

STAY AHEAD of Productivity, Performance and Health Issues

Lake County IL

Quarterly Utilization Report
Reporting Period Q3 (7/1/2016 - 9/30/2016)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	52	90%	38	88%	81	93%	0	0%	171	91%	219	84%
FamilySource	1	2%	0	0%	1	1%	0	0%	2	1%	5	2%
FinancialConnect	2	3%	0	0%	2	2%	0	0%	4	2%	6	2%
LegalConnect	3	5%	5	12%	3	3%	0	0%	11	6%	32	12%
Sub Total	58		43		87		0		188		262	
Online Access												
EAP	46	26%	30	11%	56	21%	0	0%	132	18%	208	20%
FamilySource	53	30%	63	23%	67	25%	0	0%	183	25%	366	35%
FinancialConnect	15	8%	29	10%	22	8%	0	0%	66	9%	75	7%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Health & Wellness	32	18%	66	24%	61	23%	0	0%	159	22%	110	11%
Health Care Navigation	8	5%	3	1%	0	0%	0	0%	11	2%	27	3%
LegalConnect	23	13%	87	31%	58	22%	0	0%	168	23%	243	24%
Sub Total	177		278		264		0		719		1031	
Combined Access												
EAP	98	42%	68	21%	137	39%	0	0%	303	33%	427	33%
FamilySource	54	23%	63	20%	68	19%	0	0%	185	20%	371	29%
FinancialConnect	17	7%	29	9%	24	7%	0	0%	70	8%	81	6%
GlobalConnect	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%
Health & Wellness	32	14%	66	21%	61	17%	0	0%	159	18%	110	9%
Health Care Navigation	8	3%	3	1%	0	0%	0	0%	11	1%	27	2%
LegalConnect	26	11%	92	29%	61	17%	0	0%	179	20%	275	21%
Total	235		321		351		0		907		1293	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		1		0		1		1	
Critical Incident Debriefing Event Participants	0		0		1		0		1		13	
Training Sessions (number is excluded from overall utilization counts)	5		4		5		0		14		17	
Training Session Participants	374		217		143		0		734		2,254	
Health Fairs Events (number is excluded from overall utilization counts)	0		0		1		0		1		1	
Total Utilization	609		538		495		0		1,642		3,560	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Utilization Results						
Total Utilization Rate (% - Annualized)	81.42%	71.93%	58.60%	0.00%	70.15%	131.85%
Based on Quarterly Average Employee Counts	2,992	2,992	3,379	0	3,121	2,700
Case Closure (only EAP cases)						
Resolved within EAP	37 97%	8 80%	10 91%	0 0%	55 93%	205 95%
Referred to benefits resource Outpatient	1 3%	2 20%	1 9%	0 0%	4 7%	10 5%
Total	38	10	11	0	59	215

