



Addendum No. 2
Page 1 of 2

DATE: August 14, 2023

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 2
PROJECT NAME: Employee Assistance Program (EAP) & Mental Health Support Services
JJC PROJECT NO.: R24003

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum in the space provided on the Bid Form. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

The following documents were inadvertently omitted from Addendum #1 and are attached to this addendum.

- Q4 2021 Utilization Report
- Q1 2022 Utilization Report
- Q2 2023 Utilization Report

End of Addendum #2



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Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Matt Stephenson
Senior Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #2.

Company Name

Printed Name

Title

Signature

STAY AHEAD of Productivity, Performance and Health Issues

Joliet Junior College

Quarterly Utilization Report
Reporting Period Q4 (10/1/2021 - 12/31/2021)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	8	73%	13	87%	7	100%	5	83%	33	85%	17	65%
FamilySource	0	0%	0	0%	0	0%	1	17%	1	3%	0	0%
FinancialConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	8%
LegalConnect	3	27%	2	13%	0	0%	0	0%	5	13%	7	27%
Sub Total	11		15		7		6		39		26	
Online Access												
EAP	21	28%	9	28%	20	38%	20	34%	70	32%	104	44%
FamilySource	16	22%	14	44%	12	23%	15	26%	57	26%	33	14%
FinancialConnect	7	9%	1	3%	3	6%	9	16%	20	9%	25	11%
Health & Wellness	3	4%	0	0%	11	21%	3	5%	17	8%	49	21%
Health Care Navigation	0	0%	0	0%	0	0%	2	3%	2	1%	2	1%
LegalConnect	27	36%	8	25%	7	13%	9	16%	51	24%	23	10%
Sub Total	74		32		53		58		217		236	
Combined Access												
EAP	29	34%	22	47%	27	45%	25	39%	103	40%	121	46%
FamilySource	16	19%	14	30%	12	20%	16	25%	58	23%	33	13%
FinancialConnect	7	8%	1	2%	3	5%	9	14%	20	8%	27	10%
Health & Wellness	3	4%	0	0%	11	18%	3	5%	17	7%	49	19%
Health Care Navigation	0	0%	0	0%	0	0%	2	3%	2	1%	2	1%
LegalConnect	30	35%	10	21%	7	12%	9	14%	56	22%	30	11%
Total	85		47		60		64		256		262	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		1		1		1	
Critical Incident Debriefing Event Participants	0		0		0		3		3		0	
Training Sessions (number is excluded from overall utilization counts)	0		0		2		5		7		0	
Training Session Participants	0		0		77		112		189		0	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		0		0		0		1	
Total Utilization	85		47		137		179		448		262	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results						
Total Utilization Rate (% - Annualized)	26.56%	14.69%	42.81%	55.94%	35.00%	20.47%
<i>Based on Quarterly Average Employee Counts</i>	1,280	1,280	1,280	1,280	1,280	1,280
Case Closure (only EAP cases)						
Resolved within EAP	7 88%	10 100%	3 100%	2 67%	22 92%	14 82%
Referred to benefits resource Outpatient	1 13%	0 0%	0 0%	1 33%	2 8%	3 18%
Total	8	10	3	3	24	17

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Decline	0	0%	2	13%	0	0%	0	0%	2	5%	1	4%
EAP Connect	0	0%	3	20%	1	14%	1	17%	5	13%	0	0%
Email	0	0%	0	0%	1	14%	1	17%	2	5%	0	0%
Family	0	0%	1	7%	0	0%	0	0%	1	3%	3	12%
Formal Referral	0	0%	1	7%	0	0%	0	0%	1	3%	1	4%
HR	3	27%	2	13%	3	43%	1	17%	9	23%	5	19%
Internal	0	0%	1	7%	0	0%	0	0%	1	3%	1	4%
Online - Ask the Expert	0	0%	0	0%	0	0%	1	17%	1	3%	2	8%
Previous GR User	0	0%	0	0%	1	14%	0	0%	1	3%	0	0%
Unknown	8	73%	5	33%	1	14%	2	33%	16	41%	13	50%
Sub Total												
	11		15		7		6		39		26	
Client Status												
Employee	10	91%	11	73%	6	86%	5	83%	32	82%	20	77%
Dependent	0	0%	1	7%	0	0%	0	0%	1	3%	3	12%
Retiree	0	0%	1	7%	0	0%	0	0%	1	3%	0	0%
Spouse	1	9%	2	13%	1	14%	0	0%	4	10%	2	8%
Unknown	0	0%	0	0%	0	0%	1	17%	1	3%	1	4%
Sub Total												
	11		15		7		6		39		26	
Client Gender												
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	1	4%
Female	5	45%	7	47%	6	86%	4	67%	22	56%	19	73%
Male	2	18%	8	53%	1	14%	1	17%	12	31%	5	19%
Other	4	36%	0	0%	0	0%	1	17%	5	13%	1	4%
Sub Total												
	11		15		7		6		39		26	
Client Age Group												
13-19	0	0%	0	0%	0	0%	0	0%	0	0%	4	15%
20-29	0	0%	2	13%	0	0%	0	0%	2	5%	0	0%
30-39	0	0%	1	7%	0	0%	2	33%	3	8%	3	12%
40-49	3	27%	2	13%	6	86%	0	0%	11	28%	3	12%
50-59	3	27%	2	13%	0	0%	0	0%	5	13%	5	19%
60 +	0	0%	5	33%	1	14%	1	17%	7	18%	1	4%
Unknown	4	36%	2	13%	0	0%	3	50%	9	23%	8	31%
Decline	1	9%	1	7%	0	0%	0	0%	2	5%	2	8%
Sub Total												
	11		15		7		6		39		26	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Job Category (employee data only)												
Administration	2	20%	0	0%	3	50%	0	0%	5	16%	2	10%
Branch Office Assistant	0	0%	0	0%	0	0%	0	0%	0	0%	1	5%
Declined	4	40%	3	27%	0	0%	2	40%	9	28%	8	40%
Management	1	10%	0	0%	0	0%	0	0%	1	3%	1	5%
Office / Clerical	0	0%	0	0%	0	0%	0	0%	0	0%	1	5%
Pilot	0	0%	0	0%	0	0%	0	0%	0	0%	2	10%
Professional	3	30%	5	45%	2	33%	3	60%	13	41%	4	20%
Service	0	0%	2	18%	1	17%	0	0%	3	9%	1	5%
Technical	0	0%	1	9%	0	0%	0	0%	1	3%	0	0%

