



NuVantage[®]
Employee Resource

UTILIZATION REPORT

FOR

SAMPLE UTILIZATION REPORT

July 01, 2021 - June 30, 2022

UTILIZATION REPORT

Sample Report

July 01, 2021 - June 30, 2022 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%	Hours
EAP Files	143	96.0%	159	55.6%	640	95.5%	236.5
Organizational Service/CISD	6	04.0%	97	33.9%	0	00.0%	0
Web Hits	N/A	N/A	30	10.5%	30	04.5%	0
Supervisor Referral	0	00.0%	0	00.0%	0	00.0%	0
Organization Consultation	0	00.0%	0	00.0%	0	00.0%	0
Total	149	100%	286	100%	670	100%	236.5

New/Ongoing Files Summary

Total Open Files At 7/1/2021	18
Total Open Files At 6/30/2022	23

Historical Utilization

7/1/2016-6/30/2017	7/1/2017-6/30/2018	7/1/2018-6/30/2019	7/1/2019-6/30/2020	7/1/2020-6/30/2021
2.83%	3.48%	3.04%	4.52%	4.39%

UTILIZATION REPORT

Sample Report

July 01, 2021 - June 30, 2022

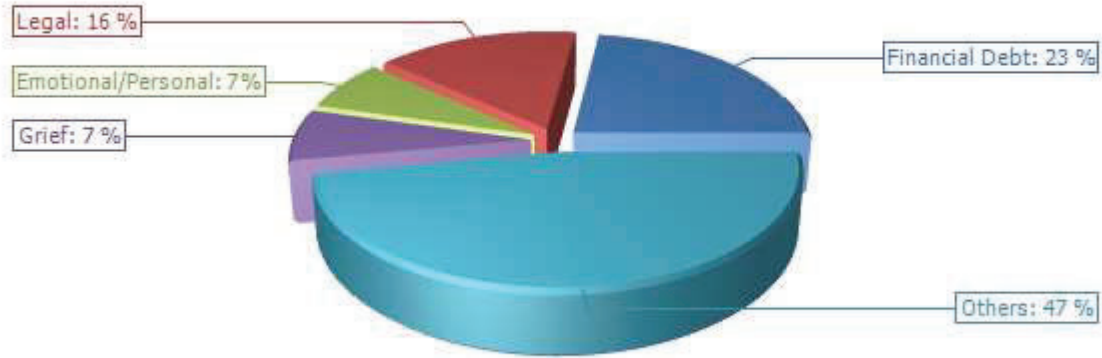
Web Hits	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
NuVantage Wellness Portal	5	83.33%	11	100.00%	6	100.00%	7	100.00%	29	96.67%	114	98.28%
Webinar	1	16.67%	0	0.00%	0	0.00%	0	0.00%	1	3.33%	2	1.72%
Total	6	100 %	11	100 %	6	100 %	7	100 %	30	100 %	116	100 %

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July 01, 2021 - June 30, 2022

Primary Presenting Problem



Primary Presenting Problem	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
Alcohol	1	4.55%	0	0.00%	0	0.00%	0	0.00%	1	0.71%	0	0.00%
Anxiety	0	0.00%	1	2.86%	3	6.67%	2	5.26%	6	4.29%	13	13.40%
Autism	0	0.00%	1	2.86%	0	0.00%	0	0.00%	1	0.71%	0	0.00%
Career	0	0.00%	0	0.00%	1	2.22%	0	0.00%	1	0.71%	0	0.00%
Caregiver Stress	0	0.00%	2	5.71%	1	2.22%	0	0.00%	3	2.14%	0	0.00%
Depression	2	9.09%	1	2.86%	1	2.22%	0	0.00%	4	2.86%	5	5.15%
Divorce	1	4.55%	0	0.00%	1	2.22%	1	2.63%	3	2.14%	1	1.03%
Eldercare	1	4.55%	0	0.00%	1	2.22%	0	0.00%	2	1.43%	1	1.03%
Emotional/Personal	1	4.55%	4	11.43%	3	6.67%	2	5.26%	10	7.14%	8	8.25%
Family Stress	1	4.55%	3	8.57%	0	0.00%	1	2.63%	5	3.57%	8	8.25%
Family/Children	1	4.55%	3	8.57%	4	8.89%	2	5.26%	10	7.14%	3	3.09%
Financial Debt	1	4.55%	6	17.14%	13	28.89%	12	31.58%	32	22.86%	5	5.15%
Financial Planning	2	9.09%	0	0.00%	1	2.22%	3	7.89%	6	4.29%	1	1.03%
Financial/Housing	0	0.00%	1	2.86%	1	2.22%	1	2.63%	3	2.14%	0	0.00%
Grief	2	9.09%	4	11.43%	3	6.67%	1	2.63%	10	7.14%	7	7.22%
Health Related Concerns	0	0.00%	0	0.00%	1	2.22%	0	0.00%	1	0.71%	0	0.00%
Legal	4	18.18%	6	17.14%	5	11.11%	7	18.42%	22	15.71%	16	16.49%
Marital / Relationship	2	9.09%	0	0.00%	1	2.22%	0	0.00%	3	2.14%	11	11.34%
Parenting	0	0.00%	0	0.00%	0	0.00%	1	2.63%	1	0.71%	0	0.00%
Personal Stress	3	13.64%	1	2.86%	3	6.67%	2	5.26%	9	6.43%	4	4.12%
PTSD	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.03%

