



**CITY OF NAPLES - FL**

**Employee Head Count 454**

**Reporting Period 01/01/2011 - 03/31/2011**



# Utilization Definitions

**Utilization Formula:**

(Number of Services Delivered / Number of Days in the Reporting Period)  
\* 365 / Employee Head Count

**Annualized Member Usage:**

Measures the number of individual members receiving assistance for personal use.

**Annualized Organizational Usage:**

Measures organizational contact a member has with the EAP, including web site hits and training attendance.

**Annualized Member Rate:**

Combination of member usage and account usage.

# Total Usage

Member Usage	#	%	YTD
Face to Face Consultation Referral	5	38.5%	0
Telephone Counseling	0	0.0%	0
Clinical Assessment	2	15.4%	0
WorkLife	0	0.0%	0
Financial	0	0.0%	0
Legal	6	46.2%	0
General Information & Referral	0	0.0%	0
Benefit Integration	0	0.0%	0
Totals	13	100.0%	0
<b>Annualized Member Usage</b>	11.6%		

Organizational Usage	Event Counts	Participants	Length	YTD Event Totals
Critical Incident Consultation	0			0
Critical Incident On-Site Consultation	0	0	0.00	0
Management Consultations	3			0
Training/Seminars	2	16	2.00	0
Professional Development / Coaching	0	0	0.00	0
Health Fairs / Open Enrollment	0	0	0.00	0
Company Group Meetings	1	2	1.00	0
Program Orientation / Supervisor Training	0	0	0.00	0
Web Hits	44			€
Totals	50	18	3.00	€
<b>Annualized Organizational Usage</b>	58.1%			

<b>Annualized Usage Rate</b>	69.7%
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# Training Overview

Date	Name of Seminar	Account / Division	Location	Participants	Hours
02/21/2011	Emotional Eating	CITY OF NAPLES - FL	Naples, FL	7	1.00
03/03/2011	Fitness and Nutrition	CITY OF NAPLES - FL	Naples, FL	9	1.00
<b>Total</b>				<b>16</b>	<b>2.00</b>