Sub Total	10		11		6		5		32		20	
Employee Job Tenure (employee data only)												
Less than 1 year	2	20%	0	0%	0	0%	0	0%	2	6%	1	5%
1 - 4 years	2	20%	1	9%	3	50%	1	20%	7	22%	1	5%
5 - 9 years	1	10%	0	0%	1	17%	1	20%	3	9%	2	10%
10 - 14 years	0	0%	3	27%	0	0%	1	20%	4	13%	4	20%
15 - 19 years	1	10%	2	18%	0	0%	0	0%	3	9%	2	10%
20+ years	0	0%	0	0%	0	0%	0	0%	0	0%	1	5%
Unknown	4	40%	4	36%	2	33%	1	20%	11	34%	8	40%
Decline	0	0%	1	9%	0	0%	1	20%	2	6%	1	5%

Sub Total	10		11		6		5		32		20	
GRA User Count												
GRA Unique Users	9		12		4		6		29		21	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Assistance Program®												
U.S. Services												
Primary Issue Presented												
Anxiety Related	0	0%	0	0%	0	0%	0	0%	0	0%	3	18%
Bereavement/Grief	0	0%	1	8%	0	0%	0	0%	1	3%	1	6%
Depression Related	1	13%	1	8%	0	0%	0	0%	2	6%	1	6%
Family/Child	1	13%	0	0%	0	0%	0	0%	1	3%	0	0%
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	1	20%	1	3%	0	0%
Family/Child - Family Issues	0	0%	2	15%	0	0%	1	20%	3	9%	1	6%
Health Crisis	1	13%	0	0%	0	0%	1	20%	2	6%	0	0%
Legal	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Life Coaching	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Occupational	0	0%	2	15%	0	0%	0	0%	2	6%	1	6%
Partner/Relationship	1	13%	3	23%	2	29%	0	0%	6	18%	1	6%
Psychological	3	38%	1	8%	4	57%	1	20%	9	27%	4	24%
Stress	1	13%	3	23%	1	14%	1	20%	6	18%	3	18%
Sub-Total Issues	8		13		7		5		33		17	
Consultation Type												
Face to Face	5	63%	8	62%	6	86%	2	40%	21	64%	12	71%
Telephone	0	0%	1	8%	0	0%	0	0%	1	3%	1	6%
Video	0	0%	3	23%	1	14%	1	20%	5	15%	0	0%
Bar Association / Consumer Credit Counseling	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
BehavioralExpert	3	38%	0	0%	0	0%	2	40%	5	15%	2	12%
Supervisor / Management Consult	0	0%	1	8%	0	0%	0	0%	1	3%	1	6%
Sub-Total - Consultations	8		13		7		5		33		17	
Total Number of Issues												
813753317												
Online Services												
Total Online Services												
219202070104												

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Product Utilization	29	22	27	25	103	121

Employee Count

Total Utilization Rate (% - Annualized)	9.06%	6.88%	8.44%	7.81%	8.05%	9.45%
Based on Quarterly Average employees	1,280	1,280	1,280	1,280	1,280	1,280

	Q1	Q2	Q3	Q4	Year To Date	Last Year
FamilySource®						
U.S. Services						
Primary Issue Presented						
Gov't Services-Financial Assistance	0 0%	0 0%	0 0%	1 100%	1 100%	0 0%
Sub-Total Issues	0	0	0	1	1	0
Total Number of Issues	0	0	0	1	1	0
Online Services						
Total Online Services	16 100%	14 100%	12 100%	15 100%	57 100%	33 100%
Total Online Services	16	14	12	15	57	33
Total Product Utilization	16	14	12	16	58	33
Employee Count						
Total Utilization Rate (% - Annualized)	5.00%	4.38%	3.75%	5.00%	4.53%	2.58%
<i>Based on Quarterly Average employees</i>	1,280	1,280	1,280	1,280	1,280	1,280

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
LegalConnect®												
U.S. Services												
Primary Issue Presented												
Child Custody	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Civil	0	0%	2	100%	0	0%	0	0%	2	40%	1	14%
Divorce / Separation	2	67%	0	0%	0	0%	0	0%	2	40%	0	0%
Estate Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Family Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Government Benefits	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Guardianship	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Probate	1	33%	0	0%	0	0%	0	0%	1	20%	1	14%
Sub-Total Issues	3		2		0		0		5		7	
Consultation Type												
After Hours Report	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Consultation and referral (main source)	1	33%	0	0%	0	0%	0	0%	1	20%	1	14%
Consultation only	1	33%	1	50%	0	0%	0	0%	2	40%	3	43%
Missed Appointment	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Other	1	33%	1	50%	0	0%	0	0%	2	40%	1	14%
Sub-Total - Consultations	3		2		0		0		5		7	
Total Number of Issues												
	3		2		0		0		5		7	
Online Services												
Total Online Services	27	100%	8	100%	7	100%	9	100%	51	100%	23	100%
Total Online Services	27		8		7		9		51		23	
Total Product Utilization												
	30		10		7		9		56		30	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Employee Count						
Total Utilization Rate (% - Annualized)	9.38%	3.13%	2.19%	2.81%	4.38%	2.34%
Based on Quarterly Average employees	1,280	1,280	1,280	1,280	1,280	1,280