Referral Source	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Brochure	2	3%	1	2%	2	2%	0	0%	5	3%	9	3%
Cross Referral	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Decline	0	0%	0	0%	3	3%	0	0%	3	2%	4	2%
Email	0	0%	2	5%	2	2%	0	0%	4	2%	1	0%
Family	8	14%	2	5%	8	9%	0	0%	18	10%	20	8%
Flyer	0	0%	0	0%	0	0%	0	0%	0	0%	7	3%
Formal Referral	0	0%	1	2%	0	0%	0	0%	1	1%	0	0%
GuidanceResources Online	0	0%	6	14%	7	8%	0	0%	13	7%	12	5%
HR	17	29%	11	26%	35	40%	0	0%	63	34%	69	26%
Internet / Intranet	1	2%	1	2%	2	2%	0	0%	4	2%	8	3%
Online - Ask the Expert	2	3%	3	7%	2	2%	0	0%	7	4%	7	3%
Other	2	3%	1	2%	2	2%	0	0%	5	3%	18	7%
Other Vendor	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Peer	2	3%	0	0%	1	1%	0	0%	3	2%	6	2%
Previous GR User	6	10%	7	16%	10	11%	0	0%	23	12%	24	9%
Supervisor/Manager	1	2%	1	2%	0	0%	0	0%	2	1%	0	0%
Training	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Unknown	17	29%	7	16%	12	14%	0	0%	36	19%	73	28%
Wallet Card	0	0%	0	0%	1	1%	0	0%	1	1%	0	0%
Sub Total	58		43		87		0		188		262	
Client Status												
Employee	33	57%	28	65%	56	64%	0	0%	117	62%	182	69%
Dependent	20	34%	11	26%	20	23%	0	0%	51	27%	65	25%
Spouse	4	7%	2	5%	10	11%	0	0%	16	9%	13	5%
Unknown	1	2%	2	5%	1	1%	0	0%	4	2%	2	1%
Sub Total	58		43		87		0		188		262	
Client Gender												
Decline	0	0%	0	0%	1	1%	0	0%	1	1%	0	0%
Female	41	71%	32	74%	53	61%	0	0%	126	67%	174	66%
Male	17	29%	11	26%	33	38%	0	0%	61	32%	88	34%
Sub Total	58		43		87		0		188		262	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Client Age Group												
0-12	5	9%	1	2%	8	9%	0	0%	14	7%	17	6%
13-19	9	16%	4	9%	10	11%	0	0%	23	12%	30	11%
20-29	8	14%	4	9%	6	7%	0	0%	18	10%	31	12%
30-39	16	28%	8	19%	26	30%	0	0%	50	27%	56	21%
40-49	5	9%	7	16%	20	23%	0	0%	32	17%	55	21%
50-59	12	21%	11	26%	9	10%	0	0%	32	17%	38	15%
60 +	1	2%	1	2%	3	3%	0	0%	5	3%	12	5%
Unknown	1	2%	7	16%	4	5%	0	0%	12	6%	20	8%
Decline	1	2%	0	0%	1	1%	0	0%	2	1%	3	1%
Sub Total	58		43		67		0		188		262	

Employee Job Category (employee data only)												
Administration	0	0%	2	7%	0	0%	0	0%	2	2%	7	4%
Branch Office Assistant	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Declined	6	18%	5	18%	7	13%	0	0%	18	15%	29	16%
Employer	1	3%	1	4%	0	0%	0	0%	2	2%	6	3%
Management	1	3%	1	4%	3	5%	0	0%	5	4%	5	3%
Medical Student	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Office / Clerical	4	12%	1	4%	7	13%	0	0%	12	10%	13	7%
Operations	3	9%	0	0%	1	2%	0	0%	4	3%	3	2%
Police / Fire	2	6%	1	4%	2	4%	0	0%	5	4%	18	10%
Professional	7	21%	13	46%	28	50%	0	0%	48	41%	73	40%
Service	4	12%	2	7%	6	11%	0	0%	12	10%	17	9%
Skilled Trade	3	9%	2	7%	1	2%	0	0%	6	5%	3	2%
Technical	2	6%	0	0%	1	2%	0	0%	3	3%	4	2%
Sub Total	33		28		56		0		117		182	

