impactsolutions®

Guiding You Through Life

UTILIZATION REPORT

FOR

Youngstown State

January 01, 2020 - September 30, 2020

GLOSSARY OF TERMS

REPORT SUMMARY

TYPE

EAP Cases: These numbers reflect the amount of people accessing services via the toll-free IMPACT hotline.

- **Count:** The number of callers requesting new assistance. Assistance may include phone counseling, face-to-face counseling, or referrals for other personal concerns, such as legal, financial, childcare, eldercare, etc.
- **Serviced:** The number of individuals touched by IMPACT services. The Serviced number can be greater than the Count number of EAP Cases since a single case can consist of multiple people (i.e., couples or family counseling).
- **Activities:** The number of activities occurring within all EAP Cases for the reporting period. Activities may include, phone consults, counseling sessions, research, follow-up calls, etc.

Information Calls: These numbers reflect the number of calls that do not result in an EAP or Management Referral File being created. Examples would include assistance with web login, eligibility questions or explanation of EAP services available.

Organizational Services: These numbers reflect the on-site activities IMPACT conducted or participated in during the reporting period. The activities may include Employee Orientations, Supervisory/Management Trainings, Learning & Development Events, Health Fairs, On Site Counseling, Critical Incident Stress Debriefings and all communication, account management activities and meetings with, or conducted by, your Account Manager.

- **Count:** The number of on-site services provided.
- **Serviced:** The number of employees serviced though orientations, seminars and other on-site services.
- **Activities:** The number of activities occurring regarding on-site services, including phone consults, follow-up and program development.

NOTE: The Count and Serviced numbers will be the same for the period; however, there might be multiple Activities that go into an Account Management event.

Web Use: These numbers reflect the amount of people accessing services via IMPACT on the Web.

- **Count:** The total number of logins during the reporting period.
- **Serviced:** This number is the same as the count - the total number of logins during the reporting period.
- **Activities:** The number of resources individuals viewed or utilized during their visits, including webinars, search locators, legal documents, articles, tip sheets, etc.

Management Referrals: The number of employees formally referred to IMPACT, through Human Resources, as a result of performance issues.

- **Count:** The number of employees referred to IMPACT.
- **Serviced:** The number of individuals assisted by IMPACT throughout the referral process. This number may include HR and management consults regarding the referred employee.
- **Activities:** The number of activities occurring during the referral process for the reporting period. Activities may include, phone consults with HR and management, service coordination with employee, counseling sessions, follow-up with treatment providers, and reporting of compliance.

POPULATION/UTILIZATION RATE

Weighted Population: The average number of employees reported by the organization for the current reporting period.

Total Annualized Utilization Rate: This rate reflects the projected yearly utilization rate should usage remain consistent with the usage year-to-date.

CLOSING DETAILS

Client Satisfaction Rating: Satisfaction with services in general as reported by the client via follow-up phone call.

Impact on Work Performance at Closure as Reported by Clinician and Impact on General Functioning at Closure as Reported by Clinician

- **No change**: The presenting problem that prompted the call to EAP has not gotten worse or better (literally no change) as it relates to work performance and/or general functioning.
- **No Impact:** The presenting problem that prompted the call to EAP never had an impact on the employee's work performance and/or general functioning.
- **Reduced Impact:** The presenting EAP issue has improved to the point of having less of a negative impact on the employee's work performance and/or general functioning.
- **Increased Impact:** The presenting EAP issue has worsen to the point of having even more negative impact on the employee's work performance and/or general functioning.

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SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Cases	29	03.1%	32	03.0%	108	04.5%
Information Calls	9	00.9%	9	00.8%	9	00.4%
Organizational Services	55	05.8%	181	16.8%	62	02.6%
Web Activity	857	90.2%	857	79.4%	2219	92.5%
Management Referrals	0	00.0%	0	00.0%	0	00.0%
Total	**950**	**100%**	**1079**	**100%**	**2398**	**100%**

Population / Utilization Rate	Weighted Population Of:	1046
Total Annualized Utilization Rate		121.10%