FinancialConnect SM												
U.S. Services												
Primary Issue Presented												
Credit Card Debt	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Mortgages, credit card & other debt	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Sub-Total Issues	0		0		0		0		0		2	
Consultation Type												
Consultation only	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%
Sub-Total - Consultations	0		0		0		0		0		2	
Total Number of Issues	0		0		0		0		0		2	
Online Services												
Total Online Services	7	100%	1	100%	3	100%	9	100%	20	100%	25	100%
Total Online Services	7		1		3		9		20		25	
Total Product Utilization	7		1		3		9		20		27	
Employee Count												
Total Utilization Rate (% - Annualized)	2.19%		0.31%		0.94%		2.81%		1.56%		2.11%	
Based on Quarterly Average employees	1,280		1,280		1,280		1,280		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
GuidanceResources Online ®												
GRO User Counts												
Registered Users	14		5		11		10		40		112	
Repeat Users	14		13		11		12		40		40	
Unique Users	21		16		18		18		60		112	
Device Usage Counts (Logins and Registratio												
APP	2	6%	3	10%	2	8%	1	4%	8	7%	13	7%
Desktop Browser	26	76%	25	83%	18	72%	22	81%	91	78%	138	74%
Mobile Browser	6	18%	2	7%	5	20%	4	15%	17	15%	36	19%
Total logins and Registrations	34		30		25		27		116		187	
English USA Usage												
Online Topics												
Financial												
Consumer Issues	8	16%	0	0%	2	4%	1	2%	11	7%	35	17%
Debt & Bankruptcy	4	8%	0	0%	0	0%	2	5%	6	4%	3	1%
Estate Planning & Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Insurance	1	2%	0	0%	0	0%	0	0%	1	1%	3	1%
Personal Finance	0	0%	0	0%	0	0%	1	2%	1	1%	8	4%
Real Estate	1	2%	0	0%	0	0%	0	0%	1	1%	1	0%
Tax	0	0%	1	4%	0	0%	0	0%	1	1%	15	7%
Home & Auto												
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Driver Safety & Education	0	0%	0	0%	1	2%	0	0%	1	1%	1	0%
Home Improvement & Maintenance	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Home Safety & Security	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%
Legal												
Debt & Bankruptcy	0	0%	0	0%	0	0%	6	14%	6	4%	5	2%
Estate Planning & Elder Law	1	2%	0	0%	5	10%	1	2%	7	4%	7	3%
Family Law	2	4%	0	0%	0	0%	0	0%	2	1%	2	1%
Insurance	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%
Lawyers & Court	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Lifestyle												
Computers & Electronics	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Going Green	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Pets	0	0%	0	0%	2	4%	2	5%	4	2%	7	3%
Planning an Event	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Shopping & Consumer Rights	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Travel	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Relationships												
Child Care	1	2%	0	0%	0	0%	0	0%	1	1%	1	0%
Divorce & Domestic Issues	7	14%	0	0%	0	0%	0	0%	7	4%	4	2%
Elder Care	0	0%	0	0%	2	4%	0	0%	2	1%	7	3%
Expanding a Family	1	2%	0	0%	0	0%	0	0%	1	1%	0	0%
Marriage & Relationships	12	24%	14	58%	3	6%	1	2%	30	18%	6	3%
Parenting	1	2%	0	0%	1	2%	1	2%	3	2%	9	4%
Special Needs & Gifted Children	0	0%	0	0%	2	4%	1	2%	3	2%	0	0%
Wellness												
Addiction	0	0%	0	0%	0	0%	1	2%	1	1%	2	1%
Emotional Well-being	5	10%	8	33%	15	31%	6	14%	34	20%	28	14%
Fitness & Nutrition	1	2%	0	0%	1	2%	0	0%	2	1%	15	7%
Grief & Loss	1	2%	0	0%	0	0%	8	18%	9	5%	1	0%
Personal Growth	3	6%	0	0%	10	20%	0	0%	13	8%	11	5%
Physical Health	0	0%	0	0%	0	0%	1	2%	1	1%	7	3%
Pregnancy	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Stress & Anger Management	1	2%	0	0%	3	6%	1	2%	5	3%	2	1%
Work & Education												
Career Development	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
College & Graduate School	0	0%	0	0%	0	0%	2	5%	2	1%	2	1%
In the Workplace	0	0%	1	4%	0	0%	2	5%	3	2%	2	1%
K-12 School	0	0%	0	0%	2	4%	1	2%	3	2%	1	0%
Manager Guidance	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Personal Development	0	0%	0	0%	0	0%	4	9%	4	2%	5	2%
	51		24		49		44		168		206	
On-Demand Trainings												
Are You Financially on Track for Retirement?	0	0%	0	0%	0	0%	2	100%	2	25%	0	0%
Balancing Work And Life	1	50%	0	0%	0	0%	0	0%	1	13%	0	0%
Coping With a Crisis or Traumatic Event	0	0%	0	0%	0	0%	0	0%	0	0%	4	50%
Emotional Eating: The Connection Between Mood and Food	1	50%	0	0%	0	0%	0	0%	1	13%	0	0%
Managing Personal Finances	0	0%	0	0%	3	75%	0	0%	3	38%	0	0%
Stress - A Way of Life or Fact of Life?	0	0%	0	0%	1	25%	0	0%	1	13%	0	0%
The Confident You	0	0%	0	0%	0	0%	0	0%	0	0%	4	50%
	2		0		4		2		8		8	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Centers												
Healthy Habits	0	0%	0	0%	0	0%	0	0%	0	0%	14	100%
	0		0		0		0		0		14	
Online Searches Topics												
Certified Financial Planner	1	5%	0	0%	0	0%	1	8%	2	5%	2	25%
Child Care Provider	0	0%	0	0%	0	0%	4	33%	4	10%	0	0%
Elder Care Provider	0	0%	0	0%	0	0%	3	25%	3	7%	0	0%
Lawyer	20	95%	8	100%	0	0%	4	33%	32	78%	6	75%
	21		8		0		12		41		8	
Online Asset Type												
Article	25	34%	10	31%	33	62%	30	52%	98	45%	104	44%
Assessment	3	4%	5	16%	5	9%	2	3%	15	7%	15	6%
Merchandise	8	11%	1	3%	2	4%	3	5%	14	6%	53	22%
Multimedia	6	8%	4	13%	5	9%	4	7%	19	9%	23	10%
On-Demand Trainings	2	3%	0	0%	4	8%	2	3%	8	4%	8	3%
Online Centers	0	0%	0	0%	0	0%	0	0%	0	0%	14	6%
Resource	9	12%	4	13%	4	8%	5	9%	22	10%	11	5%
Search Database	21	28%	8	25%	0	0%	12	21%	41	19%	8	3%
Total Activity Types	74		32		53		58		217		236	
Total Product Utilization												
	74		32		53		58		217		236	

