

### 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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**DATE: August 14, 2023** 

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**TO:** Prospective Respondents

**SUBJECT:** Addendum No. 2

**PROJECT NAME:** Employee Assistance Program (EAP) & Mental Health Support Services

JJC PROJECT NO.: R24003

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

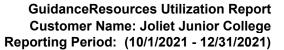
I acknowledge receipt of Addeno	lum #2.
Company Name	
Printed Name	
Title	
Signature	



# STAY AHEAD of Productivity, Performance and Health Issues

### **Joliet Junior College**

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

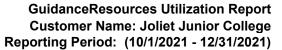




	Q1		Q2	Q3		Q4		Year To Date		Last Year		
Access To Services												
Telephone/Email Access												
EAP	8	73%	13	87%	7	100%	5	83%	33	85%	17	65%
FamilySource	0	0%	0	0%	0	0%	1	17%	1	3%	0	0%
FinancialConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	8%
LegalConnect	3	27%	2	13%	0	0%	0	0%	5	13%	7	27%
Sub Total		11		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	2	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	2	256	2	262
Additional EAP Services												
Critical Incident Debriefing Sessions (number is		0		0		0		1		1		1
excluded from overall utilization counts)												
Critical Incident Debriefing Event Participants		0		0		0		3		3		0
Training Sessions (number is excluded from		0		0		2		5		7		0
overall utilization counts)												
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	4	148		262

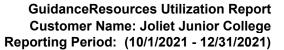


		Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results							
Total Utilization Rate (% - A	annualized)	26.56%	14.69%	42.81%	55.94%	35.00%	20.47%
Based on Quarterly Average Em	ployee Counts	1,280	1,280	1,280	1,280	1,280	1,280
Case Closure (only EAP cases)							
Resolved within EAP		7 88%	10 100%	3 100%	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	Year To Date		t 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			
imployee Job Category (employee data or	nly)											
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



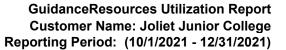
	Q1 Q2 Q3						(	<b>Q</b> 4	Year	To Date	Last Year	
			Employe	ee Assistar	nce Prog	ram <sup>®</sup>						
.S. Services												
rimary Issue Presented												
Anxiety Related	0	0%	0	0%	0	0%	0	0%	0	0%	3	18%
Bereavement/Grief	0	0%	1	8%	0	0%	0	0%	1	3%	1	6%
Depression Related	1	13%	1	8%	0	0%	0	0%	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
onsultation 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%
•	0	0%	1	8%	0	0%	0	0%	1	3%	1	6%
Supervisor / Management Consult								5		33		17
Supervisor / Management Consult Sub-Total - Consultations		8		13		7		3		33		• •



	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
		FamilySou	ırce <sup>®</sup>			
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%
Based on Quarterly Average employees	1,280	1,280	1,280	1,280	1,280	1,280





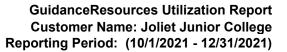
		Q1	(	Q2		23		Q4	Year	To Date	Las	t Year
				LegalConi	nect <sup>®</sup>							
J.S. Services												
Primary Issue Presented												
Child Custody	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Civil	0	0%	2	100%	0	0%	0	0%	2	40%	1	14%
Divorce / Separation	2	67%	0	0%	0	0%	0	0%	2	40%	0	0%
Estate Planning	0	0%	0	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
After Hours Report Consultation and referral (main source) Consultation only	0 1 1	0% 33% 33%	0 0 1	0% 0% 50%	0 0 0	0% 0% 0%	0 0 0	0% 0% 0%	0 1 2	0% 20% 40%	1 1 3	14% 14% 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

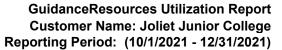


	Q1	Q2	Q3	Q4	Year To Date	Last Year
		FinancialCo	SM nnect			
U.S. Services						
Primary Issue Presented						
Credit Card Debt	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%
Mortgages, credit card & other debt	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%
Sub-Total Issues	0	0	0	0	0	2
Consultation Type						
Consultation only	0 0%	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