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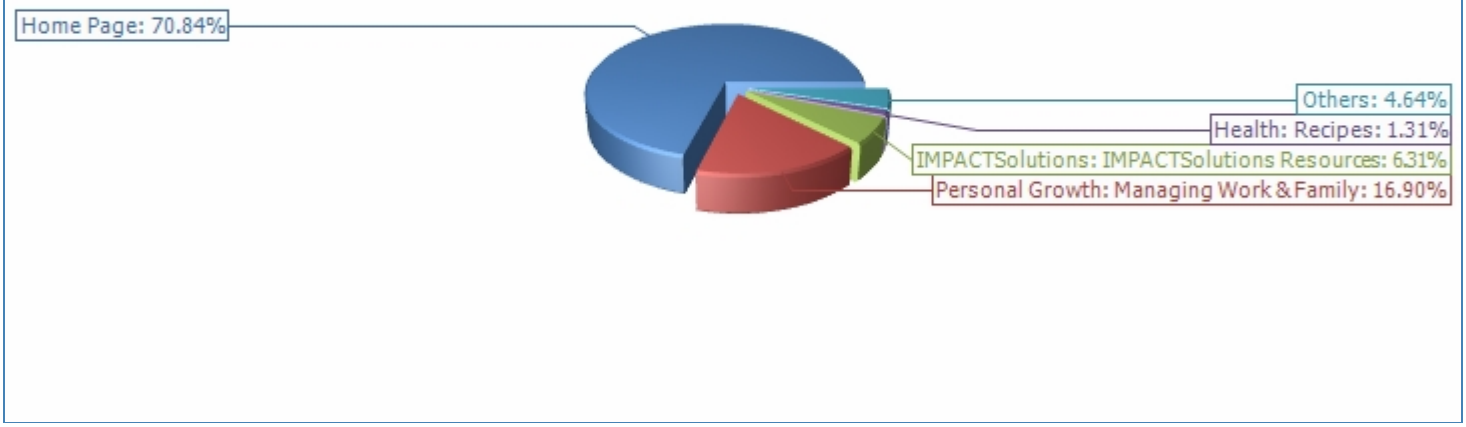
Web Hits



Web Hits	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Home Page	748	70.04%	500	73.10%	324	69.38%	1572	70.84%	1533	67.98%
Personal Growth: Managing Work & Family	188	17.60%	106	15.50%	81	17.34%	375	16.90%	460	20.40%
IMPACTSolutions: IMPACTSolutions Resources	66	6.18%	34	4.97%	40	8.57%	140	6.31%	0	0.00%
Health: Recipes	2	0.19%	21	3.07%	6	1.28%	29	1.31%	25	1.11%
Health: Smoking	18	1.69%	0	0.00%	0	0.00%	18	0.81%	0	0.00%
Relationships: Disaster Preparedness	11	1.03%	1	0.15%	0	0.00%	12	0.54%	0	0.00%
Relationships: Interpersonal Relationships	1	0.09%	7	1.02%	0	0.00%	8	0.36%	21	0.93%
Legal: Wills & Estates	2	0.19%	5	0.73%	0	0.00%	7	0.32%	0	0.00%
Health: Dieting, Fitness & Nutrition	2	0.19%	4	0.58%	0	0.00%	6	0.27%	5	0.22%
Personal Growth: Nurturing Your Self	6	0.56%	0	0.00%	0	0.00%	6	0.27%	0	0.00%
Financial: Budgeting	2	0.19%	0	0.00%	3	0.64%	5	0.23%	6	0.27%
Relationships: Parenting	5	0.47%	0	0.00%	0	0.00%	5	0.23%	5	0.22%
Emotional Wellbeing: Anxiety Disorders	0	0.00%	0	0.00%	5	1.07%	5	0.23%	2	0.09%
Relationships: College Life	0	0.00%	0	0.00%	4	0.86%	4	0.18%	0	0.00%
Health: All Videos	3	0.28%	0	0.00%	0	0.00%	3	0.14%	0	0.00%
Health: Assessments	3	0.28%	0	0.00%	0	0.00%	3	0.14%	3	0.13%
Health: Mental Health	0	0.00%	0	0.00%	3	0.64%	3	0.14%	0	0.00%
Emotional Wellbeing: Eating Disorders	3	0.28%	0	0.00%	0	0.00%	3	0.14%	0	0.00%
Emotional Wellbeing: Violence, Abuse & Trauma	0	0.00%	2	0.29%	0	0.00%	2	0.09%	0	0.00%
Legal: Divorce & Child Custody	0	0.00%	2	0.29%	0	0.00%	2	0.09%	2	0.09%
Health: Neurological Disorders	2	0.19%	0	0.00%	0	0.00%	2	0.09%	0	0.00%

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Web Hits

	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Emotional Wellbeing: Addiction	2	0.19%	0	0.00%	0	0.00%	2	0.09%	0	0.00%
Emotional Wellbeing: Other Emotional Health Issues	1	0.09%	0	0.00%	0	0.00%	1	0.05%	0	0.00%
Emotional Wellbeing: Assessments	0	0.00%	0	0.00%	1	0.21%	1	0.05%	0	0.00%
Training Center: Professional Development	0	0.00%	1	0.15%	0	0.00%	1	0.05%	7	0.31%
Personal Growth: Effective Communication	1	0.09%	0	0.00%	0	0.00%	1	0.05%	5	0.22%
Personal Growth: Effective Supervision	1	0.09%	0	0.00%	0	0.00%	1	0.05%	4	0.18%
Resilience: Resilience	0	0.00%	1	0.15%	0	0.00%	1	0.05%	0	0.00%
Training Center: Communication	1	0.09%	0	0.00%	0	0.00%	1	0.05%	18	0.80%
Legal: Contracts	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.04%
Health: Alternative Medicine	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.04%
Relationships: Caregiving	0	0.00%	0	0.00%	0	0.00%	0	0.00%	12	0.53%
Financial: Taxes	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.13%
Financial: Calculators	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.09%
Relationships: Cultivating Your Family	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.13%
Training Center: Interpersonal Skills	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	0.18%
Emotional Wellbeing: Attention Deficit Disorder (ADHD)	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.04%
Training Center: Leadership	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.09%
Health: Understanding the Body	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.09%
IMPACTSolutions Resources	0	0.00%	0	0.00%	0	0.00%	0	0.00%	128	5.68%
Total	**1068**	**100 %**	**684**	**100 %**	**467**	**100 %**	**2219**	**100 %**	**2255**	**100 %**