Employee Job Tenure (employee data only)												
Less than 1 year	4	12%	0	0%	7	13%	0	0%	11	9%	14	8%
1 - 4 years	5	15%	4	14%	9	16%	0	0%	18	15%	24	13%
5 - 9 years	8	24%	7	25%	10	18%	0	0%	25	21%	32	18%
10 - 14 years	5	15%	4	14%	11	20%	0	0%	20	17%	34	19%
15 - 19 years	5	15%	3	11%	5	9%	0	0%	13	11%	20	11%
20+ years	3	9%	2	7%	2	4%	0	0%	7	6%	23	13%
Unknown	1	3%	8	29%	10	18%	0	0%	19	16%	32	18%
Decline	2	6%	0	0%	2	4%	0	0%	4	3%	3	2%
Sub Total	33		28		56		0		117		182	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Customer Structure Detail												
19TH JUDICIAL	1	2%	5	12%	4	5%	0	0%	10	5%	15	6%
CLERK OF THE CIRCUIT COURT	7	12%	3	7%	11	13%	0	0%	21	11%	25	10%
COUNTY ADMINISTRATOR	0	0%	1	2%	1	1%	0	0%	2	1%	0	0%
COUNTY BOARD	0	0%	2	5%	2	2%	0	0%	4	2%	7	3%
COUNTY CLERK	1	2%	1	2%	3	3%	0	0%	5	3%	6	2%
COUNTY CORONER	1	2%	0	0%	0	0%	0	0%	1	1%	4	2%
DIVISION OF TRANSPORTATION	0	0%	1	2%	2	2%	0	0%	3	2%	3	1%
FINANCE AND ADMINISTRATIVE	3	5%	0	0%	2	2%	0	0%	5	3%	1	0%
FOREST PRESERVE	2	3%	5	12%	3	3%	0	0%	10	5%	21	8%
HEALTH DEPARTMENT	20	34%	15	35%	34	39%	0	0%	69	37%	92	35%
HUMAN RESOURCES	2	3%	0	0%	1	1%	0	0%	3	2%	6	2%
INFORMATION & TECHNOLOGY	2	3%	0	0%	1	1%	0	0%	3	2%	4	2%
LAKE COUNTY ETSB	0	0%	0	0%	1	1%	0	0%	1	1%	1	0%
PLANNING & DEVELOPMENT	2	3%	1	2%	5	6%	0	0%	8	4%	6	2%
PUBLIC DEFENDER	0	0%	0	0%	2	2%	0	0%	2	1%	4	2%
PUBLIC WORKS	4	7%	4	9%	5	6%	0	0%	13	7%	9	3%
RECORDER OF DEEDS	1	2%	0	0%	0	0%	0	0%	1	1%	2	1%
SHERIFF	8	14%	2	5%	7	8%	0	0%	17	9%	36	14%
SHERIFF MERIT COMMISSION	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
STATE'S ATTORNEY'S OFFICE	0	0%	2	5%	2	2%	0	0%	4	2%	8	3%
STORMWATER MANAGEMENT	2	3%	0	0%	0	0%	0	0%	2	1%	2	1%
SWALCO	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
TREASURER	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
VETERANS ASSISTANCE	1	2%	0	0%	0	0%	0	0%	1	1%	1	0%
WORKFORCE DEVELOPMENT	1	2%	1	2%	1	1%	0	0%	3	2%	6	2%
Sub Total	58		43		87		0		188		262	

Q1 Q2 Q3 Q4 Year To Date Last Year

Employee Assistance Program®

U.S. Services

Primary Issue Presented

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Alcohol/Related	2 4%	0 0%	0 0%	0 0%	2 1%	1 0%
Anger Issues	2 4%	3 8%	1 1%	0 0%	6 4%	7 3%
Anxiety Related	8 15%	2 5%	9 11%	0 0%	19 11%	21 10%
Attention Issues	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%
Bereavement	4 8%	0 0%	2 2%	0 0%	6 4%	6 3%
Depression Related	7 13%	4 11%	7 9%	0 0%	18 11%	20 9%
Eating Related Issues	0 0%	1 3%	0 0%	0 0%	1 1%	0 0%
Family/Child	1 2%	4 11%	2 2%	0 0%	7 4%	19 9%
Family/Child - Behavioral Issues	6 12%	2 5%	4 5%	0 0%	12 7%	11 5%
Family/Child - Development Issues	0 0%	0 0%	1 1%	0 0%	1 1%	0 0%
Family/Child - Family Issues	5 10%	1 3%	5 6%	0 0%	11 6%	14 6%
Interpersonal Issues	1 2%	1 3%	1 1%	0 0%	3 2%	0 0%
Medical	0 0%	0 0%	2 2%	0 0%	2 1%	7 3%
Mood Disturbance Related	0 0%	0 0%	2 2%	0 0%	2 1%	0 0%
Occupational	0 0%	1 3%	1 1%	0 0%	2 1%	3 1%
Occupational - Interpersonal	0 0%	2 5%	0 0%	0 0%	2 1%	1 0%
Occupational - Job Loss	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%
Partner/Relationship	8 15%	9 24%	18 22%	0 0%	35 20%	45 21%
Psychological	3 6%	6 16%	20 25%	0 0%	29 17%	38 17%
Stress	5 10%	2 5%	5 6%	0 0%	12 7%	19 9%
Substance Use Related	0 0%	0 0%	0 0%	0 0%	0 0%	4 2%
Workplace Trauma	0 0%	0 0%	1 1%	0 0%	1 1%	0 0%
Sub-Total Issues	52	38	81	0	171	219