STAY AHEAD of Productivity, Performance and Health Issues

Joliet Junior College

Quarterly Utilization Report
Reporting Period Q1 (1/1/2022 - 3/31/2022)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	5	63%	0	0%	0	0%	0	0%	5	63%	33	85%
FamilySource	2	25%	0	0%	0	0%	0	0%	2	25%	1	3%
LegalConnect	1	13%	0	0%	0	0%	0	0%	1	13%	5	13%
Sub Total	8		0		0		0		8		39	
Online Access												
EAP	4	9%	0	0%	0	0%	0	0%	4	9%	70	32%
FamilySource	1	2%	0	0%	0	0%	0	0%	1	2%	57	26%
FinancialConnect	1	2%	0	0%	0	0%	0	0%	1	2%	20	9%
Health & Wellness	5	11%	0	0%	0	0%	0	0%	5	11%	17	8%
Health Care Navigation	4	9%	0	0%	0	0%	0	0%	4	9%	2	1%
LegalConnect	32	68%	0	0%	0	0%	0	0%	32	68%	51	24%
Sub Total	47		0		0		0		47		217	
Combined Access												
EAP	9	16%	0	0%	0	0%	0	0%	9	16%	103	40%
FamilySource	3	5%	0	0%	0	0%	0	0%	3	5%	58	23%
FinancialConnect	1	2%	0	0%	0	0%	0	0%	1	2%	20	8%
Health & Wellness	5	9%	0	0%	0	0%	0	0%	5	9%	17	7%
Health Care Navigation	4	7%	0	0%	0	0%	0	0%	4	7%	2	1%
LegalConnect	33	60%	0	0%	0	0%	0	0%	33	60%	56	22%
Total	55		0		0		0		55		256	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	1		0		0		0		1		1	
Critical Incident Debriefing Event Participants	6		0		0		0		6		3	
Training Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		7	
Training Session Participants	0		0		0		0		0		189	
Total Utilization	61		0		0		0		61		448	

Utilization Results						
Total Utilization Rate (% - Annualized)	19.06%	0.00%	0.00%	0.00%	19.06%	35.00%
<i>Based on Quarterly Average Employee Counts</i>	1,280	0	0	0	1,280	1,280

		Q1		Q2		Q3		Q4		Year To Date		Last Year	
Case Closure (only EAP cases)													
Resolved within EAP		1	100%	0	0%	0	0%	0	0%	1	100%	26	90%
Referred to benefits resource	Outpatient	0	0%	0	0%	0	0%	0	0%	0	0%	3	10%
Total		1		0		0		0		1		29	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	1	13%	0	0%	0	0%	0	0%	1	13%	0	0%
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
EAP Connect	1	13%	0	0%	0	0%	0	0%	1	13%	5	13%
Email	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Family	1	13%	0	0%	0	0%	0	0%	1	13%	1	3%
Formal Referral	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
HR	1	13%	0	0%	0	0%	0	0%	1	13%	9	23%
Internal	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Online - Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Previous GR User	1	13%	0	0%	0	0%	0	0%	1	13%	1	3%
Unknown	3	38%	0	0%	0	0%	0	0%	3	38%	16	41%
Sub Total												
	8		0		0		0		8		39	
Client Status												
Employee	7	88%	0	0%	0	0%	0	0%	7	88%	32	82%
Dependent	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Retiree	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Spouse	1	13%	0	0%	0	0%	0	0%	1	13%	4	10%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Sub Total												
	8		0		0		0		8		39	
Client Gender												
Female	6	75%	0	0%	0	0%	0	0%	6	75%	22	56%
Male	2	25%	0	0%	0	0%	0	0%	2	25%	12	31%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	5	13%
Sub Total												
	8		0		0		0		8		39	
Client Age Group												
20-29	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
30-39	0	0%	0	0%	0	0%	0	0%	0	0%	3	8%
40-49	1	13%	0	0%	0	0%	0	0%	1	13%	11	28%
50-59	0	0%	0	0%	0	0%	0	0%	0	0%	5	13%
60 +	5	63%	0	0%	0	0%	0	0%	5	63%	7	18%
Unknown	1	13%	0	0%	0	0%	0	0%	1	13%	9	23%
Decline	1	13%	0	0%	0	0%	0	0%	1	13%	2	5%
Sub Total												
	8		0		0		0		8		39	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Job Category (employee data only)												
Administration	0	0%	0	0%	0	0%	0	0%	0	0%	5	16%
Declined	3	43%	0	0%	0	0%	0	0%	3	43%	9	28%
Management	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Office / Clerical	3	43%	0	0%	0	0%	0	0%	3	43%	0	0%
Professional	1	14%	0	0%	0	0%	0	0%	1	14%	13	41%
Service	0	0%	0	0%	0	0%	0	0%	0	0%	3	9%
Technical	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Sub Total												
	7		0		0		0		7		32	
Employee Job Tenure (employee data only)												
Less than 1 year	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%
1 - 4 years	0	0%	0	0%	0	0%	0	0%	0	0%	7	22%
5 - 9 years	1	14%	0	0%	0	0%	0	0%	1	14%	3	9%
10 - 14 years	3	43%	0	0%	0	0%	0	0%	3	43%	4	13%
15 - 19 years	0	0%	0	0%	0	0%	0	0%	0	0%	3	9%
Unknown	3	43%	0	0%	0	0%	0	0%	3	43%	11	34%
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%
Sub Total												
	7		0		0		0		7		32	
GRA User Count												
GRA Unique Users	6		0		0		0		6		29	