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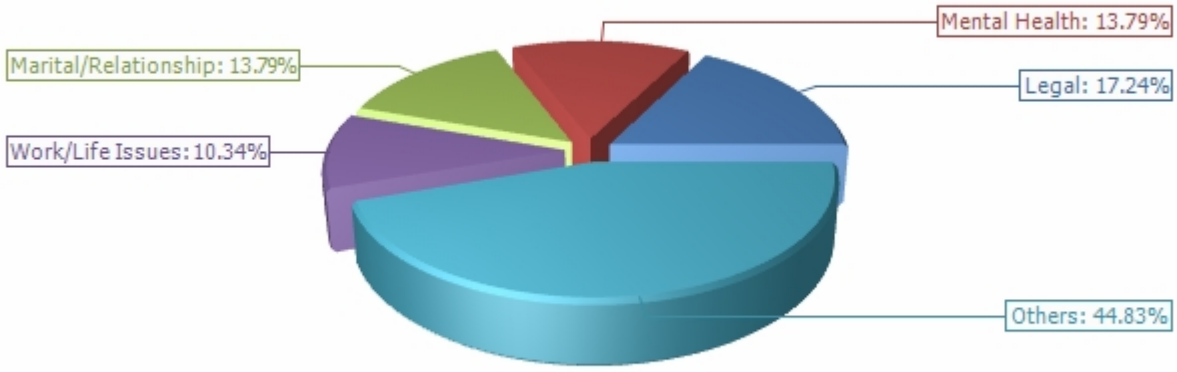
Primary Presenting Problem



Primary Presenting Problem	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Legal	2	15.38%	2	22.22%	1	14.29%	5	17.24%	5	17.24%
Marital/Relationship	1	7.69%	1	11.11%	2	28.57%	4	13.79%	1	3.45%
Mental Health	1	7.69%	2	22.22%	1	14.29%	4	13.79%	4	13.79%
Work/Life Issues	1	7.69%	1	11.11%	1	14.29%	3	10.34%	3	10.34%
Stress	1	7.69%	0	0.00%	2	28.57%	3	10.34%	2	6.90%
Elder Care	2	15.38%	0	0.00%	0	0.00%	2	6.90%	4	13.79%
Anger/Hostility	1	7.69%	1	11.11%	0	0.00%	2	6.90%	0	0.00%
Personal Improvement	1	7.69%	0	0.00%	0	0.00%	1	3.45%	0	0.00%
Family	1	7.69%	0	0.00%	0	0.00%	1	3.45%	0	0.00%
Divorce	0	0.00%	1	11.11%	0	0.00%	1	3.45%	0	0.00%
COVID-19	0	0.00%	1	11.11%	0	0.00%	1	3.45%	0	0.00%
Nutrition	1	7.69%	0	0.00%	0	0.00%	1	3.45%	0	0.00%
Workplace Related	1	7.69%	0	0.00%	0	0.00%	1	3.45%	2	6.90%
Medical	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Couples	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Loss	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	6.90%
Substance Abuse	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
ID Theft	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Financial	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Suicidal Ideation	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Total	**13**	**100 %**	**9**	**100 %**	**7**	**100 %**	**29**	**100 %**	**29**	**100 %**

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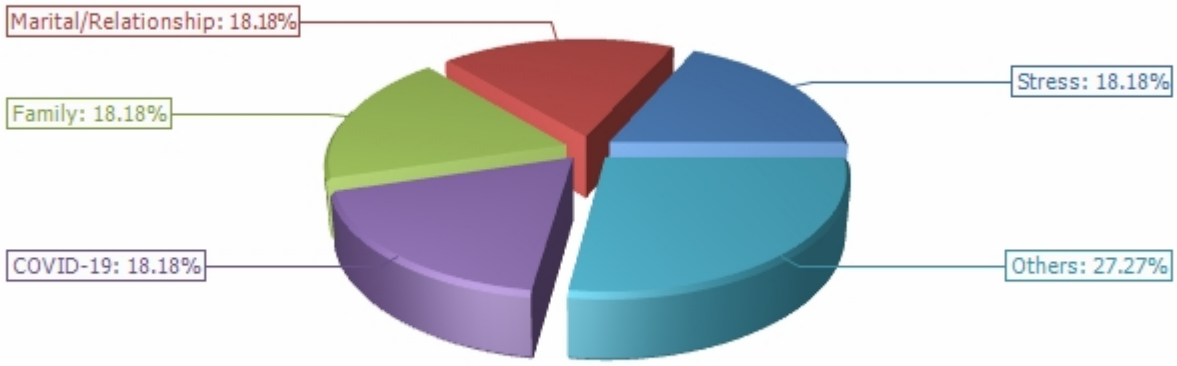
Secondary Presenting Problem



