



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

DATE: December 16, 2016
TO: ALL VENDORS
FROM: Juaquana Brookins, Procurement Officer
SUBJECT: USC-RFP-3058-JB
DESCRIPTION: Employee Assistance Program

This Amendment No.1 modifies the Requests for Proposals only in the manner and to the extent as stated herein.

**Questions and Answers from Vendors
Attachment A - Utilization Reports**

OFFERORS SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

1. Who is the University's current EAP vendor?

Deer Oaks Employee Assistance Program Services

2. How long have you been with this vendor?

Since February 1, 2012

3. How many short-term counseling sessions are currently included as a part of the EAP program?

Four (4) short-term counseling sessions per person per issue per year

4. Does the current EAP program allow for legal, financial, childcare, eldercare and personal convenience assistance? How are these services being administered? Through a website or can your employees call and speak to lawyers, financial professionals for example? Are the childcare, eldercare services self-service or does the program provide full service research and referrals?

Yes, the current EAP program allows for access to legal, financial, childcare, eldercare and personal health and wellness services administered through telephone and web based online resources, on site seminars, and face to face consultation appointments with a network of providers. The current EAP program does provide full service research and referrals for childcare, elder daycare, respite care, assisted living, and nursing home care services.

5. Regarding program promotion and employee orientation, how many annual hours did the University use last year for orientations and trainings? Please provide any necessary clarification around any specific requirements, annual events, etc that USC would appreciate the EAP being in attendance for and duration of these types of events.

The RFP does not stipulate a specific number of training hours. However, the University is currently allotted 32 hours per calendar year to be used for orientations, trainings, and health fairs. The University conducts an annual Benefits Fair each September which the EAP vendor has been in attendance and a participant.

6. Specific to training, how many trainings do you all conduct on an annual basis? How long have your trainings lasted in the past? 1 hr? All day events? Please confirm.

The University uses on average 20 of the allotted hours for personal or professional development courses and seminars lasting one hour each.

7. The RFP references needing to facilitate annual substance abuse and DOT training, has USC conducted these trainings in past years and how many hours did these events last? Is USC billed separately for these trainings or are the trainings included in the EAP rate?

On site annual substance abuse and DOT training sessions should also be in one hour increments and included in the total number of allotted training hours and not billed separately. Alternative options such as webinars, online seminars, or DVD tutorials have also been utilized in past years.

8. Regarding Critical Incident services, how many critical incidents has USC had over the last several years (2014, 2015 and to date in 2016)? Does the incumbent EAP program provide unlimited onsite support for these types of events or are there a specific number of hours that are included on an annual basis? Please provide direction on the support you all would want included within the contract and how USC would like to be billed for support.

USC has had five (5) critical incidents over the last several years (0 – 2014, 2 – 2015, and 3 – 2016). The incumbent EAP program provides onsite support for these types of events in one hour increments as a part of the total annual number of training hours. Regarding the desired support for critical incident services, USC would like unlimited support in stress, crisis services, and receiving resources (24-hour phone consultation, brochures, pamphlets, referrals, tips, articles). USC would also desire onsite support in one hour increments as a part of the total annual number of training hours and would not want to be billed separately for any onsite support provided.

9. Does USC have any employees regulated under the Dept. of Transportation? Does USC access the incumbent EAP for support with Department of Transportation (DOT) substance use cases? How is USC billed for these cases by the incumbent provider? Would USC prefer the cost for DOT support be included in the quoted EAP rate or billed on a case by case basis?

Yes, USC has employees that are regulated under the Department of Transportation (DOT), but has not utilized the incumbent EAP for support with DOT substance abuse cases. USC would prefer that the cost for DOT support be included in the quoted EAP rate for services provided and not billed for these cases on a case by case basis.

10. If applicable, how many DOT cases/evaluations did USC have in 2014, 2015 and to date in 2016?

Not applicable.

11. What is the current rate (price) for the EAP program?

\$54,945.00 per year for all 7,192 benefits eligible employees and their household members

12. Is USC satisfied with the current program utilization?

Yes, USC is currently satisfied with the increasing rate of program utilization.

13. Please provide a copy of USC's 2015 EAP utilization report and a copy of year to date utilization.

See the attachment A- Utilization Reports.

14. Why is USC out to bid?

The current contract expires January 31, 2017.

15. Where is USC's satisfaction level with the incumbent provider?

USC is very satisfied with the incumbent provider.

16. Has USC had any service issues? If so, please explain.

No, USC has not had any service issues.

17. On page 13 under Coverage, please clarify the difference in the sort of engagement that would take place with an employee under point C versus point D.

C. In person site visits and consultation services to USC Employees and dependents, Monday through Friday, 8:00 a.m. - 5:00 p.m.

On site individual consultation or incident/crisis visits may be requested on a case by case basis to address health and wellness initiatives or in response to stressful or post trauma situations for USC Employees and members of their household.

D. Provide assessment/counseling sessions at a non-USC location, unless otherwise specified, no later than seventy-two (72) hours after a request for services by an employee or his/her dependents or a referral from USC Division of Human Resources Employee Relations Office, except in emergency situations.

Employees who either voluntarily call the EAP vendor for help or are mandated by management should be assessed and referred or connected to a related provider in their area that can assist them with their specific need.

18. Please disclose the current EAP vendor and the length of that relationship with the University.

As indicated in Questions/Answers #1 and #2, the current EAP vendor is Deer Oaks Employee Assistance Program Services with a contract period from February 1, 2012 – January 31, 2017.

19. Please disclose the most recent contract rate per employee per year.

As indicated in Question/Answer #11, \$54,945.00 per year for all 7,192 benefits eligible employees and their household members

20. What session model is being requested?

As indicated in Questions/Answers #3 and #4, USC is requesting a minimum of four (4) short-term counseling sessions per person per issue per year for all benefits eligible employees and their household members. Also allowing for access to legal, financial, childcare, eldercare and personal health and wellness services administered through telephone and web based online resources, on site seminars, and face to face consultation appointments with a network of providers. The current EAP program does provide full service research and referrals for childcare, elder daycare, respite care, assisted living, and nursing home care services.

21. What is the start date of the contract and the length of the contract?

The estimated Initial contract period: February 1, 2017 – January 31, 2018

The estimated Maximum contract period: February 1, 2017 – January 31, 2022

22. Who is the current EAP provider?

As indicated in Question/Answer #1, Deer Oaks Employee Assistance Program Services.

23. What is the current pricing and is the scope of work the same? If not, what differs?

As indicated in Question/Answer #11, \$54,945.00 per year for all 7,192 benefits eligible employees and their household members. The scope of the work is the same.

24. Are calls currently being answered by clinicians or customer service representatives?

Calls are currently being answered by trained counselors available 24/7.

25. What is the current utilization?

As indicated in Question/Answer #13, see the attachment A- Utilization Reports.

26. Scope of work: Please elaborate on what you mean by departmental intervention?

F. Train and consult with supervisors and managers at USC and all regional campus locations on EAP procedures and referral techniques. Training shall include an annual series of workshops to review EAP policies and techniques for referral, provide updates as necessary, and orientation for new supervisors, as requested by the University.

H. Provide management information and record keeping and recommendations on procedures for program evaluation.

27. Scope of work: Please elaborate on what you mean by pre-hospitalization assistance?

Pre-hospitalization assistance includes counseling employees in alternatives to hospitalization-out-patient treatment, etc. or in the case hospitalization is required, assisting employees in the selection of a hospital that will best meet individual needs.

28. Requirements (D): How many University Locations are there where orientations would be required?

There are ten (10) University locations:

- USC - Aiken, Aiken, S.C.
- USC - Beaufort, Beaufort, Bluffton, S.C.
- USC - Columbia, Columbia, S.C.
- USC - Lancaster, Lancaster, S.C.
- USC - Salkehatchie, Allendale and Walterboro, S.C.
- USC – School of Medicine Columbia, Columbia, S.C.

- USC – School of Medicine Greenville, Greenville, S.C.
- USC - Sumter, Sumter, S.C.
- USC - Union, Union, S.C.
- USC - Upstate, Spartanburg, S.C.

29. Requirements (I): How many total training hours for Alcohol and Substance Abuse Awareness does USC require?

As indicated in Question/Answer #7, On site annual substance abuse and DOT training sessions should be in one hour increments and included in the total number of allotted training hours and not billed separately. Alternative options such as webinars, online seminars, or DVD tutorials have also been utilized in past years.

30. Coverage (C): Please elaborate on what you mean by “in person site visits.” Are you referring to onsite counseling or meetings with HR/management?

As indicated in Question/Answer #17, On site individual consultation or incident/crisis visits may be requested on a case by case basis to address health and wellness initiatives or in response to stressful or post trauma situations for USC Employees and members of their household. This does not refer to meetings with HR/management.

31. Training: “Provide an annual series of workshops to review EAP policies and techniques for referral on Columbia campus for all campus” – How many hours does this entail annually (to include all locations in number)?

As indicated in Question/Answer #28, the University has ten (10) locations where orientations or a review of EAP policies and techniques may be requested annually in one hour increments. Alternative options such as webinars, online seminars, DVD tutorials or a PowerPoint presented by the Employee Relations Office staff have also been utilized in past years.

32. My organization is a non-profit and is led by a board of directors. My position is CEO/Executive Director. I do not “own” this company. My husband however, works as a full time instructor at USC. I wanted to see if this knocks us out of the running? If not should I also mention this in our BID?

No, you can still bid the project as long as the bid submitted is in the company’s name that will perform the work under the contract. There would not be a need to mention that your husband works for the University.

33. The section titled “Subcontractor- Identification” Do you need us to identify all our subcontracted employees?

No, not a list of all employees, but a detailed explanation regarding your approach to staffing to include a descriptive list of proposed personnel and your subcontractors expected to provide services under the contract.

34. Who is the current EAP provider?

As indicated in Question/Answer #1, Deer Oaks Employee Assistance Program Services.

35. How long have they been the provider?

As indicated in Question/Answer #2, since February 1, 2012.

36. Why is USC out to bid for EAP?

As indicated in Question/Answer #14, the current contract expires January 31, 2017.

37. What is the current EAP PEPM or annual premium?

As indicated in Question/Answer #11, \$54,945.00 per year for all 7,192 benefits eligible employees and their household members

38. Do you want us to include Work Life services as well (i.e. adult care/child care/concierge services?)

Yes, as indicated in Questions/Answers #3 and #4, USC is requesting a minimum of four (4) short-term counseling sessions per person per issue per year for all benefits eligible employees and their household members. Also allowing for access to legal, financial, childcare, eldercare and personal health and wellness services administered through telephone and web based online resources, on site seminars, and face to face consultation appointments with a network of providers. The current EAP program does provide full service research and referrals for childcare, elder daycare, respite care, assisted living, and nursing home care services.

39. In regards to thee trainings, and specifically those topical, brown bag workshops, do you want us to include a certain number of hours in the rate or do you want to pay for those on an "as needed" basis?

The RFP does not stipulate a specific number of training hours. However, the University currently uses on average 20 of an allotted 32 hours for personal or professional development courses and seminars lasting one hour each which should be included in the rate and not billed separately on an "as needed" basis.

40. In regards to the trainings, how many hours of these did you have in CY 2015 and YTD 2016?

As indicated in Question/Answer #6, The University uses on average 20 of an allotted 32 hours annually for personal or professional development courses and seminars lasting one hour each.

41. In regards to Critical Incident Responses, we can include a certain number of hours in the pricing or you can access these on an "as needed" basis and pay for them at that time? Which would you prefer?

