

# PRINCE GEORGE'S COUNTY GOVERNMENT

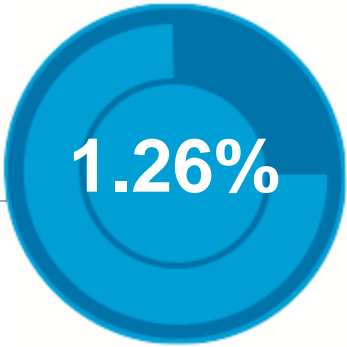
Report Period: 01 October 2023 - 31 December 2023

Report Run Date: 13 January 2024

## EAP AND WORK-LIFE UTILIZATION



# TOTAL UTILIZATION FOR THIS PERIOD



## 01 October 2023 - 31 December 2023

### Executive Summary

Prince George’s County Government’s overall usage of services during the period, 01 Oct 2023 to 31 Dec 2023, was 82 cases. The projected annual utilization for Prince George’s County Government is 5.00% . There were 57 EAP counseling cases, and 25 work-life cases. Usage is higher compared to the previous year during this time period where utilization was 1.21%.

TOTALS	Current Period	Same Period Last Year	Change From Last Period
Cases	82	79	3
Lives Covered	6521	6521	0
Participant	52	67	-15

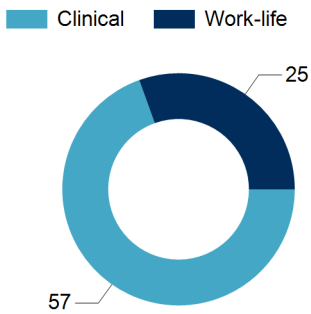
  

UTILIZATION	Current Period	Same Period Last Year	Change From Last Period
Overall Engagement %	9.34%	8.36%	0.98%
Utilization	1.26%	1.21%	0.05%
Projected Utilization	5.00%	4.80%	0.20%
Clinical	0.87%	0.87%	0.00%
Work-Life	0.38%	0.34%	0.05%
Wellness	0.00%	0.00%	0.00%

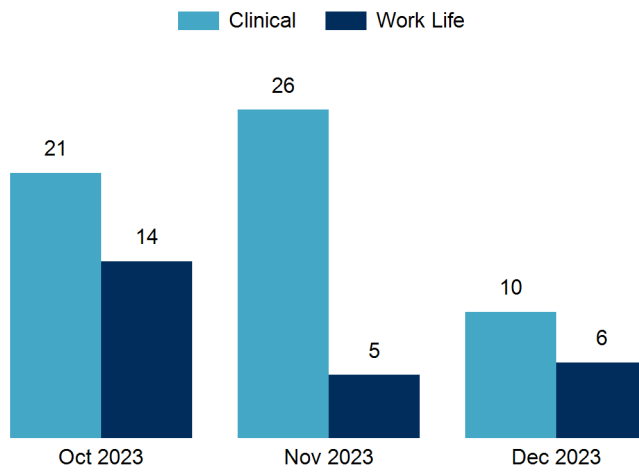
# Service Utilization Overview

NUMBER OF MEMBERS: 6521					
	Q1	Q2	Q3	Q4	TOTAL
Number of Unique Cases	91	98	116	82	387
Number of Total Members Utilizing Services					52

