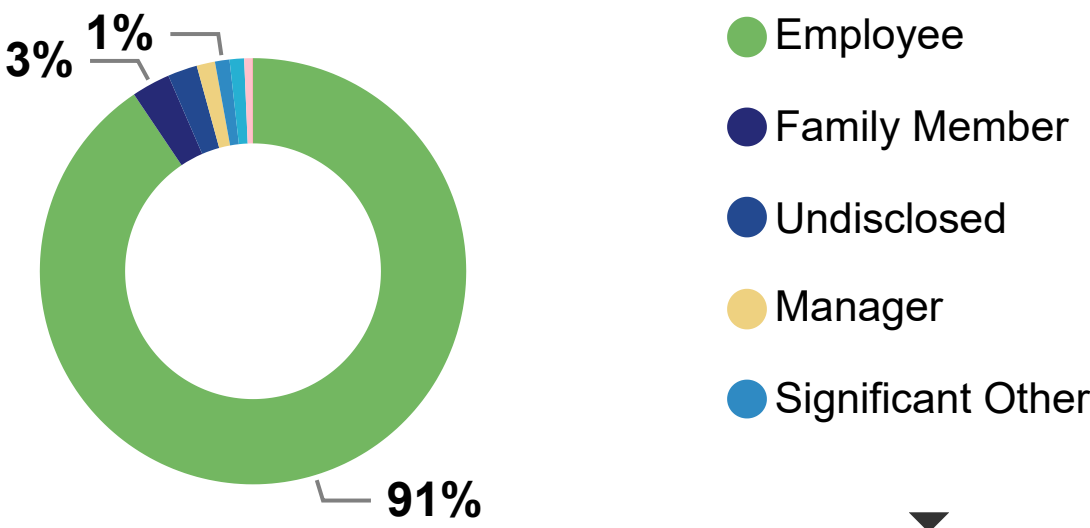
● Your Entity ● Benchmark



Cases by Relation - Your Entity

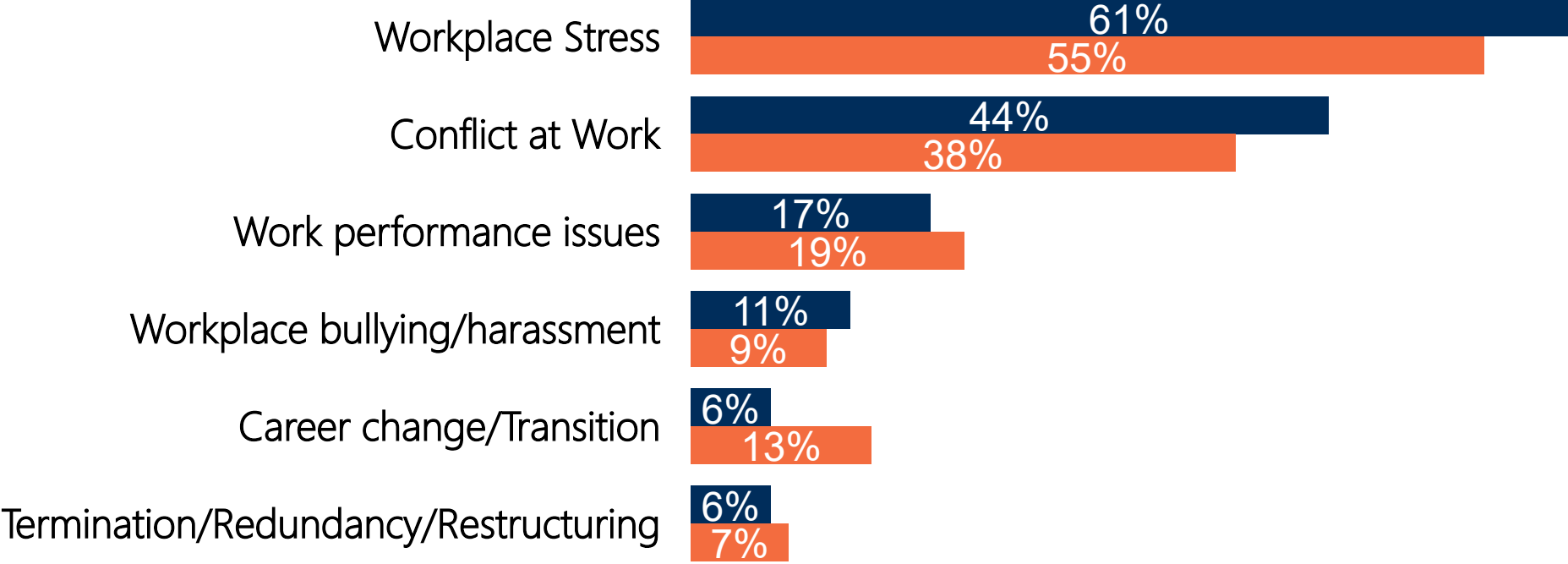


Cases by Relation - Benchmark

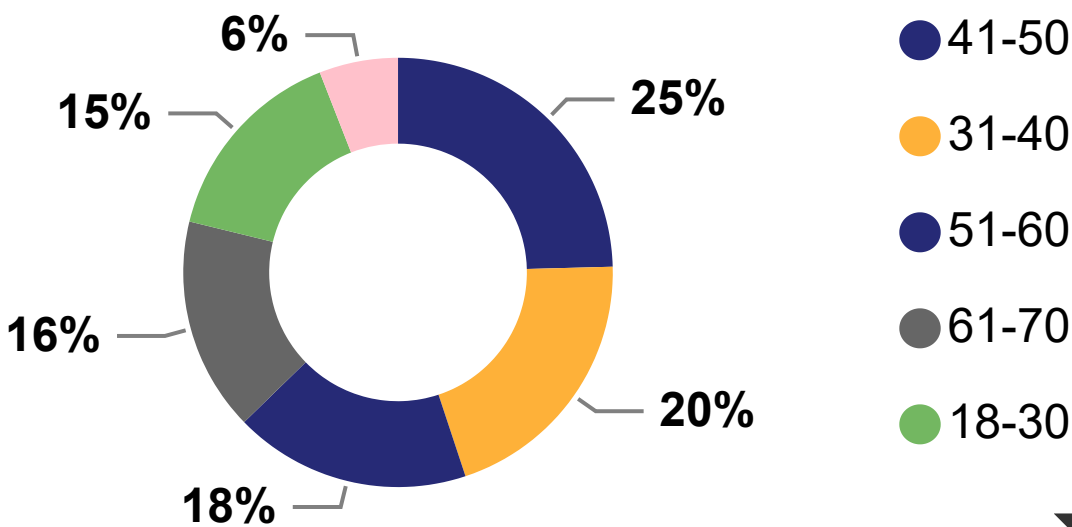


Top 5 Clinical Workplace Concerns

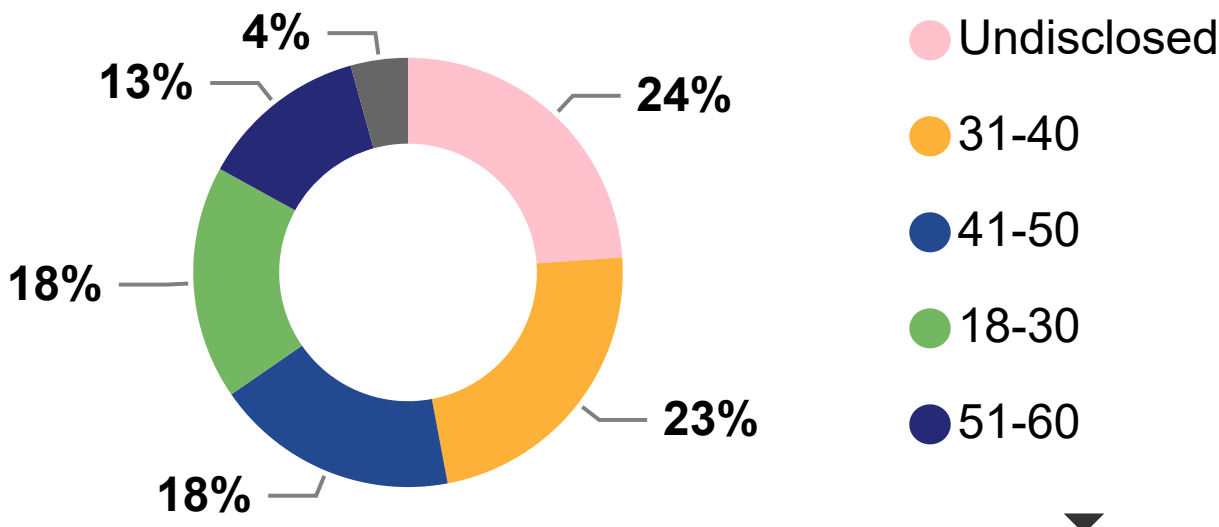
● Your Entity ● Benchmark



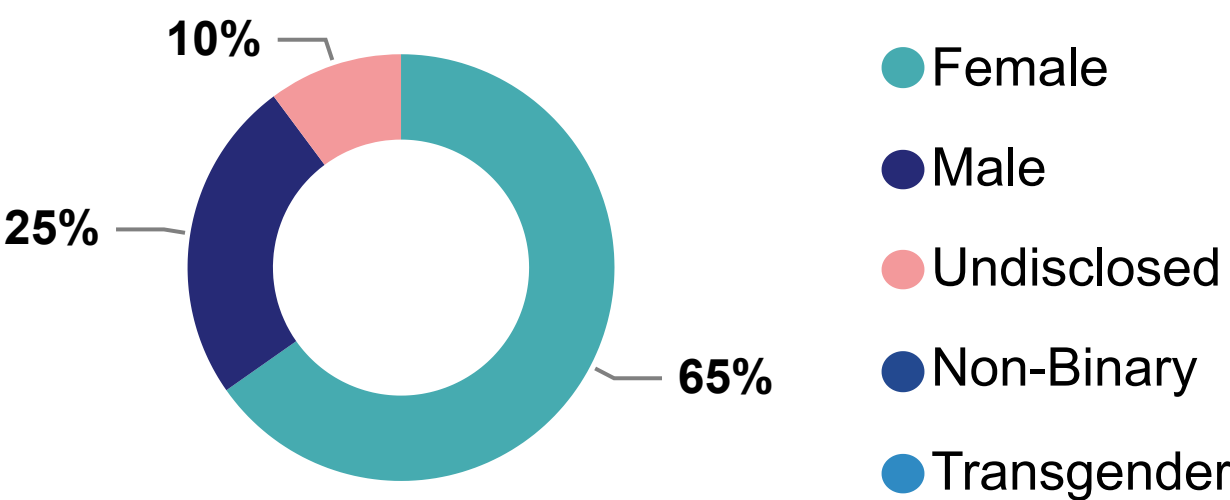