As indicated in Question/Answer #8, the desired support for critical incident services would be included in the total number of onsite support hours allotted and unlimited support in stress, crisis services, and receiving resources (24-hour phone consultation, brochures, pamphlets, referrals, tips, articles). USC would not want to be billed separately on an “as needed” basis for any onsite support provided.

42. In regards to these CIRs, how many were used in CY 2015 and YTD 2016?

As indicated in Question/Answer #8, USC has had five (5) critical incidents over the last several years (0 – 2014, 2 – 2015, and 3 – 2016).

43. With regard to the stated utilization of 10.32%, can you please break down what this consisted of? What were the total number of new EAP cases opened in CY 2015? What about YTD 2016?

As indicated in Question/Answer #13, please see the attached Utilization Reports.

44. How many EAP sessions is USC covering for each member? (i.e. 3, 5, etc.)?

As indicated in Question/Answer #3, USC is covering four (4) short-term counseling sessions per person per issue per year for all benefits eligible employees and their household members.

45. Why is the University of South Carolina (USC) out to bid?

As indicated in Question/Answer #14, the current contract expires January 31, 2017.

46. Who is the current provider of EAP services to USC?

As indicated in Question/Answer #1, Deer Oaks Employee Assistance Program Services.

47. Can you provide the pepm rates for FY 2015 & 2016 related to the provision of EAP services?

As indicated in Question/Answer #11, \$54,945.00 per year for all 7,192 benefits eligible employees and their household members.

48. Section III Scope of Work – Can USC confirm you are interested in a face-to-face EAP program? If yes, can you provide your preferred number of sessions?

Yes, as indicated in Questions/Answers #3 and #4, USC is requesting a minimum of four (4) short-term counseling sessions per person per issue per year for all benefits eligible employees and their household members. Also allowing for access to legal, financial, childcare, eldercare and personal health and wellness services administered through telephone and web based online resources, on site seminars, and face to face consultation appointments with a network of providers. The current EAP program does provide full service research and referrals for childcare, elder daycare, respite care, assisted living, and nursing home care services.

49. Section III Scope of Work – Can USC provide the number of training sessions to be included in the contract?

The RFP does not stipulate a specific number of training hours. However, as indicated in Question/Answer #6, the University currently uses on average 20 of an allotted 32 hours annually for personal or professional development courses and seminars lasting one hour each.

50. Section III Scope of Work Requirement I – How many Alcohol and Substance Awareness Trainings should be included in the contract? Can USC share the number of trainings that were completed in FY 15 and FY 16?

As indicated in Question/Answer #7, On site annual substance abuse and DOT training sessions should be in one hour increments for each of our ten (10) University locations and included in the total number of allotted training hours. Alternative options such as webinars, online seminars, or DVD tutorials have also been utilized in past years.

51. Can USC provide utilization reports for the past 2 fiscal years?

As indicated in Question/Answer #13, please see the attached Utilization Reports

52. How many training hours has USC utilized in FY 15 and FY 16?

As indicated in Question/Answer #6, The University uses on average 20 of an allotted 32 hours annually for personal or professional development courses and seminars lasting one hour each.

53. How many Critical Incident support hours has USC utilized in FY 15 and FY 16?

As indicated in Question/Answer #8, USC has had five (5) critical incidents over the last several years (0 – 2014, 2 – 2015, and 3 – 2016).

54. Who is the current EAP contractor?

As indicated in Question/Answer #1, Deer Oaks Employee Assistance Program Services.

55. How long has the current contract been providing these services to USC?

As indicated in Question/Answer #2, since February 1, 2012.

56. Why is USC going to bid at this time?

As indicated in Question/Answer #14, the current contract expires January 31, 2017.

57. Is there anything USC is hoping to improve upon with their current program?

USC is hoping to continue increasing utilization of underutilized services and improve promotion of any new services being offered.

58. What is the current contracted cost for the services?

As indicated in Question/Answer #11, \$54,945.00 per year for all 7,192 benefits eligible employees and their household members.

59. How is the program currently costed, is it on a Per Employee Per Month (PEPM) basis?

As indicated in Question/Answer #11, \$54,945.00 per year for all 7,192 benefits eligible employees and their household members. The University is requesting an annual contract fee to be paid quarterly.

60. Section III, Requirements, A. Is the kickoff meeting to be in person or can it be done by teleconference?

The kickoff meeting would preferably be in person, but can be done by teleconference.

61. Section III, Requirements, D. For the monthly orientation sessions, must the EAP provide a representative in person, or can a recorded orientation/overview of the EAP that is customized for USC be provided, or may it be done by live webinar/video conference? If a representative is required onsite, how much time will the EAP representative need to be onsite each for each orientation?

As indicated in Questions/Answers #28 & #31, the University has ten (10) locations where orientations or a review of EAP policies and techniques may be requested annually in one hour increments. Alternative options such as webinars, online seminars, DVD tutorials or a PowerPoint presented by the Employee Relations Office staff have also been utilized in past years.

62. Section III, Requirements, D. This section also mentions additional trainings and orientations may be necessary. Approximately how many hours of additional onsite training and orientations does USC anticipate needing per year? How many hours has USC utilized each of the last two years?

The RFP does not stipulate a specific number of training hours. However, as indicated in Question/Answer #6, the University currently uses on average 20 of an allotted 32 hours annually for personal or professional development courses and seminars lasting one hour each.

63. Please define outreach effort noted as requirement in RFP.

Outreach efforts include but are not limited to providing on site representation and participation attending annual Benefits and Health Fairs, and physical/electronic receipt of monthly promotional materials, brochures, cards, flyers, and/or newsletters that can be distributed and/or posted to inform and educate USC employees about EAP services available through the program.

64. How many printed posters are needed in total for all 8 campus locations?

USC would like the ability to order and receive posters as needed.

65. Where would requested onsite staff member be located and could travel be charged back to client?

The EAP contractor will not have a permanent office on campus. The University expects the vendor or provider representing the vendor to provide its off-site office facilities and travel. If on campus meeting space is required due to the circumstances of a specific situation, the University's Employee Relations Office can assist in identifying and scheduling such space.

66. What schedule details can be provided for onsite staff requirement besides noted availability Mon-Fri 8-5.

As indicated in Question/Answer #65, The EAP contractor will not have a permanent office on campus, and is not expected to provide onsite staff. USC does expect the EAP contractor to be available for consultation by phone, email, etc. during normal business hours. However, the "In person site visits" noted are only upon request on an as needed basis and scheduled in advance between the hours of 8:00 a.m. – 5:00 p.m., Monday through Friday.

67. Please confirm requested EAP session count per member per issue that you want quoted.

As indicated in Question/Answer #3, USC is covering four (4) short-term counseling sessions per person per issue per year for all benefits eligible employees and their household members.

68. Please provided onsite orientation details for employee and managers. How many onsite hours were spent in 2015 and YTD 2016. Is there a breakdown of onsite orientation hours per campus per year?

As indicated in Questions/Answers #28 & #31, the University has ten (10) locations where orientations or a review of EAP policies and techniques may be requested annually in one hour increments. Alternative options such as webinars, online seminars, DVD tutorials or a PowerPoint presented by the Employee Relations Office staff have also been utilized in past years.

69. Please provide utilization reports for 2015 and YTD 2016 from current EAP provider that details EAP and Work-Life utilization.

As indicated in Question/Answer #13, see the attachment A- Utilization Reports.

70. How many EAP cases were there in 2016 YTD? 2015?

As indicated in Question/Answer #13, see the attachment A- Utilization Reports.

71. How many EAP cases were referred to a provider/counseling sessions in 2016 YTD? 2015?

As indicated in Question/Answer #13, see the attachment A- Utilization Reports.

72. How many EAP face-to-face counseling sessions were completed in 2016 YTD? 2015?

As indicated in Question/Answer #13, see the attachment A- Utilization Reports.

73. What was the average number of visits per EAP face-to-face case in 2016 YTD? 2015?

[As indicated in Question/Answer #13, see the attachment A- Utilization Reports.](#)

74. How many EAP calls were handled in 2016 YTD? 2015?

[As indicated in Question/Answer #13, see the attachment A- Utilization Reports.](#)



EAP AND WORK-LIFE UTILIZATION

SC UNIVERSITY OF SOUTH CAROLINA

Report Period: 01 July 2016 - 30 September 2016

Report Run Date: 07 October 2016



TOTAL UTILIZATION FOR THIS PERIOD

1.76%

01 July 2016 -
30 September 2016

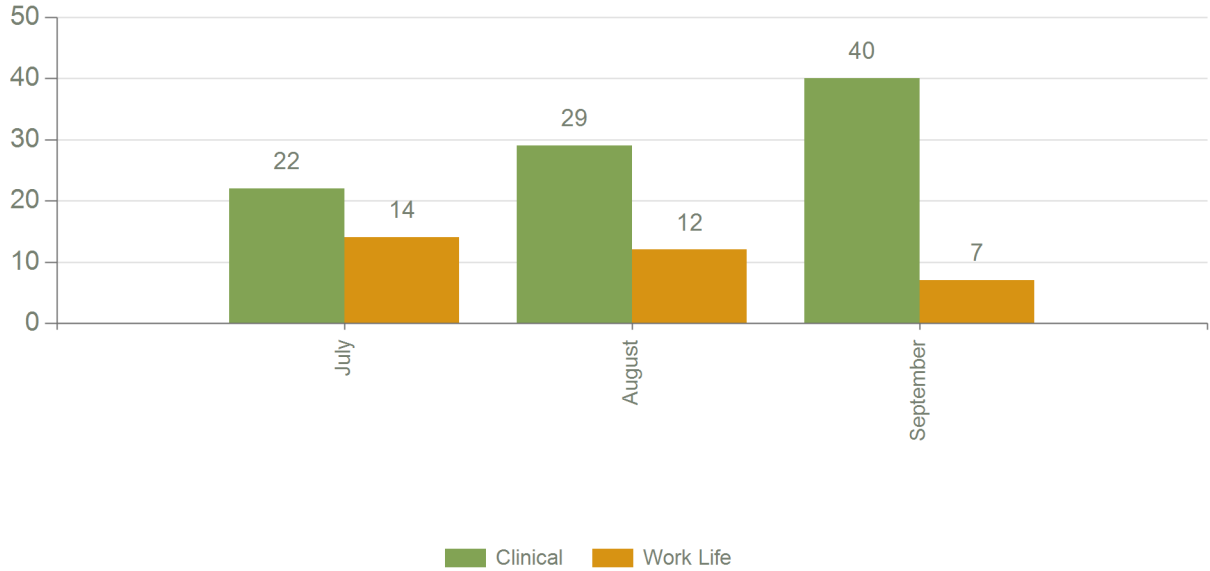
Executive Summary

SC University of South Carolina's overall usage of services during the period, 01 Jul 2016 to 30 Sep 2016, was 124 cases. The projected annual utilization for SC University of South Carolina is 6.98% which is equal to the Book of Business's (BOB) benchmark of 6.98%. There were 91 EAP counseling cases, and 33 work-life cases. Usage is higher compared to the previous year during this time period where utilization was 0.93%. Year to date the number of cases broken out by gender are: 29.28% male and 70.44% female. 0.28% of callers declined to provide this information.