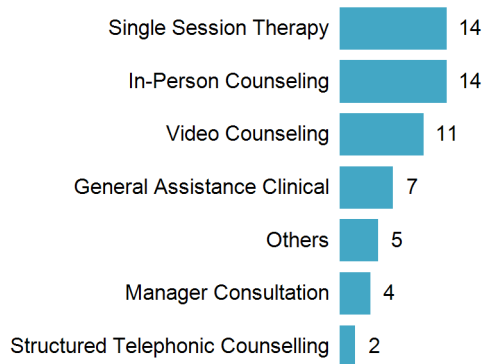
## Service Type Distribution



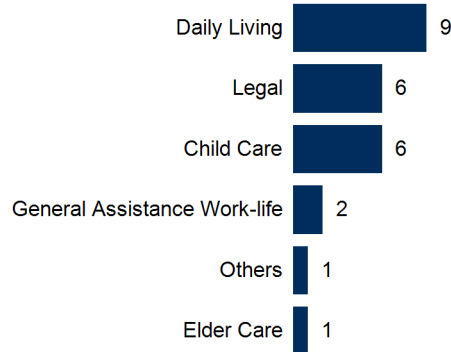
## Case Distribution By Month



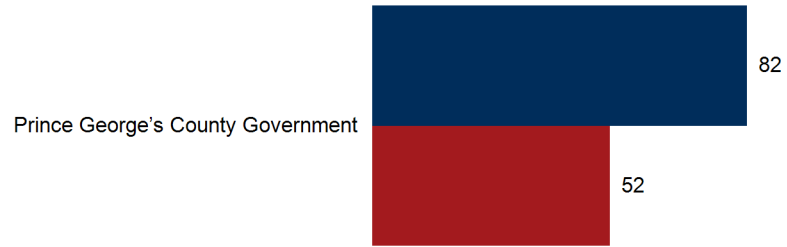
## Clinical Services



## Work-Life Services



**Top 5 Companies (Entities with > 100 Lives)**

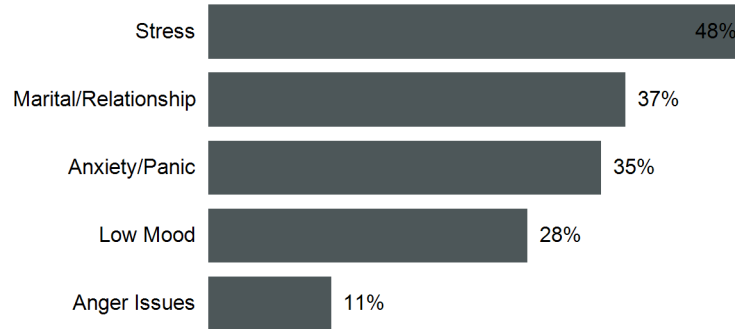


■ Casecount ■ Participantcount

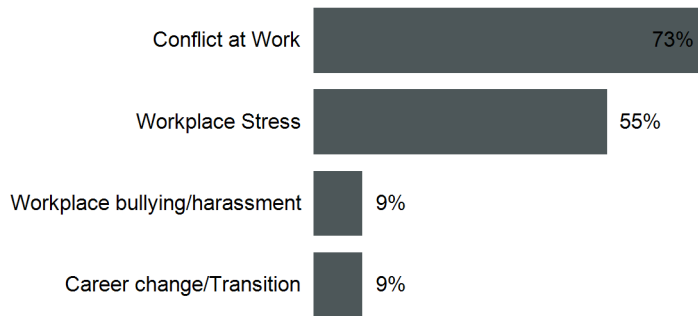
**Top 10 Case Distribution (Entities with > 100 Lives)**