	Q1		Q2		Q3		Q4		Year To Date		Last Year		
Employee Assistance Program®													
U.S. Services													
Primary Issue Presented													
Bereavement/Grief	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Depression Related	1	20%	0	0%	0	0%	0	0%	1	20%	2	6%	
Family/Child	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Family/Child - Behavioral Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Family/Child - Family Issues	1	20%	0	0%	0	0%	0	0%	1	20%	3	9%	
Health Crisis	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%	
Interpersonal Issues	1	20%	0	0%	0	0%	0	0%	1	20%	0	0%	
Occupational	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%	
Partner/Relationship	1	20%	0	0%	0	0%	0	0%	1	20%	6	18%	
Psychological	0	0%	0	0%	0	0%	0	0%	0	0%	9	27%	
Stress	0	0%	0	0%	0	0%	0	0%	0	0%	6	18%	
Substance Use Related	1	20%	0	0%	0	0%	0	0%	1	20%	0	0%	
Sub-Total Issues	5		0		0		0		5		33		
Consultation Type													
Face to Face	2	40%	0	0%	0	0%	0	0%	2	40%	21	64%	
Telephone	2	40%	0	0%	0	0%	0	0%	2	40%	1	3%	
Video	1	20%	0	0%	0	0%	0	0%	1	20%	5	15%	
BehavioralExpert	0	0%	0	0%	0	0%	0	0%	0	0%	5	15%	
Supervisor / Management Consult	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	
Sub-Total - Consultations	5		0		0		0		5		33		
Total Number of Issues		5		0		0		0		5		33	
Online Services													
Total Online Services		4		0		0		0		4		70	
Total Product Utilization		9		0		0		0		9		103	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Employee Count						
Total Utilization Rate (% - Annualized)	2.81%	0.00%	0.00%	0.00%	2.81%	8.05%
Based on Quarterly Average employees	1,280	0	0	0	1,280	1,280

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource®												
U.S. Services												
Primary Issue Presented												
Gov't Services-Financial Assistance	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
Gov't Services-Other	1	50%	0	0%	0	0%	0	0%	1	50%	0	0%
Home Improvement-Other	1	50%	0	0%	0	0%	0	0%	1	50%	0	0%
Sub-Total Issues	2		0		0		0		2		1	
Total Number of Issues	2		0		0		0		2		1	
Online Services												
Total Online Services	1	100%	0	0%	0	0%	0	0%	1	100%	57	100%
Total Online Services	1		0		0		0		1		57	
Total Product Utilization	3		0		0		0		3		58	
Employee Count												
Total Utilization Rate (% - Annualized)	0.94%		0.00%		0.00%		0.00%		0.94%		4.53%	
Based on Quarterly Average employees	1,280		0		0		0		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
LegalConnect®												
U.S. Services												
Primary Issue Presented												
Civil	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%
Divorce / Separation	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%
Probate	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Tax	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%
Sub-Total Issues	1		0		0		0		1		5	
Consultation Type												
Consultation and referral (main source)	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Consultation only	1	100%	0	0%	0	0%	0	0%	1	100%	2	40%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%
Sub-Total - Consultations	1		0		0		0		1		5	
Total Number of Issues												
	1		0		0		0		1		5	
Online Services												
Total Online Services	32	100%	0	0%	0	0%	0	0%	32	100%	51	100%
Total Online Services	32		0		0		0		32		51	
Total Product Utilization												
	33		0		0		0		33		56	
Employee Count												
Total Utilization Rate (% - Annualized)	10.31%		0.00%		0.00%		0.00%		10.31%		4.38%	
Based on Quarterly Average employees	1,280		0		0		0		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FinancialConnect SM												
Online Services												
Total Online Services	1	100%	0	0%	0	0%	0	0%	1	100%	20	100%
Total Online Services	1		0		0		0		1		20	
Total Product Utilization												
Employee Count												
Total Utilization Rate (% - Annualized)	0.31%		0.00%		0.00%		0.00%		0.31%		1.56%	
Based on Quarterly Average employees	1,280		0		0		0		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
GuidanceResources Online ®												
GRO User Counts												
Registered Users	3		0		0		0		3		40	
Repeat Users	10		0		0		0		10		40	
Unique Users	11		0		0		0		11		60	
Device Usage Counts (Logins and Registration												
APP	0	0%	0	0%	0	0%	0	0%	0	0%	8	7%
Desktop Browser	21	88%	0	0%	0	0%	0	0%	21	88%	91	78%
Mobile Browser	3	13%	0	0%	0	0%	0	0%	3	13%	17	15%
Total logins and Registrations	24		0		0		0		24		116	
English USA Usage												
Online Topics												
Financial												
Consumer Issues	3	14%	0	0%	0	0%	0	0%	3	14%	11	7%
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	6	4%
Insurance	4	19%	0	0%	0	0%	0	0%	4	19%	1	1%
Personal Finance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Home & Auto												
Driver Safety & Education	1	5%	0	0%	0	0%	0	0%	1	5%	1	1%
Home Safety & Security	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Legal												
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	6	4%
Estate Planning & Elder Law	3	14%	0	0%	0	0%	0	0%	3	14%	7	4%
Family Law	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Lawyers & Court	1	5%	0	0%	0	0%	0	0%	1	5%	1	1%
Lifestyle												
Pets	0	0%	0	0%	0	0%	0	0%	0	0%	4	2%
Relationships												
Child Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Divorce & Domestic Issues	0	0%	0	0%	0	0%	0	0%	0	0%	7	4%
Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Expanding a Family	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Marriage & Relationships	1	5%	0	0%	0	0%	0	0%	1	5%	30	18%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Parenting	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
Special Needs & Gifted Children	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
Wellness												
Addiction	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Emotional Well-being	2	10%	0	0%	0	0%	0	0%	2	10%	34	20%
Fitness & Nutrition	3	14%	0	0%	0	0%	0	0%	3	14%	2	1%
Grief & Loss	0	0%	0	0%	0	0%	0	0%	0	0%	9	5%
Personal Growth	2	10%	0	0%	0	0%	0	0%	2	10%	13	8%
Physical Health	1	5%	0	0%	0	0%	0	0%	1	5%	1	1%
Stress & Anger Management	0	0%	0	0%	0	0%	0	0%	0	0%	5	3%
Work & Education												
College & Graduate School	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
In the Workplace	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
K-12 School	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%
Personal Development	0	0%	0	0%	0	0%	0	0%	0	0%	4	2%
	21		0		0		0		21		168	