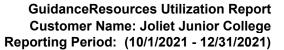


		Q1	(	Q2	(	<b>Q</b> 3		Q4	Year 1	Γο Date	Last	Year
			Guidar	nceResour	ces Onli	ne <sup>®</sup>						
GRO User Counts												
Registered Users		14		5		11		10	40	0		112
Repeat Users		14		13		11		12	40	0		40
Unique Users		21		16		18		18	60	0		112
Device Usage Counts (Logins and Registration												
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%
<b>Total logins and Registrations</b>		34	;	30		25	2	27	1	116	1	87
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%
01042022-194839				CONFIDEN	JTIAI						Pa	ge 12 of 1





		Q1	(	Q2	(	Q3	(	<b>Q</b> 4	Year '	To Date	Las	t 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%
The Community		<b>2</b>		0		<b>4</b>		2		8		8
		_		U		7		_		U		J





		Q1		Q2		Q3		<b>Q4</b>	Year	To Date	Las	t 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	2	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)



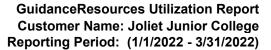
		Q1		Q2		23		Q4	Year <sup>-</sup>	Γο Date	Las	t Year
Access To Services												
Telephone/Email Access												
EAP	5	63%	0	0%	0	0%	0	0%	5	63%	33	85%
FamilySource	2	25%	0	0%	0	0%	0	0%	2	25%	1	3%
LegalConnect	1	13%	0	0%	0	0%	0	0%	1	13%	5	13%
Sub Total		8		0		0		0		8		39
Online Access												
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	2	256
Additional EAP Services												
Critical Incident Debriefing Sessions (number is		1		0		0		0		1		1
excluded from overall utilization counts)												
Critical Incident Debriefing Event Participants		6		0		0		0		6		3
Training Sessions (number is excluded from		0		0		0		0		0		7
overall utilization counts)												
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%
Based on Quarterly Average Employee Counts	1,280	0	0	0	1,280	1,280

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	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 Outpatien	t 0 0%	0 0%	0 0%	0 0%	0 0%	3 10%
Total	1	0	0	0	1	29





		<b>Q1</b>	C	<b>Q2</b>		23		Q4	Year	To Date	Las	t 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	C	Q2	C	23	C	<b>Q</b> 4	Year <sup>-</sup>	To Date	Las	t 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	_	)3		Q4	Year	To Date	Las	t Year
			Employe	e Assistar	nce Progr	am <sup>®</sup>						
I.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	<u>-</u>	5		33
				•		•						20
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



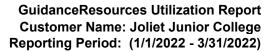
	Q1	Q2	Q3	Q4	Year To Date	Last Year
		FamilySou	urce <sup>®</sup>			
U.S. Services						
Primary Issue Presented						
Gov't Services-Financial Assistance	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Gov't Services-Other	1 50%	0 0%	0 0%	0 0%	1 50%	0 0%
Home Improvement-Other	1 50%	0 0%	0 0%	0 0%	1 50%	0 0%
Sub-Total 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
		LegalConi	nect <sup>®</sup>			
J.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

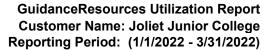


	Q1	Q2	Q3	Q4	Year To Date	Last Year
		FinancialCo	SM nnect			
Online Services						
Total Online Services	1 100%	0 0%	0 0%	0 0%	1 100%	20 100%
Total Online Services	1	0	0	0	1	20
Total Product Utilization	1	0	0	0	1	20
Employee Count						
Total Utilization Rate (% - Annualized)	0.31%	0.00%	0.00%	0.00%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





		Q1		Q2		)3		Q4	Year <sup>-</sup>	To Date	Last	Year
			Guidan	ceResour	ces Onlin	ie ®						
GRO User Counts												
Registered Users		3		0		0		0	3	3		40
Repeat Users		10		0		0		0	1			40
Unique Users		11		0		0		0	1			60
Device Usage Counts (Logins and Registration												
		00/	0	00/		00/	0	00/	•	00/	•	70/
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	1	16
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	_	20/	•	00/	•	20/	•	00/	_	00/		40/
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%
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	(	Q1	(	<b>Q</b> 2	C	<b>Q</b> 3	C	Q4	Year	To Date	Las	t 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%
Nork & 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%
04042022-194839				CONFIDEN	NTIAL							ige 12 o
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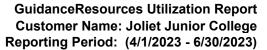
	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Activity Types	47	0	0	0	47	217
Total Product Utilization	47	0	0	0	47	217