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Primary Presenting Problem

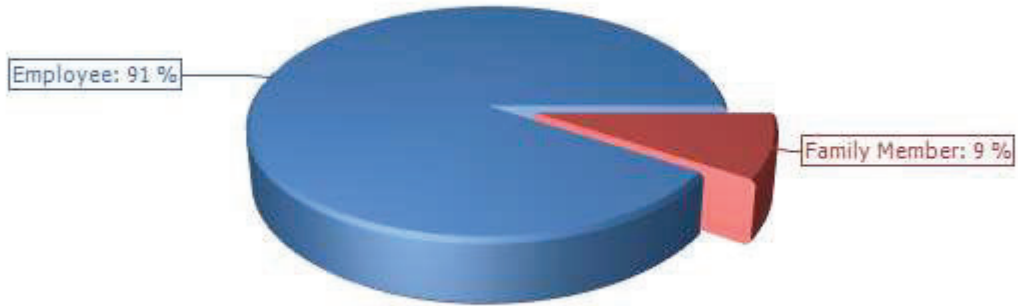
	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
Stress	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	2.06%
Trauma	0	0.00%	0	0.00%	1	2.22%	2	5.26%	3	2.14%	3	3.09%
Work Stress	0	0.00%	2	5.71%	1	2.22%	1	2.63%	4	2.86%	8	8.25%
Total	22	100 %	35	100 %	45	100 %	38	100 %	140	100 %	97	100 %

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July 01, 2021 - June 30, 2022

Client Type



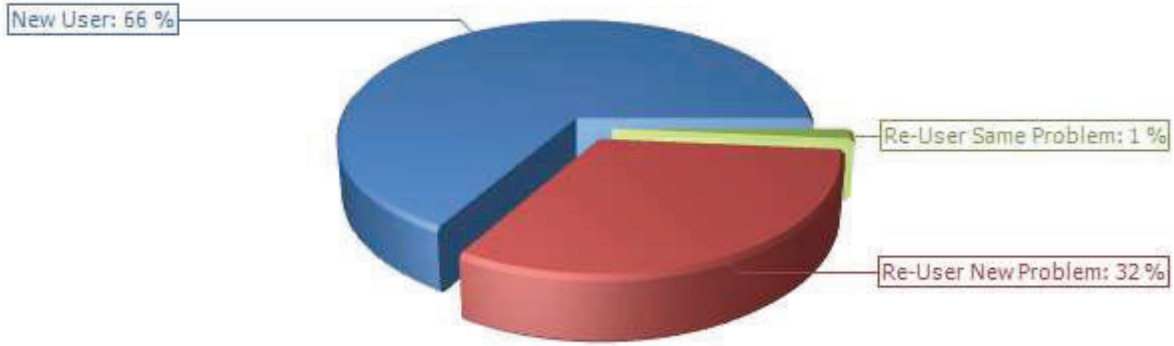
Client Type	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
Employee	20	90.91%	35	94.59%	40	88.89%	35	89.74%	130	90.91%	92	91.09%
Family Member	2	9.09%	2	5.41%	5	11.11%	4	10.26%	13	9.09%	8	7.92%
Manager	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.99%
Total	22	100 %	37	100 %	45	100 %	39	100 %	143	100 %	101	100 %

UTILIZATION REPORT

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Case Status



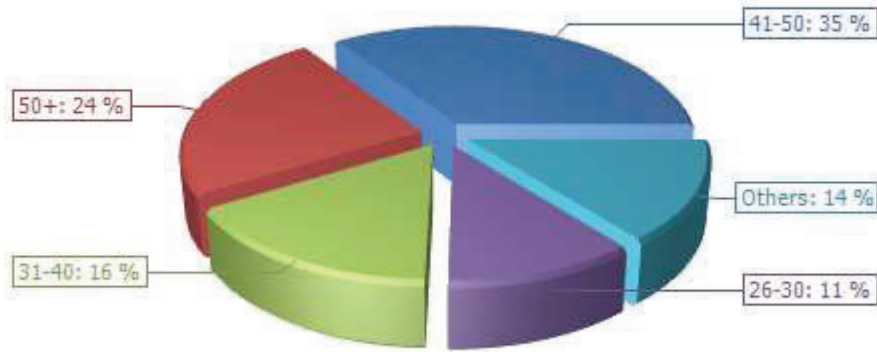
Case Status	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
New User	9	40.91%	28	75.68%	29	64.44%	29	74.36%	95	66.43%	56	56.00%
Re-User New Problem	13	59.09%	9	24.32%	15	33.33%	9	23.08%	46	32.17%	40	40.00%
Re-User Same Problem	0	0.00%	0	0.00%	1	2.22%	1	2.56%	2	1.40%	4	4.00%
Total	22	100%	37	100%	45	100%	39	100%	143	100%	100	100%