On-Demand Trainings

Are You Financially on Track for Retirement?	0	0%	0	0%	0	0%	0	0%	0	0%	2	25%
Balancing Work And Life	0	0%	0	0%	0	0%	0	0%	0	0%	1	13%
Emotional Eating: The Connection Between Mood and Food	0	0%	0	0%	0	0%	0	0%	0	0%	1	13%
Managing Personal Finances	0	0%	0	0%	0	0%	0	0%	0	0%	3	38%
Stress - A Way of Life or Fact of Life?	0	0%	0	0%	0	0%	0	0%	0	0%	1	13%
	0		0		0		0		0		8	

Online Searches Topics

Certified Financial Planner	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%
Child Care Provider	0	0%	0	0%	0	0%	0	0%	0	0%	4	10%
Elder Care Provider	0	0%	0	0%	0	0%	0	0%	0	0%	3	7%
Lawyer	26	100%	0	0%	0	0%	0	0%	26	100%	32	78%
	26		0		0		0		26		41	

Online Asset Type

Article	15	32%	0	0%	0	0%	0	0%	15	32%	98	45%
Assessment	0	0%	0	0%	0	0%	0	0%	0	0%	15	7%
Merchandise	3	6%	0	0%	0	0%	0	0%	3	6%	14	6%
Multimedia	2	4%	0	0%	0	0%	0	0%	2	4%	19	9%
On-Demand Trainings	0	0%	0	0%	0	0%	0	0%	0	0%	8	4%
Resource	1	2%	0	0%	0	0%	0	0%	1	2%	22	10%
Search Database	26	55%	0	0%	0	0%	0	0%	26	55%	41	19%

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Activity Types	47	0	0	0	47	217
Total Product Utilization	47	0	0	0	47	217

STAY AHEAD of Productivity, Performance and Health Issues

Joliet Junior College

Quarterly Utilization Report
Reporting Period Q2 (4/1/2023 - 6/30/2023)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	8	80%	6	60%	0	0%	0	0%	14	70%	11	65%
FamilySource	0	0%	0	0%	0	0%	0	0%	0	0%	2	12%
LegalConnect	2	20%	4	40%	0	0%	0	0%	6	30%	4	24%

Sub Total	10		10		0		0		20		17	
Online Access												
EAP	22	20%	10	24%	0	0%	0	0%	32	21%	27	27%
FamilySource	21	19%	7	17%	0	0%	0	0%	28	18%	10	10%
FinancialConnect	24	22%	6	15%	0	0%	0	0%	30	20%	8	8%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Health & Wellness	10	9%	0	0%	0	0%	0	0%	10	7%	7	7%
Health Care Navigation	0	0%	1	2%	0	0%	0	0%	1	1%	8	8%
LegalConnect	34	31%	17	41%	0	0%	0	0%	51	34%	38	38%

Sub Total	111		41		0		0		152		99	
Combined Access												
EAP	30	25%	16	31%	0	0%	0	0%	46	27%	38	33%
FamilySource	21	17%	7	14%	0	0%	0	0%	28	16%	12	10%
FinancialConnect	24	20%	6	12%	0	0%	0	0%	30	17%	8	7%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Health & Wellness	10	8%	0	0%	0	0%	0	0%	10	6%	7	6%
Health Care Navigation	0	0%	1	2%	0	0%	0	0%	1	1%	8	7%
LegalConnect	36	30%	21	41%	0	0%	0	0%	57	33%	42	36%

Total	121		51		0		0		172		116	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		1	
Critical Incident Debriefing Event Participants	0		0		0		0		0		6	
Training Sessions (number is excluded from overall utilization counts)	2		3		0		0		5		0	
Training Session Participants	13		0		0		0		13		0	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		0		0		0		1	

Total Utilization	134		51		0		0		185		122	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results						
Total Utilization Rate (% - Annualized)	41.88%	15.94%	0.00%	0.00%	28.91%	9.53%
Live Utilization Rate (% - Annualized)	3.13%	3.13%	0.00%	0.00%	3.13%	1.33%
GRO Utilization Rate (% - Annualized)	34.69%	12.81%	0.00%	0.00%	23.75%	7.73%
Other Utilization Rate (% - Annualized)	4.06%	0.00%	0.00%	0.00%	2.03%	0.47%
<i>Based on Quarterly Average Employee Counts</i>	1,280	1,280	0	0	1,280	1,280
Case Closure (only EAP cases)						
Resolved within EAP	1 100%	3 100%	0 0%	0 0%	4 100%	6 86%
Referred to benefits resource Outpatient	0 0%	0 0%	0 0%	0 0%	0 0%	1 14%
Total	1	3	0	0	4	7

