

**Attachment A—Utilization Reports
Addendum 1**
Request for Proposals (Solicitation No. 4030)
Employee Assistance Program

2007 to 2008

Individual Program Utilization

Individual Utilization includes all individuals accessing services during this reporting period. This number of individuals is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an annualized rate. The year-to-date utilization rate is calculated by dividing the total number of cases by the number of eligible employees.

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|-------------------------------|-------|-------|-------|-------|------|
| Employee Count | 593 | 593 | 593 | 593 | 593 |
| Total New Cases | 7 | 22 | 13 | 14 | 56 |
| Individual Utilization | 4.7% | 14.8% | 8.8% | 9.4% | 9.4% |

Overall Program Utilization

The Overall Service Utilization includes each service accessed by individuals during this reporting period. An individual may have received one or more services. The number of services is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an annualized rate. Year to Date utilization is calculated by dividing the total number of services by the number of eligible employees.

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|----------------------------|-------|-------|-------|-------|-------|
| Employee Count | 593 | 593 | 593 | 593 | 593 |
| Total New Services | 13 | 38 | 24 | 25 | 100 |
| Overall Utilization | 8.8% | 25.6% | 16.2% | 16.9% | 16.9% |

Attachment A—Utilization Reports
Addendum 1
 Request for Proposals (Solicitation No. 4030)
 Employee Assistance Program

2008 to 2009

Individual Program Utilization

Individual Utilization includes all individuals accessing services during this reporting period. This number of individuals is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an annualized rate. The year-to-date utilization rate is calculated by dividing the total number of cases by the number of eligible employees.

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|-------------------------------|-------|-------|-------|-------|-------|
| Employee Count | 599 | 613 | 613 | | 608 |
| EAP Cases | 17 | 19 | 15 | | 51 |
| MC Cases | 0 | 0 | 0 | | 0 |
| Total New Cases | 17 | 19 | 15 | | 51 |
| Individual Utilization | 11.4% | 12.4% | 9.8% | | 11.2% |

Session Count

The session count represents the number of unique face to face sessions delivered within the quarter.

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|----------------------|-------|-------|-------|-------|-----|
| Session Count | 25 | 30 | 21 | | |

Overall Program Utilization

The Overall Service Utilization includes each service accessed by individuals during this reporting period. An individual may have received one or more services. The number of services is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an annualized rate. Year to Date utilization is calculated by dividing the total number of services by the number of eligible employees.

| | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|----------------------------|-------|-------|-------|-------|-------|
| Employee Count | 599 | 613 | 613 | | 608 |
| Total New Services | 35 | 34 | 26 | | 95 |
| Overall Utilization | 23.4% | 22.2% | 17.0% | | 20.8% |