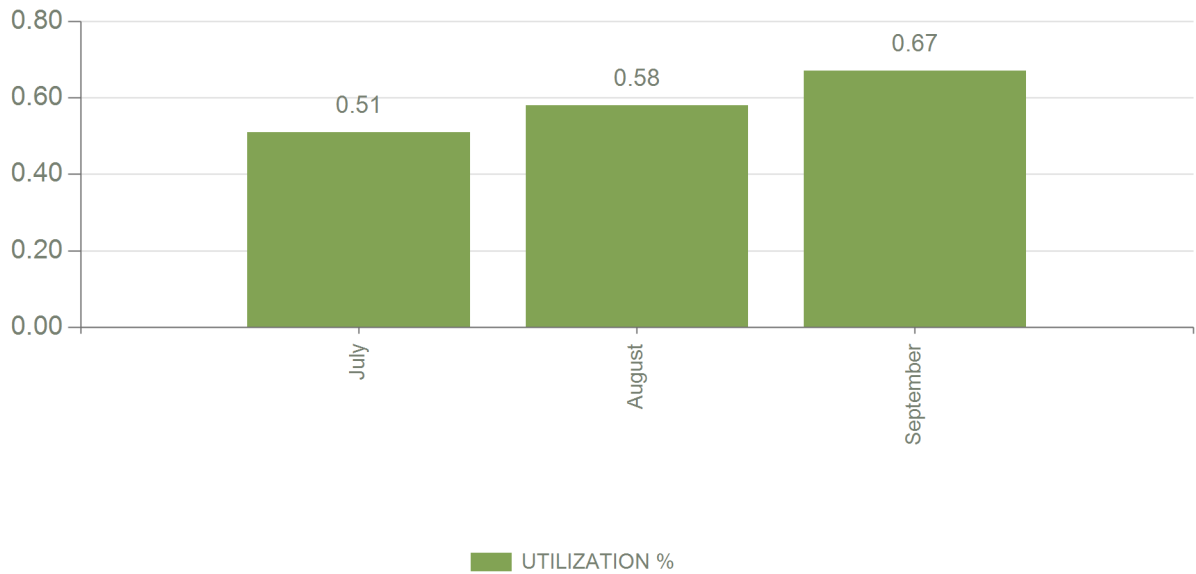
UTILIZATION OVERVIEW

NUMBER OF PARTICIPANTS: 7039				
	PERIOD COUNT	YTD COUNT	UTILIZATION %	YTD UTILIZATION %
Clinical	91	239	1.29	3.4
Work-life	33	123	0.47	1.75
Web Hits	1,068	3,405	15.17	48.37
Total	1,192	3,767	16.93	53.52

CASES BY MONTH



UTILIZATION % BY MONTH



KEY STATISTICAL INFORMATION

	Q1	Q2	Q3	Q4 TOTAL
General Assistance				
General Assistance Clinical	76	113	94	283
General Assistance Work-life	10	9	13	32
Sub Total	86	122	107	315
Clinical				
Face to Face Counseling	34	39	50	123
Long Term/Psychiatrist Referral	9	24	15	48
Clinical First Call Resolution	6	11	11	28
Structured Telephonic Counseling	7	3	9	19
Formal Manager Referral	3			3
Sub Total	59	77	85	221
Work-Life				
Legal In Person	12	14	9	35
Daily Living List	5	23	3	31
Financial	3	1	4	8
Legal Advice	2	2	4	8
Daily Living	5			5
Elder Care	2			2
Child Care List		1		1
Elder Care List		1		1
Sub Total	29	42	20	91
Employer Services				
Formal Manager Referral	4	3	4	11
Manager Consultation		2	2	4
Rapid Response Critical Incident	2	1		3
Sub Total	6	6	6	18
Total	180	247	218	645
Total Utilization	2.56	3.51	3.10	9.16
Web Logins	261	195	188	644
Number of Individual Participants Utilizing Services	70	85	82	218
Web Usage % (Based on Logins)	3.71	2.77	2.67	9.15

***Please note that the General Assistance Clinical service and First Serve cases are not included in utilization, but are reported in the case counts above.**

CALLER INFORMATION

AGE BAND	Q1	Q2	Q3	Q4	TOTAL	%
Undisclosed	1	5	1		7	1.94
18-30	9	19	26		54	14.96
31-40	28	32	45		105	29.09
41-50	20	29	26		75	20.78
51-60	28	37	9		74	20.50
>60	17	12	17		46	12.74
Total	103	134	124		361	

GENDER	Q1	Q2	Q3	Q4	TOTAL	%
Male	26	34	46		106	29.28
Female	78	100	77		255	70.44
Undisclosed			1		1	0.28
Total	104	134	124		362	

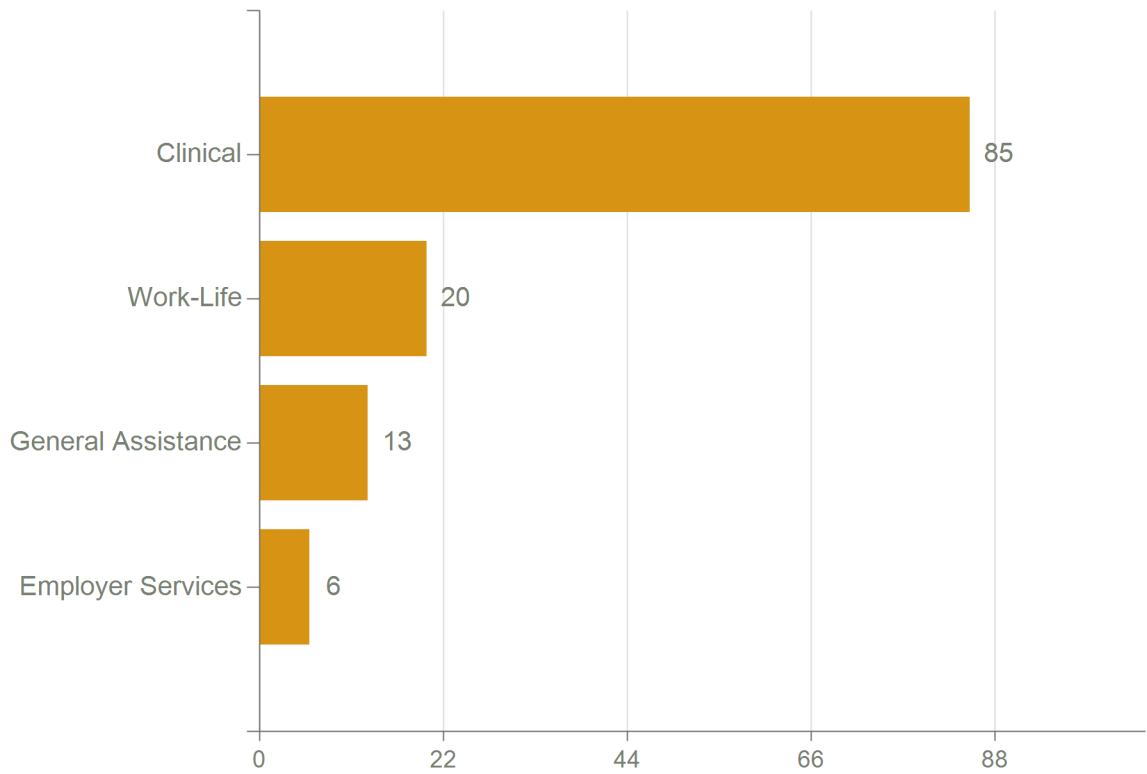
CLIENT TYPE	Q1	Q2	Q3	Q4	TOTAL	%
Employee	97	124	112		333	91.99
Significant Other		4	8		12	3.31
Family Member	2	4	3		9	2.49
Manager	3	2	1		6	1.66
Dependent	2				2	0.55
Total	104	134	124		362	

EMPLOYEE STATUS	Q1	Q2	Q3	Q4	TOTAL	%
Full Time	104	131	121		356	98.34
Part Time		3	2		5	1.38
Retiree			1		1	0.28
Total	104	134	124		362	

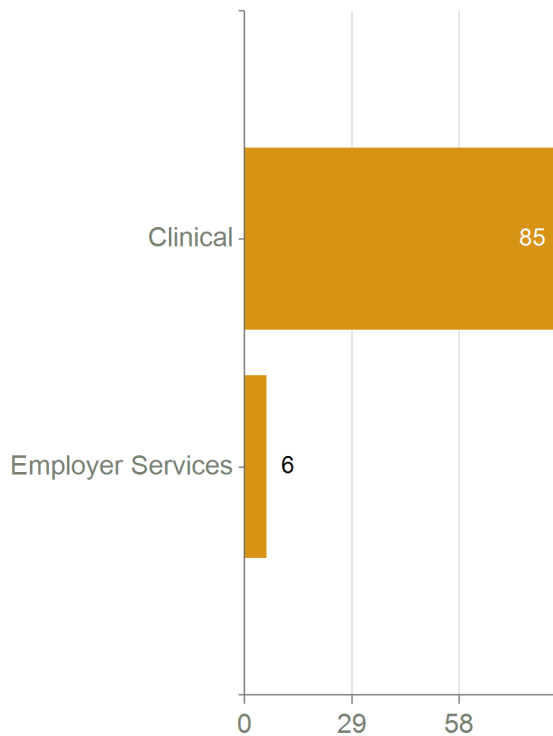
ETHNICITY	Q1	Q2	Q3	Q4	TOTAL	%
Caucasian	49	82	68		199	54.97
Other	35	23	27		85	23.48
African American	18	20	28		66	18.23
Hispanic	1	4			5	1.38
Asian American		3	1		4	1.10
Pacific Islander		2			2	0.55
Native American	1				1	0.28
Total	104	134	124		362	

MAIN ISSUES

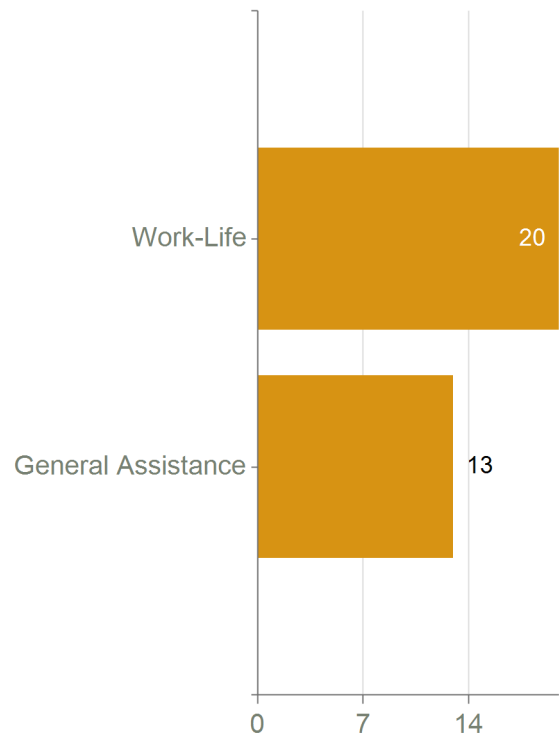
MAIN ISSUES OVERALL



CLINICAL ISSUES



WORK-LIFE ISSUES



CLINICAL CASES BY CATEGORY

	Q1	Q2	Q3	Q4 TOTAL	%
Face to Face Counseling					
Emotional Health	17	22	24	63	26.36
Family/Relationship Concerns	13	11	19	43	17.99
Workplace Concerns	2	1	6	9	3.77
Adjustment/Change	1	4	1	6	2.51
Grief/Loss	1	1		2	0.84
Sub Total	34	39	50	123	51.47
Long Term/Psychiatrist Referral					
Emotional Health	4	13	8	25	10.46
Family/Relationship Concerns	2	3	3	8	3.35
Addiction Concerns		4	2	6	2.51
Adjustment/Change	2	1	2	5	2.09
Grief/Loss	1	2		3	1.26
Workplace Concerns		1		1	0.42
Sub Total	9	24	15	48	20.09
Clinical First Call Resolution					
Emotional Health	1	5	4	10	4.18
Family/Relationship Concerns	3	1	4	8	3.35
Workplace Concerns	2	3		5	2.09
Grief/Loss		2	1	3	1.26
Adjustment/Change			2	2	0.84
Sub Total	6	11	11	28	11.72
Structured Telephonic Counseling					
Emotional Health	4	2	2	8	3.35
Family/Relationship Concerns	2		2	4	1.67
Adjustment/Change			3	3	1.26
Grief/Loss			2	2	0.84
Workplace Concerns	1	1		2	0.84
Sub Total	7	3	9	19	7.96
Formal Manager Referral					
Workplace Behaviour/Attitude	2	1	2	5	2.09
Emotional Health	1	1	1	3	1.26
Addiction Concerns	1	1		2	0.84
Attendance/Absence	2			2	0.84
Adjustment/Change	1			1	0.42
Performance Issues			1	1	0.42
Sub Total	7	3	4	14	5.87