### Top 5 Clinical Personal Concerns

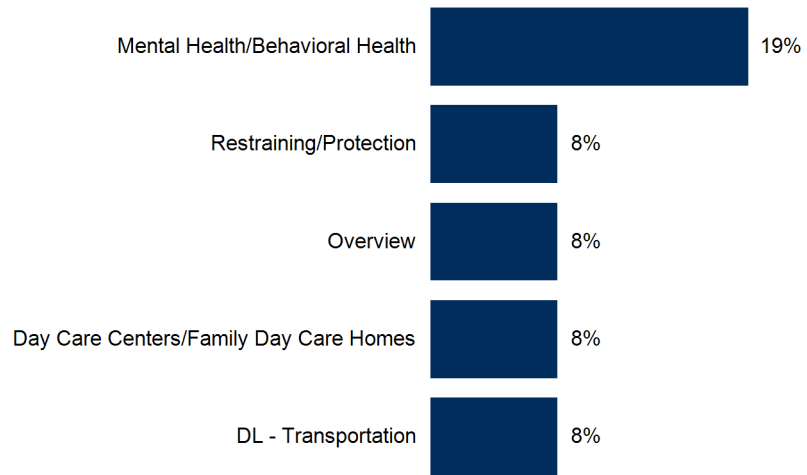


### Top 5 Clinical Workplace Concerns



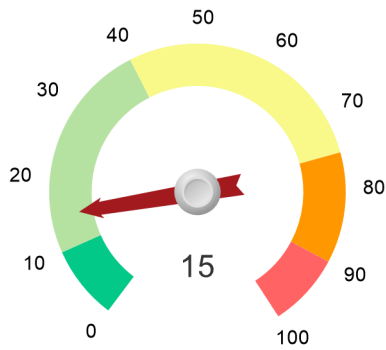
**Workplace concern related case %**  
**19.3%**

### Top 5 Presenting Issues - WorkLife

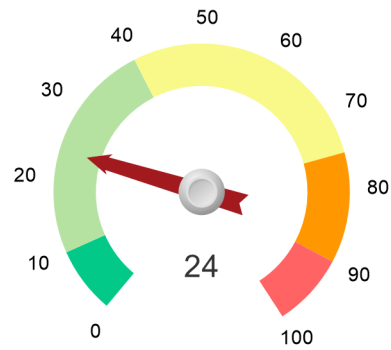


# Stress Index

**Total Stress Index**

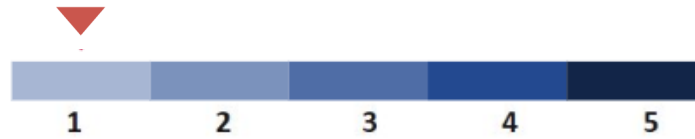


**Workplace Stress Index**

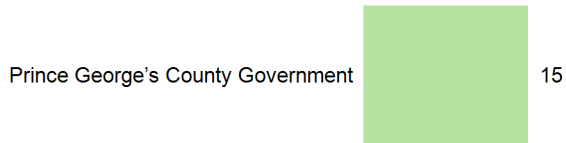


0-10 Very Low Stress    11-40 Lower Stress    41-75 Moderate Stress  
76-90 High Stress    91-100 Very High Stress

