



UTILIZATION REPORT

FOR



County of Monterey

March 01, 2020 - February 28, 2021

UTILIZATION REPORT
County of Monterey
 March 01, 2020 - February 28, 2021 on New Cases

UTILIZATION RATE SUMMARY

Type	Count	%	Users	%
Counseling Cases	192	47.9%	192	14.6%
Information/Referral Services	153	38.2%	153	11.6%
WorkLife Cases	2	00.5%	2	00.2%
Organization Services	11	02.7%	116	08.8%
Web Hits	N/A	N/A	809	61.5%
Supervisor Referral	0	00.0%	0	00.0%
Legal and Financial	43	10.7%	43	03.3%
Total	401	100%	1315	100%

Utilization Rate	Weighted Population :	5300
Total Current Period Rate		4.68%
Total Annualized Utilization Rate		4.68%
Clients Serviced Current Period Rate		21.92%
Total Clients Serviced Annualized Utilization Rate		21.92%

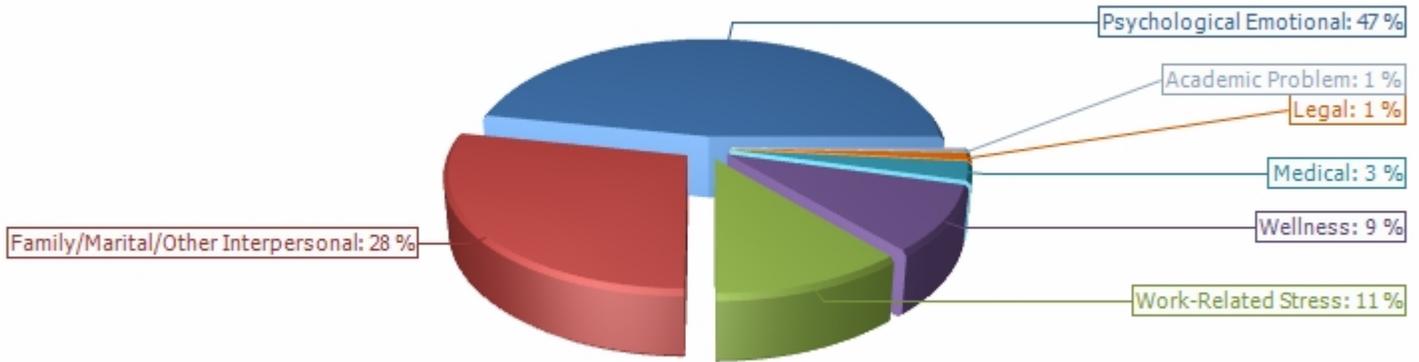
New/Ongoing Cases Summary		Closed Case Count	
Total New Cases	237	Total Cases Closed	29
Total Open Cases At 3/1/2020	259		
Total Open Cases At 2/28/2021	467		

Historical Utilization				
3/1/2015-2/28/2016	3/1/2016-2/28/2017	3/1/2017-2/28/2018	3/1/2018-2/28/2019	3/1/2019-2/28/2020
No Data	No Data	No Data	10.44%	7.87%