Secondary Presenting Problem	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Stress	2	50.00%	0	0.00%	0	0.00%	2	18.18%	2	33.33%
Marital/Relationship	1	25.00%	1	33.33%	0	0.00%	2	18.18%	1	16.67%
Family	0	0.00%	0	0.00%	2	50.00%	2	18.18%	0	0.00%
COVID-19	0	0.00%	0	0.00%	2	50.00%	2	18.18%	0	0.00%
Loss	1	25.00%	0	0.00%	0	0.00%	1	9.09%	0	0.00%
Legal	0	0.00%	1	33.33%	0	0.00%	1	9.09%	0	0.00%
Divorce	0	0.00%	1	33.33%	0	0.00%	1	9.09%	1	16.67%
Mental Health	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	16.67%
Housing	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	16.67%
Total	**4**	**100 %**	**3**	**100 %**	**4**	**100 %**	**11**	**100 %**	**6**	**100 %**

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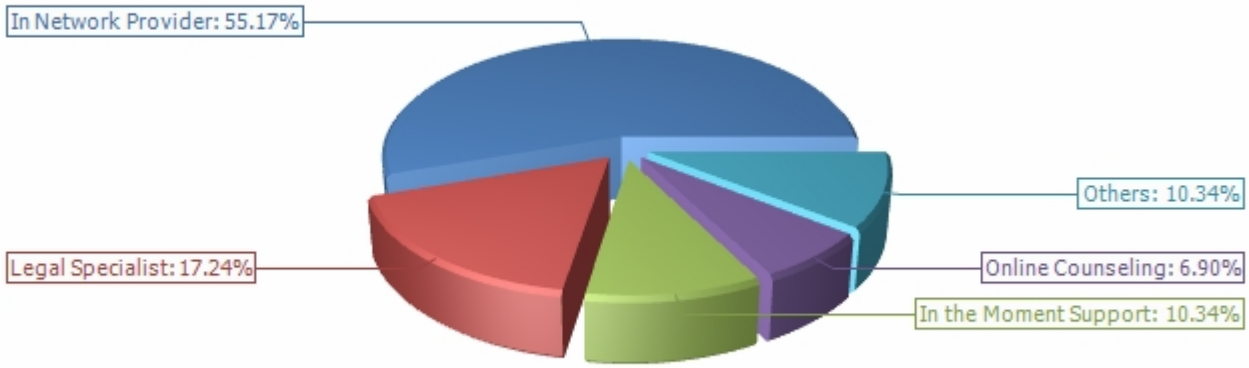
Primary Referral



Primary Referral	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
In Network Provider	7	53.85%	7	77.78%	2	28.57%	16	55.17%	14	48.28%
Legal Specialist	2	15.38%	2	22.22%	1	14.29%	5	17.24%	4	13.79%
In the Moment Support	0	0.00%	0	0.00%	3	42.86%	3	10.34%	6	20.69%
Online Counseling	1	7.69%	0	0.00%	1	14.29%	2	6.90%	0	0.00%
Elder Care	2	15.38%	0	0.00%	0	0.00%	2	6.90%	3	10.34%
Nutritionist	1	7.69%	0	0.00%	0	0.00%	1	3.45%	0	0.00%
ID Theft Specialist	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Community Resource	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Total	**13**	**100 %**	**9**	**100 %**	**7**	**100 %**	**29**	**100 %**	**29**	**100 %**

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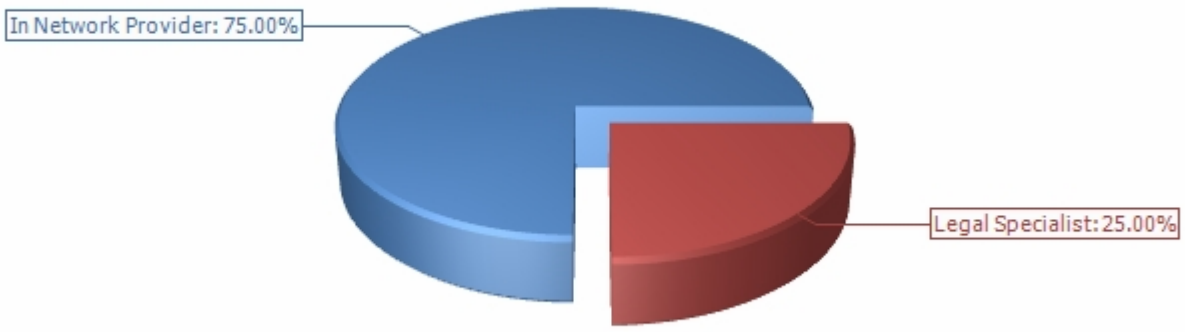
Secondary Referral