Cases by Age Group - Your Entity



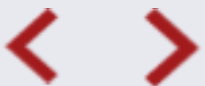
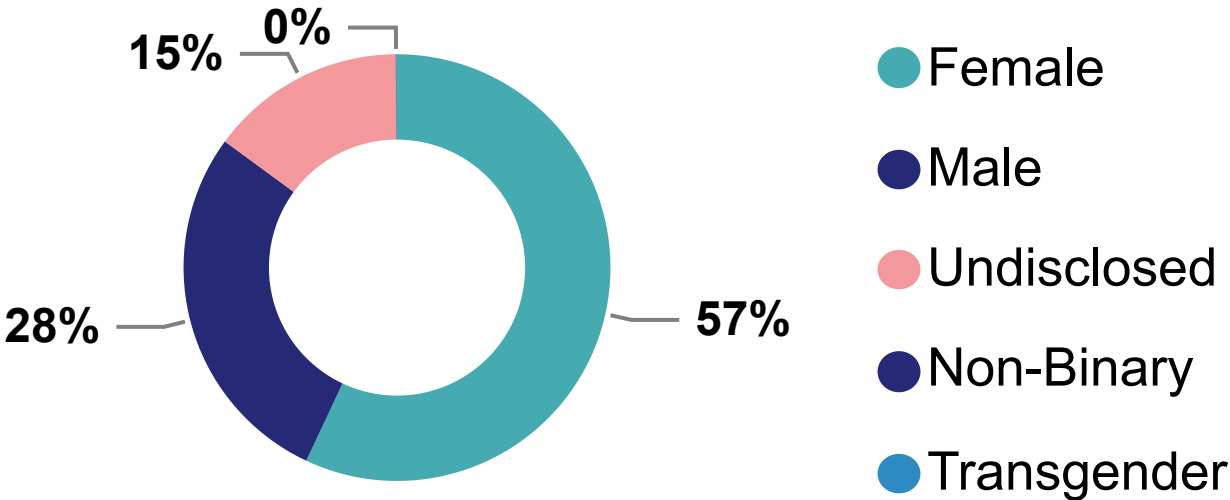
Cases by Age Group - Benchmark



Cases by Gender - Your Entity



Cases by Gender - Benchmark





Please Select Any 5 Customised Demographics ➔

Custom Demographics

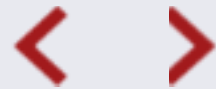
All

▼

Participant Primary Language:

English - United States/Canada

118





Select Your Benchmark →

Company Size

All

▼

Industry

All

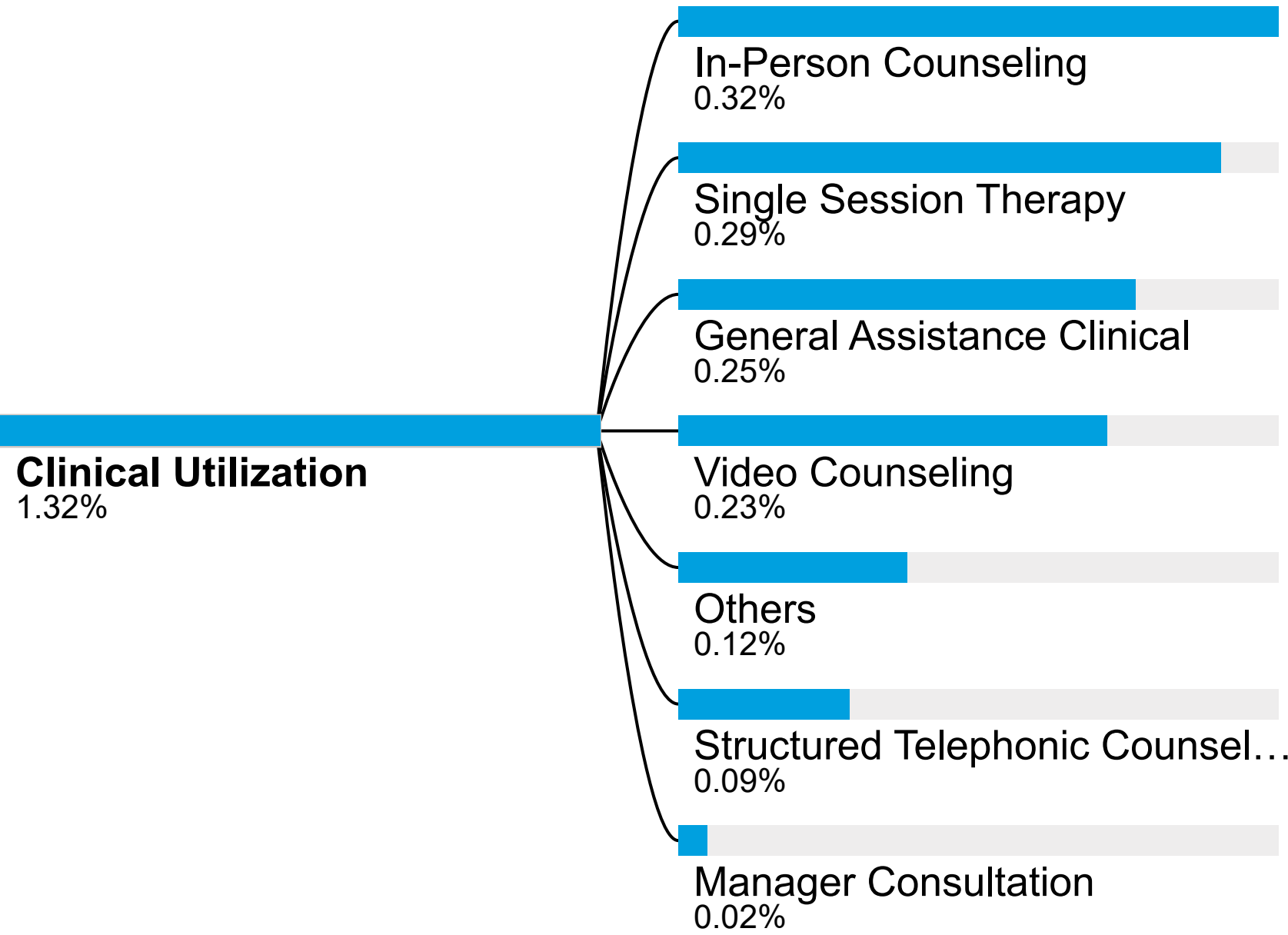
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Company Country

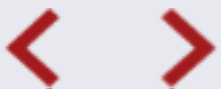
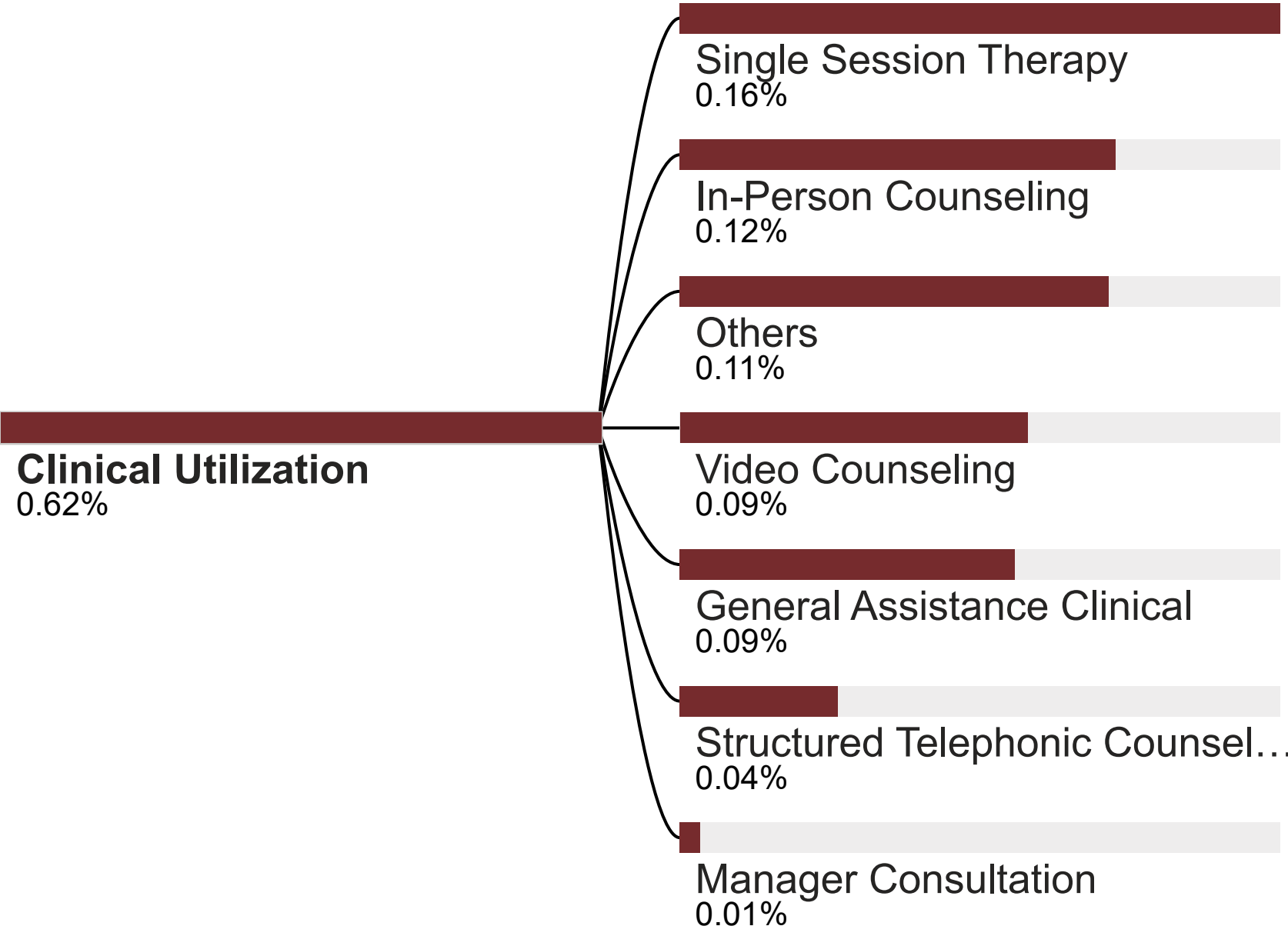
All