	Q1	Q2	Q3	Q4	TOTAL	%
Manager Consultation						
Employee Behaviour/Attitude		2	1		3	1.26
Employee-Related Emotional Health			1		1	0.42
Sub Total		2	2		4	1.68
Rapid Response Critical Incident						
Workplace Death	2	1			3	1.26
Sub Total	2	1			3	1.26
Total	65	83	91		239	

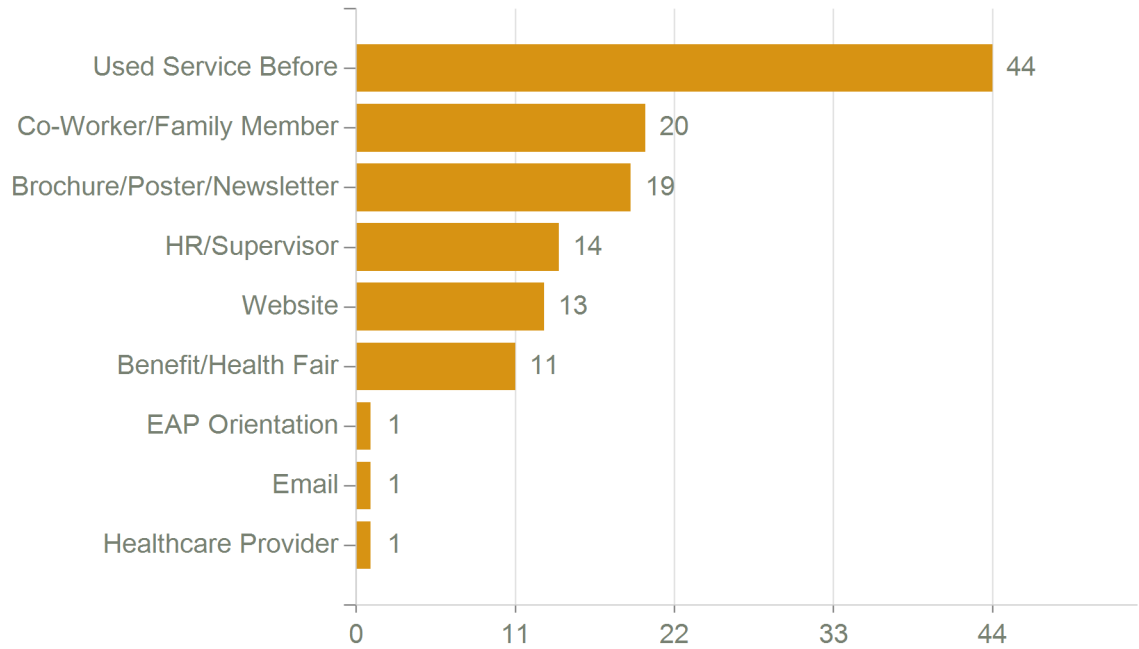
Personal Concerns

	Q1	Q2	Q3	Q4 TOTAL	%
Stress	34	49	74	157	29.79
Anxiety/panic	27	44	45	116	22.01
Low mood	19	35	31	85	16.13
Difficulty concentrating	2	10	24	36	6.83
Tearfulness	9	10	16	35	6.64

Work Related Concerns

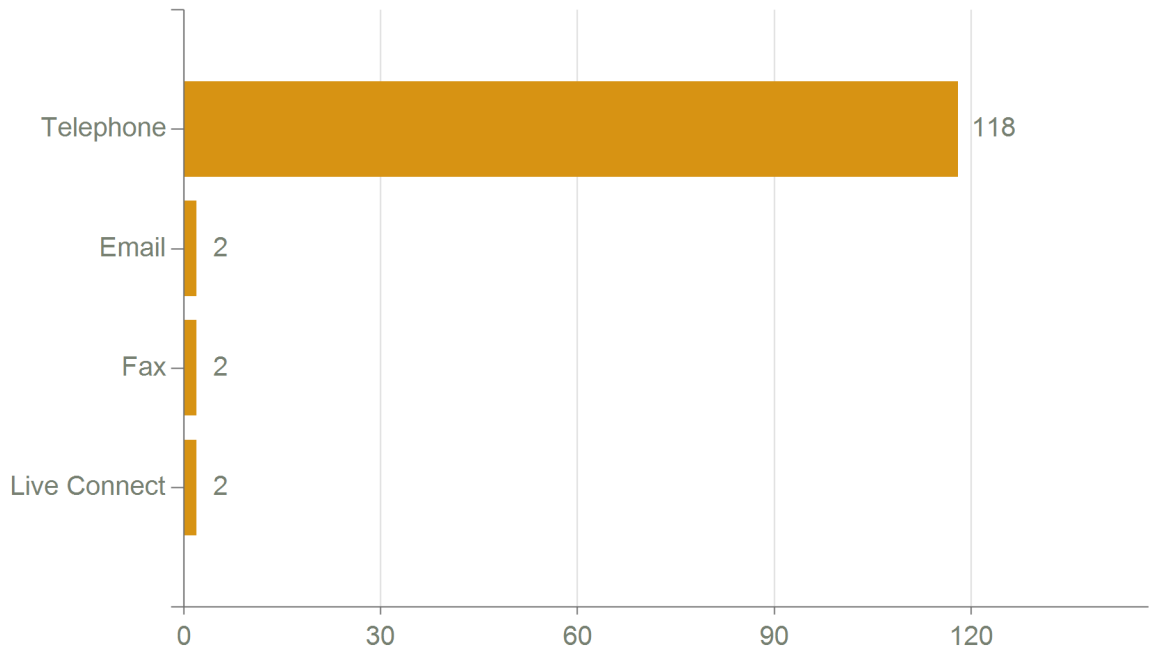
	Q1	Q2	Q3	Q4 TOTAL	%
Workplace Stress	17	23	20	60	48.78
Work performance issues	4	15	8	27	21.95
Conflict at Work	5	10	4	19	15.45
Workplace bullying/harassment		5	6	11	8.94
Career change/Transition			4	4	3.25

KNOWLEDGE OF SERVICE



	TOTAL	PERCENTAGE
Used Service Before	44	35.48
Co-Worker/Family Member	20	16.13
Brochure/Poster/Newsletter	19	15.32
HR/Supervisor	14	11.29
Website	13	10.48
Benefit/Health Fair	11	8.87
EAP Orientation	1	0.81
Email	1	0.81
Healthcare Provider	1	0.81
Total	124	

METHOD OF CONTACT



	TOTAL	PERCENTAGE
Telephone	118	95.16
Email	2	1.61
Fax	2	1.61
Live Connect	2	1.61
Total	124	

WORK-LIFE CASES BY CATEGORY

	Q1	Q2	Q3	Q4	TOTAL	%
Legal In Person						
Divorce	5	2	1		8	6.5
Child Support/Child Custody	1	3	3		7	5.69
Wills & Estate Planning	2	3	2		7	5.69
Legal Miscellaneous	1	1	1		3	2.44
Probate	2	1			3	2.44
Real Estate		1	1		2	1.63
Bankruptcy			1		1	0.81
Criminal		1			1	0.81
Elder Law		1			1	0.81
Power of Attorney		1			1	0.81
Tenancy	1				1	0.81
Sub Total	12	14	9		35	28.44
General Assistance Work-life						
Overview	4	8	6		18	14.63
Benefit Connect	6	1	4		11	8.94
User Response Requested			3		3	2.44
Sub Total	10	9	13		32	26.01
Daily Living List						
Career	2	4			6	4.88
Support Groups		5	1		6	4.88
Health/Wellness		5			5	4.07
Social Services	2	2	1		5	4.07
Shelters/Transitional Housing		4			4	3.25
Legal	1	1	1		3	2.44
Housing		1			1	0.81
Relocation		1			1	0.81
Sub Total	5	23	3		31	25.21
Financial						
Credit	1		1		2	1.63
Debt	1		1		2	1.63
Budgeting			1		1	0.81
Financial Miscellaneous		1			1	0.81
Investments	1				1	0.81
Retirement Planning			1		1	0.81
Sub Total	3	1	4		8	6.5
Legal Advice						

	Q1	Q2	Q3	Q4	TOTAL	%
Legal Miscellaneous		1	3		4	3.25
Civil	1				1	0.81
Divorce		1			1	0.81
Tenancy	1				1	0.81
Wills & Estate Planning			1		1	0.81
Sub Total	2	2	4		8	6.49
Daily Living						
Health/Wellness	4				4	3.25
Financial Services	1				1	0.81
Sub Total	5				5	4.06
Elder Care						
Area Agency on Aging	2				2	1.63
Sub Total	2				2	1.63
Child Care List						
Day Care Centers		1			1	0.81
Sub Total		1			1	0.81
Elder Care List						
Area Agency on Aging		1			1	0.81
Sub Total		1			1	0.81
Total	39	51	33		123	

Home

Legal Ready Docs Seminars Financial Legal Relationships Healthy Eating Women's Health Effective

Manager Planning the Future Infants' and Toddlers' Health Home Buying or Selling Developmental Stages Training and Development Career Transition

	Q1	Q2	Q3	Q4	TOTAL
Homepage					
Home	851	597	578		2,026
Seminars	89	57	29		175
News	1				1
Sub Total	941	654	607		2,202
Living					
Legal Ready Docs	64	66	85		215
Financial	32	19	61		112
Legal	25	36	28		89
Home Buying or Selling	12	12	3		27
Errands Online	13	4	2		19
Home Improvement		2	17		19
Consumer Tips		2	12		14
Travel and Leisure Time	2	3	7		12
Moving		9	2		11
Fraud and Theft	3		2		5
Pets	3	2			5
Go Green		2			2
Sub Total	154	157	219		530
Webinars					
A Healthier You	33	3	3		39
Retirement: It's Not Just About the Money	2	9	11		22
Keeping Your Love Alive	13	8			21
Let's Sleep On It	10	8			18
Beating the Blues		13	1		14
Home Buying 101	6	7	1		14
Creating a Personal Development Plan	11		2		13
Make Your Money Work for You: A Debt Management Plan	3	2	3		8
Caring for Aging Relatives	2		3		5
Disrupting Negative Thoughts	3		1		4
Getting Your Affairs in Order: Five Essential Documents		3	1		4

	Q1	Q2	Q3	Q4	TOTAL
Next Steps: Dealing With Addiction in a Loved One		2	2		4
Staying Fit at Work	4				4
A Special Online Seminar Event: Healthy Living for Your Brain and Body: Tips From the Latest Research			3		3
Eating Your Way to Wellness	2	1			3
Eight Steps to a Healthy Heart		3			3
Financial Fitness: Living Within a Realistic Budget		1	2		3
Know the 10 Signs	2	1			3
Changing Relationships: You and Your Aging Parent or Relative			2		2
Communication Skills for Collaboration	2				2
Effective Communication With Children			2		2
Home Alone? When Kids Outgrow Child Care	2				2
Maximizing Your Day: Effective Time Management	2				2
You Make Me So Mad!	1	1			2
Your Routine Financial Checkup	2				2
10/18/16 - Better Health Through Screening	1				1
12/20/16 - Lighten Up With Laughter			1		1
Being an Upstander		1			1
Building Resiliency 101		1			1
Estate Planning: Five Essential Documents			1		1
Identifying Signs of Addiction in a Loved One	1				1
New HR Initiatives in Anti-Bullying			1		1
Self-Care: Remaining Resilient	1				1
The Art of Listening and Giving Feedback	1				1
The Mind-Body Connection	1				1
The Path to Inner Peace	1				1
Sub Total	106	64	40		210

