ACI SPECIALTY BENEFITS

Employee Assistance Program Utilization Report

Utilization Summary and Analysis

Superior Court of California
County of San Bernardino

Our Court exists to preserve and protect rights and to effect fair resolutions of all disputes brought to the Court.

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN BERNARDINO

October 1, 2021 - December 31, 2021
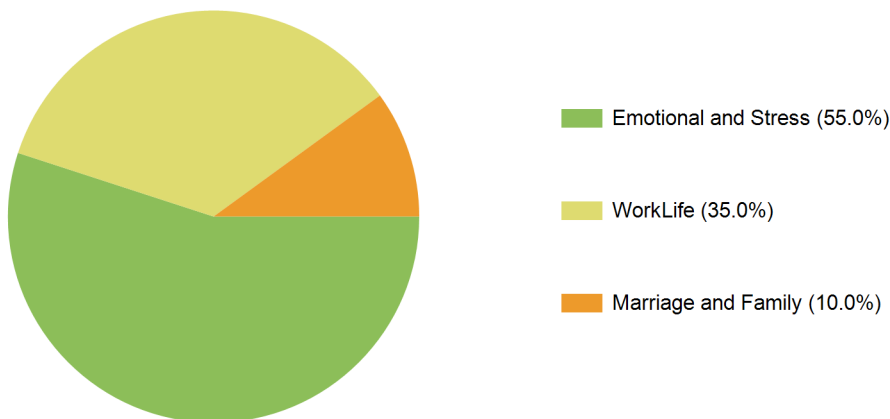
Projected Annual Utilization Rate:

7.1%

Overall Utilization

There were 20 cases. 5 were referred by Human Resources, 1 was referred by Intranet, 1 was referred by Orientation / Training, 6 were referred by Other Employee, 3 were referred by Poster / Brochure, 4 had Used Before.

The presenting problems were: Anger Issues, Anxiety, Depression, Elder Care, Family Relationships, Financial and Legal.

1 case was for a Family Member and 19 cases were self-initiated.

- Emotional and Stress (55.0%)
- WorkLife (35.0%)
- Marriage and Family (10.0%)

ACI states that all materials herein are proprietary and must be kept confidential.

Quarterly Utilization Rate: 1.8%

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Formal Management Referrals

The Formal Management Referral process is a powerful yet easy-to-use tool for managers to address employee behavior concerns. Examples of workplace issues that can be resolved through this process include: difficulty working with others, anger management, substance abuse, loss of productivity, absenteeism, and more.
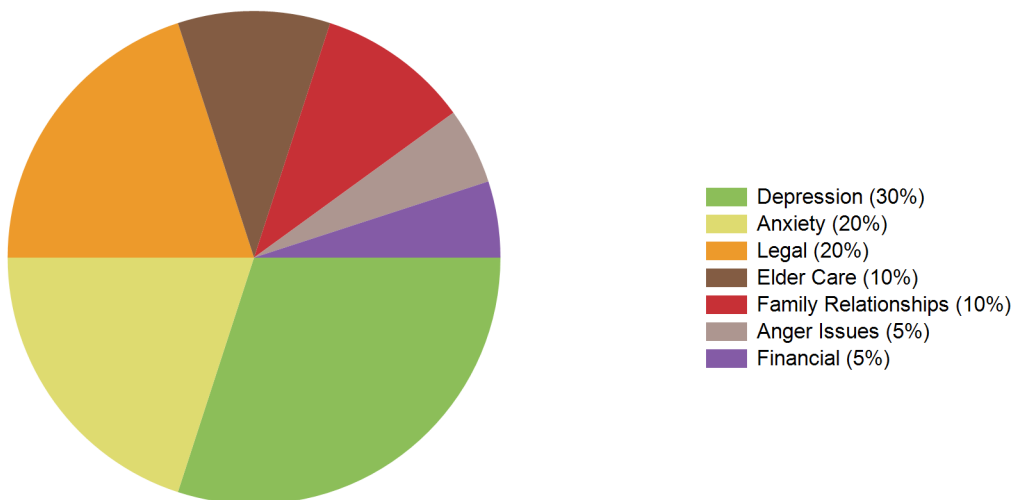
Number of Formal Referrals: 0

Utilization Hours

Clinical Assessment	25.00
Work/Life & Concierge	13.00
Supervisor, Management and Outside Consultants	2.00
Total Program Hours this Period:	40.00