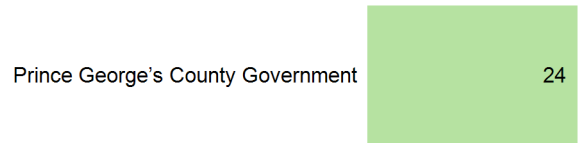
**Very Low Confidence    1**



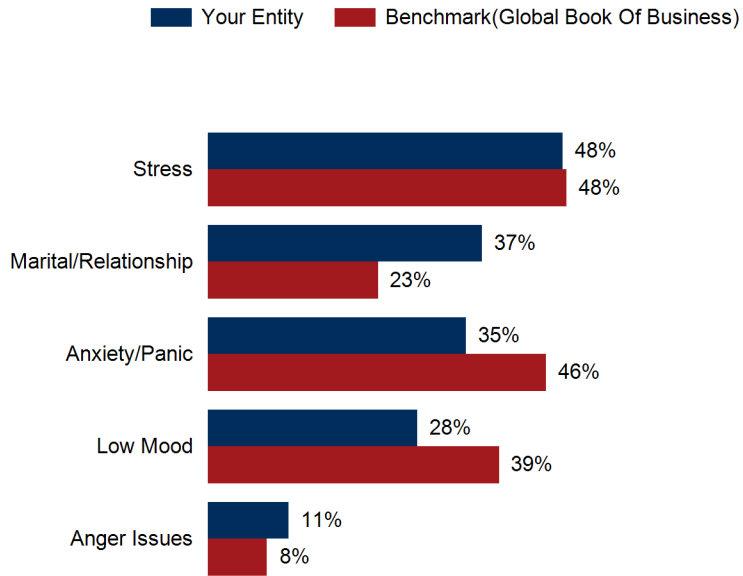
**Top 5 Countries - Total stress**



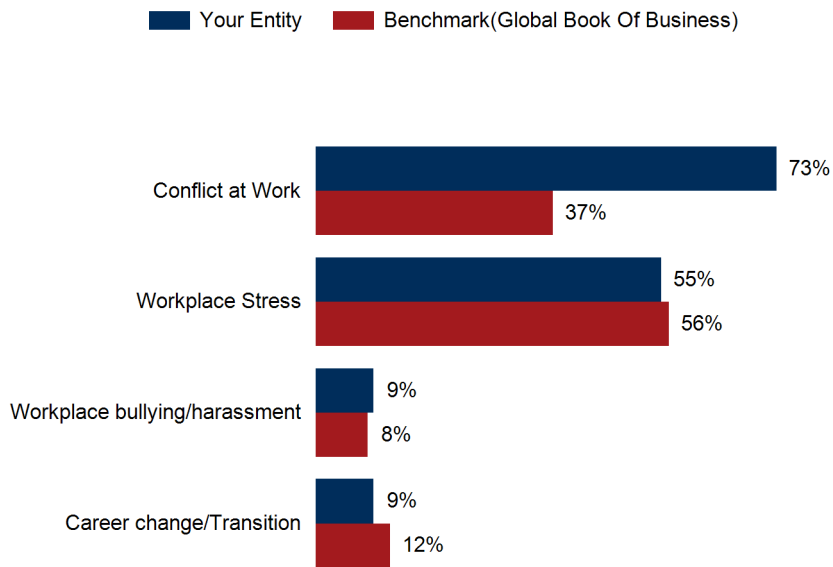
**Top 5 Countries - Workplace Stress**



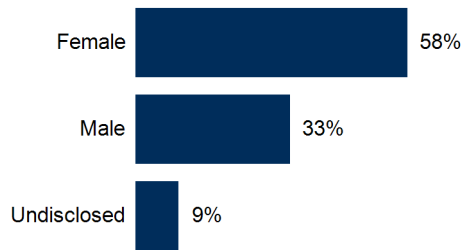
### Top 5 Clinical Personal Concerns



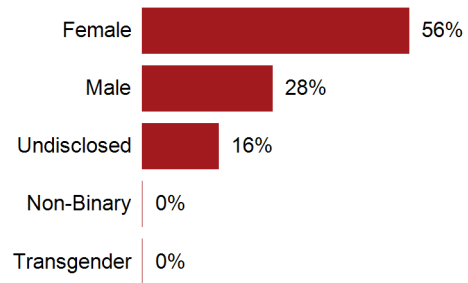
### Top 5 Clinical Workplace Concerns



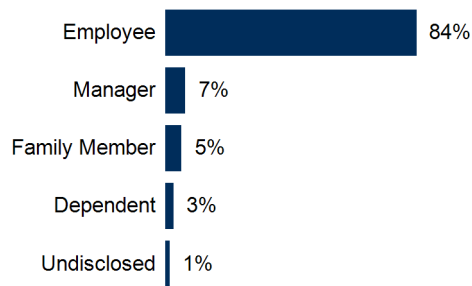
**Cases By Gender-Your Entity**



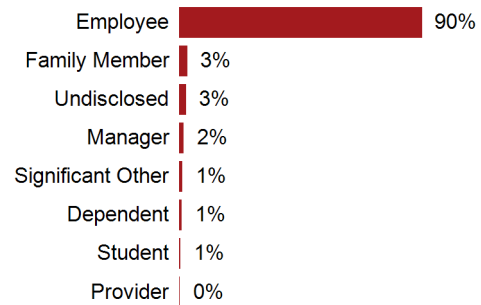
**Cases By Gender - Benchmark(Global Book of Business)**