▼

Clinical Utilization - Your Entity



Clinical Utilization - Benchmark





Select Your Benchmark →

Company Size

All

▼

Industry

All

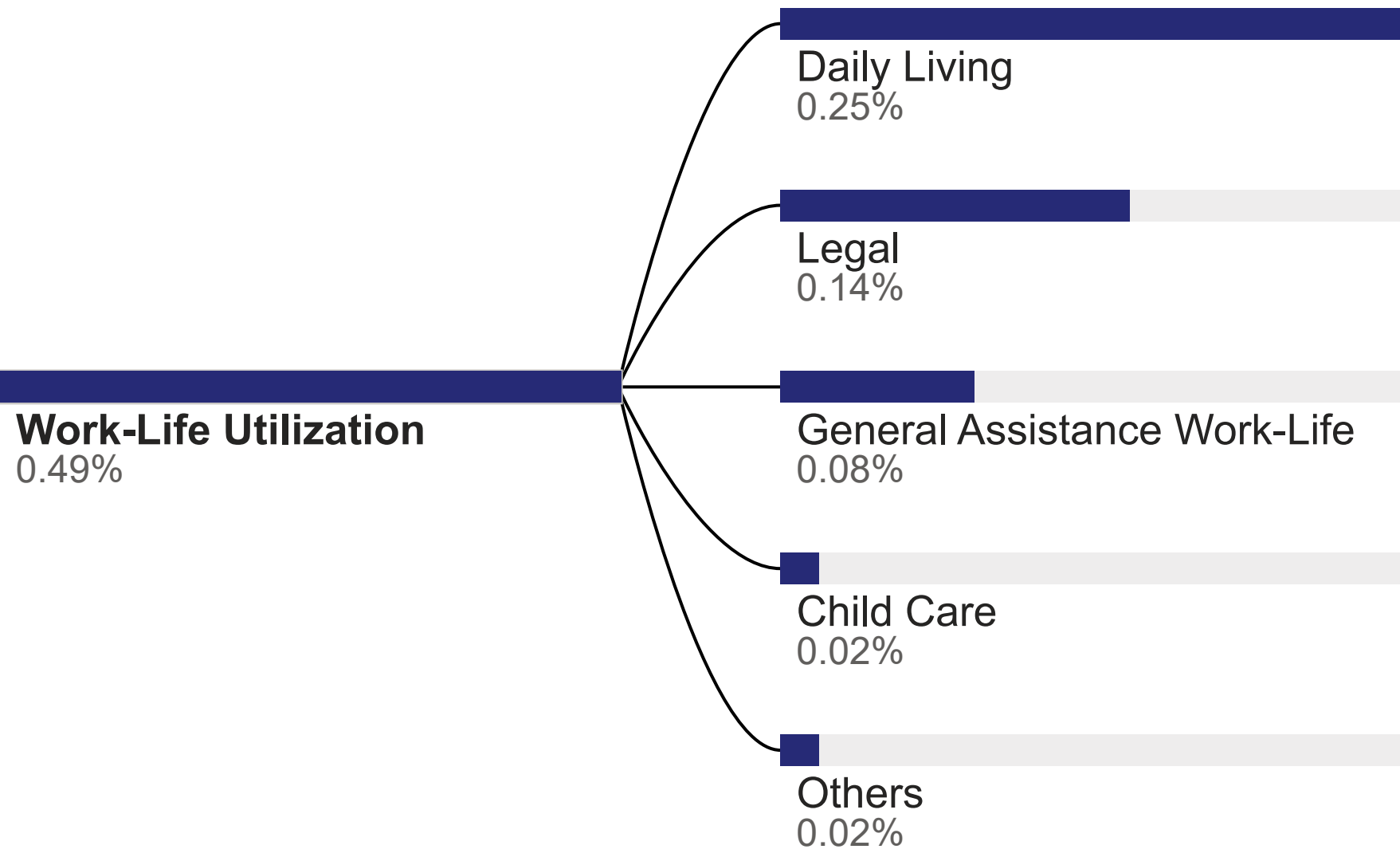
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Company Country

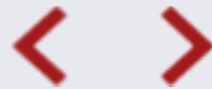
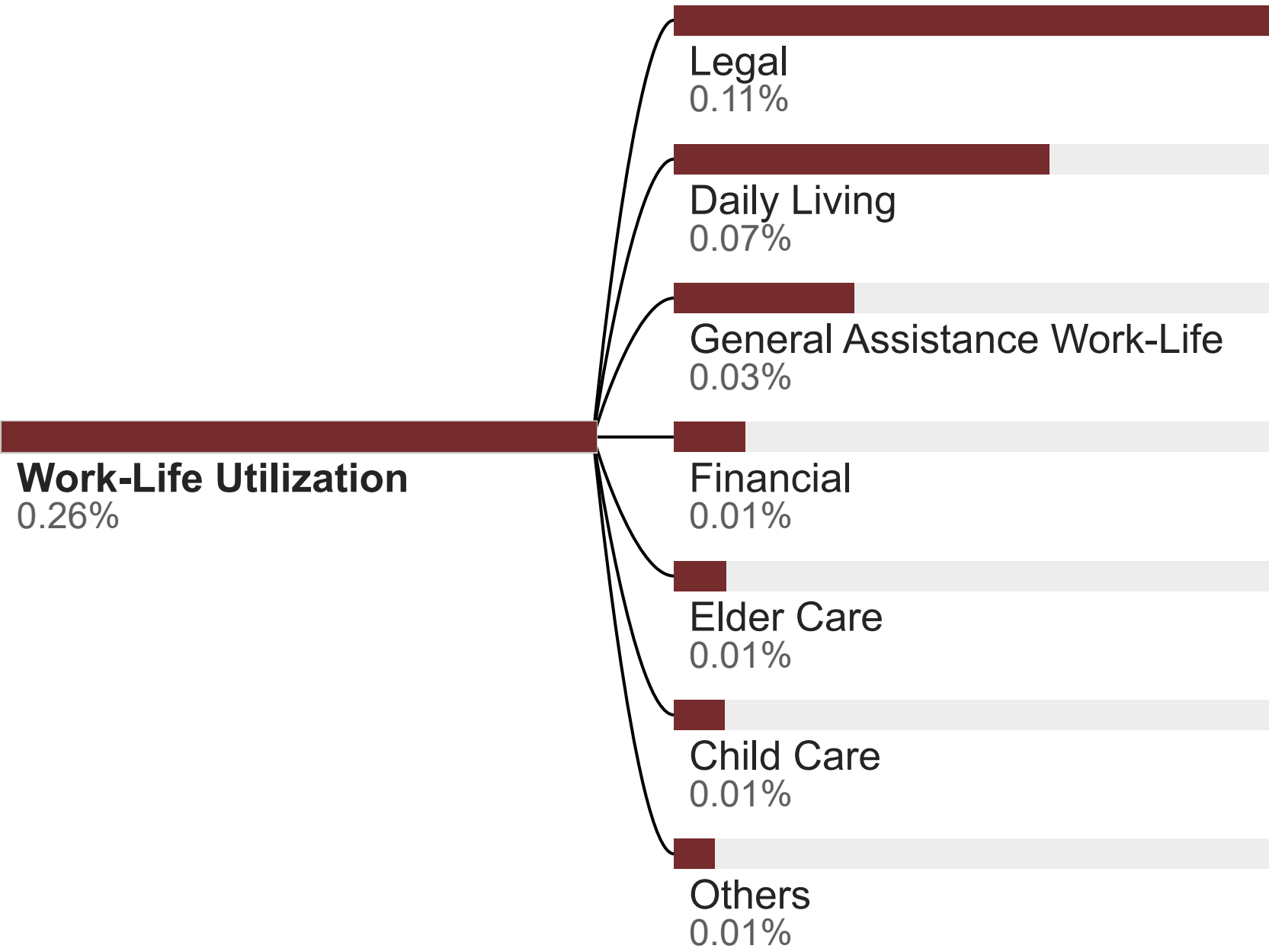
All

