THE CITY OF ROCKFORD ILLINOIS, USA

Carrie Eklund
Central Services Manager
Finance Department

ADDENDUM TO BID
EMPLOYEE ASSISTANCE PROGRAM (EAP)
BID NO: 212-HR-017
ADDENDUM NO.: 1

To: All Bidders:

Please note the following changes to the above mentioned bid package.

Bid opening date has been changed to Tuesday, March 6, 2012 at 11:00 a.m.

At the request of numerous vendors we are providing additional information requested:
Quarterly Utilization Reports for Reporting Period 10/1/2011-12/31/2011 are attached.
The SAP evaluations are part of the annual fee and are not an extra charge.
SAP cases are estimated at 1-2 per year. Actuals not available.
The City is not experiencing any issues with our current vendor – ComPsych, but we are required by ordinance to re-bid contracts after contract and renewals have expired. ComPsych held contract for 5 years beginning June 1, 2007.
The average number of counseling sessions utilized per case was 3.8 sessions in 2011.
The hours of training and health fair participation utilized in each of the last three years are:

Training
- 2011: 12 hours
- 2010: 9 hours
- 2009: 1 hour

Health Fairs
- 2011: 5 hours
- 2010: 8 hours
- 2009: 0 hours

Rate History throughout the length of contract was $1.54/PEPM or $18.48/PEPY for duration of five year contract.

City's current and requested EAP scope of services:

- No limit indicated for # of DOT Substance Abuse Evaluations included in the contract.
- Service not identified for # of Fitness for Duty Evaluations in the contract.
- 15 hours per contract year are estimated for hours of on-site employee orientations, workshops, and training.
- 15 hours of training and 1 health fair a year are included in the contract. Any hours over this would be at a cost per hour.
- 10 hours of Critical Incident Stress Debriefings (CISDs) and included in contract. Actual CISD hours were zero for 2011.
- There have been no mediation sessions utilized over the past five years however, unlimited management consultation and referrals should be available per contract.

Section 3.3 clarification – short term counseling should be priced to reflect a 6 session model.

Vendors must apply for a business certificate with 30 days from date of award of contract.

425 East State Street Rockford, Illinois 61104-1068 USA
815-987-5560 800-380-7175 fax **www.rockfordil.gov**

THE CITY OF ROCKFORD ILLINOIS, USA

Carrie Eklund
Central Services Manager
Finance Department

A copy of this addendum or a reference thereto must be included with your bid or the bid will not be read or considered.

If you have any questions please contact the Central Services Division at (815) 987-5560.

DATED: February 22, 2012

FINANCE AND PERSONNEL COMMITTEE

Carrie Eklund
Central Services Manager

425 East State Street Rockford, Illinois 61104-1068 USA
815-987-5560 800-380-7175 fax **www.rockfordil.gov**

ComPsych®
GuidanceResources® Worldwide

STAY AHEAD of Productivity, Performance and Health Issues

City of Rockford

Quarterly Utilization Report
Reporting Period Q4 (10/1/2011 - 12/31/2011)

COMPSYCH®
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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Live Access												
EAP	13	87%	19	95%	21	84%	23	82%	76	86%	64	76%
FamilySource	0	0%	1	5%	1	4%	0	0%	2	2%	3	4%
FinancialConnect	1	7%	0	0%	1	4%	1	4%	3	3%	1	1%
LegalConnect	1	7%	0	0%	2	8%	4	14%	7	8%	16	19%
Sub Total	**15**		**20**		**25**		**28**		**88**		**84**	
Online Access												
EAP	1	4%	3	13%	15	32%	7	21%	26	20%	32	23%
FamilySource	4	16%	7	29%	12	26%	2	6%	25	19%	36	26%
FinancialConnect	5	20%	2	8%	12	26%	0	0%	19	15%	24	17%
Health & Wellness	6	24%	1	4%	3	6%	11	32%	21	16%	21	15%
LegalConnect	9	36%	11	46%	5	11%	14	41%	39	30%	27	19%
Sub Total	**25**		**24**		**47**		**34**		**130**		**140**	
Combined Access												
EAP	14	35%	22	50%	36	50%	30	48%	102	47%	96	43%
FamilySource	4	10%	8	18%	13	18%	2	3%	27	12%	39	17%
FinancialConnect	6	15%	2	5%	13	18%	1	2%	22	10%	25	11%
Health & Wellness	6	15%	1	2%	3	4%	11	18%	21	10%	21	9%
LegalConnect	10	25%	11	25%	7	10%	18	29%	46	21%	43	19%
Total	**40**		**44**		**72**		**62**		**218**		**224**	
Training Sessions (excluded from utilization)	0		6		0		0		6		4	
Training Session Participants	0		45		0		0		45		8	
Health Fairs (excluded from utilization)	0		0		1		0		1		1	
Total Utilization	**40**		**89**		**72**		**62**		**263**		**232**	

Utilization Results						
Total Utilization Rate (% - Annualized))	**15%**	**32%**	**26%**	**23%**	**24%**	**21%**
Based on Quarterly Average Employee Counts	1,100	1,100	1,100	1,100	1,100	1,100
Satisfaction Results						
% of Clients reporting satisfaction with the program	**98%**	**98%**	**98%**	**98%**	**98%**	**98%**