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Primary Presenting Problem

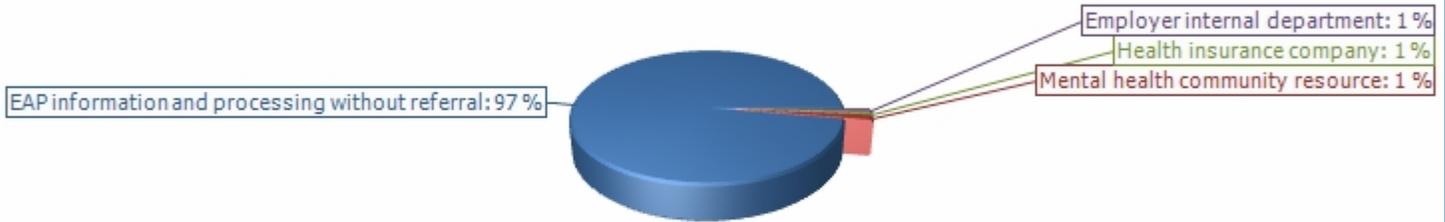


Primary Presenting Problem	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Academic Problem	0	0.00%	0	0.00%	1	1.89%	0	0.00%	1	0.52%	2	0.85%
Alcohol Abuse/Dependence	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.85%
Family/Marital/Other Interpersonal	11	29.73%	12	22.64%	15	28.30%	16	32.65%	54	28.13%	79	33.62%
Legal	0	0.00%	0	0.00%	1	1.89%	1	2.04%	2	1.04%	1	0.43%
Medical	1	2.70%	2	3.77%	1	1.89%	1	2.04%	5	2.60%	3	1.28%
Psychological Emotional	18	48.65%	21	39.62%	27	50.94%	24	48.98%	90	46.88%	101	42.98%
Wellness	4	10.81%	7	13.21%	2	3.77%	5	10.20%	18	9.38%	6	2.55%
Work-Related Stress	3	8.11%	11	20.75%	6	11.32%	2	4.08%	22	11.46%	41	17.45%
	37	100 %	53	100 %	53	100 %	49	100 %	192	100 %	235	100 %

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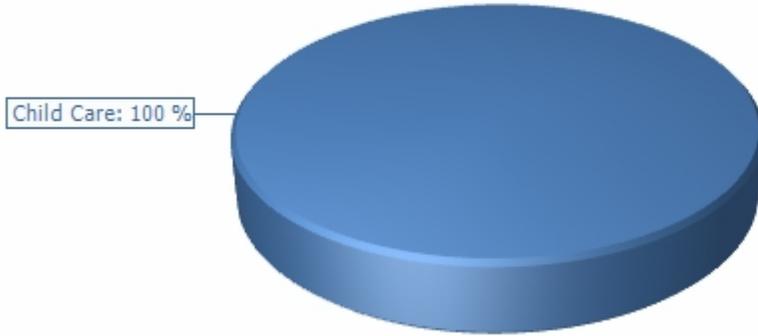
Information/Referral Services



Information/Referral Services	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
EAP information and processing without refi	28	96.55%	36	100.00%	43	95.56%	42	97.67%	149	97.39%	207	99.04%
Employer internal department	0	0.00%	0	0.00%	0	0.00%	1	2.33%	1	0.65%	0	0.00%
Health insurance company	0	0.00%	0	0.00%	1	2.22%	0	0.00%	1	0.65%	2	0.96%
Mental health community resource	1	3.45%	0	0.00%	1	2.22%	0	0.00%	2	1.31%	0	0.00%
	29	100 %	36	100 %	45	100 %	43	100 %	153	100 %	209	100 %

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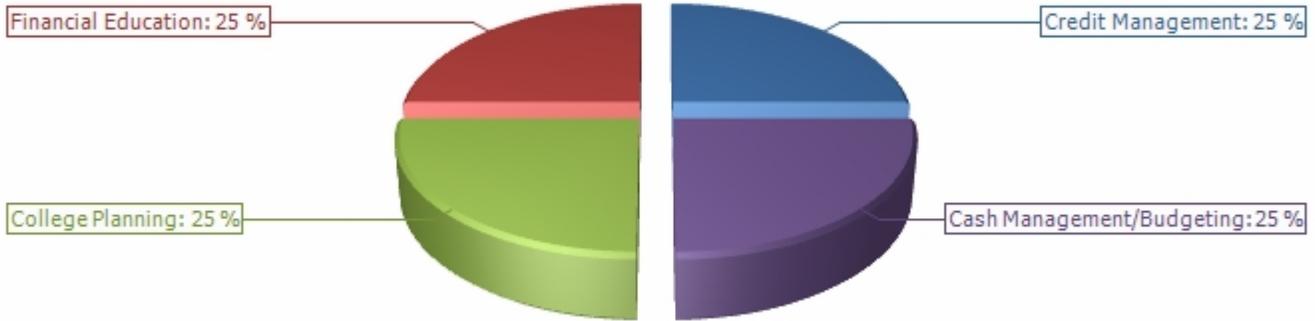
Work-Life Services



Work-Life Services	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Child Care	0	0.00%	0	0.00%	1	100.00%	1	100.00%	2	100.00%	3	75.00%
Higher Education	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	25.00%
	0	0 %	0	0 %	1	100 %	1	100 %	2	100 %	4	100 %