Consultation Type

Chat	0 0%	0 0%	1 1%	0 0%	1 1%	1 0%
Face to Face	51 98%	35 92%	79 98%	0 0%	165 96%	214 98%
BehavioralExpert	1 2%	2 5%	1 1%	0 0%	4 2%	4 2%
Supervisor / Management Consult	0 0%	1 3%	0 0%	0 0%	1 1%	0 0%
Sub-Total - Consultations	52	38	81	0	171	219

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Number of Issues	52	38	81	0	171	219
Online Services						
Total Online Services	46	30	56	0	132	208
Total Product Utilization	98	68	137	0	303	427
Employee Count						
Total Utilization Rate (% - Annualized)	13.10%	9.09%	16.22%	0.00%	12.94%	15.81%
<i>Based on Quarterly Average employees</i>	2,992	2,992	3,379	0	3,121	2,700

FamilySource[®]

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
U.S. Services												
Primary Issue Presented												
Child Care-Nanny	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Elder Care-Consultation	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Gov't Services-Financial Assistance	0	0%	0	0%	1	100%	0	0%	1	50%	1	20%
Shopping-Other	1	100%	0	0%	0	0%	0	0%	1	50%	0	0%
Support Groups-Other	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%
Sub-Total Issues	1		0		1		0		2		5	

Total Number of Issues	1	0	1	0	2	5
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Online Services												
Total Online Services	53	100%	63	100%	67	100%	0	0%	183	100%	366	100%
Total Online Services	53		63		67		0		183		366	

Total Product Utilization	54	63	68	0	185	371
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Employee Count												
Total Utilization Rate (% - Annualized)	7.22%	8.42%	8.05%	0.00%	7.90%	13.74%						
Based on Quarterly Average employees	2,992	2,992	3,379	0	3,121	2,700						

LegalConnect[®]

U.S. Services

Primary Issue Presented

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Advanced Directives	1	33%	0	0%	0	0%	0	0%	1	9%	0	0%
Business	0	0%	1	20%	1	33%	0	0%	2	18%	0	0%
Child Custody	0	0%	0	0%	0	0%	0	0%	0	0%	3	9%
Child Support	0	0%	0	0%	0	0%	0	0%	0	0%	3	9%
Civil	0	0%	0	0%	0	0%	0	0%	0	0%	3	9%
Criminal	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Divorce / Separation	1	33%	0	0%	0	0%	0	0%	1	9%	5	16%
Elder Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Estate Planning	0	0%	1	20%	0	0%	0	0%	1	9%	2	6%
Family Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
General Legal	0	0%	1	20%	0	0%	0	0%	1	9%	0	0%
Government Benefits	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%
Landlord/Tenant	0	0%	0	0%	1	33%	0	0%	1	9%	1	3%
Personal Injury	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%
Probate	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%
Real Estate	0	0%	1	20%	0	0%	0	0%	1	9%	5	16%
Traffic	0	0%	0	0%	0	0%	0	0%	0	0%	2	6%
Wills	1	33%	1	20%	1	33%	0	0%	3	27%	0	0%
Sub-Total Issues	3		5		3		0		11		32	

Consultation Type

Consultation and referral (main source)	0	0%	3	60%	1	33%	0	0%	4	36%	15	47%
Consultation only	3	100%	1	20%	1	33%	0	0%	5	45%	13	41%
Other	0	0%	1	20%	1	33%	0	0%	2	18%	4	13%
Sub-Total - Consultations	3		5		3		0		11		32	

Total Number of Issues	3		5		3		0		11		32	
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Online Services

Total Online Services	23	100%	87	100%	58	100%	0	0%	168	100%	243	100%
Total Online Services	23		87		58		0		168		243	