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

		Q1	Q2	Q3	Q4	Year To Date	Last Year
Toll Free Number Statistics							
Call Volume		28	27	39	41	135	124
Average Speed of Answer in seconds		2.3	2.3	2.7	3.3	2.7	3.5
Call Abandonment Rate		0.0%	0.0%	0.0%	2.4%	0.7%	2.4%
Case Closure (only EAP cases)							
Resolved within EAP		12 100%	12 80%	4 80%	3 100%	31 89%	59 97%
Referred to benefits resource	Outpatient	0 0%	3 20%	1 20%	0 0%	4 11%	2 3%
Total		**12**	**15**	**5**	**3**	**35**	**61**

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	0	0%	1	5%	2	8%	0	0%	3	3%	4	5%
Faculty Administration	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Family	3	20%	3	15%	4	16%	5	18%	15	17%	4	5%
Flyer	0	0%	3	15%	0	0%	1	4%	4	5%	0	0%
Formal Referral	4	27%	3	15%	2	8%	0	0%	9	10%	7	8%
Health Advisor	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
HR	0	0%	3	15%	5	20%	4	14%	12	14%	18	21%
Informal Referral	1	7%	0	0%	0	0%	0	0%	1	1%	4	5%
Internet / Intranet	1	7%	0	0%	1	4%	1	4%	3	3%	1	1%
Other	1	7%	0	0%	0	0%	0	0%	1	1%	5	6%
Other Vendor	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Peer	0	0%	1	5%	0	0%	1	4%	2	2%	1	1%
Posters	0	0%	0	0%	0	0%	1	4%	1	1%	1	1%
Previous EAP	2	13%	2	10%	3	12%	2	7%	9	10%	5	6%
Training	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Unknown	3	20%	3	15%	6	24%	8	29%	20	23%	28	33%
Wallet Card	0	0%	0	0%	1	4%	3	11%	4	5%	5	6%
Wellness	0	0%	0	0%	1	4%	0	0%	1	1%	0	0%
Sub Total	**15**		**20**		**25**		**28**		**88**		**84**	
Client Status												
Employee	13	87%	13	65%	17	68%	21	75%	64	73%	63	75%
Dependent	0	0%	6	30%	7	28%	6	21%	19	22%	12	14%
Other	1	7%	0	0%	0	0%	0	0%	1	1%	1	1%
Spouse	1	7%	1	5%	1	4%	1	4%	4	5%	7	8%
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
Sub Total	**15**		**20**		**25**		**28**		**88**		**84**	
Client Gender												
Female	8	53%	7	35%	16	64%	19	68%	50	57%	44	52%
Male	7	47%	13	65%	9	36%	9	32%	38	43%	40	48%
Sub Total	**15**		**20**		**25**		**28**		**88**		**84**	

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Client Age Group												
0-12	0	0%	5	25%	1	4%	3	11%	9	10%	4	5%
13-19	0	0%	0	0%	2	8%	0	0%	2	2%	7	8%
20-29	0	0%	1	5%	6	24%	4	14%	11	13%	10	12%
30-39	3	20%	5	25%	8	32%	6	21%	22	25%	28	33%
40-49	7	47%	8	40%	5	20%	9	32%	29	33%	17	20%
50-59	4	27%	0	0%	3	12%	3	11%	10	11%	8	10%
60 +	0	0%	0	0%	0	0%	1	4%	1	1%	1	1%
Unknown	1	7%	1	5%	0	0%	2	7%	4	5%	9	11%
Sub Total	**15**		**20**		**25**		**28**		**88**		**84**	
Employee Job Category (employee data only)												
Management	0	0%	0	0%	2	12%	0	0%	2	3%	3	5%
Office / Clerical	2	15%	0	0%	1	6%	3	14%	6	9%	5	8%
Police / Fire	1	8%	5	38%	2	12%	8	38%	16	25%	13	21%
Professional	1	8%	6	46%	4	24%	7	33%	18	28%	16	25%
Service	1	8%	0	0%	0	0%	0	0%	1	2%	7	11%
Technical	0	0%	0	0%	2	12%	0	0%	2	3%	5	8%
Transportation	4	31%	0	0%	0	0%	0	0%	4	6%	4	6%
Declined	4	31%	2	15%	3	18%	1	5%	10	16%	10	16%
Administration	0	0%	0	0%	0	0%	1	5%	1	2%	0	0%
Operations	0	0%	0	0%	0	0%	1	5%	1	2%	0	0%
Skilled Trade	0	0%	0	0%	3	18%	0	0%	3	5%	0	0%
Sub Total	**13**		**13**		**17**		**21**		**64**		**63**	
Employee Job Tenure (employee data only)												
Less than 1 year	1	8%	0	0%	0	0%	0	0%	1	2%	9	14%
1 - 4 years	6	46%	2	15%	8	47%	4	19%	20	31%	11	17%
5 - 9 years	1	8%	7	54%	3	18%	6	29%	17	27%	8	13%
10 - 14 years	0	0%	1	8%	3	18%	5	24%	9	14%	13	21%
15 - 19 years	0	0%	0	0%	0	0%	4	19%	4	6%	2	3%
20+ years	1	8%	1	8%	2	12%	1	5%	5	8%	8	13%
Unknown	4	31%	2	15%	1	6%	1	5%	8	13%	12	19%
Sub Total	**13**		**13**		**17**		**21**		**64**		**63**	