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Decline	1	10%	2	20%	0	0%	0	0%	3	15%	2	12%
EAP Connect	0	0%	0	0%	0	0%	0	0%	0	0%	2	12%
Family	0	0%	0	0%	0	0%	0	0%	0	0%	2	12%
Formal Referral	0	0%	1	10%	0	0%	0	0%	1	5%	0	0%
GuidanceResources Online	1	10%	0	0%	0	0%	0	0%	1	5%	0	0%
HR	0	0%	0	0%	0	0%	0	0%	0	0%	2	12%
Internal	0	0%	1	10%	0	0%	0	0%	1	5%	0	0%
Online - Ask the Expert	1	10%	1	10%	0	0%	0	0%	2	10%	1	6%
Previous GR User	3	30%	0	0%	0	0%	0	0%	3	15%	1	6%
Unknown	4	40%	5	50%	0	0%	0	0%	9	45%	6	35%
Sub Total												
	10		10		0		0		20		17	
Client Status												
Employee	9	90%	10	100%	0	0%	0	0%	19	95%	15	88%
Dependent	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Spouse	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Unknown	1	10%	0	0%	0	0%	0	0%	1	5%	0	0%
Sub Total												
	10		10		0		0		20		17	
Client Gender												
Decline	1	10%	0	0%	0	0%	0	0%	1	5%	0	0%
Female	4	40%	7	70%	0	0%	0	0%	11	55%	12	71%
Male	4	40%	3	30%	0	0%	0	0%	7	35%	4	24%
Not Specified	1	10%	0	0%	0	0%	0	0%	1	5%	1	6%
Sub Total												
	10		10		0		0		20		17	
Client Age Group												
13-19	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
20-29	1	10%	0	0%	0	0%	0	0%	1	5%	2	12%
30-39	1	10%	1	10%	0	0%	0	0%	2	10%	4	24%
40-49	0	0%	0	0%	0	0%	0	0%	0	0%	2	12%
50-59	3	30%	4	40%	0	0%	0	0%	7	35%	0	0%
60 +	2	20%	2	20%	0	0%	0	0%	4	20%	5	29%
Unknown	2	20%	1	10%	0	0%	0	0%	3	15%	2	12%
Decline	1	10%	2	20%	0	0%	0	0%	3	15%	1	6%
Sub Total												
	10		10		0		0		20		17	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Job Category (employee data only)												
Declined	8	89%	7	70%	0	0%	0	0%	15	79%	9	60%
Laborer	0	0%	2	20%	0	0%	0	0%	2	11%	0	0%
Office / Clerical	0	0%	0	0%	0	0%	0	0%	0	0%	3	20%
Professional	1	11%	1	10%	0	0%	0	0%	2	11%	3	20%

Sub Total	9		10		0		0		19		15	
Employee Job Tenure (employee data only)												
1 - 4 years	0	0%	1	10%	0	0%	0	0%	1	5%	2	13%
5 - 9 years	0	0%	0	0%	0	0%	0	0%	0	0%	1	7%
10 - 14 years	0	0%	0	0%	0	0%	0	0%	0	0%	3	20%
15 - 19 years	0	0%	2	20%	0	0%	0	0%	2	11%	0	0%
20+ years	1	11%	0	0%	0	0%	0	0%	1	5%	0	0%
Unknown	8	89%	7	70%	0	0%	0	0%	15	79%	8	53%
Decline	0	0%	0	0%	0	0%	0	0%	0	0%	1	7%

Sub Total	9		10		0		0		19		15	
GRA User Count												
GRA Unique Users	9		6		0		0		15		13	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Employee Assistance Program®												
U.S. Services												
Primary Issue Presented												
Anxiety Related	2	25%	0	0%	0	0%	0	0%	2	14%	0	0%
Bereavement/Grief	1	13%	0	0%	0	0%	0	0%	1	7%	0	0%
Depression Related	0	0%	0	0%	0	0%	0	0%	0	0%	2	18%
Family/Child - Family Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	9%
Interpersonal Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	18%
Legal	0	0%	1	17%	0	0%	0	0%	1	7%	0	0%
Occupational	0	0%	2	33%	0	0%	0	0%	2	14%	0	0%
Occupational - Conflict Resolution	1	13%	0	0%	0	0%	0	0%	1	7%	0	0%
Partner/Relationship	0	0%	3	50%	0	0%	0	0%	3	21%	2	18%
Psychological	1	13%	0	0%	0	0%	0	0%	1	7%	1	9%
Stress	3	38%	0	0%	0	0%	0	0%	3	21%	2	18%
Substance Use Related	0	0%	0	0%	0	0%	0	0%	0	0%	1	9%
Sub-Total Issues	8		6		0		0		14		11	
Consultation Type												
Face to Face	2	25%	3	50%	0	0%	0	0%	5	36%	5	45%
Telephone	4	50%	1	17%	0	0%	0	0%	5	36%	5	45%
Video	1	13%	0	0%	0	0%	0	0%	1	7%	1	9%
Bar Association / Consumer Credit Counseling	0	0%	1	17%	0	0%	0	0%	1	7%	0	0%
BehavioralExpert	1	13%	0	0%	0	0%	0	0%	1	7%	0	0%
Supervisor / Management Consult	0	0%	1	17%	0	0%	0	0%	1	7%	0	0%
Sub-Total - Consultations	8		6		0		0		14		11	
Total Number of Issues												
86001411												
Online Services												
Total Online Services												
2210003227												
Total Product Utilization												
3016004638												

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Employee Count						
Total Utilization Rate (% - Annualized)	9.38%	5.00%	0.00%	0.00%	7.19%	2.97%
Based on Quarterly Average employees	1,280	1,280	0	0	1,280	1,280