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Age



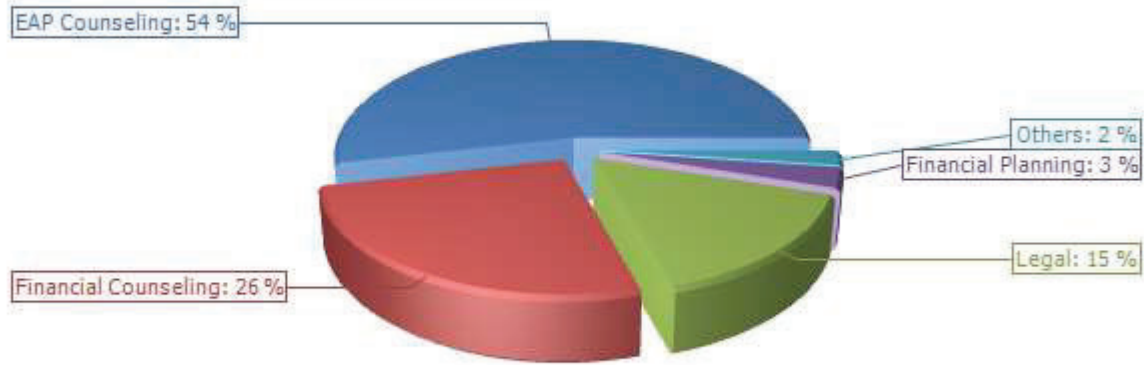
Age	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
0-17	1	4.55%	1	2.70%	1	2.22%	4	10.53%	7	4.93%	3	3.06%
18-25	4	18.18%	4	10.81%	3	6.67%	2	5.26%	13	9.15%	11	11.22%
26-30	1	4.55%	1	2.70%	10	22.22%	4	10.53%	16	11.27%	5	5.10%
31-40	5	22.73%	4	10.81%	7	15.56%	7	18.42%	23	16.20%	31	31.63%
41-50	4	18.18%	17	45.95%	16	35.56%	12	31.58%	49	34.51%	15	15.31%
50+	7	31.82%	10	27.03%	8	17.78%	9	23.68%	34	23.94%	33	33.67%
Total	22	100 %	37	100 %	45	100 %	38	100 %	142	100 %	98	100 %

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Service Type



Service Type	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
Disability Services	0	0.00%	1	2.70%	0	0.00%	0	0.00%	1	0.70%	2	2.04%
EAP Counseling	14	63.64%	23	62.16%	24	53.33%	15	39.47%	76	53.52%	73	74.49%
Elder Care	1	4.55%	0	0.00%	1	2.22%	0	0.00%	2	1.41%	1	1.02%
Financial Counseling	2	9.09%	7	18.92%	13	28.89%	15	39.47%	37	26.06%	5	5.10%
Financial Planning	1	4.55%	0	0.00%	2	4.44%	1	2.63%	4	2.82%	1	1.02%
Legal	4	18.18%	6	16.22%	5	11.11%	7	18.42%	22	15.49%	16	16.33%
Total	22	100 %	37	100 %	45	100 %	38	100 %	142	100 %	98	100 %

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Closing Recommendation



Closing Recommendation	7/1 - 9/30		10/1 - 12/31		1/1 - 3/31		4/1 - 6/30		7/2021 - 6/2022		7/2020 - 6/2021	
	#	%	#	%	#	%	#	%	#	%	#	%
Continued for additional time and/or session	0	0.00%	0	0.00%	1	2.27%	0	0.00%	1	0.74%	3	2.86%
EAP Case Closed	1	6.67%	2	7.69%	3	6.82%	4	7.84%	10	7.35%	13	12.38%
Financial Counseling	0	0.00%	4	15.38%	4	9.09%	7	13.73%	15	11.03%	2	1.90%
Inpatient Mental Health Treatment	0	0.00%	0	0.00%	1	2.27%	0	0.00%	1	0.74%	0	0.00%
Legal Counseling	0	0.00%	0	0.00%	0	0.00%	2	3.92%	2	1.47%	1	0.95%
No Referrals - Client Terminated Prior to Clo	7	46.67%	3	11.54%	13	29.55%	11	21.57%	34	25.00%	27	25.71%
No Referrals / Goals Accomplished	5	33.33%	11	42.31%	17	38.64%	18	35.29%	51	37.50%	37	35.24%
Other Community Resources	0	0.00%	1	3.85%	0	0.00%	1	1.96%	2	1.47%	3	2.86%
Outpatient Counseling	2	13.33%	5	19.23%	5	11.36%	8	15.69%	20	14.71%	19	18.10%
Total	15	100 %	26	100 %	44	100 %	51	100 %	136	100 %	105	100 %