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

Employee Assistance Program ®

U.S. Services

Primary Issue Presented	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Alcohol/Related	0	0%	0	0%	0	0%	1	4%	1	1%	1	2%
Anxiety Disorder	0	0%	1	5%	2	10%	0	0%	3	4%	4	6%
Bereavement	0	0%	1	5%	0	0%	2	9%	3	4%	2	3%
Chemical Dep/Related	3	23%	0	0%	0	0%	0	0%	3	4%	3	5%
Depressive Disorder	1	8%	0	0%	1	5%	0	0%	2	3%	0	0%
Domestic Violence	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Family/Child	0	0%	2	11%	1	5%	2	9%	5	7%	2	3%
Family/Child - Behavioral Issues	0	0%	1	5%	1	5%	1	4%	3	4%	4	6%
Family/Child - Development Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Family/Child - Family Issues	0	0%	2	11%	2	10%	2	9%	6	8%	1	2%
Legal	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Occupational	2	15%	5	26%	1	5%	0	0%	8	11%	2	3%
Occupational - Interpersonal	1	8%	0	0%	0	0%	0	0%	1	1%	3	5%
Occupational - Performance	0	0%	0	0%	2	10%	0	0%	2	3%	5	8%
Partner/Relationship	1	8%	2	11%	4	19%	8	35%	15	20%	17	27%
Psychological	4	31%	4	21%	6	29%	4	17%	18	24%	18	28%
Stress	1	8%	1	5%	1	5%	1	4%	4	5%	1	2%
Sub-Total Issues	**13**		**19**		**21**		**23**		**76**		**64**	

Consultation Type	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Face to Face	10	77%	18	95%	20	95%	22	96%	70	92%	64	100%
Bar Association / Consumer Credit Counseling	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
DOT	1	8%	0	0%	0	0%	0	0%	1	1%	0	0%
Supervisor / Management Consult	2	15%	1	5%	1	5%	0	0%	4	5%	0	0%
Sub-Total - Consultations	**13**		**19**		**21**		**23**		**76**		**64**	

Total Number of Issues	**13**	**19**	**21**	**23**	**76**	**64**

Online Services

Total Online Services	**1**	**3**	**15**	**7**	**26**	**32**

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Product Utilization	14	22	36	30	102	96
Employee Count						
Total Utilization Rate (% - Annualized))	5%	8%	13%	11%	9%	9%
Based on Quarterly Average employees	1,100	1,100	1,100	1,100	1,100	1,100

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GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
FamilySource ®												
U.S. Services												
Primary Issue Presented												
Child Care-Special Needs Programs	0	0%	1	100%	0	0%	0	0%	1	50%	0	0%
Education-K-12 Schools	0	0%	0	0%	1	100%	0	0%	1	50%	0	0%
Elder Care-Nursing Homes (PrivatePay)	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Gov't Services-Other	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Moving-Apartment Hunting	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%
Sub-Total Issues	**0**		**1**		**1**		**0**		**2**		**3**	
Total Number of Issues	**0**		**1**		**1**		**0**		**2**		**3**	
Online Services												
Total Online Services	4	100%	7	100%	12	100%	2	100%	25	100%	36	100%
Total Online Services	**4**		**7**		**12**		**2**		**25**		**36**	
Total Product Utilization	**4**		**8**		**13**		**2**		**27**		**39**	
Employee Count												
Total Utilization Rate (% - Annualized))	**1%**		**3%**		**5%**		**1%**		**2%**		**4%**	
Based on Quarterly Average employees	1,100		1,100		1,100		1,100		1,100		1,100	

LegalConnect ®

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
U.S. Services												
Primary Issue Presented												
Advanced Directives	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Bankruptcy	0	0%	0	0%	0	0%	1	25%	1	14%	0	0%
Business	0	0%	0	0%	0	0%	0	0%	0	0%	2	13%
Child Custody	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Civil	0	0%	0	0%	0	0%	1	25%	1	14%	3	19%
Criminal	1	100%	0	0%	1	50%	0	0%	2	29%	1	6%
Divorce / Separation	0	0%	0	0%	0	0%	1	25%	1	14%	2	13%
Estate Planning	0	0%	0	0%	0	0%	1	25%	1	14%	0	0%
Family Law	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Government Benefits	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Landlord/Tenant	0	0%	0	0%	0	0%	0	0%	0	0%	3	19%
Real Estate	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%
Traffic	0	0%	0	0%	1	50%	0	0%	1	14%	0	0%
Sub-Total Issues	**1**		**0**		**2**		**4**		**7**		**16**	
Consultation Type												
Consultation and referral (main source)	1	100%	0	0%	0	0%	1	25%	2	29%	8	50%
Consultation only	0	0%	0	0%	2	100%	3	75%	5	71%	8	50%
Sub-Total - Consultations	**1**		**0**		**2**		**4**		**7**		**16**	
Total Number of Issues	**1**		**0**		**2**		**4**		**7**		**16**	
Online Services												
Total Online Services	9	100%	11	100%	5	100%	14	100%	39	100%	27	100%
Total Online Services	**9**		**11**		**5**		**14**		**39**		**27**	
Total Product Utilization	**10**		**11**		**7**		**18**		**46**		**43**	

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

Employee Count	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Utilization Rate (% - Annualized))	4%	4%	3%	7%	4%	4%
Based on Quarterly Average employees	1,100	1,100	1,100	1,100	1,100	1,100

COMPSYCH
GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2011 - 12/31/2011)