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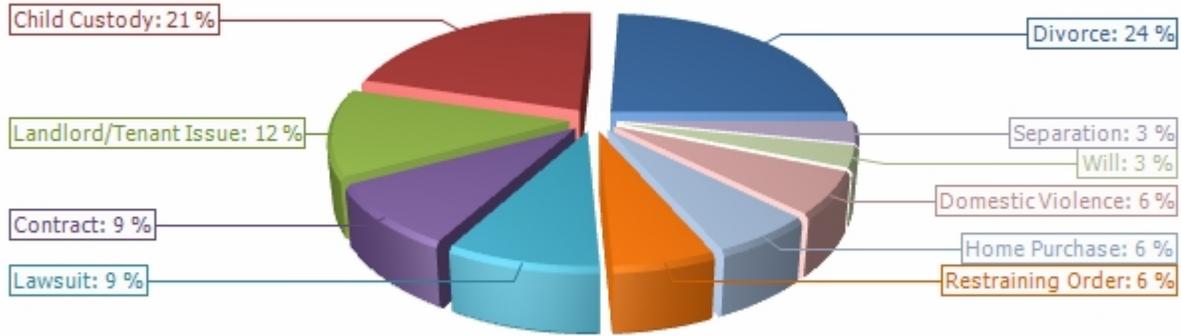
Financial Services



Financial Services	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Auto/Home Loans	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	11.11%
Bankruptcy	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	11.11%
Budget Coaching	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	11.11%
Cash Management/Budgeting	0	0.00%	0	0.00%	1	50.00%	0	0.00%	1	25.00%	0	0.00%
College Planning	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	25.00%	0	0.00%
Credit Management	0	0.00%	1	100.00%	0	0.00%	0	0.00%	1	25.00%	1	11.11%
Financial Education	0	0.00%	0	0.00%	1	50.00%	0	0.00%	1	25.00%	0	0.00%
Financial Planning	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	22.22%
Investment	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	11.11%
Taxes	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	22.22%
	0	0%	1	100%	2	100%	1	100%	4	100%	9	100%

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Legal Service



Legal Service	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Auto Accident	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	5.66%
Child Custody	1	9.09%	2	22.22%	2	25.00%	2	18.18%	7	17.95%	9	16.98%
Child Support	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.56%	2	3.77%
Contract	1	9.09%	2	22.22%	0	0.00%	0	0.00%	3	7.69%	4	7.55%
Divorce	1	9.09%	1	11.11%	3	37.50%	3	27.27%	8	20.51%	10	18.87%
Domestic Violence	0	0.00%	0	0.00%	0	0.00%	2	18.18%	2	5.13%	0	0.00%
DUI	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.89%
Elder Care	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.89%
Financial	1	9.09%	0	0.00%	0	0.00%	0	0.00%	1	2.56%	2	3.77%
Grandparents Rights	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.89%
Guardianship	0	0.00%	0	0.00%	1	12.50%	0	0.00%	1	2.56%	1	1.89%
Home Purchase	1	9.09%	0	0.00%	0	0.00%	1	9.09%	2	5.13%	1	1.89%
Landlord/Tenant Issue	0	0.00%	2	22.22%	1	12.50%	1	9.09%	4	10.26%	1	1.89%
Lawsuit	1	9.09%	1	11.11%	1	12.50%	0	0.00%	3	7.69%	0	0.00%
POA	1	9.09%	0	0.00%	0	0.00%	0	0.00%	1	2.56%	0	0.00%
Probate	0	0.00%	0	0.00%	0	0.00%	1	9.09%	1	2.56%	2	3.77%
Property Liability	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	5.66%
Restraining Order	2	18.18%	0	0.00%	0	0.00%	0	0.00%	2	5.13%	2	3.77%
Separation	0	0.00%	1	11.11%	0	0.00%	0	0.00%	1	2.56%	0	0.00%
Single Will Kit	1	9.09%	0	0.00%	0	0.00%	0	0.00%	1	2.56%	2	3.77%
Small Claims	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.89%

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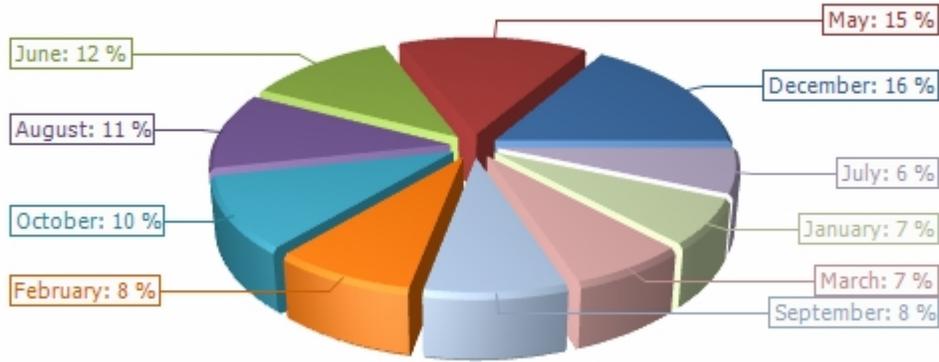
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Legal Service