Thriving

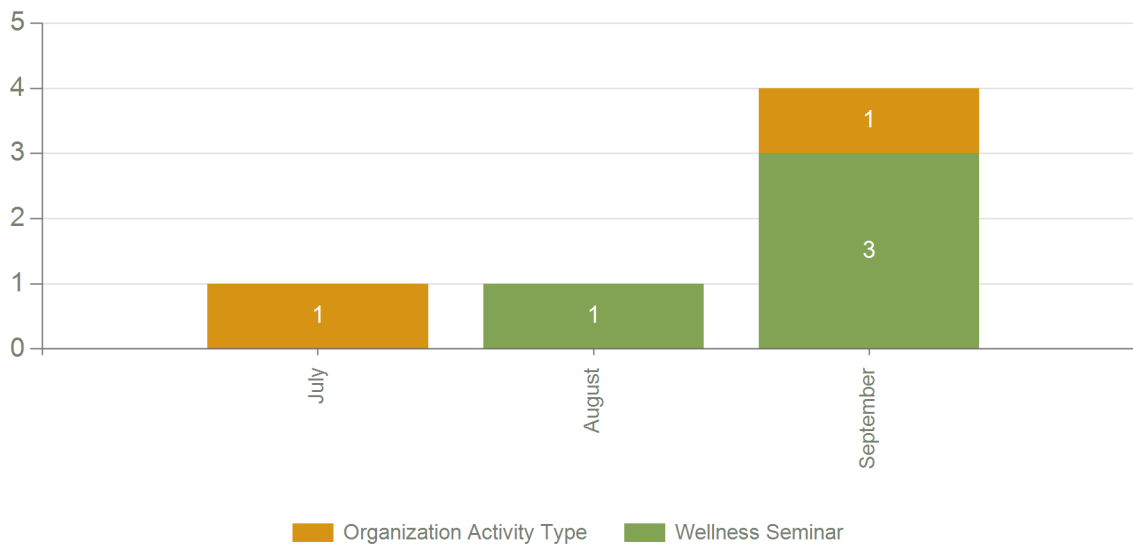
Healthy Eating	18	4	31		53
Women's Health	3	39	10		52
Infants' and Toddlers' Health	33	3			36
Healthy Recipes	4	5	6		15
Adolescents' Health		13			13
Live Healthy		1	12		13
Children's Health	6	1			7
Health Tools	1	2			3
Medical Care			3		3

	Q1	Q2	Q3	Q4	TOTAL
Men's Health			2		2
Sub Total	65	68	64		197
Working					
Effective Manager	19		22		41
Training and Development	11	4	8		23
Career Transition		16	4		20
Workplace Productivity			20		20
Workplace Diversity		14	2		16
Career Development	4	9			13
Accomplished Employee		4	2		6
Workplace Safety			3		3
Sub Total	34	47	61		142
Aging					
Planning the Future	8	16	15		39
Home Care		5	14		19
Caregivers			12		12
Health	6		4		10
Grief and Loss	3	6			9
Aging Well		8			8
Adults With Disabilities	3		4		7
Housing Options	2		5		7
Government Programs	2		3		5
Sub Total	24	35	57		116
Balancing					
Relationships	18	36	21		75
Communication	3	9	6		18
Families	1	9	7		17
Sub Total	22	54	34		110
Parenting					
Developmental Stages	11	9	4		24
Kids' Well-Being	1	9	9		19
Parenting	6	8	3		17
Child Care	1	12	3		16
Adoption	2	9			11
Education	4		7		11
Sub Total	25	47	26		98
Skill Builders					
Effective Communication			3		3
Estate Planning: Five Essential Documents		3			3

	Q1	Q2	Q3	Q4	TOTAL
Drug-Free Workplace Compliance			2		2
Accountability			1		1
Cultural Diversity in the Workplace		1			1
Maximizing Your Day: Effective Time Management	1				1
Self-Care: Remaining Resilient			1		1
Sub Total	1	4	7		12
International					
Relocating Abroad	6				6
Emigration		2			2
Repatriation		2			2
Sub Total	6	4			10
Total	1,378	1,134	1,115		3,627

WORKPLACE ACTIVITIES

WORKPLACE ACTIVITIES



	TOTAL	ATTENDEES
Wellness Seminar		
Wellness Seminar	3	24
Health Fair/ Open Enrollment	1	200
Sub Total	4	224
Organization Activity Type		
Program Promotion	2	
Sub Total	2	
Total	6	224

WORKPLACE ACTIVITIES DETAILED	TOTAL	DURATION	ATTENDEES
Wellness Seminar	4		224
Wellness Seminar			11
Title:	Say What You Mean the Right Way: Healthy Forms of Communication		
Activity Date:	08/15/2016		
Response Date:	07/08/2016		
Location:	1600 Hampton Street, Suite 101, Columbia, SC 29229		
Hosted By:	Niya Calderon		
Details:	Say What You Mean the Right Way: Healthy Forms of Communication 08/15/2016 1:00PM-2:00PM Presenter: Niya Calderon POC: Nicole Vaughn Overall Satisfaction: 99%		
Health Fair/ Open Enrollment			200
Title:	Health Fair		
Activity Date:	09/20/2016		

WORKPLACE ACTIVITIES DETAILED	TOTAL	DURATION	ATTENDEES
Wellness Seminar	4		224
Response Date:	09/20/2016		
Location:	Russell House Ballroom USC		
Hosted By:	Melissa Bush		
Details:	Health Fair 9/20/2016 10:00 - 2:00 PM Facilitator: Melissa Bush POC: June Lewis Columbia		
Wellness Seminar			13
Title:	Emotional Support: Staying Balanced in a Changing World		
Activity Date:	09/23/2016		
Response Date:	07/08/2016		
Location:	1600 Hampton Street, Suite 101, Columbia, SC 29229		
Hosted By:	Niya Calderon		
Details:	Emotional Support: Staying Balanced in a Changing World 09/23/2016 12:30PM-1:30PM Presenter: Niya Calderon POC: Nicole Vaughn Overall Satisfaction: 100%		
Wellness Seminar			
Title:	Maximizing Your Day: Effective Time Management		
Activity Date:	09/29/2016		
Response Date:	07/08/2016		
Location:	1600 Hampton Street, Suite 101, Columbia, SC 29229		
Hosted By:	Sharon Givens		
Details:	Maximizing Your Day: Effective Time Management 09/29/2016 9:00AM-10:00AM Presenter: Sharon Givens POC: Nicole Vaughn Overall Satisfaction:		
Organization Activity Type	2		
Program Promotion			
Title:	Promotional Material		
Activity Date:	07/22/2016		
Response Date:	07/22/2016		
Location:	Russell House Ballroom USC		
Hosted By:			
Details:	Promotional material - Request per Christina McCormick 300 - EAP Brochures 200- Wallet Cards		
Program Promotion			
Title:	Promotional Material		
Activity Date:	09/20/2016		
Response Date:	09/20/2016		

WORKPLACE ACTIVITIES DETAILED	TOTAL	DURATION	ATTENDEES
Organization Activity Type	2		
Location:	Russell House Ballroom USC		
Hosted By:			
Details:	Promotional material - Health Fair 180- Deer Oaks Fact Sheet 150- Legal and Financial flyer 150- Time management flyers 150- pens 150- pencils 1 Deer Oaks sign 1 - plastic blue table cover		

Report Terminology Glossary

Overall Utilization:

Utilization is calculated by $\text{EAP and Work-life cases} \div \text{population} \times 100$

Projected Utilization is calculated with the following formula: $\text{Utilization for the Period} \div \text{Total number of days in that period} \times 365 \times 100$

Clinical:

Counseling cases that may include face to face, structured telephonic, video, on-line, first call resolution/in the moment support

cCBT (Computerized Cognitive Behavioral Therapy):

Self-paced program whereby participants interact with the application on a weekly basis, and to monitor their own perception of how they are functioning in terms of personal well-being, close family relationships, work, and social roles

RRCI (Rapid Response Critical Incident):

On-site support following a traumatic event

Work-Life:

Consultation and/or referrals for community resources

Web Hits:

Recorded each time a user moves from section to section on the website

Web Logins:

Recorded each time a participant logs in to the website. These can include multiple logins by the same participant

Management Consultation:

A consultation with a manager to assist in development of management skills or to assist with how to handle a particular situation with an employee or within the organization

Number of Individual Participants Utilizing Services:

Number of unique individuals accessing services

Knowledge of Service:

How participants identified they learned about the service

Method of Contact:

Provides a breakdown for the reporting period of how participant accessed the service

General Assistance:

Categorizes the General Assistance Inquiries into the reason why outreach by a participant did not result in a case

User Response Requested:

The participant makes contact with the service center, but fails to provide enough information to complete an intake and therefore more information is being requested

EAP Overview:

The participant receives an overview of the services available, and the contact does not result in the client requesting service

Benefit Connect:

The participant is seeking a service that is not administered through the EAP/work-life program, so is connected to the correct resource

First Serve:

When it is unknown if the participant is eligible for services however initial support is provided

LiveConnect:

Instant messaging that is accessible via the website. Allows participant to request services without making a phone call

Workplace Activities:

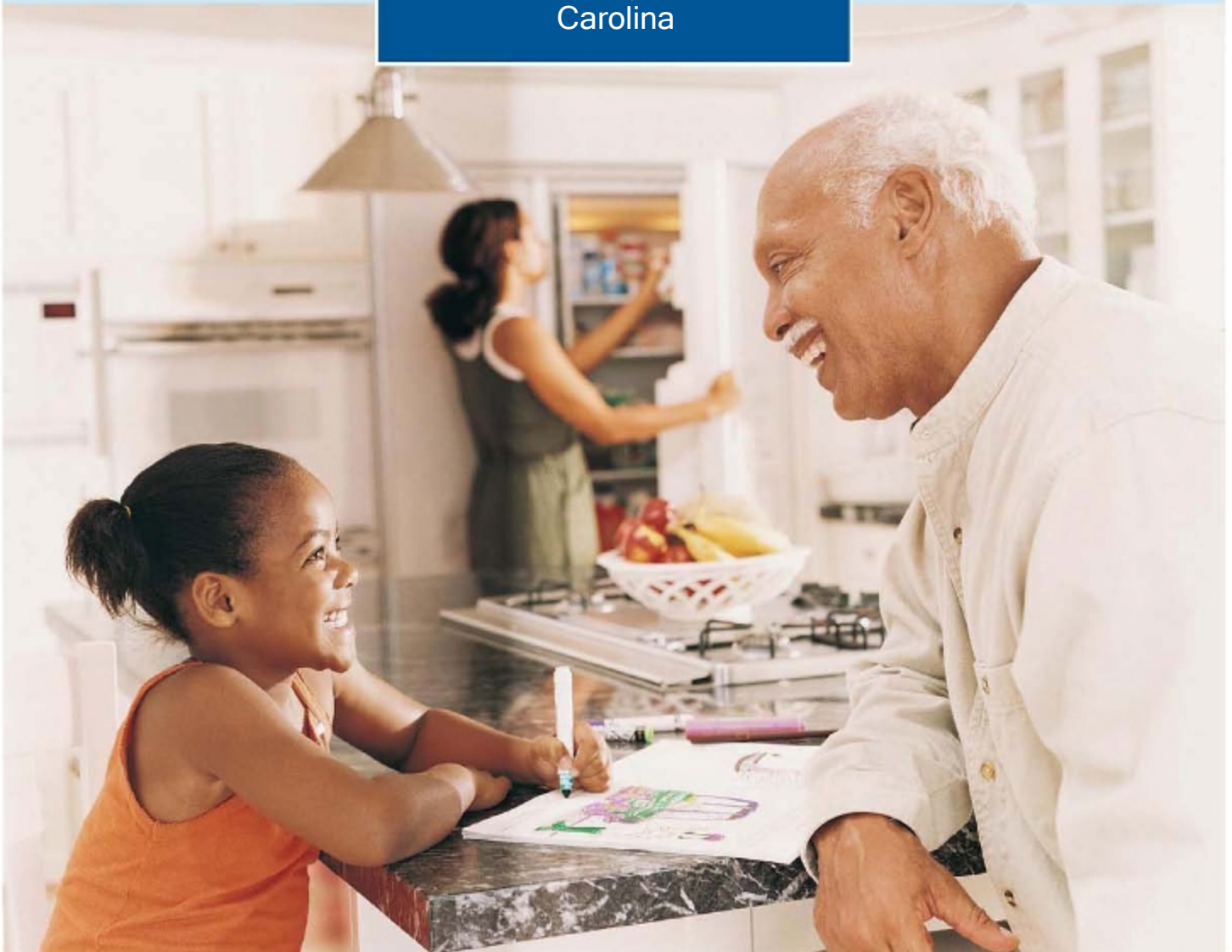
Provides a chart, a summary, and a list of all services for the reporting period provided in the client's workplace (onsite counseling, benefit fairs, webinars, etc.)

QUARTERLY REPORT

10/1/2015 to 12/31/2015

**EAP & Worklife Utilization
Report**

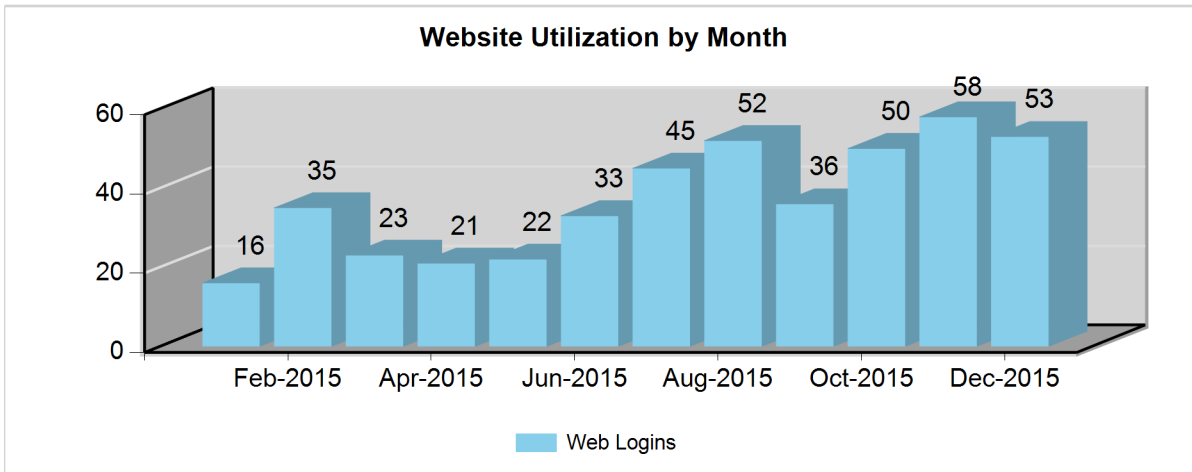
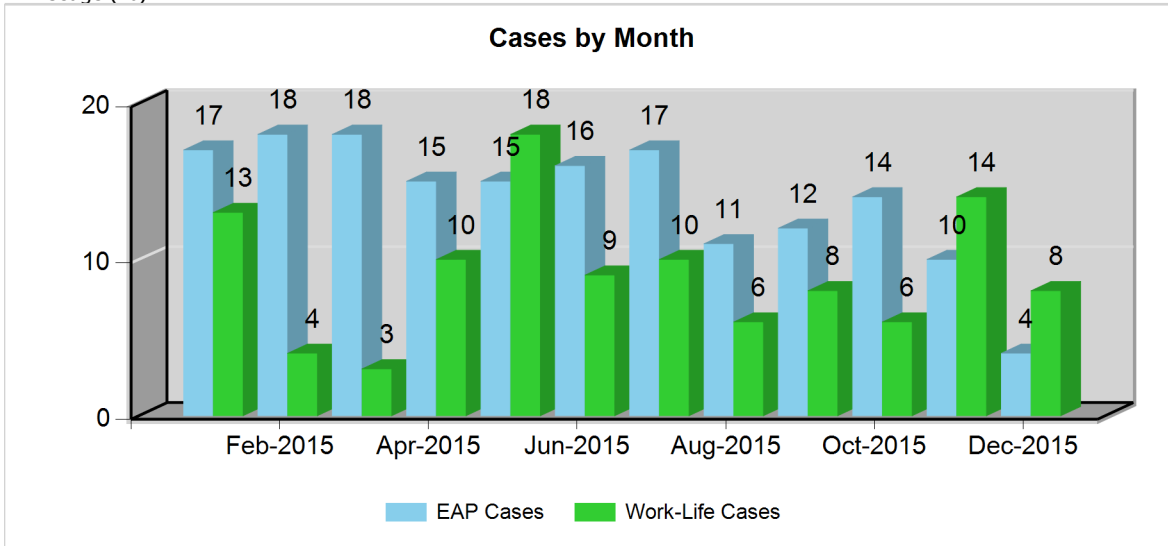
SC University of South
Carolina



UTILIZATION OVERVIEW

Number of Employees: 6,977

Service Component	Web Logins	EAP Cases	Work-Life Cases	Total
Actual Number of Cases	444	167	109	720
Projected Annualized Usage (%)	6.36%	2.39%	1.56%	10.32%



EXECUTIVE SUMMARY

Key Statistical Information		Period	YTD
Workplace Activities		13	25
	Critical Incident/CISD	0	1
	Critical Incident/Trauma	1	1
	Organization Activity Type	0	5
	Wellness Seminar	12	18
EAP *		28	167
	Face to Face	19	113
	Formal Manager Referral	1	9
	Management Consultation	1	6
	Telephone	7	39
Work Life *		28	109
	Daily Living Referral	2	19
	Elder Care Referral	0	7
	Financial Consultation	3	8
	General Assistance WorkLife	13	33
	Legal Advice	2	10
	Legal In-Person	8	32
Website Logins *		161	444
Total Utilization (Cases & Web Logins) *		217	720
Number of Individual Participants Utilizing Services		47	217
Web Usage %		2.31%	6.36%
* Please see the Terminology Glossary for definitions.			

CALLER INFORMATION

Age

Which age band do you belong to?	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Adult (18-30)	15	9	7	9	40	14.5%
Adult (31-40)	20	29	22	17	88	31.9%
Adult (41-50)	19	17	16	13	65	23.6%
Adult (51-60)	13	22	16	14	65	23.6%
Elderly (> 60)	6	5	3	1	15	5.4%
Undisclosed	0	1	0	2	3	1.1%
Total	73	83	64	56	276	

Ethnicity

Ethnicity	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Caucasian	44	57	37	26	164	59.4%
African American	13	13	13	10	49	17.8%
Other	10	10	13	16	49	17.8%
Asian American	3	1	1	1	6	2.2%
Hispanic	3	0	0	1	4	1.4%
Undisclosed	0	1	0	2	3	1.1%
Native American	0	1	0	0	1	0.4%
Total	73	83	64	56	276	

Gender

Gender	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Female	46	64	42	43	195	70.7%
Male	27	19	22	11	79	28.6%
Unknown	0	0	0	2	2	0.7%
Total	73	83	64	56	276	

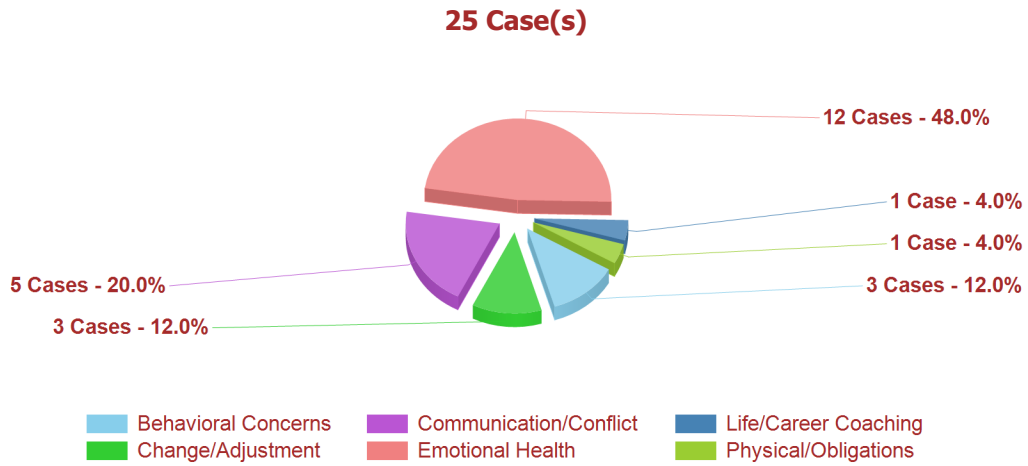
Employee Status

Employee Status	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Full Time	69	79	64	55	267	96.7%
Part Time	3	4	0	1	8	2.9%
Retiree	1	0	0	0	1	0.4%
Total	73	83	64	56	276	

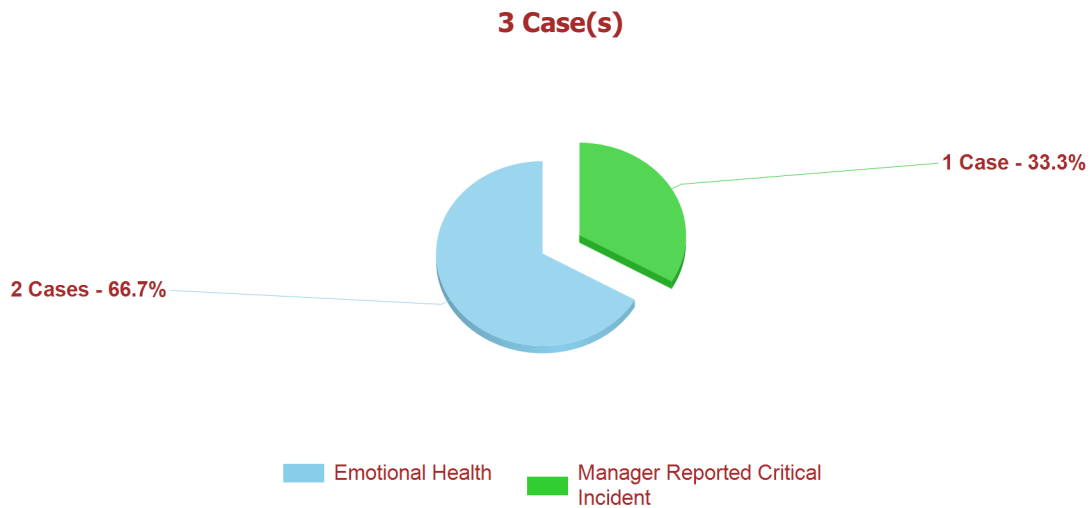
Client Type	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Employee	67	78	63	53	261	94.6%
Dependent	6	5	1	3	15	5.4%
Total	73	83	64	56	276	