Secondary Referral	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
In Network Provider	0	0.00%	1	50.00%	2	100.00%	3	75.00%	3	75.00%
Legal Specialist	0	0.00%	1	50.00%	0	0.00%	1	25.00%	0	0.00%
Elder Care	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	25.00%
Total	**0**	**0 %**	**2**	**100 %**	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**

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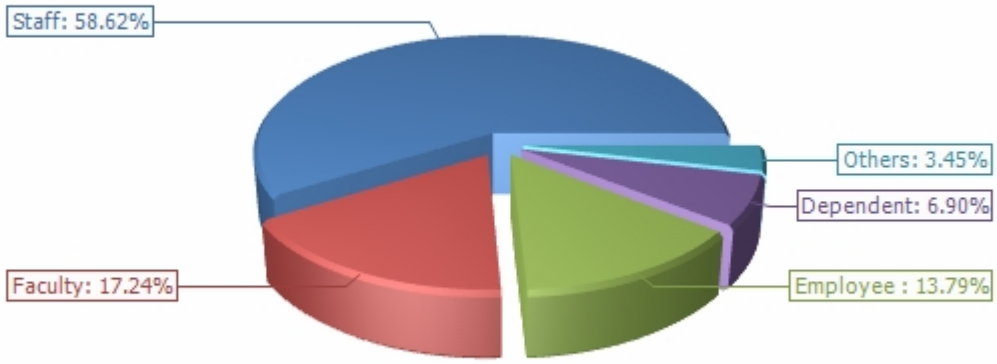
Client Type



Client Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Staff	9	69.23%	4	44.44%	4	57.14%	17	58.62%	23	79.31%
Faculty	0	0.00%	3	33.33%	2	28.57%	5	17.24%	2	6.90%
Employee	3	23.08%	1	11.11%	0	0.00%	4	13.79%	2	6.90%
Dependent	0	0.00%	1	11.11%	1	14.29%	2	6.90%	0	0.00%
Child	1	7.69%	0	0.00%	0	0.00%	1	3.45%	1	3.45%
Spouse/Partner	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%
Total	**13**	**100 %**	**9**	**100 %**	**7**	**100 %**	**29**	**100 %**	**29**	**100 %**

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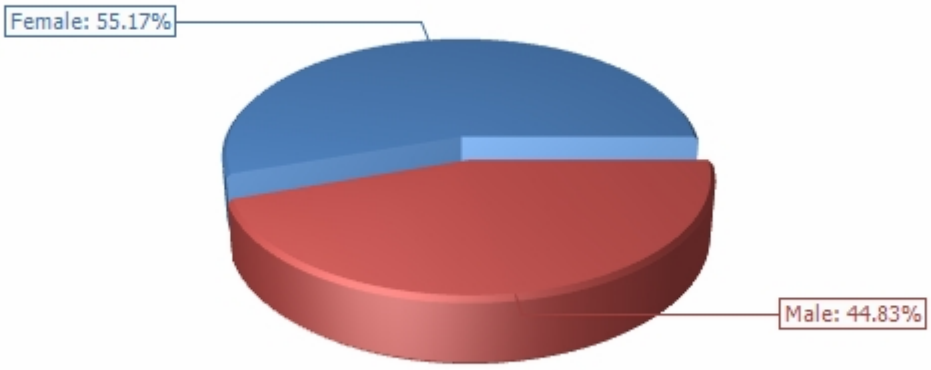
Gender



Gender	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Female	7	53.85%	5	55.56%	4	57.14%	16	55.17%	13	44.83%
Male	6	46.15%	4	44.44%	3	42.86%	13	44.83%	16	55.17%
Total	**13**	**100 %**	**9**	**100 %**	**7**	**100 %**	**29**	**100 %**	**29**	**100 %**

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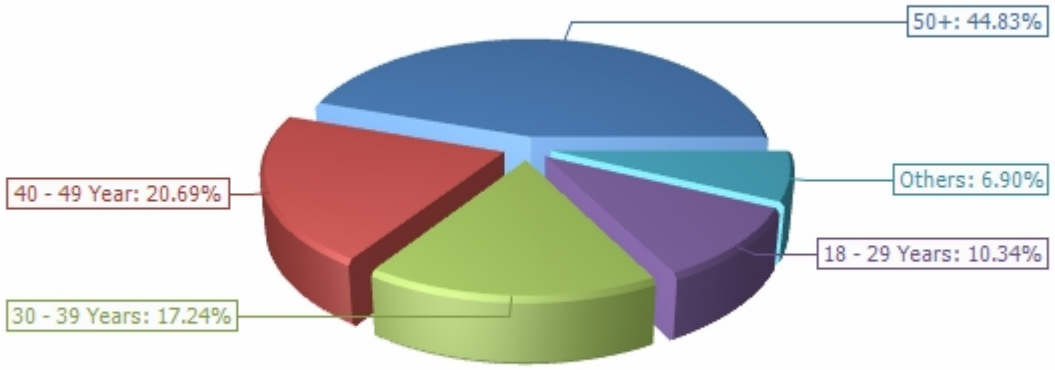
Age Range Summary