Name	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Tax Assistance	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	3.77%
Will	1	9.09%	0	0.00%	0	0.00%	0	0.00%	1	2.56%	5	9.43%
	11	100 %	9	100 %	8	100 %	11	100 %	39	100 %	53	100 %

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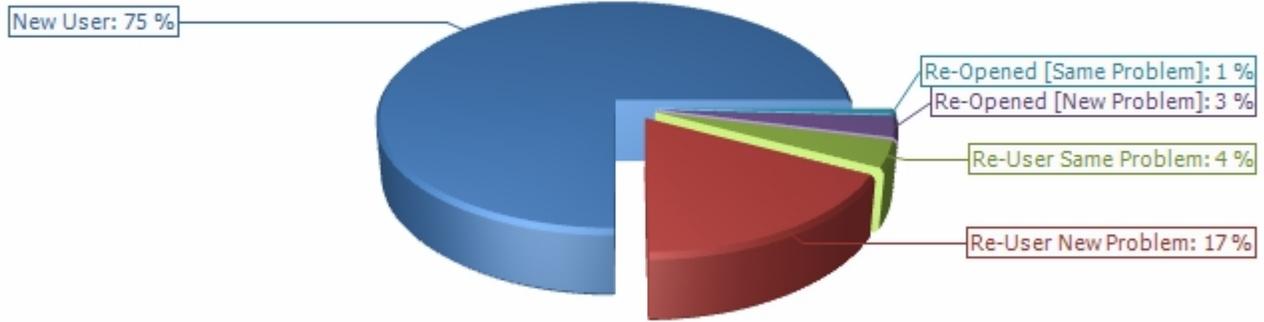
Web Hits



Web Hits	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
April	42	21.21%	0	0.00%	0	0.00%	0	0.00%	42	5.19%	76	10.80%
August	0	0.00%	77	37.38%	0	0.00%	0	0.00%	77	9.52%	75	10.65%
December	0	0.00%	0	0.00%	0	0.00%	118	52.21%	118	14.59%	29	4.12%
February	0	0.00%	0	0.00%	0	0.00%	61	26.99%	61	7.54%	0	0.00%
January	0	0.00%	0	0.00%	0	0.00%	47	20.80%	47	5.81%	26	3.69%
July	0	0.00%	45	21.84%	0	0.00%	0	0.00%	45	5.56%	106	15.06%
June	0	0.00%	84	40.78%	0	0.00%	0	0.00%	84	10.38%	51	7.24%
March	50	25.25%	0	0.00%	0	0.00%	0	0.00%	50	6.18%	104	14.77%
May	106	53.54%	0	0.00%	0	0.00%	0	0.00%	106	13.10%	71	10.09%
November	0	0.00%	0	0.00%	44	24.58%	0	0.00%	44	5.44%	33	4.69%
October	0	0.00%	0	0.00%	74	41.34%	0	0.00%	74	9.15%	75	10.65%
September	0	0.00%	0	0.00%	61	34.08%	0	0.00%	61	7.54%	58	8.24%
Total	198	100 %	206	100 %	179	100 %	226	100 %	809	100 %	704	100 %

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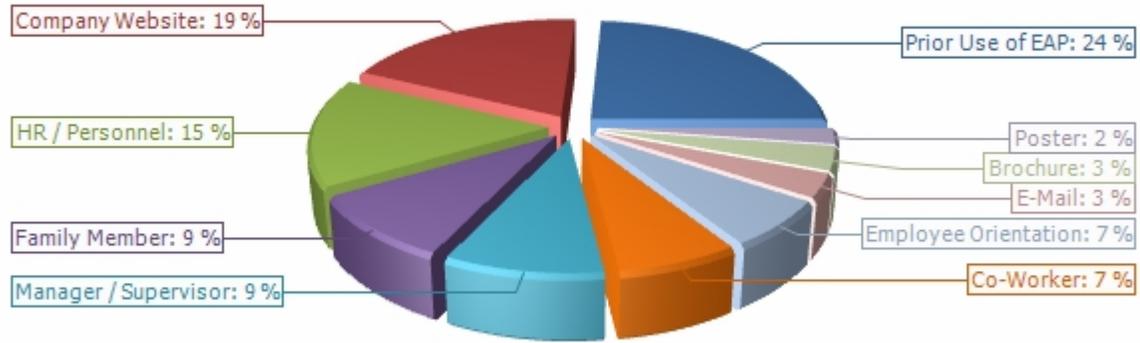
Case Status