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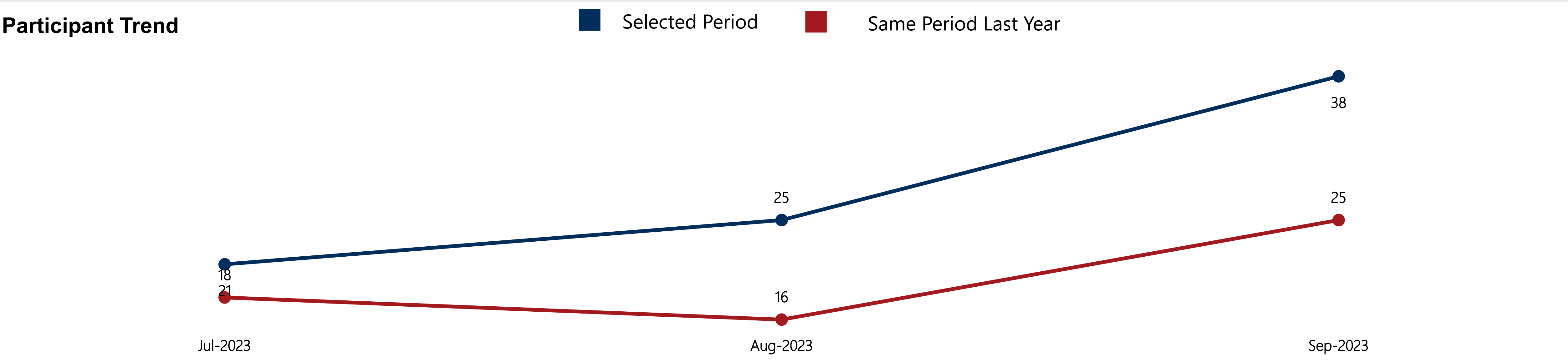
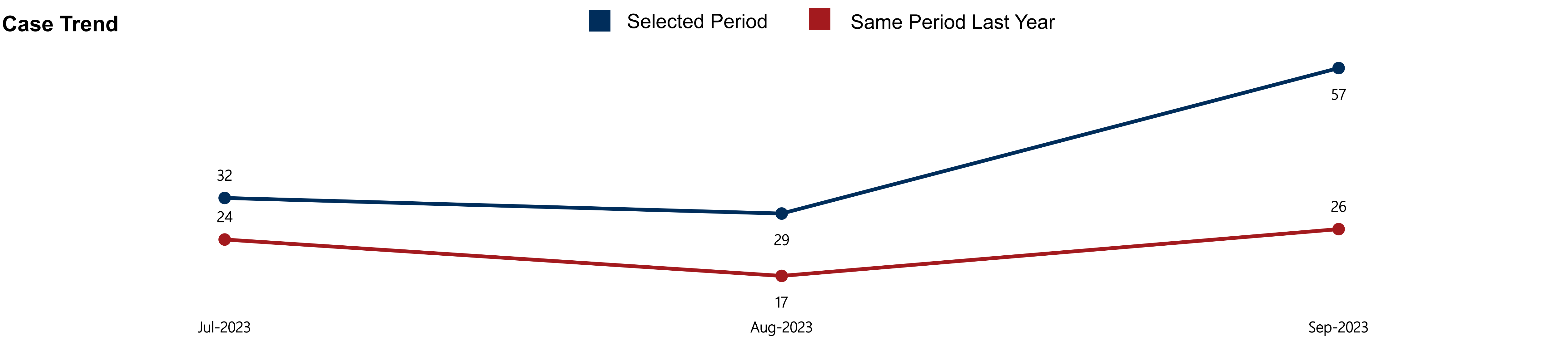
Work-life Utilization - Your Entity