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Primary Issue for Assessment

Primary Issue	New	Previous Quarter	Year To Date
Anger Issues	1	0	1
Anxiety	4	1	6
Depression	6	3	13
Elder Care	2	0	3
Emotional	0	0	9
Family / Child	0	0	1
Family Relationships	2	0	5
Financial	1	0	2
Grief or Bereavement	0	0	1
Job Performance	0	0	2
Legal	4	4	13
Marital / Relationship	0	0	4
Other	0	0	1
Partner or Relationship	0	0	2
Stress	0	0	1
Work Related issues	0	0	1
Work Stress	0	0	1

New Issues this Quarter

- Depression (30%)
- Anxiety (20%)
- Legal (20%)
- Elder Care (10%)
- Family Relationships (10%)
- Anger Issues (5%)
- Financial (5%)

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Demographic Data

Gender	New	Previous Quarter	Year To Date
Decline to State	0	0	0
Female	19	9	60
Male	1	1	13
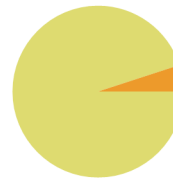
- Decline to State (0%)
- Female (95%)
- Male (5%)

Age Range	New	Previous Quarter	Year To Date
0-9	0	0	0
10-19	0	1	1
20-29	5	0	15
30-39	3	3	23
40-49	3	5	20
50-59	5	1	9
60-69	4	0	5
70-79	0	0	0
80-89	0	0	0
90-99	0	0	0

- 20-29 (25%)
- 50-59 (25%)
- 60-69 (20%)
- 30-39 (15%)
- 40-49 (15%)

Who is Initiating Contact with ACI	New	Previous Quarter	Year To Date
Self	19	9	63
Family Member	1	1	10
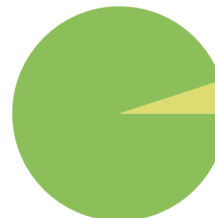
- Self (95%)
- Family Member (5%)

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Employment Data

Years Employed	New	Previous Quarter	Year To Date
< 6 Months	9	3	26
< 1 Year	2	0	7
1 - 5 Years	2	1	21
6 - 10 Years	2	2	5
11 - 15 Years	0	0	1
16 - 20 Years	0	0	1
20+ Years	1	3	6
Information not available	4	1	6

- < 6 Months (45%)
- Information not available (20%)
- < 1 Year (10%)
- 1 - 5 Years (10%)
- 6 - 10 Years (10%)
- 20+ Years (5%)

10/1/2021 - 12/31/2021

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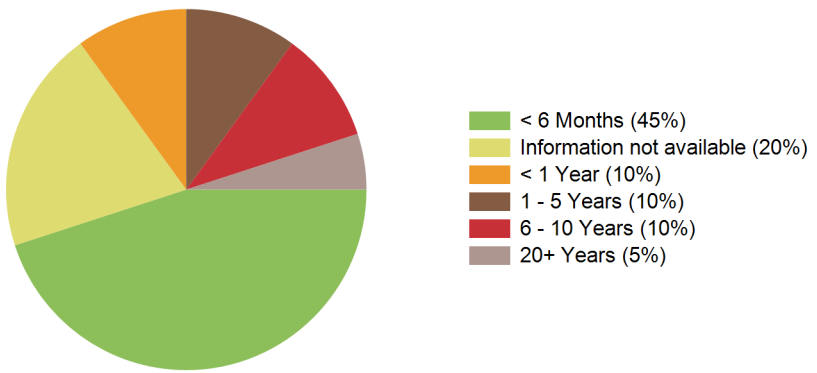
Referral Source

Referral Source	New	Previous Quarter	Year To Date
Supervisor - Formal	0	0	1
Supervisor - Informal	0	0	0
Other Employee	6	0	8
Family Member	0	1	6
Human Resources	5	2	22
Orientation / Training	1	0	1
Poster / Brochure	3	1	5
Health Fair	0	0	0
Intranet	1	0	2
Email	0	0	1
Website	0	0	0
Used Before	4	6	27
Onsite Event	0	0	0

- Other Employee (30%)
- Human Resources (25%)
- Used Before (20%)
- Poster / Brochure (15%)
- Orientation / Training (5%)
- Intranet (5%)