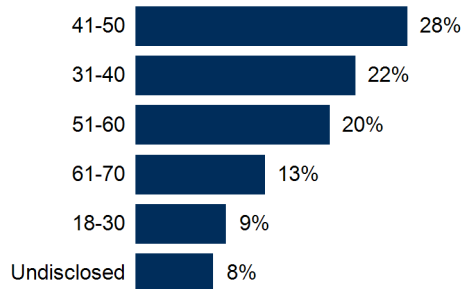
**Cases by Relation - Your Entity**



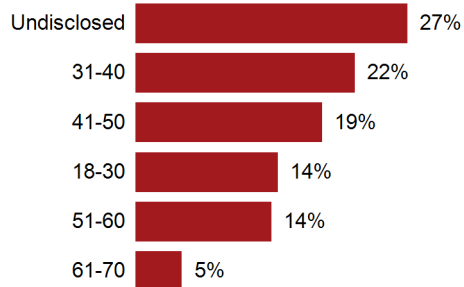
**Cases by Relation - Benchmark(Global Book Of Business)**



**Cases by AgeGroup - Your Entity**



**Cases by AgeGroup - Benchmark(Global Book Of Business)**



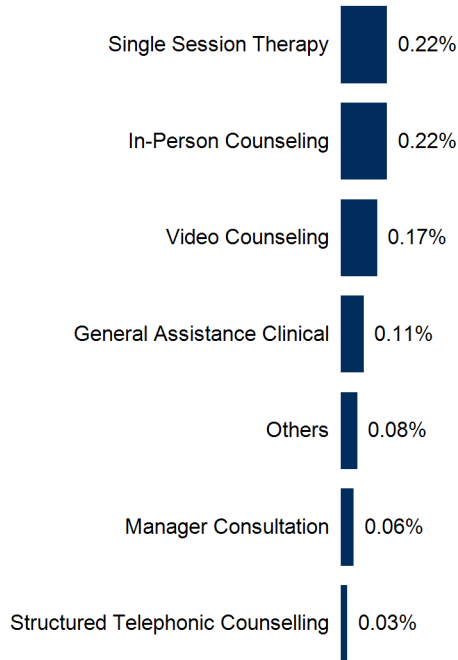
# Custom Demographics

Participant Primary Language:

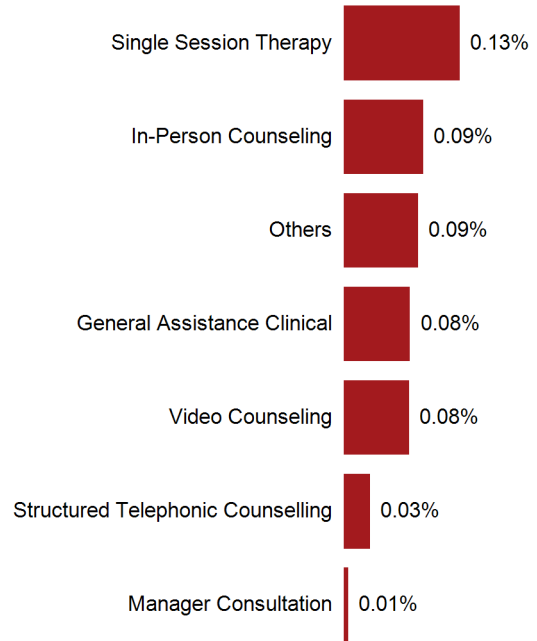


# Utilization with Benchmark Comparison- Clinical

Clinical Utilization - Your Entity



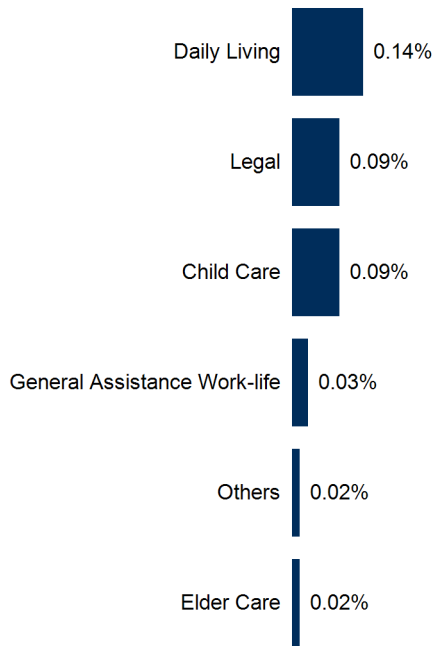
Clinical Utilization - Benchmark (Global Book Of Business)



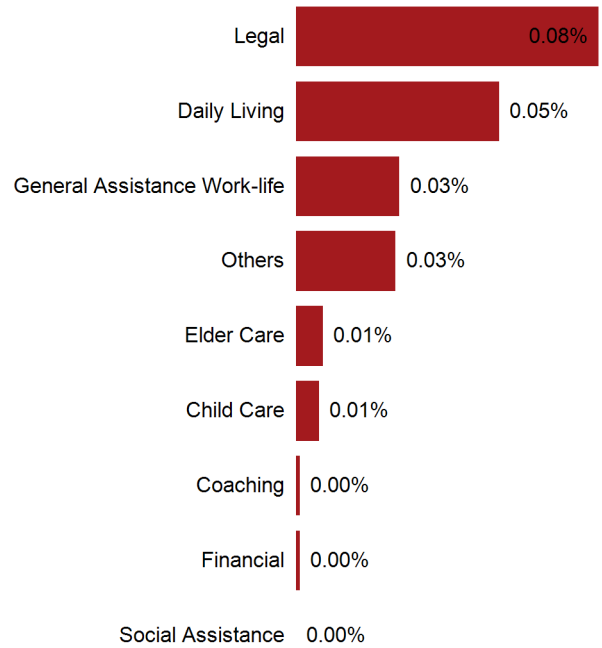
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# Utilization with Benchmark Comparison- Work Life

Work-life Utilization - Your Entity

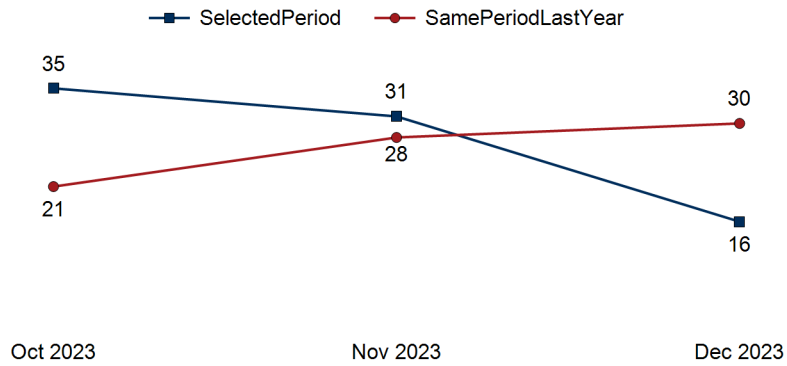


Work-life Utilization - Benchmark (Global Book Of Business)