Work-life Utilization - Benchmark



Year Over Year Comparison - Cases/Participants





Selected Period
Average Sessions Per Case

2.0

Average Sessions by Services



Same Period Last Year Trend
Average Sessions Per Case

5.9

Average Sessions by Services





Total Web Hits

330

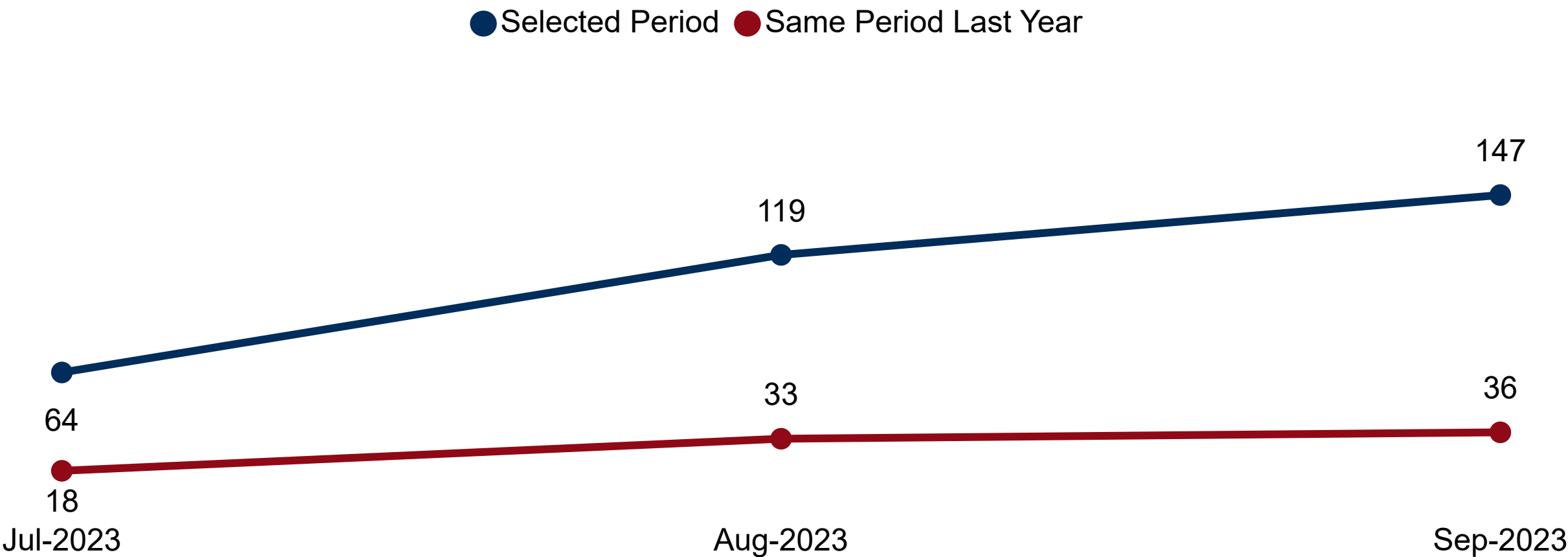
Total Web Logins

87

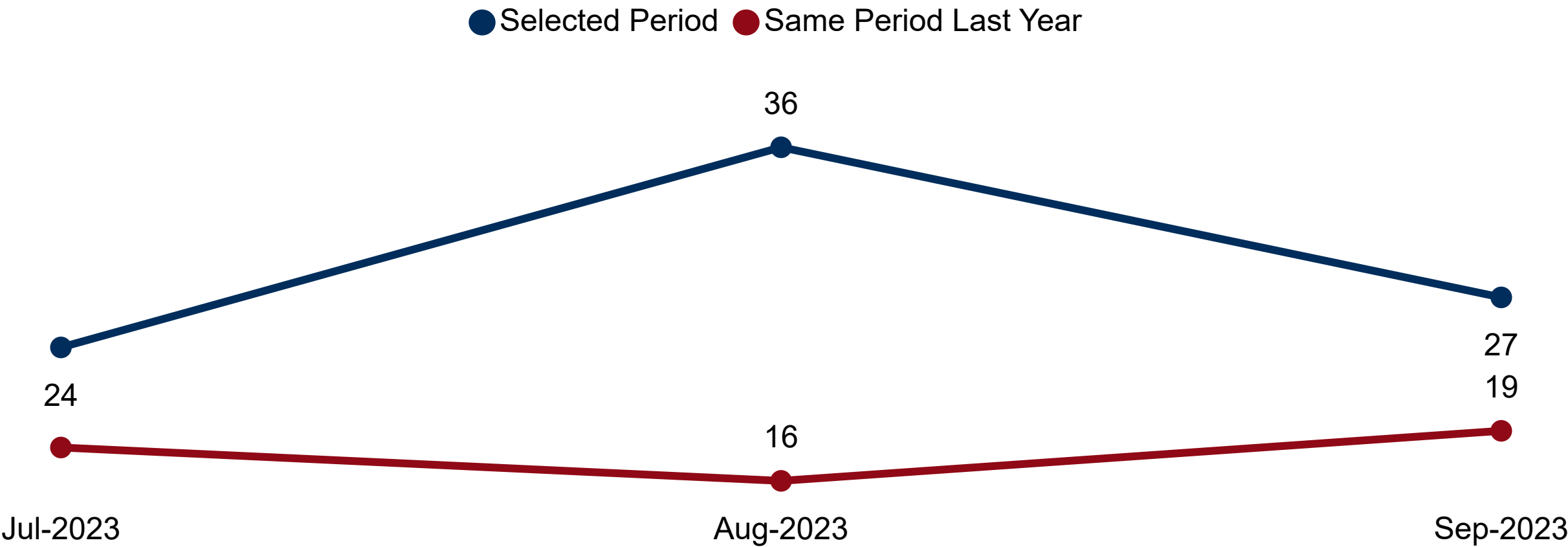
Web Usage % (Based on Logins)