Case Status	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
New User	38	79.17%	44	69.84%	48	75.00%	48	77.42%	178	75.11%	265	88.04%
Re-Opened [New Problem]	2	4.17%	1	1.59%	2	3.13%	2	3.23%	7	2.95%	3	1.00%
Re-Opened [Same Problem]	0	0.00%	1	1.59%	0	0.00%	1	1.61%	2	0.84%	1	0.33%
Re-User New Problem	5	10.42%	15	23.81%	13	20.31%	8	12.90%	41	17.30%	29	9.63%
Re-User Same Problem	3	6.25%	2	3.17%	1	1.56%	3	4.84%	9	3.80%	2	0.66%
Unknown	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.33%
	48	100 %	63	100 %	64	100 %	62	100 %	237	100 %	301	100 %

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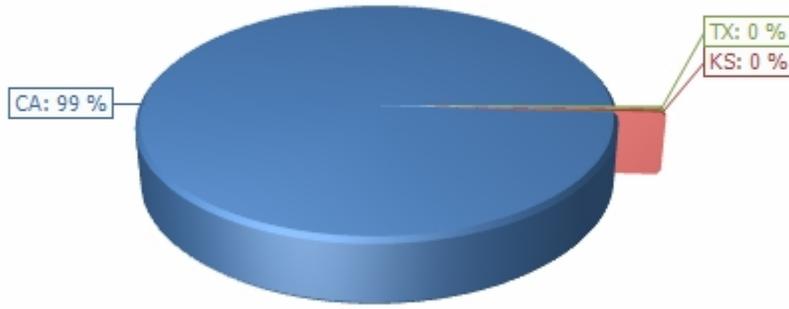
Program Awareness



Program Awareness	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Brochure	0	0.00%	4	7.55%	1	1.89%	1	2.04%	6	3.13%	13	5.53%
Co. Newsletter	0	0.00%	1	1.89%	1	1.89%	1	2.04%	3	1.56%	2	0.85%
Company Website	6	16.22%	11	20.75%	7	13.21%	10	20.41%	34	17.71%	11	4.68%
Co-Worker	3	8.11%	6	11.32%	1	1.89%	3	6.12%	13	6.77%	18	7.66%
E-Mail	0	0.00%	1	1.89%	3	5.66%	2	4.08%	6	3.13%	14	5.96%
Employee Orientation	2	5.41%	1	1.89%	4	7.55%	5	10.20%	12	6.25%	3	1.28%
Family Member	6	16.22%	2	3.77%	6	11.32%	3	6.12%	17	8.85%	29	12.34%
Health Fair	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.43%
HR / Personnel	6	16.22%	5	9.43%	7	13.21%	9	18.37%	27	14.06%	37	15.74%
Insurance	0	0.00%	0	0.00%	0	0.00%	1	2.04%	1	0.52%	1	0.43%
Intranet	0	0.00%	0	0.00%	2	3.77%	0	0.00%	2	1.04%	25	10.64%
Manager / Supervisor	1	2.70%	5	9.43%	7	13.21%	4	8.16%	17	8.85%	24	10.21%
Manager Training	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	2.55%
Medical Department	1	2.70%	1	1.89%	0	0.00%	0	0.00%	2	1.04%	1	0.43%
Not Answered	1	2.70%	0	0.00%	0	0.00%	0	0.00%	1	0.52%	0	0.00%
Other	1	2.70%	1	1.89%	0	0.00%	2	4.08%	4	2.08%	8	3.40%
Poster	2	5.41%	1	1.89%	1	1.89%	0	0.00%	4	2.08%	3	1.28%
Prior Use of EAP	8	21.62%	14	26.42%	13	24.53%	8	16.33%	43	22.40%	35	14.89%
Unknown	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	1.28%
Unspecified	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.43%
	37	100 %	53	100 %	53	100 %	49	100 %	192	100 %	235	100 %