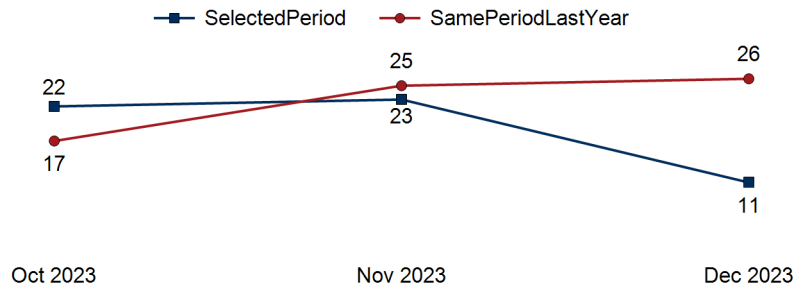


# Year Over Year Comparison - Cases/Participants

## Case Trend



## Participant Trend

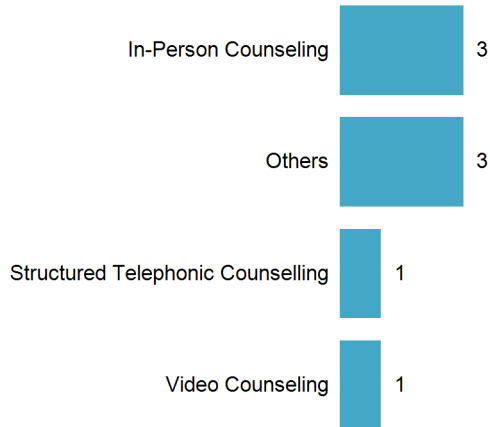


# Year Over Year Comparison - Sessions

**Selected Period**  
**Avg Sessions per case**

2

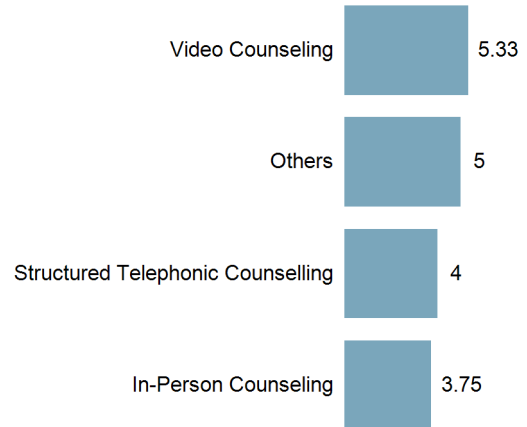
**Average Sessions by Services**



**Same Period Last Year**  
**Avg Sessions per case**

4.6

**Average Sessions by Services**



\* Others include services like cCBT, Pathways, Revive, Group Counselling etc

# Year Over Year Comparison - Website

## Total Web Hits

296

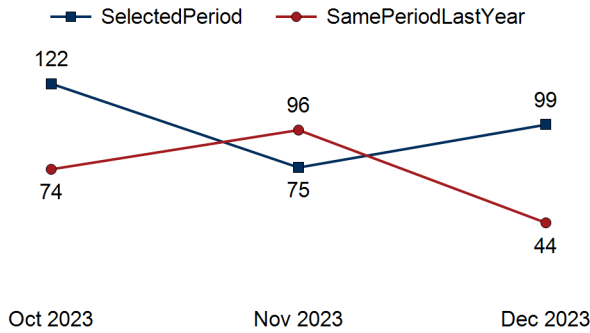
## Total Web Logins

90

## Web Usage % (Based on Logins)

1.38%

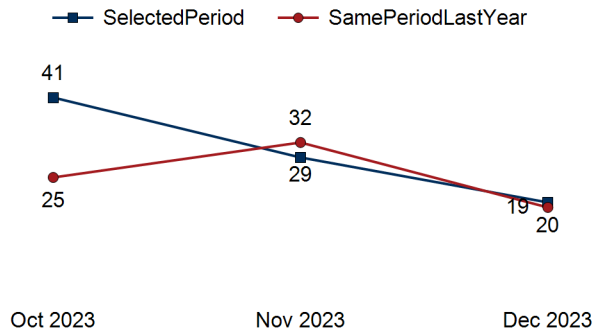
### Webhits Trend



### Top 20 Web Modules :

**Mental Health**  
**Child Care** Legal  
 Ready Docs Career  
 Development Grief and  
 Loss Legal Relationships  
 Financial Inova Well Wellness  
 Accomplished Employee Career  
 Transition Pets Personal Growth  
 Training and Development Live  
 Healthy Parenting Healthy Recipes Healthy  
 Eating Effective Manager Home Buying or  
 Selling