FinancialConnect℠

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
U.S. Services												
Primary Issue Presented												
College Planning, 529 Plans	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
Credit Card Debt	1	100%	0	0%	0	0%	0	0%	1	33%	0	0%
Medicaid, Medicare, SSDI Benefits	0	0%	0	0%	0	0%	1	100%	1	33%	0	0%
Retirement planning	0	0%	0	0%	1	100%	0	0%	1	33%	0	0%
Sub-Total Issues	1		0		1		1		3		1	
Consultation Type												
Consultation only	1	100%	0	0%	1	100%	0	0%	2	67%	1	100%
Consultation with literature	0	0%	0	0%	0	0%	1	100%	1	33%	0	0%
Sub-Total - Consultations	1		0		1		1		3		1	
Total Number of Issues	1		0		1		1		3		1	
Online Services												
Total Online Services	5	100%	2	100%	12	100%	0	0%	19	100%	24	100%
Total Online Services	5		2		12		0		19		24	
Total Product Utilization	6		2		13		1		22		25	
Employee Count												
Total Utilization Rate (% - Annualized))	2%		1%		5%		0%		2%		2%	
Based on Quarterly Average employees	1,100		1,100		1,100		1,100		1,100		1,100	

GuidanceResources Online®

English USA Usage

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Online Issues												
ADD & ADHD	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Alcohol	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Anger	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Anxiety	0	0%	0	0%	0	0%	4	6%	4	2%	0	0%
Benefits	0	0%	0	0%	5	5%	0	0%	5	2%	3	1%
Budgets	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
Buying & Selling an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Buying and Selling	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Buying Computers and Accessories	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Cancer	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Caring for a Pet	1	2%	0	0%	0	0%	0	0%	1	0%	1	0%
Child Care	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Child Custody and Visitation	0	0%	0	0%	2	2%	0	0%	2	1%	0	0%
Child Support	0	0%	0	0%	2	2%	0	0%	2	1%	0	0%
Children with Special Needs	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Choosing a School	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Clinical Depression	0	0%	0	0%	0	0%	1	1%	1	0%	5	2%
Cocaine and Stimulants	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Cold and Flu	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Communicating with Your Partner	0	0%	0	0%	1	1%	1	1%	2	1%	8	3%
Conditions and Disorders	0	0%	0	0%	2	2%	0	0%	2	1%	0	0%
Coping with Anger	0	0%	1	2%	2	2%	0	0%	3	1%	1	0%
Coping with Grief	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Coping with Stress	0	0%	2	4%	0	0%	0	0%	2	1%	0	0%
Credit Cards	0	0%	0	0%	0	0%	1	1%	1	0%	1	0%
Credits and Deductions	2	4%	0	0%	0	0%	0	0%	2	1%	0	0%
Dating	0	0%	0	0%	0	0%	1	1%	1	0%	2	1%
Dealing with Disaster	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Debt & Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Deciding to Retire	0	0%	0	0%	1	1%	0	0%	1	0%	1	0%
Depression	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Diabetes	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Dieting and Weight Loss	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Divorce	1	2%	0	0%	0	0%	0	0%	1	0%	3	1%
Effective Communication	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Elder Laws and Estate Planning	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Emotional Well-being	0	0%	0	0%	0	0%	1	1%	1	0%	1	0%
Estate Planning	0	0%	1	2%	4	4%	1	1%	6	2%	3	1%
Exercise Safety and Health	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Families	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Filing Returns	3	6%	0	0%	0	0%	0	0%	3	1%	0	0%
Finding an Attorney	9	18%	10	21%	0	0%	11	16%	30	12%	11	4%
Finding Care	0	0%	5	10%	1	1%	0	0%	6	2%	0	0%
Fitness & Nutrition	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Food Safety	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
General Exercise Techniques	0	0%	0	0%	0	0%	0	0%	0	0%	5	2%
Getting a Separation or Divorce	1	2%	0	0%	0	0%	0	0%	1	0%	2	1%
Getting Married	0	0%	0	0%	0	0%	1	1%	1	0%	1	0%
Gifted Children	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
Heart Disease and Stroke	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Helping the Patient	0	0%	0	0%	2	2%	0	0%	2	1%	3	1%
Helping Your Children	0	0%	0	0%	2	2%	0	0%	2	1%	0	0%
Home Loans	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Homeland Safety	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Investing	0	0%	0	0%	5	5%	0	0%	5	2%	1	0%
Landscaping	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Life at School	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Living Trusts	0	0%	0	0%	0	0%	0	0%	0	0%	8	3%
Looking for a New Home	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Maintenance and Security	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Marijuana	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Marriage	1	2%	0	0%	0	0%	0	0%	1	0%	3	1%
Marriage & Relationships	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Medications, Treatments and Therapies	0	0%	0	0%	0	0%	0	0%	0	0%	4	1%
Meditation	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Menu Planning	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Nutrition	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Other Conditions and Disorders	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Participating in Summer and Extracurricular Programs	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Paying for School	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
Personal Finance	0	0%	1	2%	2	2%	0	0%	3	1%	14	5%
Personal Growth	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Pets	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
Phobias	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Planning a Funeral	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Property Division	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Protecting Yourself	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Retirement Planning	0	0%	0	0%	2	2%	0	0%	2	1%	2	1%
Rights and Responsibilities	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Self-esteem	0	0%	0	0%	1	1%	0	0%	1	0%	1	0%
Sex	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Shopping	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Social Security	0	0%	1	2%	0	0%	0	0%	1	0%	1	0%
Special Needs & Gifted Children	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Spousal Abuse	0	0%	0	0%	1	1%	0	0%	1	0%	1	0%
Stepparenting	0	0%	0	0%	1	1%	0	0%	1	0%	0	0%
Stress	0	0%	0	0%	1	1%	0	0%	1	0%	2	1%
Teens and Drugs	1	2%	0	0%	0	0%	0	0%	1	0%	0	0%
Teens and Money	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Tobacco	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Wills	0	0%	0	0%	0	0%	1	1%	1	0%	2	1%
Women's Conditions	0	0%	0	0%	0	0%	4	6%	4	2%	1	0%
Workplace Relationships	0	0%	0	0%	4	4%	0	0%	4	2%	5	2%
Workplace Safety	0	0%	0	0%	1	1%	1	1%	2	1%	0	0%
	25		24		47		34		130		140	
Online Activity Type												
Article	14	28%	5	10%	24	26%	19	28%	62	24%	78	28%
Assessment	0	0%	0	0%	1	1%	2	3%	3	1%	15	5%
Merchandise	0	0%	1	2%	5	5%	1	1%	7	3%	0	0%
Miscellaneous	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Multimedia	0	0%	1	2%	6	6%	0	0%	7	3%	10	4%
News	2	4%	0	0%	0	0%	1	1%	3	1%	0	0%
Resource	0	0%	1	2%	7	7%	0	0%	8	3%	7	3%
Search Database	9	18%	16	33%	4	4%	11	16%	40	15%	29	10%
Total Activity Types	25		24		47		34		130		140	
Total Product Utilization	25		24		47		34		130		140	