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Product Utilization	26	92	61	0	179	275
Employee Count						
Total Utilization Rate (% - Annualized)	3.48%	12.30%	7.22%	0.00%	7.65%	10.19%
Based on Quarterly Average employees	2,992	2,992	3,378	0	3,121	2,700

FinancialConnectSM

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
U.S. Services												
Primary Issue Presented												
Budgeting techniques & discipline	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Credit history & issues	0	0%	0	0%	1	50%	0	0%	1	25%	0	0%
Hardship call, requesting financial assistance or l	2	100%	0	0%	0	0%	0	0%	2	50%	1	17%
Income tax issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Medicaid, Medicare, SSDI Benefits	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Mortgages, credit card & other debt	0	0%	0	0%	1	50%	0	0%	1	25%	1	17%
Retirement planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Sub-Total Issues	2		0		2		0		4		6	

Consultation Type												
Consultation only	0	0%	0	0%	2	100%	0	0%	2	50%	2	33%
Consultation with literature	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%
Other	2	100%	0	0%	0	0%	0	0%	2	50%	3	50%
Sub-Total - Consultations	2		0		2		0		4		6	

Total Number of Issues	2	0	2	0	4	6
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Online Services												
Total Online Services	15	100%	29	100%	22	100%	0	0%	66	100%	75	100%
Total Online Services	15		29		22		0		66		75	

Total Product Utilization	17	29	24	0	70	81
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Employee Count												
Total Utilization Rate (% - Annualized)	2.27%	3.88%	2.84%	0.00%	2.99%	3.00%						
Based on Quarterly Average employees	2,992	2,992	3,379	0	3,121	2,700						

	Q1	Q2	Q3	Q4	Year To Date	Last Year
GlobalConnectSM						
Online Services						
Total Online Services	0 0%	0 0%	0 0%	0 0%	0 0%	2 100%
Total Online Services	0	0	0	0	0	2
Total Product Utilization						
Total Product Utilization	0	0	0	0	0	2
Employee Count						
Total Utilization Rate (% - Annualized)	0.00%	0.00%	0.00%	0.00%	0.00%	0.07%
Based on Quarterly Average employees	2,992	2,992	3,379	0	3,121	2,700

Q1 Q2 Q3 Q4 Year To Date Last Year

GuidanceResources Online [®]