### WebLogins Trend

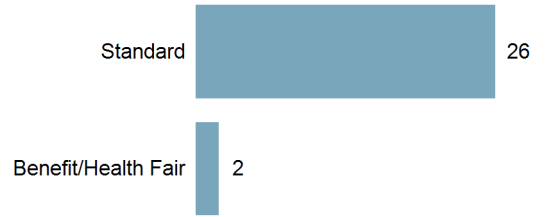


# WORKPLACE ACTIVITIES

Distribution Of Workplace Activities



Workplace Subtype - Details



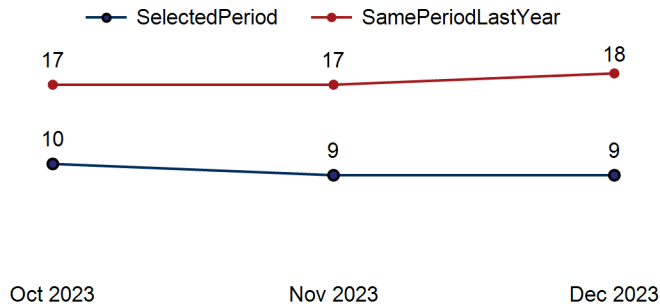
Top 5 Entities



Attendees per language

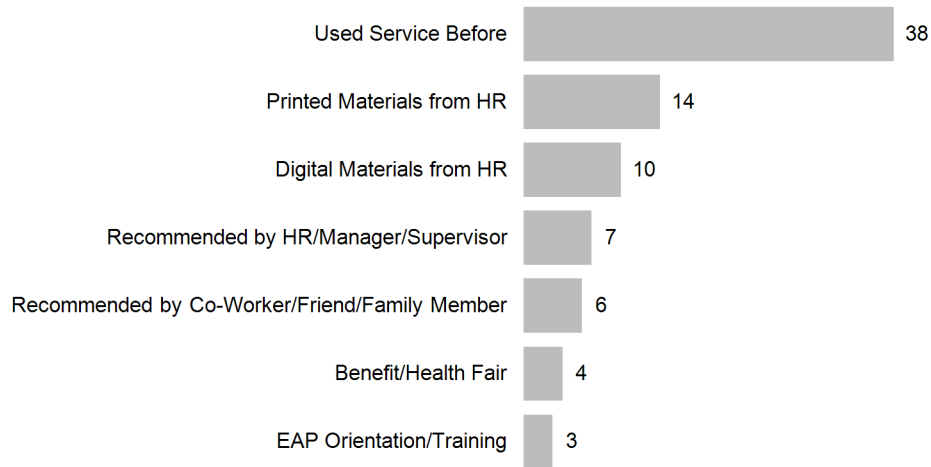


Workplace Activities Trend

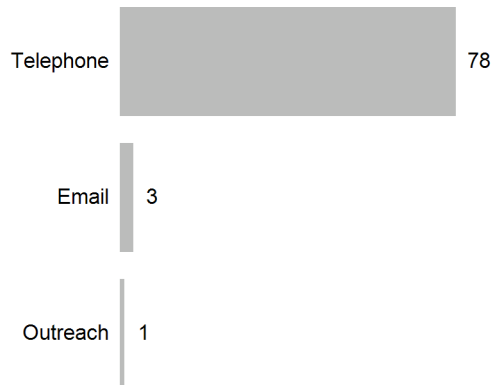


# Knowledge of Service & Method of Contact

## Knowledge Of Service



## Method Of Contact



# Report Terminology Glossary

## **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.

**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

**Wellness :**

All services that fall in the wellness bucket of services

Service Type = Wellness

**Work Life :**

All services that fall into the work life bucket of services

Service Type = Work-Life

**Workplace Event :**

Events that are provided to groups of participants rather than individuals

A summary, and a list of all services for the reporting period provided in the client's workplace (onsite counselling, benefit fairs, webinars, etc.)