COMPSYCH
GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

Access To Services	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Live Access												
EAP	14	78%	17	81%	17	81%	16	67%	64	76%	61	97%
FamilySource	0	0%	1	5%	1	5%	1	4%	3	4%	0	0%
FinancialConnect	0	0%	0	0%	0	0%	1	4%	1	1%	1	2%
LegalConnect	4	22%	3	14%	3	14%	6	25%	16	19%	1	2%
Sub Total	**18**		**21**		**21**		**24**		**84**		**63**	
Online Access												
EAP	16	46%	3	12%	5	23%	8	14%	32	23%	33	22%
FamilySource	8	23%	5	20%	9	41%	14	24%	36	26%	34	23%
FinancialConnect	1	3%	4	16%	2	9%	17	29%	24	17%	30	20%
Health & Wellness	9	26%	1	4%	2	9%	9	16%	21	15%	29	20%
LegalConnect	1	3%	12	48%	4	18%	10	17%	27	19%	21	14%
Sub Total	**35**		**25**		**22**		**58**		**140**		**147**	
Combined Access												
EAP	30	57%	20	43%	22	51%	24	29%	96	43%	94	45%
FamilySource	8	15%	6	13%	10	23%	15	18%	39	17%	34	16%
FinancialConnect	1	2%	4	9%	2	5%	18	22%	25	11%	31	15%
Health & Wellness	9	17%	1	2%	2	5%	9	11%	21	9%	29	14%
LegalConnect	5	9%	15	33%	7	16%	16	20%	43	19%	22	10%
Total	**53**		**46**		**43**		**82**		**224**		**210**	
Training Sessions (excluded from utilization)	0		0		4		0		4		0	
Training Session Participants	0		0		8		0		8		0	
Health Fairs (excluded from utilization)	0		0		1		0		1		0	
Total Utilization	**53**		**46**		**51**		**82**		**232**		**210**	

Utilization Results						
Total Utilization Rate (% - Annualized))	**19%**	**17%**	**19%**	**30%**	**21%**	**19%**
Based on Quarterly Average Employee Counts	1,100	1,100	1,100	1,100	1,100	1,100

Satisfaction Results						
% of Clients reporting satisfaction with the program	**99%**	**99%**	**99%**	**99%**	**99%**	**98%**

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

Toll Free Number Statistics	Q1	Q2	Q3	Q4	Year To Date	Last Year
Call Volume	27	28	33	36	124	125
Average Speed of Answer in seconds	4.3	3.3	3.0	3.3	3.5	3.7
Call Abandonment Rate	0.0%	7.1%	3.0%	0.0%	2.4%	1.6%

Case Closure (only EAP cases)		Q1		Q2		Q3		Q4		Year To Date		Last Year	
Resolved within EAP		12	100%	11	100%	5	71%	3	100%	31	94%	53	87%
Referred to benefits resource													
Referred to benefits resource	Outpatient	0	0%	0	0%	2	29%	0	0%	2	6%	8	13%
Total		**12**		**11**		**7**		**3**		**33**		**61**	

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Referral Source												
Brochure	1	6%	1	5%	0	0%	2	8%	4	5%	9	14%
Family	0	0%	1	5%	3	14%	0	0%	4	5%	12	19%
Flyer	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Formal Referral	1	6%	3	14%	1	5%	2	8%	7	8%	2	3%
HR	5	28%	4	19%	4	19%	5	21%	18	21%	7	11%
Informal Referral	1	6%	0	0%	2	10%	1	4%	4	5%	3	5%
Internet / Intranet	0	0%	1	5%	0	0%	0	0%	1	1%	2	3%
Other	1	6%	2	10%	2	10%	0	0%	5	6%	5	8%
Other Vendor	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
Peer	0	0%	0	0%	1	5%	0	0%	1	1%	2	3%
Posters	0	0%	1	5%	0	0%	0	0%	1	1%	0	0%
Previous EAP	1	6%	0	0%	3	14%	1	4%	5	6%	6	10%
Training	0	0%	0	0%	0	0%	0	0%	0	0%	3	5%
Unknown	6	33%	4	19%	5	24%	13	54%	28	33%	8	13%
Wallet Card	2	11%	3	14%	0	0%	0	0%	5	6%	3	5%
Sub Total	**18**		**21**		**21**		**24**		**84**		**63**	
Client Status												
Employee	12	67%	14	67%	17	81%	20	83%	63	75%	45	71%
Dependent	4	22%	4	19%	2	10%	2	8%	12	14%	12	19%
Other	0	0%	0	0%	1	5%	0	0%	1	1%	0	0%
Spouse	2	11%	3	14%	1	5%	1	4%	7	8%	6	10%
Unknown	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Sub Total	**18**		**21**		**21**		**24**		**84**		**63**	
Client Gender												
Female	13	72%	11	52%	11	52%	9	38%	44	52%	34	54%
Male	5	28%	10	48%	10	48%	15	63%	40	48%	29	46%
Sub Total	**18**		**21**		**21**		**24**		**84**		**63**	