English USA Usage

Topic	Q1	Q2	Q3	Q4	Year To Date	Last Year
Online Topics						
Financial						
Consumer Issues	11 7%	9 6%	1 1%	0 0%	21 4%	25 4%
Debt & Bankruptcy	1 1%	3 2%	8 5%	0 0%	12 3%	17 3%
Estate Planning & Elder Care	0 0%	6 4%	1 1%	0 0%	7 1%	0 0%
Insurance	1 1%	4 3%	0 0%	0 0%	5 1%	3 0%
Personal Finance	6 4%	5 3%	10 6%	0 0%	21 4%	17 3%
Real Estate	2 1%	0 0%	0 0%	0 0%	2 0%	4 1%
Tax	3 2%	3 2%	1 1%	0 0%	7 1%	1 0%
Home & Auto						
Buying & Selling an Auto	0 0%	2 1%	4 2%	0 0%	6 1%	5 1%
Driver Safety & Education	0 0%	3 2%	0 0%	0 0%	3 1%	4 1%
Moving	0 0%	1 1%	0 0%	0 0%	1 0%	6 1%
Legal						
Consumer Issues	1 1%	0 0%	2 1%	0 0%	3 1%	14 2%
Debt & Bankruptcy	0 0%	4 3%	2 1%	0 0%	6 1%	5 1%
Estate Planning & Elder Law	8 5%	22 14%	9 5%	0 0%	39 8%	1 0%
Family Law	3 2%	6 4%	12 7%	0 0%	21 4%	20 3%
Insurance	0 0%	0 0%	0 0%	0 0%	0 0%	3 0%
Lawyers & Court	0 0%	2 1%	0 0%	0 0%	2 0%	3 0%
Personal Injury & Health Law	0 0%	1 1%	0 0%	0 0%	1 0%	1 0%
Real Estate	0 0%	2 1%	0 0%	0 0%	2 0%	3 0%
Tax	0 0%	3 2%	0 0%	0 0%	3 1%	1 0%
Lifestyle						
Food & Beverage	1 1%	0 0%	0 0%	0 0%	1 0%	0 0%
Going Green	0 0%	1 1%	0 0%	0 0%	1 0%	3 0%
Pets	2 1%	4 3%	0 0%	0 0%	6 1%	3 0%
Planning an Event	0 0%	0 0%	0 0%	0 0%	0 0%	4 1%
Shopping & Consumer Rights	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%
Travel	0 0%	0 0%	4 2%	0 0%	4 1%	20 3%
Relationships						
Child Care	0 0%	0 0%	0 0%	0 0%	0 0%	4 1%
Divorce & Domestic Issues	4 3%	3 2%	4 2%	0 0%	11 2%	41 6%
Elder Care	0 0%	2 1%	1 1%	0 0%	3 1%	2 0%
Expanding a Family	1 1%	1 1%	0 0%	0 0%	2 0%	3 0%
Marriage & Relationships	31 20%	11 7%	29 17%	0 0%	71 15%	62 9%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Parenting	2	1%	1	1%	8	5%	0	0%	11	2%	59	9%
Special Needs & Gifted Children	0	0%	0	0%	1	1%	0	0%	1	0%	3	0%
Wellness												
Addiction	6	4%	8	5%	0	0%	0	0%	14	3%	10	1%
Emotional Well-being	5	3%	15	10%	3	2%	0	0%	23	5%	60	9%
Fitness & Nutrition	18	12%	10	7%	2	1%	0	0%	30	6%	35	5%
Grief & Loss	2	1%	5	3%	0	0%	0	0%	7	1%	4	1%
Personal Growth	8	5%	0	0%	16	9%	0	0%	24	5%	48	7%
Personal Safety	0	0%	0	0%	4	2%	0	0%	4	1%	2	0%
Physical Health	10	6%	2	1%	0	0%	0	0%	12	3%	40	6%
Pregnancy	0	0%	3	2%	0	0%	0	0%	3	1%	3	0%
Stress & Anger Management	9	6%	4	3%	0	0%	0	0%	13	3%	28	4%
Work & Education												
Career Development	0	0%	0	0%	3	2%	0	0%	3	1%	11	2%
College & Graduate School	1	1%	0	0%	3	2%	0	0%	4	1%	17	3%
In the Workplace	9	6%	3	2%	27	16%	0	0%	39	8%	42	6%
K-12 School	4	3%	0	0%	1	1%	0	0%	5	1%	15	2%
Military	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Personal Development	6	4%	3	2%	17	10%	0	0%	26	5%	18	3%
Working Abroad												
Legal & Financial	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Living & Working Abroad	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
	155		152		173		0		480		674	
Online Searches Topics												
Certified Financial Planner	2	9%	3	2%	2	2%	0	0%	7	3%	23	6%
Child Care Provider	5	23%	28	22%	5	5%	0	0%	38	16%	110	31%
College and University	2	9%	1	1%	2	2%	0	0%	5	2%	11	3%
Counselor	1	5%	40	32%	51	56%	0	0%	92	38%	0	0%
Elder Care Provider	0	0%	8	6%	0	0%	0	0%	8	3%	7	2%
Lawyer	12	55%	46	37%	31	34%	0	0%	89	37%	206	58%
	22		126		91		0		239		357	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Activity Type												
Article	73	41%	89	32%	104	39%	0	0%	266	37%	381	37%
Assessment	35	20%	27	10%	22	8%	0	0%	84	12%	83	8%
Merchandise	12	7%	8	3%	1	0%	0	0%	21	3%	36	3%
Multimedia	30	17%	21	8%	39	15%	0	0%	90	13%	150	15%
News	0	0%	0	0%	0	0%	0	0%	0	0%	6	1%
Resource	5	3%	7	3%	7	3%	0	0%	19	3%	18	2%
Search Database	22	12%	126	45%	91	34%	0	0%	239	33%	357	35%
Total Activity Types	177		278		264		0		719		1,031	
Total Product Utilization	177		278		264		0		719		1,031	