1.33%

Webhits Trend



Web logins Trend

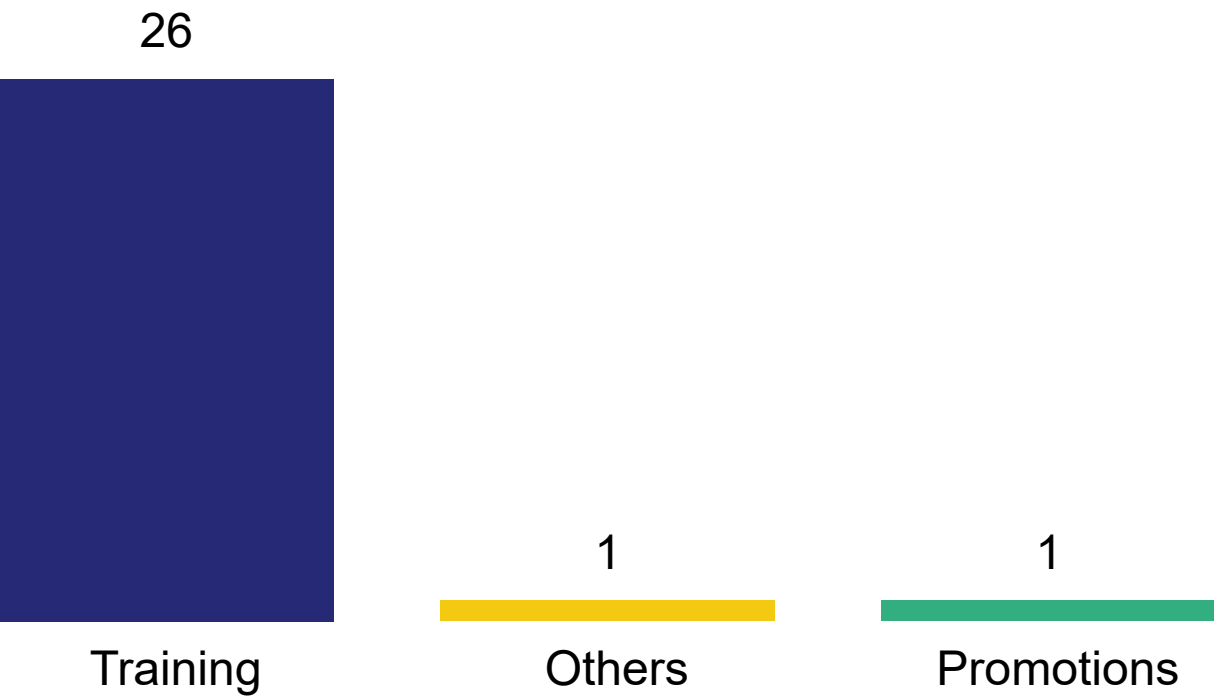


Webhits by Module

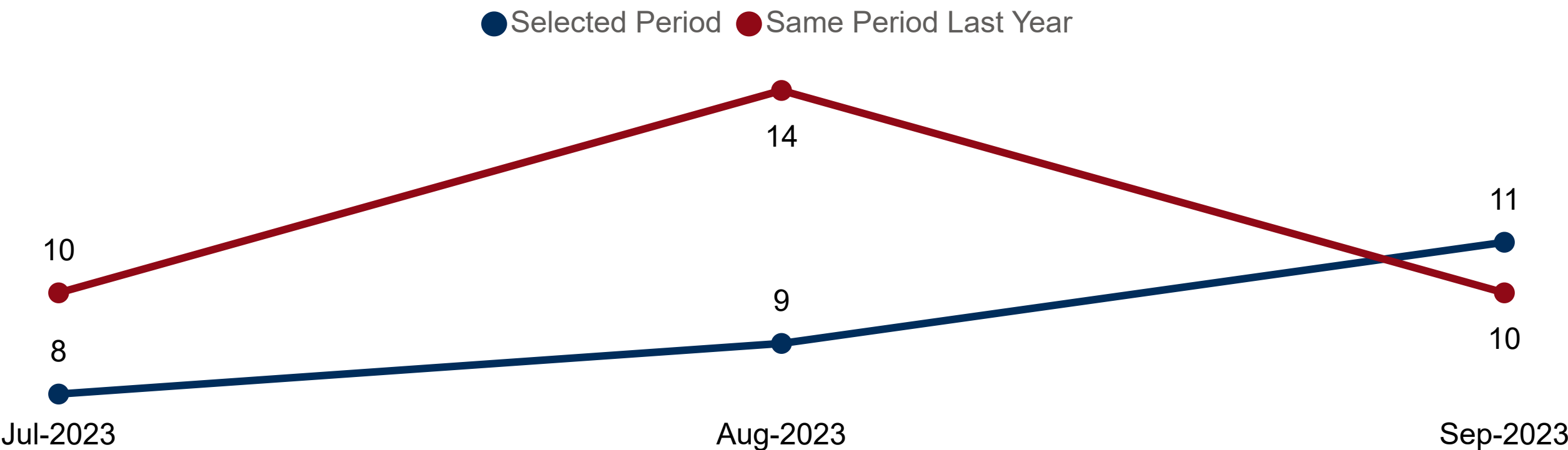




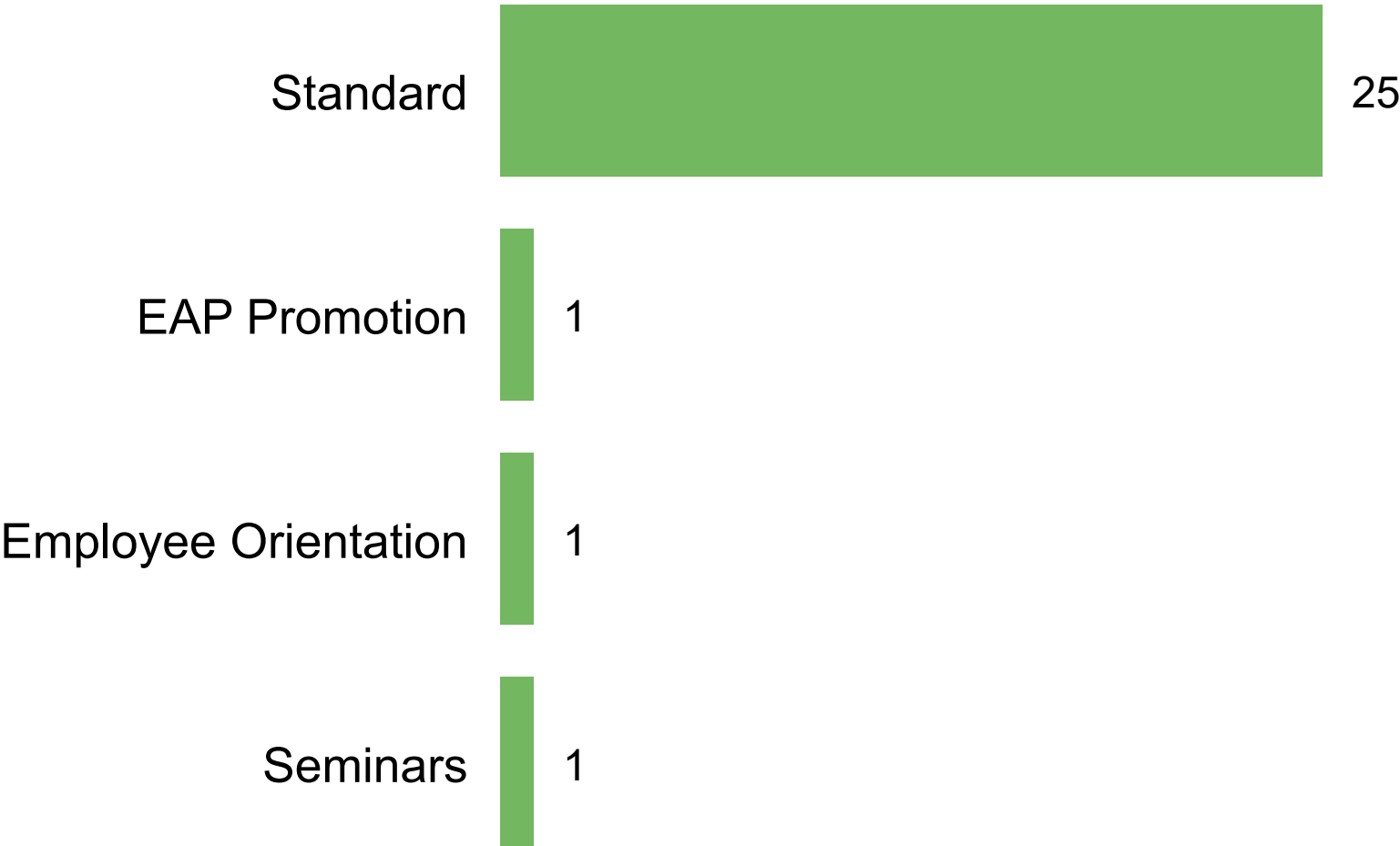
Distribution Of Workplace Activities



Workplace Activities Trend



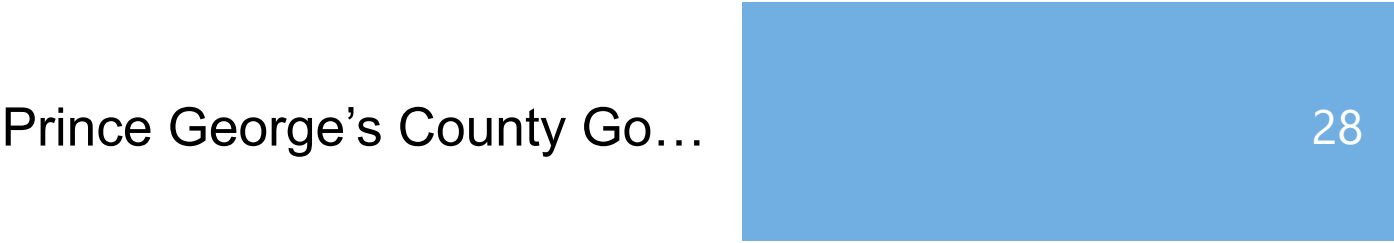
Workplace Subtypes - Details



Attendees by Language

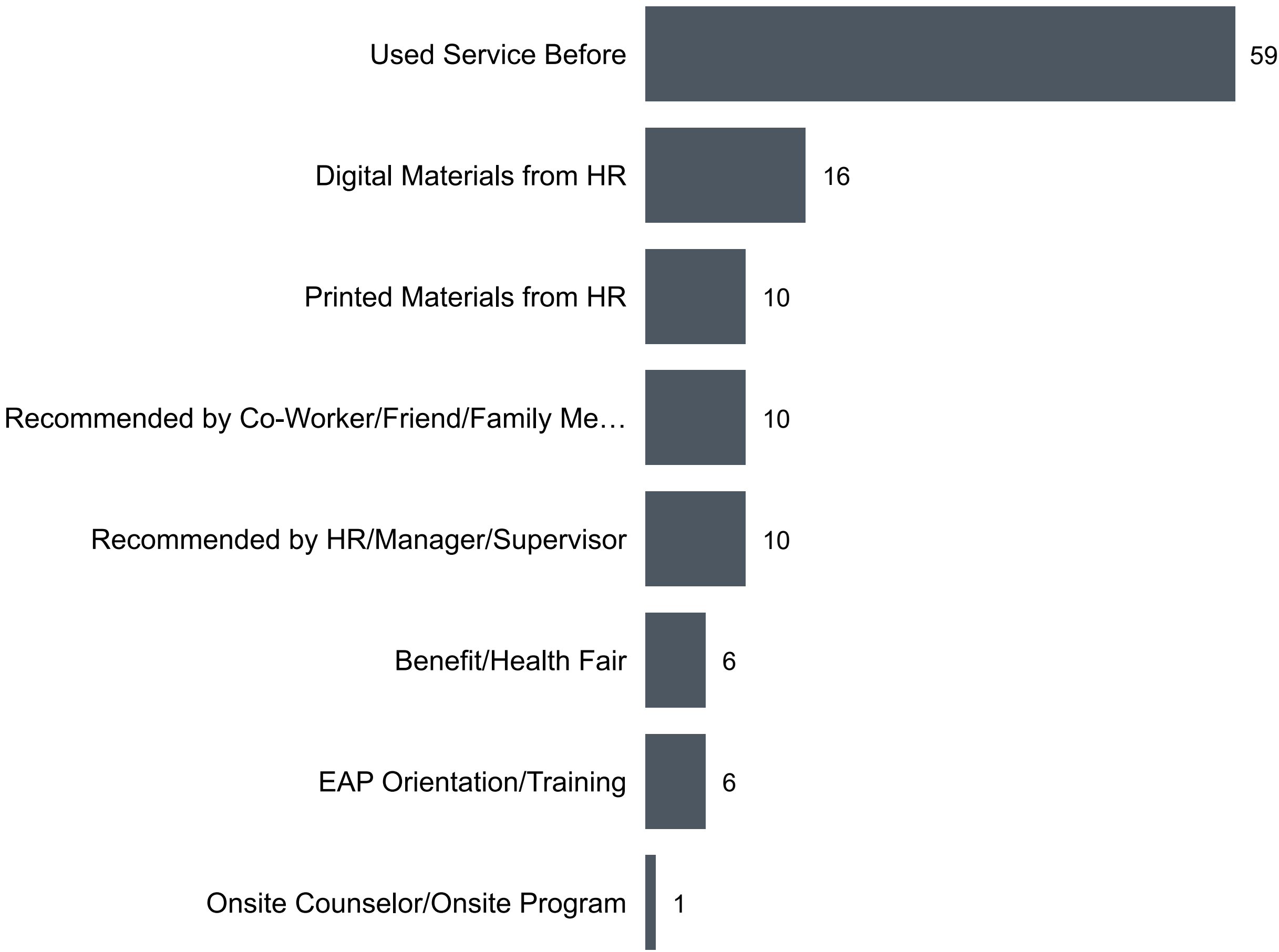


Top 5 Companies

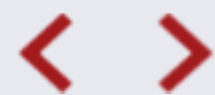
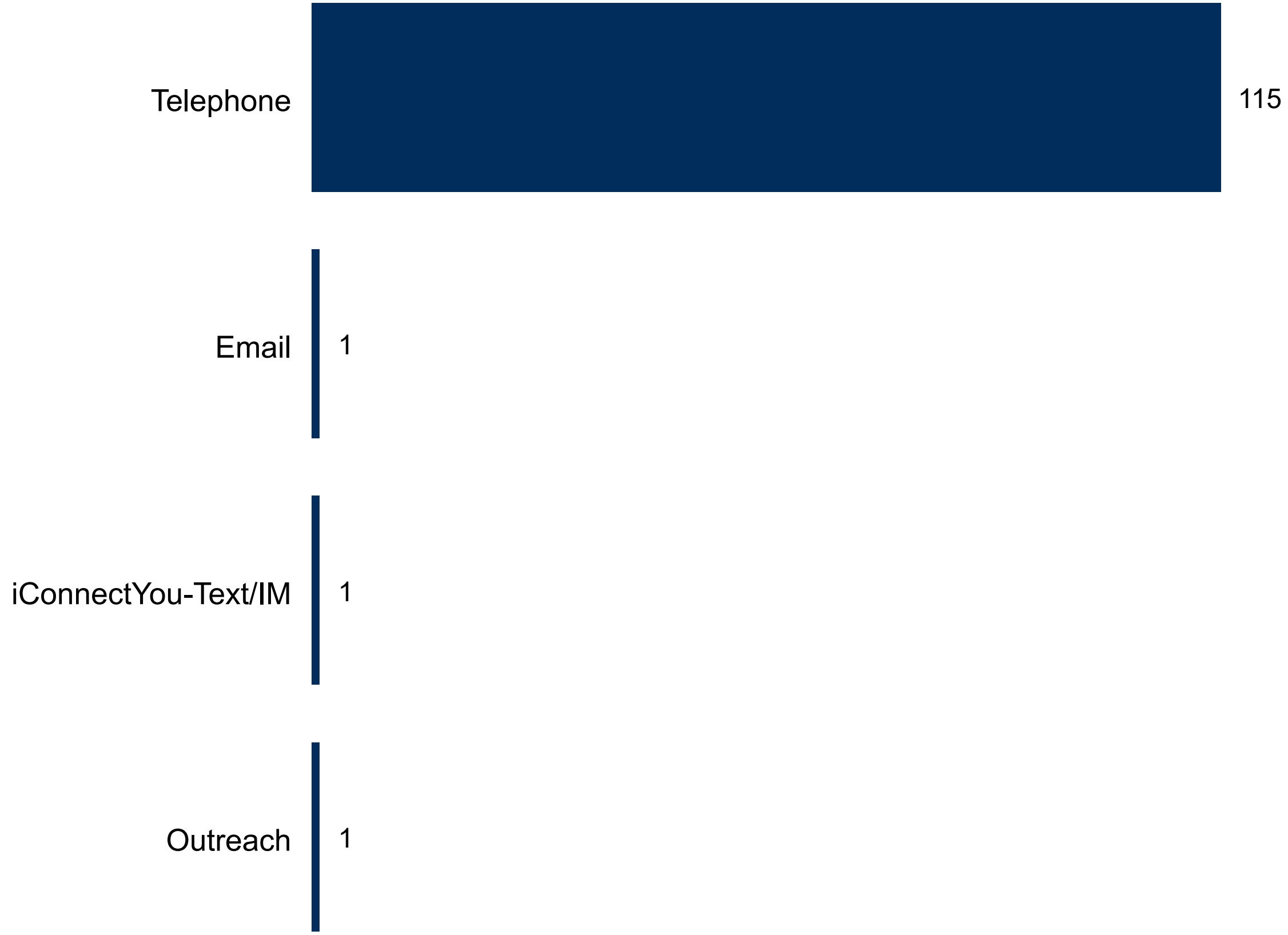




Knowledge of Service



Method Of Contact





Metric ▲	Defnition	Calculation
Average Sessions Per Case	Sessions completed per case	Sum of all unique sessions completed / sum of all unique cases that completed at least one session
Benchmark	Data to compare against other entities	Utilization data compared to utilization data of companies who also supply the particular service to their employees/students
Clinical	All services that fall into the clinical bucket of services	Service Type = Clinical. Service subtypes included: In-Person Counseling, Structured Telephonic Counseling, Video Counseling, Single Session Therapy, Manager consultation, General Assistance Clinical, Pathways, cCBT, Elevate etc
Engagement %	Metric to better encapsulate usage of the program. Rather than simply cases, engagement with web, training and critical incident services are included	(Number of unique case from clinical) +(Number of presenting issue from WL and Wellness)+(Attendees of training and RRCI) + (Web Hits)/ Headcount)
Knowledge of Service	How a participant was made aware of the services/program	Questionnaire: How did you hear about us?
Lives Covered	Number of employees, students, participants, members covered by the program	Organization headcounts
Method of Contact	Method in which participant contacted the service center	The access method used by participant to reach the service