Age Range Summary	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
50+	6	46.15%	3	33.33%	4	57.14%	13	44.83%	17	58.62%
40 - 49 Year	3	23.08%	3	33.33%	0	0.00%	6	20.69%	4	13.79%
30 - 39 Years	3	23.08%	0	0.00%	2	28.57%	5	17.24%	6	20.69%
18 - 29 Years	0	0.00%	2	22.22%	1	14.29%	3	10.34%	0	0.00%
Under 18	1	7.69%	1	11.11%	0	0.00%	2	6.90%	2	6.90%
Total	**13**	**100 %**	**9**	**100 %**	**7**	**100 %**	**29**	**100 %**	**29**	**100 %**

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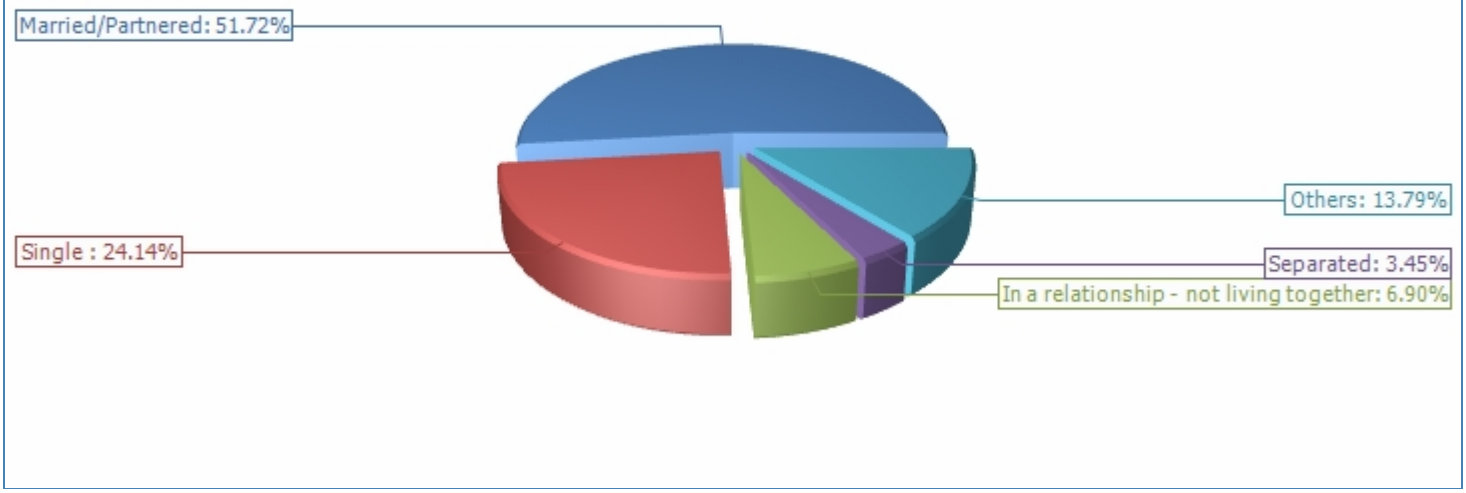
Relationship Status



Relationship Status	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Married/Partnered	5	38.46%	7	77.78%	3	42.86%	15	51.72%	14	48.28%
Single	4	30.77%	1	11.11%	2	28.57%	7	24.14%	8	27.59%
In a relationship - not living together	0	0.00%	0	0.00%	2	28.57%	2	6.90%	0	0.00%
Unknown	1	7.69%	0	0.00%	0	0.00%	1	3.45%	4	13.79%
Separated	1	7.69%	0	0.00%	0	0.00%	1	3.45%	0	0.00%
Not in a relationship	0	0.00%	1	11.11%	0	0.00%	1	3.45%	0	0.00%
In a relationship - living together	1	7.69%	0	0.00%	0	0.00%	1	3.45%	0	0.00%
Divorced	1	7.69%	0	0.00%	0	0.00%	1	3.45%	3	10.34%
Widowed	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Declined	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**13**	**100 %**	**9**	**100 %**	**7**	**100 %**	**29**	**100 %**	**29**	**100 %**