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Top Location of Clients

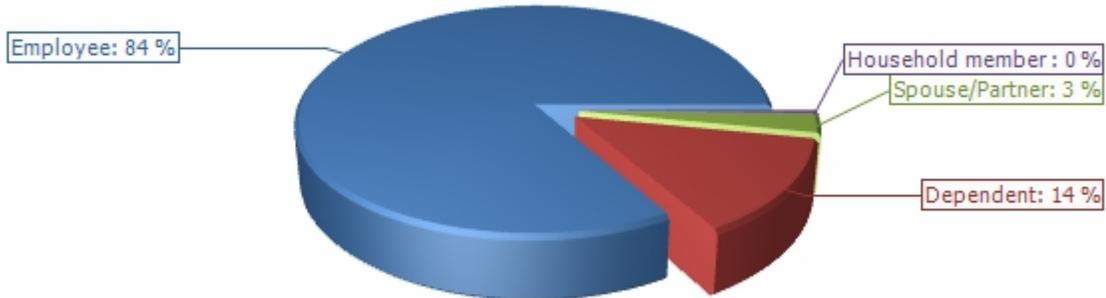


Top Location of Clients	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
CA	48	100.00%	62	98.41%	64	100.00%	61	98.39%	235	99.16%	301	100.00%
KS	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.42%	0	0.00%
TX	0	0.00%	1	1.59%	0	0.00%	0	0.00%	1	0.42%	0	0.00%
	48	100 %	63	100 %	64	100 %	62	100 %	237	100 %	301	100 %

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Relationship of Client to Employee



Relationship of Client to Employee	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Dependent	8	16.67%	7	11.11%	11	17.19%	6	9.68%	32	13.50%	43	14.29%
Employee	37	77.08%	56	88.89%	50	78.13%	55	88.71%	198	83.54%	234	77.74%
Household member	0	0.00%	0	0.00%	1	1.56%	0	0.00%	1	0.42%	0	0.00%
Other	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.66%
Spouse/Partner	3	6.25%	0	0.00%	2	3.13%	1	1.61%	6	2.53%	11	3.65%
Student	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.33%
Unknown	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10	3.32%
	48	100 %	63	100 %	64	100 %	62	100 %	237	100 %	301	100 %

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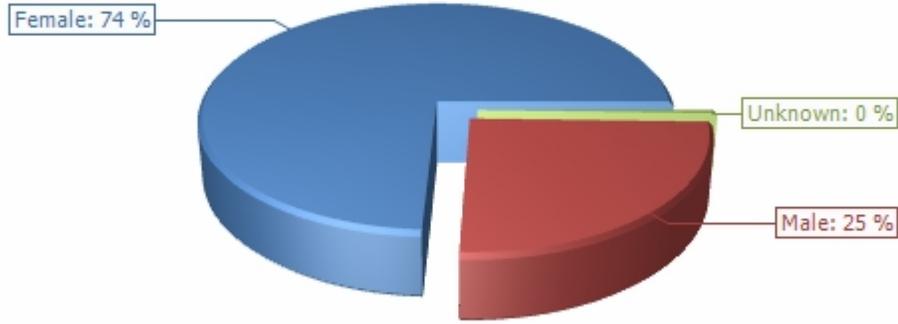
Tenure of Employee



Tenure of Employee	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
0-5	14	37.84%	18	33.96%	14	26.42%	6	12.24%	52	27.08%	91	38.72%
11-15	6	16.22%	7	13.21%	12	22.64%	8	16.33%	33	17.19%	40	17.02%
1-4 Years	0	0.00%	3	5.66%	3	5.66%	0	0.00%	6	3.13%	0	0.00%
1-5	0	0.00%	0	0.00%	1	1.89%	8	16.33%	9	4.69%	0	0.00%
16-20	9	24.32%	4	7.55%	7	13.21%	7	14.29%	27	14.06%	22	9.36%
21-25	3	8.11%	6	11.32%	2	3.77%	3	6.12%	14	7.29%	24	10.21%
26-30	0	0.00%	2	3.77%	3	5.66%	4	8.16%	9	4.69%	4	1.70%
30+	1	2.70%	2	3.77%	4	7.55%	2	4.08%	9	4.69%	5	2.13%
6-10	3	8.11%	10	18.87%	4	7.55%	4	8.16%	21	10.94%	43	18.30%
Less Than 1	0	0.00%	0	0.00%	0	0.00%	3	6.12%	3	1.56%	0	0.00%
Less than 1 Year	0	0.00%	1	1.89%	2	3.77%	4	8.16%	7	3.65%	0	0.00%
Not Answered	1	2.70%	0	0.00%	1	1.89%	0	0.00%	2	1.04%	1	0.43%
Unknown	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	1.28%
Unspecified	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.85%
	37	100 %	53	100 %	53	100 %	49	100 %	192	100 %	235	100 %