# STAY AHEAD of Productivity, Performance and Health Issues

### **Joliet Junior College**

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

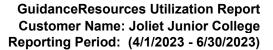




	(	Q1		Q2		23		<b>Q4</b>	Year <sup>-</sup>	To Date	Last	Year
Access To Services												
Telephone/Email Access												
EAP	8	80%	6	60%	0	0%	0	0%	14	70%	11	65%
FamilySource	0	0%	0	0%	0	0%	0	0%	0	0%	2	12%
LegalConnect	2	20%	4	40%	0	0%	0	0%	6	30%	4	24%
Sub Total		10		10		0		0		20		17
Online Access												
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	1	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	1	172	,	116
Additional EAP Services												
Critical Incident Debriefing Sessions (number is		0		0		0		0		0		1
excluded from overall utilization counts)												
Critical Incident Debriefing Event Participants		0		0		0		0		0		6
Training Sessions (number is excluded from		2		3		0		0		5		0
overall utilization counts)												
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	1	185	1	22



		Q1		Q2	Q	3	Q	4	Year	To Date	Last	t Year
Utilization Results												
Total Utilization Rate (% - Annua	alized)	41.88%	,	15.94%	0.0	0%	0.00	0%	2	8.91%	9	.53%
Live Utilization Rate (% - Anni	ualized)	3.13%		3.13%	0.00	0%	0.00	0%		3.13%	1	.33%
GRO Utilization Rate (% - Anr	nualized)	34.69%	)	12.81%	0.00	0%	0.00	0%	2	3.75%	7	7.73%
Other Utilization Rate (% - An	nualized)	4.06%	)	0.00%	0.0	0%	0.00	0%		2.03%	(	).47%
Based on Quarterly Average Employe	ee Counts	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%	1	14%
Total		1		3	(	) )	(	0		4		7





		Q1		Q2		23		Q4	Year '	To Date	Las	t 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		23		Q4	Year	To Date	Las	t 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



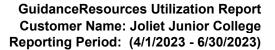
	(	Q1	_	Q2		23		4	Year <sup>*</sup>	To Date	Las	t Year
			Employe	ee Assistar	nce Progr	ram <sup>®</sup>						
I.S. Services												
rimary Issue Presented												
Anxiety Related	2	25%	0	0%	0	0%	0	0%	2	14%	0	0%
Bereavement/Grief	1	13%	0	0%	0	0%	0	0%	1	7%	0	0%
Depression Related	0	0%	0	0%	0	0%	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				/		-01		-01	_		_	4-0
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	09
Sub-Total - Consultations		8		6		0		0		14		11
Total Number of Issues		8		6		0		0		14		11
Online Services												
Total Online Services		22		10		0		0		32		27
Total Product Utilization		30		16		0		0		46		38



		Q1	Q2	Q3	Q4	Year To Date	Last Year	
I	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
		FamilySou	rce <sup>®</sup>			
J.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	0	0	0	0	0	2
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	21	7	0	0	28	12
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

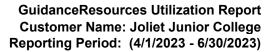




		Q1		Q2		23		<b>1</b> 4	Year <sup>-</sup>	To Date	Las	t Year
				LegalConi	nect <sup>®</sup>							
S. Services												
imary Issue Presented												
Civil	1	50%	0	0%	0	0%	0	0%	1	17%	0	0%
Divorce / Separation	1	50%	0	0%	0	0%	0	0%	1	17%	0	0%
Estate Planning	0	0%	1	25%	0	0%	0	0%	1	17%	0	0%
<sup>-</sup> amily 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%
_andlord/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%
Гах	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Sub-Total Issues		2		4		0		0		6		4
onsultation 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
nline 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
nployee Count												
Total Utilization Rate (% - Annualized)	11	.25%	6	.56%	0.0	00%	0.0	00%	8.	91%	3	.28%



	Q1	Q2	Q3	Q4	Year To Date	Last Year
		FinancialCo	SM nnect			
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		
			Guidar	nceResour	ces Onlir	ne ®							
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 Registration													
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%	
<b>Total logins and Registrations</b>		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%	
07042023-194839				CONFIDEN	ITIAL						Pa	age 11 of 13	



	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	1	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%
							•		<del></del>			



		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	