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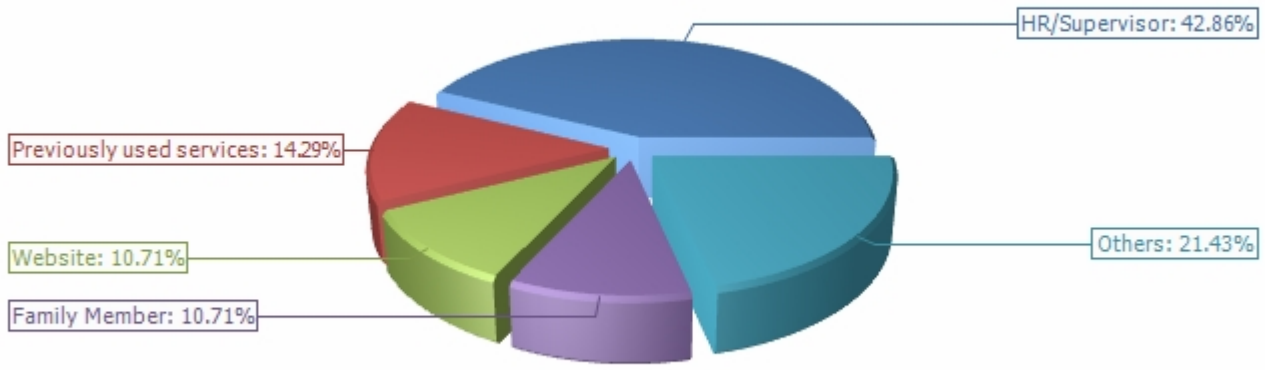
How Did You Learn About the EAP:



How Did You Learn About the EAP:	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
HR/Supervisor	4	33.33%	4	44.44%	4	57.14%	12	42.86%	9	34.62%
Previously used services	3	25.00%	0	0.00%	1	14.29%	4	14.29%	4	15.38%
Website	1	8.33%	2	22.22%	0	0.00%	3	10.71%	1	3.85%
Family Member	1	8.33%	1	11.11%	1	14.29%	3	10.71%	1	3.85%
Wallet Cards	1	8.33%	0	0.00%	1	14.29%	2	7.14%	4	15.38%
Other	1	8.33%	1	11.11%	0	0.00%	2	7.14%	0	0.00%
Wellness Provider	0	0.00%	1	11.11%	0	0.00%	1	3.57%	0	0.00%
Co-worker	1	8.33%	0	0.00%	0	0.00%	1	3.57%	7	26.92%
Total	**12**	**100 %**	**9**	**100 %**	**7**	**100 %**	**28**	**100 %**	**26**	**100 %**

UTILIZATION REPORT

Youngstown State

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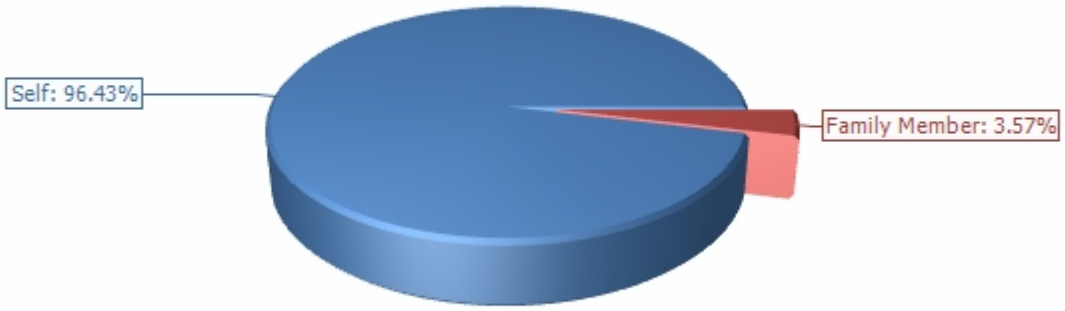
Referred By:



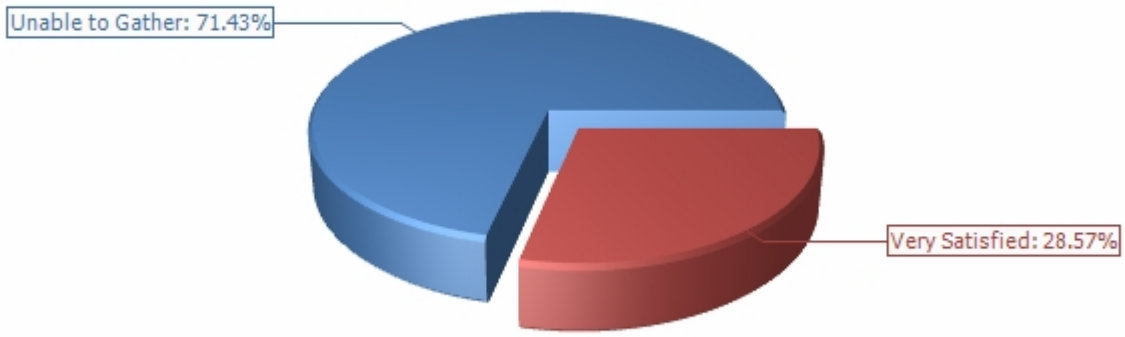
Referred By:	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Self	11	91.67%	9	100.00%	7	100.00%	27	96.43%	25	96.15%
Family Member	1	8.33%	0	0.00%	0	0.00%	1	3.57%	0	0.00%
Friend	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.85%
Total	**12**	**100 %**	**9**	**100 %**	**7**	**100 %**	**28**	**100 %**	**26**	**100 %**