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GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Client Age Group												
0-12	2	11%	0	0%	2	10%	0	0%	4	5%	3	5%
13-19	1	6%	4	19%	0	0%	2	8%	7	8%	7	11%
20-29	1	6%	2	10%	3	14%	4	17%	10	12%	2	3%
30-39	6	33%	7	33%	9	43%	6	25%	28	33%	12	19%
40-49	2	11%	5	24%	3	14%	7	29%	17	20%	18	29%
50-59	2	11%	2	10%	2	10%	2	8%	8	10%	10	16%
60 +	0	0%	0	0%	0	0%	1	4%	1	1%	0	0%
Unknown	4	22%	1	5%	2	10%	2	8%	9	11%	11	17%
Sub Total	18		21		21		24		84		63	
Employee Job Category (employee data only)												
Management	1	8%	0	0%	1	6%	1	5%	3	5%	3	7%
Office / Clerical	0	0%	0	0%	2	12%	3	15%	5	8%	5	11%
Police / Fire	1	8%	1	7%	5	29%	6	30%	13	21%	9	20%
Professional	1	8%	6	43%	5	29%	4	20%	16	25%	12	27%
Service	2	17%	0	0%	2	12%	3	15%	7	11%	8	18%
Technical	2	17%	0	0%	2	12%	1	5%	5	8%	2	4%
Transportation	2	17%	2	14%	0	0%	0	0%	4	6%	0	0%
Unknown	3	25%	5	36%	0	0%	2	10%	10	16%	6	13%
Sub Total	12		14		17		20		63		45	
Employee Job Tenure (employee data only)												
Less than 1 year	2	17%	3	21%	2	12%	2	10%	9	14%	2	4%
1 - 4 years	3	25%	2	14%	2	12%	4	20%	11	17%	6	13%
5 - 9 years	0	0%	2	14%	5	29%	1	5%	8	13%	8	18%
10 - 14 years	2	17%	3	21%	4	24%	4	20%	13	21%	11	24%
15 - 19 years	0	0%	0	0%	0	0%	2	10%	2	3%	3	7%
20+ years	1	8%	1	7%	2	12%	4	20%	8	13%	5	11%
Unknown	4	33%	3	21%	2	12%	3	15%	12	19%	10	22%
Sub Total	12		14		17		20		63		45	

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GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

Employee Assistance Program ®

U.S. Services

Primary Issue Presented	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Alcohol/Related	0	0%	0	0%	0	0%	1	6%	1	2%	1	2%
Anxiety Disorder	1	7%	0	0%	1	6%	2	13%	4	6%	0	0%
Bereavement	0	0%	2	12%	0	0%	0	0%	2	3%	4	7%
Chemical Dep/Related	2	14%	1	6%	0	0%	0	0%	3	5%	2	3%
Employee-related Issue	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Family/Child	0	0%	0	0%	1	6%	1	6%	2	3%	7	11%
Family/Child - Behavioral Issues	1	7%	1	6%	0	0%	2	13%	4	6%	0	0%
Family/Child - Development Issues	0	0%	1	6%	0	0%	0	0%	1	2%	0	0%
Family/Child - Family Issues	0	0%	0	0%	1	6%	0	0%	1	2%	0	0%
Occupational	0	0%	1	6%	1	6%	0	0%	2	3%	4	7%
Occupational - Interpersonal	1	7%	1	6%	0	0%	1	6%	3	5%	0	0%
Occupational - Performance	1	7%	0	0%	2	12%	2	13%	5	8%	0	0%
Partner/Relationship	3	21%	4	24%	7	41%	3	19%	17	27%	20	33%
Psychological	5	36%	6	35%	3	18%	4	25%	18	28%	18	30%
Stress	0	0%	0	0%	1	6%	0	0%	1	2%	3	5%
Sub-Total Issues	**14**		**17**		**17**		**16**		**64**		**61**	

Consultation Type	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Face to Face	14	100%	17	100%	17	100%	16	100%	64	100%	59	97%
Supervisor / Management Consult	0	0%	0	0%	0	0%	0	0%	0	0%	2	3%
Sub-Total - Consultations	**14**		**17**		**17**		**16**		**64**		**61**	

Total Number of Issues	**14**	**17**	**17**	**16**	**64**	**61**

Online Services						
Total Online Services	**16**	**3**	**5**	**8**	**32**	**33**

Total Product Utilization	**30**	**20**	**22**	**24**	**96**	**94**

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GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