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource®												
U.S. Services												
Primary Issue Presented												
Gov't Services-Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Home Improvement-Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%
Sub-Total Issues	0		0		0		0		0		2	
Total Number of Issues												
000002												
Online Services												
Total Online Services	21	100%	7	100%	0	0%	0	0%	28	100%	10	100%
Total Online Services	21		7		0		0		28		10	
Total Product Utilization												
217002812												
Employee Count												
Total Utilization Rate (% - Annualized)	6.56%		2.19%		0.00%		0.00%		4.38%		0.94%	
Based on Quarterly Average employees	1,280		1,280		0		0		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
LegalConnect®												
U.S. Services												
Primary Issue Presented												
Civil	1	50%	0	0%	0	0%	0	0%	1	17%	0	0%
Divorce / Separation	1	50%	0	0%	0	0%	0	0%	1	17%	0	0%
Estate Planning	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
Family Law	0	0%	2	50%	0	0%	0	0%	2	33%	1	25%
Guardianship	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Landlord/Tenant	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
Probate	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Sub-Total Issues	2		4		0		0		6		4	
Consultation Type												
Ask the Expert	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Consultation and referral (main source)	2	100%	2	50%	0	0%	0	0%	4	67%	1	25%
Consultation only	0	0%	2	50%	0	0%	0	0%	2	33%	1	25%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Sub-Total - Consultations	2		4		0		0		6		4	
Total Number of Issues												
	2		4		0		0		6		4	
Online Services												
Total Online Services	34	100%	17	100%	0	0%	0	0%	51	100%	38	100%
Total Online Services	34		17		0		0		51		38	
Total Product Utilization												
	36		21		0		0		57		42	
Employee Count												
Total Utilization Rate (% - Annualized)	11.25%		6.56%		0.00%		0.00%		8.91%		3.28%	
Based on Quarterly Average employees	1,280		1,280		0		0		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FinancialConnect SM												
Online Services												
Total Online Services	24	100%	6	100%	0	0%	0	0%	30	100%	8	100%
Total Online Services	24		6		0		0		30		8	
Total Product Utilization												
	24		6		0		0		30		8	
Employee Count												
Total Utilization Rate (% - Annualized)	7.50%		1.88%		0.00%		0.00%		4.69%		0.63%	
Based on Quarterly Average employees	1,280		1,280		0		0		1,280		1,280	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
GuidanceResources Online ®												
GRO User Counts												
Registered Users	25		9		0		0		34		15	
Repeat Users	26		17		0		0		37		24	
Unique Users	40		22		0		0		54		33	
Device Usage Counts (Logins and Registrations)												
APP	6	7%	1	3%	0	0%	0	0%	7	6%	3	5%
Desktop Browser	51	60%	28	78%	0	0%	0	0%	79	65%	55	83%
Mobile Browser	26	31%	6	17%	0	0%	0	0%	32	26%	6	9%
Tablet	2	2%	1	3%	0	0%	0	0%	3	2%	2	3%
Total logins and Registrations	85		36		0		0		121		66	
English USA Usage												
Online Topics												
Financial												
Consumer Issues	12	16%	5	18%	0	0%	0	0%	17	16%	14	20%
Debt & Bankruptcy	4	5%	0	0%	0	0%	0	0%	4	4%	0	0%
Insurance	0	0%	3	11%	0	0%	0	0%	3	3%	6	8%
Personal Finance	14	18%	1	4%	0	0%	0	0%	15	14%	1	1%
Real Estate	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
Tax	0	0%	1	4%	0	0%	0	0%	1	1%	1	1%
Home & Auto												
Driver Safety & Education	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Moving	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Legal												
Criminal Law	0	0%	1	4%	0	0%	0	0%	1	1%	0	0%
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Estate Planning & Elder Law	9	12%	0	0%	0	0%	0	0%	9	9%	4	6%
Family Law	1	1%	4	14%	0	0%	0	0%	5	5%	0	0%
Insurance	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Lawyers & Court	1	1%	0	0%	0	0%	0	0%	1	1%	1	1%
Personal Injury & Health Law	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
Real Estate	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
Tax	0	0%	0	0%	0	0%	0	0%	0	0%	3	4%
Lifestyle												
Food & Beverage	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Pets	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Relationships												
Divorce & Domestic Issues	1	1%	4	14%	0	0%	0	0%	5	5%	0	0%
Elder Care	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Marriage & Relationships	3	4%	3	11%	0	0%	0	0%	6	6%	4	6%
Parenting	0	0%	1	4%	0	0%	0	0%	1	1%	0	0%
Special Needs & Gifted Children	0	0%	0	0%	0	0%	0	0%	0	0%	3	4%
Wellness												
Addiction	2	3%	0	0%	0	0%	0	0%	2	2%	1	1%
Emotional Well-being	17	22%	0	0%	0	0%	0	0%	17	16%	7	10%
Fitness & Nutrition	3	4%	0	0%	0	0%	0	0%	3	3%	6	8%
Grief & Loss	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
Personal Growth	2	3%	1	4%	0	0%	0	0%	3	3%	2	3%
Physical Health	0	0%	4	14%	0	0%	0	0%	4	4%	3	4%
Stress & Anger Management	2	3%	0	0%	0	0%	0	0%	2	2%	0	0%
Work & Education												
Career Development	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
College & Graduate School	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
Personal Development	0	0%	0	0%	0	0%	0	0%	0	0%	6	8%
Working Abroad												
Living & Working Abroad	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
	77		28		0		0		105		71	
On-Demand Trainings												
Communicating Without Conflict With Your Significant Other	0	0%	2	100%	0	0%	0	0%	2	67%	0	0%
Coping With a Crisis or Traumatic Event	1	100%	0	0%	0	0%	0	0%	1	33%	0	0%
The Sandwich Generation - Balancing Your Personal Life with the Needs of Your Elderly Parents	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
	1		2		0		0		3		1	
Online Centers												
Autism	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%
	1		0		0		0		1		0	
Online Searches Topics												
Certified Financial Planner	4	13%	1	9%	0	0%	0	0%	5	12%	0	0%
Child Care Provider	6	19%	0	0%	0	0%	0	0%	6	14%	0	0%
Elder Care Provider	10	31%	0	0%	0	0%	0	0%	10	23%	0	0%
Lawyer	12	38%	10	91%	0	0%	0	0%	22	51%	27	100%
	32		11		0		0		43		27	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Asset Type												
Article	40	36%	19	46%	0	0%	0	0%	59	39%	35	35%
Assessment	4	4%	1	2%	0	0%	0	0%	5	3%	7	7%
Merchandise	12	11%	5	12%	0	0%	0	0%	17	11%	16	16%
Multimedia	8	7%	0	0%	0	0%	0	0%	8	5%	9	9%
On-Demand Trainings	1	1%	2	5%	0	0%	0	0%	3	2%	1	1%
Online Centers	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%
Resource	13	12%	3	7%	0	0%	0	0%	16	11%	4	4%
Search Database	32	29%	11	27%	0	0%	0	0%	43	28%	27	27%
Total Activity Types	111		41		0		0		152		99	
Total Product Utilization	111		41		0		0		152		99	