UTILIZATION REPORT
County of Monterey
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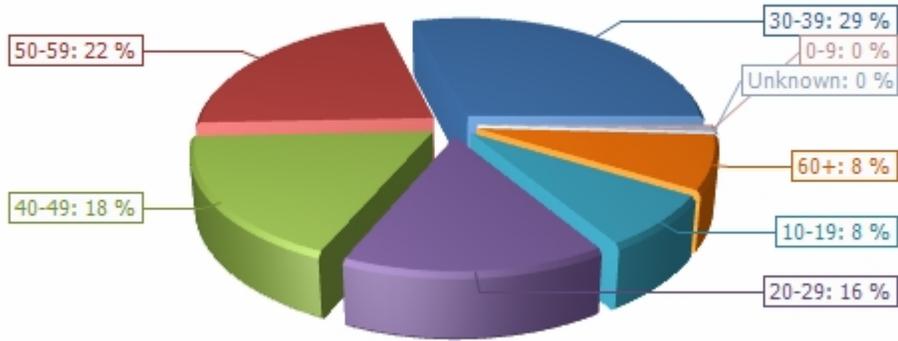
Client Gender



Client Gender	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Female	34	70.83%	47	74.60%	47	73.44%	48	77.42%	176	74.26%	231	76.74%
Male	13	27.08%	16	25.40%	17	26.56%	14	22.58%	60	25.32%	68	22.59%
Unknown	1	2.08%	0	0.00%	0	0.00%	0	0.00%	1	0.42%	2	0.66%
	48	100 %	63	100 %	64	100 %	62	100 %	237	100 %	301	100 %

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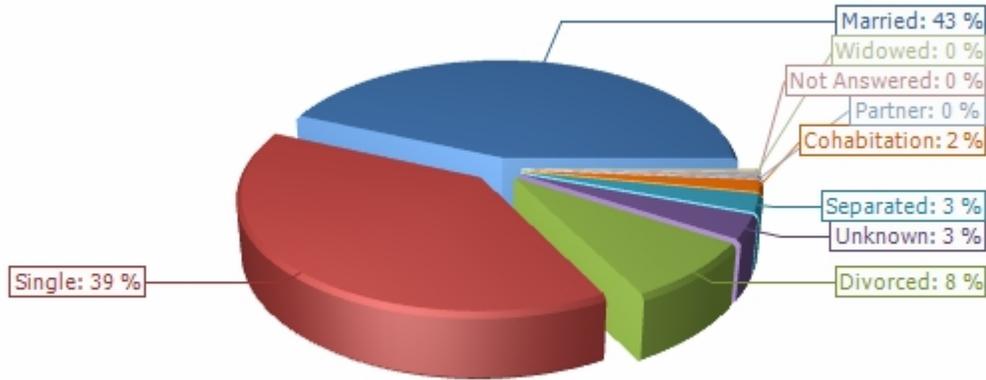
Client Age Range



Client Age Range	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
0-9	0	0.00%	1	1.59%	0	0.00%	0	0.00%	1	0.42%	2	0.66%
10-19	2	4.17%	5	7.94%	7	10.94%	4	6.45%	18	7.59%	29	9.63%
20-29	8	16.67%	5	7.94%	11	17.19%	13	20.97%	37	15.61%	26	8.64%
30-39	14	29.17%	19	30.16%	22	34.38%	14	22.58%	69	29.11%	83	27.57%
40-49	12	25.00%	10	15.87%	6	9.38%	14	22.58%	42	17.72%	70	23.26%
50-59	9	18.75%	15	23.81%	13	20.31%	14	22.58%	51	21.52%	65	21.59%
60+	2	4.17%	8	12.70%	5	7.81%	3	4.84%	18	7.59%	24	7.97%
Unknown	1	2.08%	0	0.00%	0	0.00%	0	0.00%	1	0.42%	2	0.66%
	48	100 %	63	100 %	64	100 %	62	100 %	237	100 %	301	100 %