Employee Count	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Utilization Rate (% - Annualized))	11%	7%	8%	9%	9%	9%
Based on Quarterly Average employees	1,100	1,100	1,100	1,100	1,100	1,100

COMPSYCH
GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

FamilySource ®

	Q1	Q2	Q3	Q4	Year To Date	Last Year
U.S. Services						
Primary Issue Presented						
Elder Care-Nursing Homes (PrivatePay)	0 0%	0 0%	0 0%	1 100%	1 33%	0 0%
Gov't Services-Other	0 0%	1 100%	0 0%	0 0%	1 33%	0 0%
Moving-Apartment Hunting	0 0%	0 0%	1 100%	0 0%	1 33%	0 0%
Sub-Total Issues	**0**	**1**	**1**	**1**	**3**	**0**
Total Number of Issues	**0**	**1**	**1**	**1**	**3**	**0**
Online Services						
Total Online Services	8 100%	5 100%	9 100%	14 100%	36 100%	34 100%
Total Online Services	**8**	**5**	**9**	**14**	**36**	**34**
Total Product Utilization	**8**	**6**	**10**	**15**	**39**	**34**
Employee Count						
Total Utilization Rate (% - Annualized))	**3%**	**2%**	**4%**	**5%**	**4%**	**3%**
Based on Quarterly Average employees	1,100	1,100	1,100	1,100	1,100	1,100

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GuidanceResources® Worldwide

GuidanceResources Utilization Report
Customer Name: City of Rockford
Reporting Period: (10/1/2010 - 12/31/2010)

LegalConnect ®

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
U.S. Services												
Primary Issue Presented												
Advanced Directives	0	0%	1	33%	0	0%	0	0%	1	6%	0	0%
Business	1	25%	0	0%	0	0%	1	17%	2	13%	0	0%
Child Custody	0	0%	0	0%	1	33%	0	0%	1	6%	0	0%
Civil	2	50%	0	0%	1	33%	0	0%	3	19%	0	0%
Criminal	0	0%	0	0%	0	0%	1	17%	1	6%	1	100%
Divorce / Separation	0	0%	1	33%	0	0%	1	17%	2	13%	0	0%
Family Law	0	0%	0	0%	0	0%	1	17%	1	6%	0	0%
Government Benefits	0	0%	1	33%	0	0%	0	0%	1	6%	0	0%
Landlord/Tenant	1	25%	0	0%	1	33%	1	17%	3	19%	0	0%
Real Estate	0	0%	0	0%	0	0%	1	17%	1	6%	0	0%
Sub-Total Issues	4		3		3		6		16		1	
Consultation Type												
Consultation and referral (main source)	1	25%	2	67%	1	33%	4	67%	8	50%	0	0%
Consultation only	3	75%	1	33%	2	67%	2	33%	8	50%	1	100%
Sub-Total - Consultations	4		3		3		6		16		1	
Total Number of Issues	4		3		3		6		16		1	
Online Services												
Total Online Services	1	100%	12	100%	4	100%	10	100%	27	100%	21	100%
Total Online Services	1		12		4		10		27		21	
Total Product Utilization	5		15		7		16		43		22	

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GuidanceResources Utilization Report
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Reporting Period: (10/1/2010 - 12/31/2010)

Employee Count	Q1	Q2	Q3	Q4	Year To Date	Last Year
Total Utilization Rate (% - Annualized))	2%	5%	3%	6%	4%	2%
Based on Quarterly Average employees	1,100	1,100	1,100	1,100	1,100	1,100

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FinancialConnect℠

	Q1	Q2	Q3	Q4	Year To Date	Last Year
U.S. Services						
Primary Issue Presented						
Budgeting techniques & discipline	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
College Planning, 529 Plans	0 0%	0 0%	0 0%	1 100%	1 100%	0 0%
Sub-Total Issues	0	0	0	1	1	1
Consultation Type						
Consultation only	0 0%	0 0%	0 0%	1 100%	1 100%	0 0%
Consultation with literature	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Sub-Total - Consultations	0	0	0	1	1	1
Total Number of Issues	0	0	0	1	1	1
Online Services						
Total Online Services	1 100%	4 100%	2 100%	17 100%	24 100%	30 100%
Total Online Services	1	4	2	17	24	30
Total Product Utilization	1	4	2	18	25	31
Employee Count						
Total Utilization Rate (% - Annualized))	0%	1%	1%	7%	2%	3%
Based on Quarterly Average employees	1,100	1,100	1,100	1,100	1,100	1,100