MAIN ISSUES IN EAP CASES

Personal Issues



Work Issues



Personal Issues Detailed

Face to Face

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Behavioral Concerns						
Acting out				1	1	25.0%
Alcohol/drugs	1				1	25.0%
Family Member Addiction		1			1	25.0%
Non-Conforming Behavior	1				1	25.0%
Change/Adjustment						
Dealing with Loss	1	1			2	10.0%
Divorce	1		1	1	3	15.0%
Financial Hardship			1		1	5.0%
Illness	1				1	5.0%
Job Status			1		1	5.0%
Parenting	1	1			2	10.0%
Relationship		2	1		3	15.0%
Relocating				1	1	5.0%
Restructuring	1				1	5.0%
Separation		2	1		3	15.0%
Trauma	1				1	5.0%
Work-life Balance				1	1	5.0%
Communication/Conflict						
Communication issues		2	1		3	10.3%
Conflict with family		2		2	4	13.8%
Conflict with manager			1		1	3.4%
Conflict with partner	4	4			8	27.6%
Harassment/Bullying		1			1	3.4%
Relationship issues	4	2	3	3	12	41.4%
Emotional Health						
Anger			1		1	2.0%
Anxiety	7	3	5	1	16	31.4%
Bereavement	2	2	1		5	9.8%
Depression	3	2	4	2	11	21.6%
Fear				1	1	2.0%
Impacted by violence	1				1	2.0%
Past Trauma	2	1			3	5.9%
Stress	2	4	2	2	10	19.6%
Unhappiness		1		2	3	5.9%

Physical/Obligations

Care of children	1	1		1	3	100.0%
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Formal Manager Referral

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
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Behavioral Concerns

Addiction	1				1	33.3%
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Alcohol/drugs	1				1	33.3%
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Non-Conforming Behavior				1	1	33.3%
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Change/Adjustment

Work-life Balance			1		1	100.0%
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Communication/Conflict

Conflict with colleague			1		1	100.0%
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Emotional Health

Anger			1		1	50.0%
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Stress			1		1	50.0%
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Management Consultation

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
--	---------	---------	---------	---------	-----	-------

Behavioral Concerns

Suicidal Ideation		1			1	100.0%
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Telephone

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
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Behavioral Concerns

Acting out	1	1			2	40.0%
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Addiction			1		1	20.0%
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Alcohol/drugs		1			1	20.0%
---------------	--	---	--	--	---	-------

Suicidal Ideation				1	1	20.0%
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Change/Adjustment

Dealing with Loss		1			1	33.3%
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Trauma	2				2	66.7%
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Communication/Conflict

Conflict with family			1		1	25.0%
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Relationship issues	2		1		3	75.0%
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Emotional Health

Anxiety	2		3	1	6	30.0%
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Bereavement	2	2		4	20.0%	
Depression		4	2	2	8	40.0%
Stress			1		1	5.0%
Unhappiness				1	1	5.0%
Life/Career Coaching						
Career Issues				1	1	100.0%

Work Issues Detailed

Face to Face

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Communication/Conflict						
Conflict with colleague		1	1		2	100.0%
Emotional Health						
Anxiety				1	1	25.0%
Depression	1				1	25.0%
Stress	1	1			2	50.0%

Formal Manager Referral

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Behavioral Concerns						
Alcohol/drugs			1		1	100.0%
Emotional Health						
Depression		1			1	100.0%

Management Consultation

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Communication/Conflict						
Conflict with manager	1				1	100.0%
Employment						
Harassment/Bullying	1				1	100.0%
Manager Reported Critical Incident						
Workplace Death	1		1		2	66.7%
Workplace Trauma				1	1	33.3%

Telephone

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Emotional Health						
Anxiety	2		1		3	50.0%
Stress	1	1			2	33.3%
Unhappiness				1	1	16.7%

EAP General Assistance Inquiries

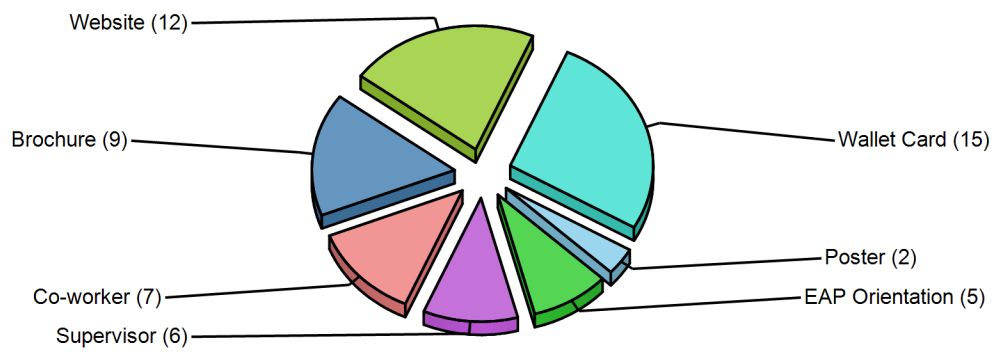
General Assistance EAP						
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Benefit Connect		2	1		3	100.0%
EAP Overview	8	14	11	11	44	100.0%
Transferred to EAP	6				6	100.0%
User Response Requested	1	2		1	4	100.0%
Total	15	18	12	12	57	

EAP General Assistance Inquiries: Individuals who accessed the program with general questions or inquires about the service, but are not currently interested in accessing the benefits available to them. These inquiries are not considered cases and therefore are not included in any other areas of this report

KNOWLEDGE OF SERVICE

Sources of Information	%
Wallet Card	26.8%
Website	21.4%
Brochure	16.1%
Co-worker	12.5%
Supervisor	10.7%
EAP Orientation	8.9%
Poster	3.6%

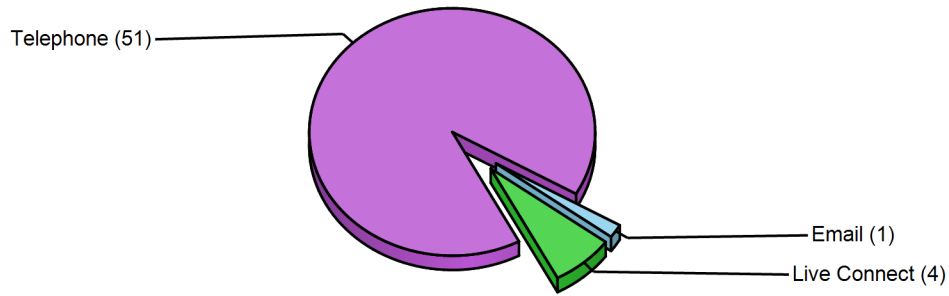
Sources of Information



METHODS OF CONTACT

Methods of Contact	%
Telephone	91.1%
Live Connect	7.1%
Email	1.8%

Methods of Contact



WORK-LIFE CASES BY CATEGORY

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Daily Living Referral						
Career	2				2	10.5%
Financial Assistance	1	3	1		5	26.3%
Health/Wellness	1	1	1		3	15.8%
Housing		1		2	3	15.8%
Legal		1	1		2	10.5%
Support Groups		3			3	15.8%
Websites/Books/Tipsheets		1			1	5.3%
Sub Total	4	10	3	2	19	
Elder Care Referral						
Financial Assistance	1				1	14.3%
Home Care		2			2	28.6%
Housing		1			1	14.3%
Miscellaneous	1	2			3	42.9%
Sub Total	2	5			7	
Financial Consultation						
Budgeting	2	1			3	37.5%
Debt			1	1	2	25.0%
Financial Information General				1	1	12.5%
Investments			1		1	12.5%
Mortgage				1	1	12.5%
Sub Total	2	1	2	3	8	
General Assistance WorkLife						
Benefit Connect	1		1		2	6.1%
User Response Requested	1	2	2		5	15.2%
Work-Life Overview	2	6	5	13	26	78.8%
Sub Total	4	8	8	13	33	
Legal Advice						
Civil	2	1			3	30.0%
Criminal	1				1	10.0%
Family				1	1	10.0%
Other		1			1	10.0%
Property			1		1	10.0%
Tenancy			1	1	2	20.0%

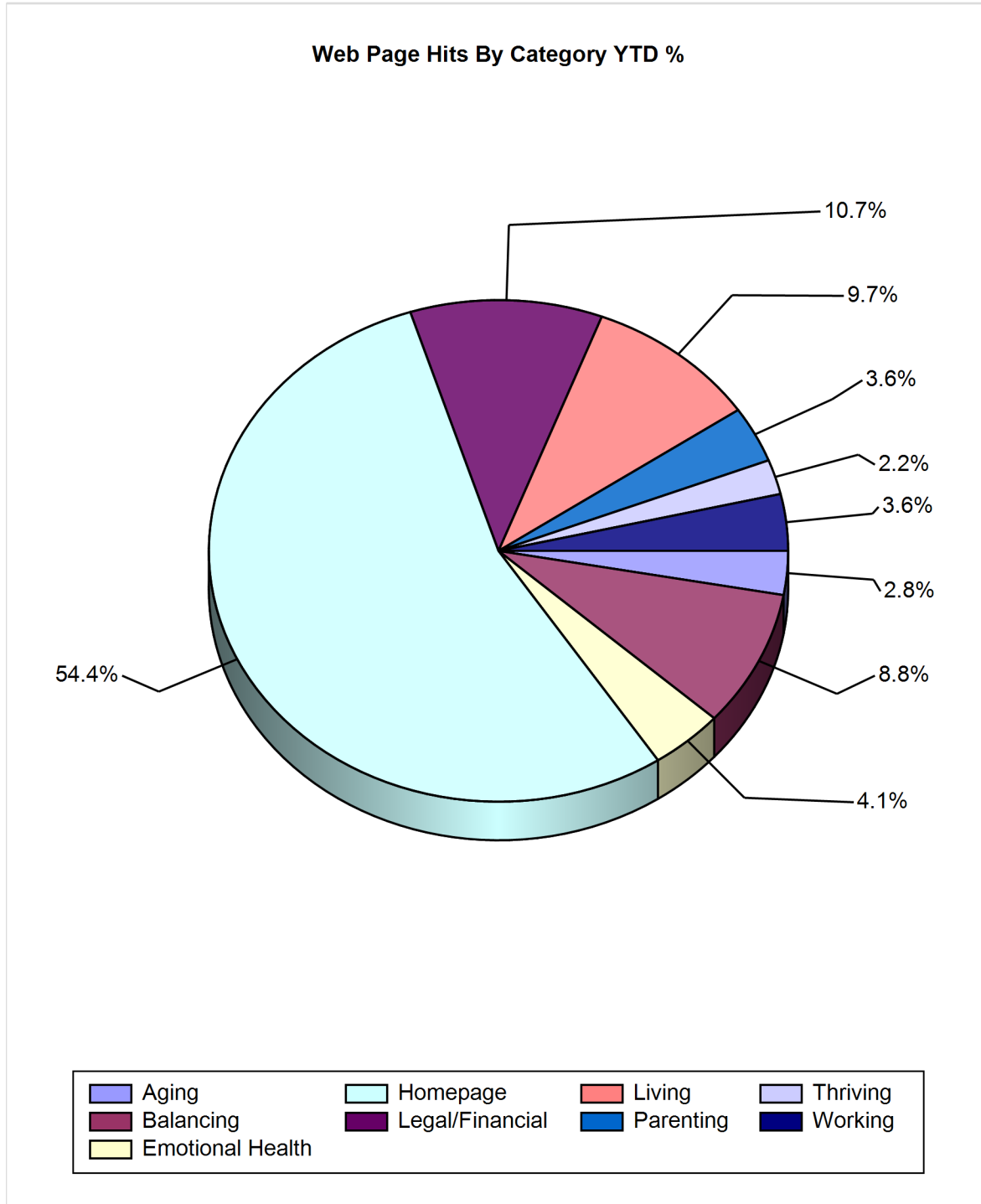
Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Wills/Estate Planning		1			1	10.0%
Sub Total	3	3	2	2	10	
Legal In-Person						
Civil	1				1	3.1%
Criminal	1				1	3.1%
Family	1	4	4	4	13	40.6%
Financial		1			1	3.1%
Insurance			1		1	3.1%
Other	1	1	1	1	4	12.5%
Power of Attorney		1			1	3.1%
Property				1	1	3.1%
Tenancy		1	1	1	3	9.4%
Wills/Estate Planning	1	2	2	1	6	18.8%
Sub Total	5	10	9	8	32	
Total	20	37	24	28	109	