UTILIZATION REPORT
County of Monterey
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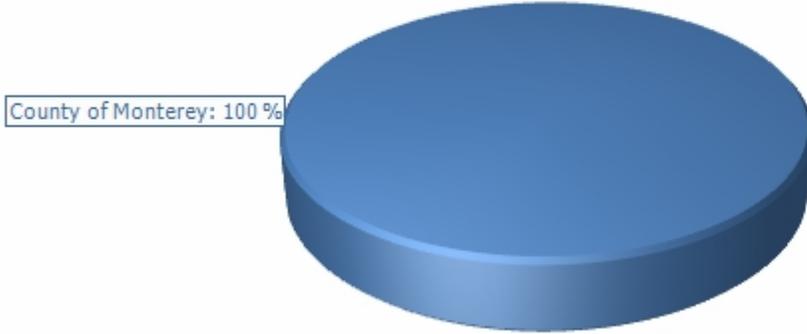
Client Marital Status



Client Marital Status	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
Cohabitation	1	2.08%	1	1.59%	1	1.56%	1	1.61%	4	1.69%	3	1.00%
Common-law	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.66%
Divorced	1	2.08%	6	9.52%	7	10.94%	6	9.68%	20	8.44%	16	5.32%
Married	22	45.83%	29	46.03%	29	45.31%	23	37.10%	103	43.46%	134	44.52%
Not Answered	0	0.00%	1	1.59%	0	0.00%	0	0.00%	1	0.42%	0	0.00%
Partner	0	0.00%	0	0.00%	1	1.56%	0	0.00%	1	0.42%	2	0.66%
Separated	1	2.08%	0	0.00%	1	1.56%	4	6.45%	6	2.53%	8	2.66%
Single	22	45.83%	24	38.10%	23	35.94%	24	38.71%	93	39.24%	97	32.23%
Unknown	1	2.08%	2	3.17%	2	3.13%	3	4.84%	8	3.38%	33	10.96%
Unspecified	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.66%
Widowed	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.42%	4	1.33%
	48	100 %	63	100 %	64	100 %	62	100 %	237	100 %	301	100 %

UTILIZATION REPORT
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Division Report



Division Report	3/1 - 5/31		6/1 - 8/31		9/1 - 11/30		12/1 - 2/28		3/2020 - 2/2021		3/2019 - 2/2020	
	#	%	#	%	#	%	#	%	#	%	#	%
County of Monterey	48	100.00%	63	100.00%	64	100.00%	62	100.00%	237	100.00%	301	100.00%

UTILIZATION REPORT
County of Monterey

March 01, 2020 - February 28, 2021

Organizational Services Summary

EVENT TYPE	DATE	DURATION	LOCATION	ATTENDEES
Manager orientation/training				
	3/18/2020	.50	970 Circle Drive - Monterey County Youth Center, Salinas, CA, USA, 93905	25
	Event Total:	.50		25
Organizational Consultation				
	6/30/2020	.50	Natividad Medical Center	2
	6/30/2020	.50	Carmel Valley Village, CA, USA, 93924	1
	Event Total:	1.00		3
Total:		1.50		28

UTILIZATION REPORT
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Critical Incident Response (CIR)

DATE	CIR TYPE	DURATION	LOCATION	ATTENDEES
3/5/2020	Employee Death Non-workplace	8.00	Two Locations (see notes)	
6/15/2020	Violence Non-Workplace	1.50	Zoom CIR	5
7/14/2020	Employee Death Non-workplace	2.00	Monterey County Free Libraries 188 Seaside Circle Marina, CA, USA	6
8/21/2020	Natural Disaster	1.25	Zoom	40
8/25/2020	Natural Disaster	1.25	Zoom	30
12/21/2020	Non-employee Death – Workplace	4.00	Natividad Medical Center 1441 Constitution Blvd. Salinas, CA, USA	
1/8/2021	Medical Emergency	8.00	Natividad Medical Center 1441 Constitution Blvd. - Ventana Conference Room Salinas, CA, USA	3
1/19/2021	Non-employee Death – Workplace	9.00	Natividad Medical Center 1441 Constitution Blvd. - Bldg 300, 1st Floor Salinas, CA, USA	4
TOTAL		35.00		88