GuidanceResources Online ®

English USA Usage

Online Issues	Q1		Q2		Q3		Q4		Year To Date		Last Year	
ADD & ADHD	1	1%	0	0%	0	0%	1	1%	2	1%	0	0%
Alcohol	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Anger	1	1%	0	0%	0	0%	0	0%	1	0%	1	0%
Bankruptcy	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Benefits	0	0%	0	0%	2	5%	1	1%	3	1%	7	2%
Budgets	0	0%	0	0%	0	0%	0	0%	0	0%	10	3%
Buying & Selling an Auto	2	3%	0	0%	0	0%	0	0%	2	1%	0	0%
Buying and Selling	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Buying Computers and Accessories	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Buying or Leasing an Auto	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Caring for a Pet	0	0%	1	2%	0	0%	0	0%	1	0%	1	0%
Choosing a Destination	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Choosing a Pet	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Choosing a School	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Choosing a Vehicle	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Chronic Fatigue Syndrome	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Clinical Depression	2	3%	0	0%	0	0%	3	3%	5	2%	2	1%
Cocaine and Stimulants	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Cold and Flu	0	0%	0	0%	0	0%	0	0%	0	0%	4	1%
College & Graduate School	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Communicating with Your Partner	2	3%	0	0%	4	9%	2	2%	8	3%	12	4%
Compulsive Spending	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Conditions and Disorders	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Consumer Issues	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Coping with Anger	1	1%	0	0%	0	0%	0	0%	1	0%	3	1%
Coping with Stress	0	0%	0	0%	0	0%	0	0%	0	0%	7	2%
Credit Cards	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Credit Records	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Dating	1	1%	0	0%	0	0%	1	1%	2	1%	1	0%
Dealing with Disaster	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Debt & Bankruptcy	0	0%	0	0%	0	0%	1	1%	1	0%	10	3%
Debt Collection and Repayment	0	0%	0	0%	0	0%	0	0%	0	0%	5	2%
Deciding to Retire	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Depression	0	0%	0	0%	0	0%	1	1%	1	0%	1	0%

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	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Dieting and Weight Loss	0	0%	0	0%	0	0%	1	1%	1	0%	2	1%
Divorce	1	1%	0	0%	2	5%	0	0%	3	1%	0	0%
Divorce & Domestic Issues	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Dress Codes	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Effective Communication	3	4%	0	0%	0	0%	0	0%	3	1%	0	0%
Elder Laws and Estate Planning	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Emotional Well-being	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Ergonomics and Injury Prevention	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Estate Planning	0	0%	0	0%	0	0%	3	3%	3	1%	0	0%
Families	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Finding an Attorney	0	0%	4	8%	2	5%	5	4%	11	4%	10	3%
Frauds and Scams	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
General Exercise Techniques	4	6%	0	0%	0	0%	1	1%	5	2%	3	1%
Getting a Separation or Divorce	0	0%	0	0%	2	5%	0	0%	2	1%	3	1%
Getting Married	1	1%	0	0%	0	0%	0	0%	1	0%	1	0%
Head and Neck	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Heart Disease and Stroke	0	0%	0	0%	0	0%	0	0%	0	0%	5	2%
Helping the Patient	0	0%	0	0%	0	0%	3	3%	3	1%	3	1%
Helping Yourself	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
High Blood Pressure	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Home Loans	0	0%	0	0%	1	2%	0	0%	1	0%	3	1%
Homeland Safety	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Investing	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Landscaping	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Life at School	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Life Improvement	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Living Trusts	0	0%	8	16%	0	0%	0	0%	8	3%	0	0%
Looking for a New Home	0	0%	0	0%	0	0%	2	2%	2	1%	0	0%
Maintenance and Security	0	0%	0	0%	0	0%	3	3%	3	1%	0	0%
Marijuana	2	3%	0	0%	0	0%	0	0%	2	1%	0	0%
Marriage	0	0%	0	0%	3	7%	0	0%	3	1%	0	0%
Marriage & Relationships	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Medications, Treatments and Therapies	1	1%	0	0%	0	0%	3	3%	4	1%	0	0%
Meditation	2	3%	0	0%	0	0%	0	0%	2	1%	0	0%
Menu Planning	0	0%	0	0%	2	5%	0	0%	2	1%	0	0%
Nutrition	1	1%	0	0%	0	0%	0	0%	1	0%	1	0%
Obsessive-compulsive Disorder	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Other Conditions	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Other Conditions and Disorders	1	1%	0	0%	0	0%	1	1%	2	1%	1	0%
Parenting after a Divorce	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%

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Reporting Period: (10/1/2010 - 12/31/2010)

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Paying for School	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Personal Finance	0	0%	2	4%	1	2%	11	9%	14	5%	2	1%
Personal Loans	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Planning a Funeral	1	1%	0	0%	0	0%	0	0%	1	0%	1	0%
Planning for Incapacitation	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Property Division	0	0%	0	0%	1	2%	0	0%	1	0%	0	0%
Property Taxes	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
Protecting Yourself	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Retirement Planning	0	0%	0	0%	0	0%	2	2%	2	1%	0	0%
Rights and Responsibilities	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Seasonal Disorders	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Self-esteem	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Shopping	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Social Security	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Spousal Abuse	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%
Stress	1	1%	0	0%	0	0%	1	1%	2	1%	0	0%
Stress Management	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Suicide	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Teens and Money	0	0%	1	2%	0	0%	0	0%	1	0%	0	0%
Time Management	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Ways to Save Every Day	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Wills	0	0%	2	4%	0	0%	0	0%	2	1%	0	0%
Women's Conditions	0	0%	0	0%	0	0%	1	1%	1	0%	0	0%
Workplace Relationships	1	1%	3	6%	0	0%	1	1%	5	2%	0	0%
Workplace Safety	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
	35		25		22		58		140		147	
Online Activity Type												
Article	25	36%	17	34%	16	36%	20	17%	78	28%	92	31%
Assessment	9	13%	1	2%	0	0%	6	5%	16	6%	5	2%
Multimedia	0	0%	0	0%	2	5%	8	7%	10	4%	27	9%
News	0	0%	0	0%	0	0%	0	0%	0	0%	6	2%
Resource	1	1%	0	0%	1	2%	5	4%	7	3%	3	1%
Search Database	0	0%	7	14%	3	7%	19	16%	29	10%	14	5%
Total Activity Types	35		25		22		58		140		147	
Total Product Utilization	35		25		22		58		140		147	