Number of Participants Utilizing Service	Participant who access the service for support	Unique participant count who access the service for support
Stress Index	The stress index tool has been developed to help measure organizational level stress. The tool derives its data from the extensive support the service provides to each individual organization. By using individual case presenting issues (as self-reported by the participants), we can derive measurements of stress in terms of both personal stress and stress related to the workplace. Helping organizations understand where stress is an issue will assist them in being proactive in addressing and helping to alleviate stress across their organization.	Data collected from 2017-2022 for client entities which had at least 30 cases each year; we process about 1/2 million of cases per year for around 100,000 organizations across the globe. We then reviewed the percentage of cases which had been classified as being related to either workplace stress or personal stress. These entities were then ranked from the lowest to the highest by calculating the percentiles and creating a Stress Index
Utilization - %	Metric to measure individual participant usage of services as measured by number of cases logged.	(Number of unique case from clinical + Number of presenting issue from WL and wellness)/(Headcount)
Utilization - Clinical %	Metric to measure individual participant usage of services as measured by number of cases logged.	Number unique cases from clinical / Headcount
Utilization Work Life %	Metric to measure individual participant usage of services as measured by number of cases logged.	Number of presenting issues for WorkLife services / Headcount
Web Hits	Recorded each time a user moves from section to section on the website	
Web Logins	Recorded each time a participant logs in to the website. These can include multiple logins by the same participant	