WEB PAGE HITS BY CATEGORY

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Aging						
Aging Well	6	4	1		11	13.4%
Caregivers				12	12	14.6%
Government Programs			6		6	7.3%
Grief and Loss	3		2	4	9	11.0%
Housing Options	1	4	4	4	13	15.9%
Planning the Future	4	6	13	8	31	37.8%
Sub Total	14	14	26	28	82	
Balancing						
Addiction and Recovery			5	16	21	8.2%
Communication		3	6	6	15	5.9%
Families	3	17	5	6	31	12.1%
Grief and Loss			6	18	24	9.4%
Mental Health	1		3	26	30	11.7%
Personal Growth	6			16	22	8.6%
Relationships	15	25	27	46	113	44.1%
Sub Total	25	45	52	134	256	
Emotional Health						
Addiction and Recovery	9		5	8	22	18.5%
Grief and Loss			1	9	10	8.4%
Mental Health	3	34	22	13	72	60.5%
Personal Growth		3	4	8	15	12.6%
Sub Total	12	37	32	38	119	
Homepage						
Advanced Directives	1				1	0.1%
Division Feature	3				3	0.2%
Home	139	234	304	768	1,445	91.5%
Homepage Feature 1	3				3	0.2%
Monthly Feature	22				22	1.4%
News				2	2	0.1%
Savings Center	2				2	0.1%
Search	2				2	0.1%
Seminars	1	2	24	73	100	6.3%
Sub Total	173	236	328	843	1,580	

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Legal/Financial						
Financial	6	31	29	60	126	40.4%
Legal	4	14	24	36	78	25.0%
Legal Forms			26		26	8.3%
Legal Ready Docs	10	32	40		82	26.3%
Sub Total	20	77	119	96	312	
Living						
Errands Online				8	8	2.8%
Financial				60	60	21.3%
Home Buying or Selling				4	4	1.4%
Home Improvement	2				2	0.7%
Legal	16		11	36	63	22.3%
Legal Forms	1			108	109	38.7%
Legal Ready Docs	6		26		32	11.3%
Pets	2		2		4	1.4%
Sub Total	27		39	216	282	
Parenting						
Adoption	3				3	2.9%
Child Care		18		6	24	22.9%
Developmental Stages	8	17		6	31	29.5%
Kids' Well-Being		7			7	6.7%
Parenting	9	27		4	40	38.1%
Sub Total	20	69		16	105	
Thriving						
Adolescents' Health	1		4		5	7.7%
Health Tools		2			2	3.1%
Healthy Eating			8	2	10	15.4%
Healthy Recipes		1			1	1.5%
Infants' and Toddlers' Health	1				1	1.5%
Men's Health			2		2	3.1%
Women's Health	7	15		22	44	67.7%
Sub Total	9	18	14	24	65	
Working						
Career Development				9	9	8.5%
Career Transition	4	2		2	8	7.5%
Effective Manager	1		3	50	54	50.9%
Training and Development				10	10	9.4%
Workplace Diversity				12	12	11.3%

Content Category	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	YTD %
Workplace Productivity				6	6	5.7%
Workplace Safety	7				7	6.6%
Sub Total	12	2	3	89	106	
Total	312	498	613	1,484	2,907	



WORKPLACE ACTIVITIES

Type	Count	Duration (min)	Attendees
Critical Incident/Trauma	1	0.0	0
Traumatic Event Offsite	1	0.0	0
	Activity Date:	10/16/2015	
	Organization:	SC University of South Carolina	
	Attendees:	0	
	Details:		
	Location:	800 University Way, Administration Building Room #310, Spartanburg, SC 29303	
	Hosted By:		
	Response Date:	10/13/2015 1:49:00 PM	
	Survey Question & Answer:		
Wellness Seminar	12		97
Wellness Seminar	12		97
	Activity Date:	10/14/2015	
	Organization:	SC University of South Carolina	
	Attendees:	11	
	Details:	Emotional Support: Staying Balanced in a Changing World 10/14/2015 3:30-4:30PM Presenter: Sharon Givens POC: Jamar Mitchell Overall Satisfaction: 100%	
	Location:	1600 Hampton Street, Suite 101 - Office of Organizational and Professional Development/HR, Columbia, SC 29208	
	Hosted By:	Sharon Givens	
	Response Date:	7/14/2015 3:00:00 PM	
	Survey Question & Answer:		

Activity Date: 10/1/2015
Organization: SC University of South Carolina
Attendees: 24
Details: Business Etiquette and Professionalism
 10/1/2015 3:30-4:30PM
 Presenter: Donetta Powell
 POC: Jamar Mitchell
 Overall Satisfaction: 99.3%
Location: 1600 Hampton Street, Suite 101, Columbia, SC 29208
Hosted By: Donetta Powell
Response Date: 9/9/2015 9:00:00 AM
Survey Question & Answer:

Activity Date: 11/4/2015
Organization: SC University of South Carolina
Attendees: 0
Details: Effective Communication
 11/4/2015 1:00-2:00PM
 Presenter: Donetta Powell
 POC: Jamar Mitchell
 Overall Satisfaction:
Location: 1600 Hampton Street, Suite 101 - Office of
 Organizational and Professional Development/HR,
 Columbia, SC 29208
Hosted By: Donetta Powell
Response Date: 9/9/2015 9:00:00 AM
Survey Question & Answer:

Activity Date: 11/5/2015
Organization: SC University of South Carolina
Attendees: 9
Details: Making a Life while Making a Living: Work-Life Balance
 11/5/2015 1:00-2:00PM
 Presenter: Sharon Givens
 POC: Jamar Mitchell
 Overall Satisfaction: 100%
Location: 1600 Hampton Street, Suite 101 Columbia, SC 29208
Hosted By: Sharon Givens
Response Date: 7/14/2015 1:00:00 PM
Survey Question & Answer:

Activity Date: 11/5/2015
Organization: SC University of South Carolina
Attendees: 8
Details: Meet Your Teen
 11/5/2015 12:30-1:30PM
 Presenter: Sharon Givens
 POC: Jamar Mitchell
 Overall Satisfaction: 100%
Location: 1600 Hampton Street, Suite 101, Columbia, SC 29208
Hosted By: Sharon Givens
Response Date: 8/7/2015 12:00:00 PM
Survey Question & Answer:

Activity Date: 11/6/2015
Organization: SC University of South Carolina
Attendees: 7
Details: Emotional Intelligence for Success
 11/6/2015 1:00-2:00PM
 Presenter: Sharon Givens
 POC: Jamar Mitchell
 Overall Satisfaction: 100%
Location: 1600 Hampton Street, Suite 101 Columbia, SC 29208
Hosted By: Sharon Givens
Response Date: 10/1/2015 12:00:00 PM
Survey Question & Answer:

Activity Date: 11/9/2015
Organization: SC University of South Carolina
Attendees: 7
Details: Planning for Professional Growth
 11/9/2015 1:00-2:00PM
 Presenter: Dr. NaMetris Blount
 POC: Jamar Mitchell
 Overall Satisfaction: 95%
Location: 1600 Hampton Street, Suite 101, Columbia, SC 29208
Hosted By: Dr. NaMetris Blount
Response Date: 8/7/2015 12:00:00 PM
Survey Question & Answer:

Activity Date: 11/10/2015
Organization: SC University of South Carolina
Attendees: 6
Details: Managing Workplace Stressors
 11/10/2015 1:200-1:00PM
 Presenter: Michelle Trask
 POC: Jamar Mitchell
 Overall Satisfaction: 100%
Location: 1600 Hampton Street, Suite 101 - Office of
 Organizational and Professional Development/HR,
 Columbia, SC 29208
Hosted By: Michelle Trask
Response Date: 9/9/2015 9:00:00 AM
Survey Question & Answer:

Activity Date: 11/10/2015
Organization: SC University of South Carolina
Attendees: 0
Details: Maximizing Your Day: Effective Time Management
 11/10/2015 3:00-4:00PM
 Presenter: Donetta Powell
 POC: Jamar Mitchell
 Overall Satisfaction:
Location: 1600 Hampton Street, Suite 101 - Office of
 Organizational and Professional Development/HR,
 Columbia, SC 29208
Hosted By: Donetta Powell
Response Date: 9/9/2015 2:00:00 PM
Survey Question & Answer:

Activity Date: 11/13/2015
Organization: SC University of South Carolina
Attendees: 11
Details: Examining Relationships: Healthy vs. Unhealthy
 11/13/2015 12:30-1:30PM
 Presenter: Sharon Givens
 POC: Jamar Mitchell
 Overall Satisfaction: 100%
Location: 1600 Hampton Street, Suite 101 Columbia, SC 29208
Hosted By: Sharon Givens
Response Date: 8/7/2015 1:00:00 PM
Survey Question & Answer:

Activity Date: 11/20/2015

Organization: SC University of South Carolina

Attendees: 0

Details: Changing Relationships: You and Your Aging Relatives
 11/20/2015 12:30-1:30PM
 Presenter: Debra "Debbie" Kelly
 POC: Jamar Mitchell
 Overall Satisfaction:

Location: 1600 Hampton Street, Suite 101, Columbia, SC 29208

Hosted By: Debra "Debbie" Kelly

Response Date: 8/7/2015 1:00:00 PM

Survey Question & Answer:

Activity Date: 12/4/2015

Organization: SC University of South Carolina

Attendees: 14

Details: Effective Communication with Children
 12/4/2015 12:30-1:30PM
 Presenter: Niya Calderon
 POC: Jamar Mitchell
 Overall Satisfaction: 99.1%

Location: 1600 Hampton Street, Suite 101, Columbia, SC 29208

Hosted By: Niya Calderon

Response Date: 9/9/2015 9:00:00 AM

Survey Question & Answer:

Total	13	0.0	97
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REPORT TERMINOLOGY GLOSSARY

Assisted Search:

A dependent care intake form submitted via the website directly to a Consultant who will locate and confirm providers.

EAP Cases:

Each time a participant contacts an EAP Consultant via telephone, Assisted Search or LiveConnect.

Work-Life Cases:

Each time a participant contacts a Work-Life Consultant via telephone, Assisted Search or LiveConnect.

LiveConnect:

A website visitor communicating electronically in real time with a Consultant using instant messaging. The Consultant completes the dependent care or daily living intake form while conversing electronically with the web visitor.

Non-Referral Event

General consultation that does not result in a search request.

Page Hits:

Recorded each time a user moves from section to section on the website.

Total Utilization (Cases & Web Logins):

The total of consultations via telephone, LiveConnect and Assisted Search plus the total number of website logins.

Web Logins:

Recorded each time a user logs in to the website.