UTILIZATION REPORT

Youngstown State

January 01, 2020 - September 30, 2020

Client Satisfaction Rating:



Client Satisfaction Rating:	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Unable to Gather	6	50.00%	8	88.89%	6	85.71%	20	71.43%	13	52.00%
Very Satisfied	6	50.00%	1	11.11%	1	14.29%	8	28.57%	12	48.00%
Total	**12**	**100 %**	**9**	**100 %**	**7**	**100 %**	**28**	**100 %**	**25**	**100 %**

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Youngstown State

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Reason For Closure	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Problem resolved within services	1	50.00%	2	50.00%	4	100.00%	7	70.00%	3	37.50%
Will continue services with provider	1	50.00%	1	25.00%	0	0.00%	2	20.00%	2	25.00%
Client never attended EAP Session	0	0.00%	1	25.00%	0	0.00%	1	10.00%	0	0.00%
No contact for 30 days/administrative close	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	25.00%
Client terminated services	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	12.50%
Client never called/scheduled	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Client helped	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Client given another referral	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**	**10**	**100 %**	**8**	**100 %**

UTILIZATION REPORT

Youngstown State

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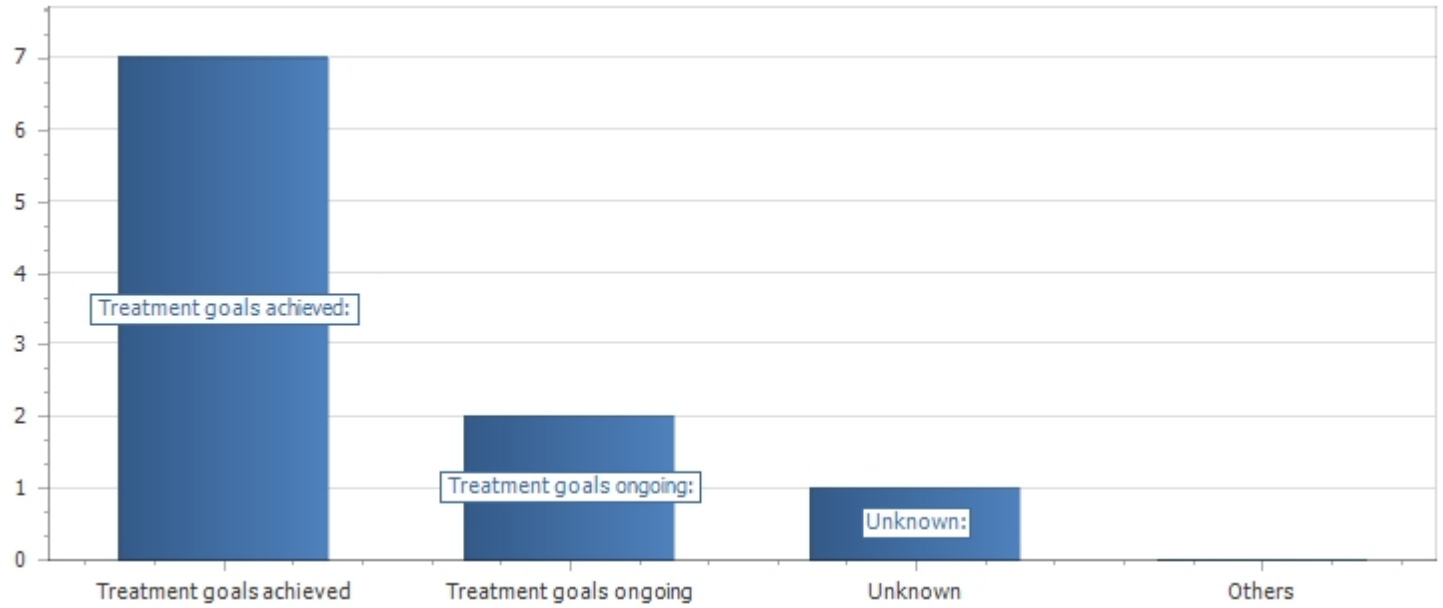
Achievement of Goals as Reported by Provider



Achievement of Goals as Reported by Provider	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Treatment goals achieved	1	50.00%	2	50.00%	4	100.00%	7	70.00%	4	50.00%
Treatment goals ongoing	1	50.00%	1	25.00%	0	0.00%	2	20.00%	3	37.50%
Unknown	0	0.00%	1	25.00%	0	0.00%	1	10.00%	1	12.50%
Goals not achieved	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**	**10**	**100 %**	**8**	**100 %**

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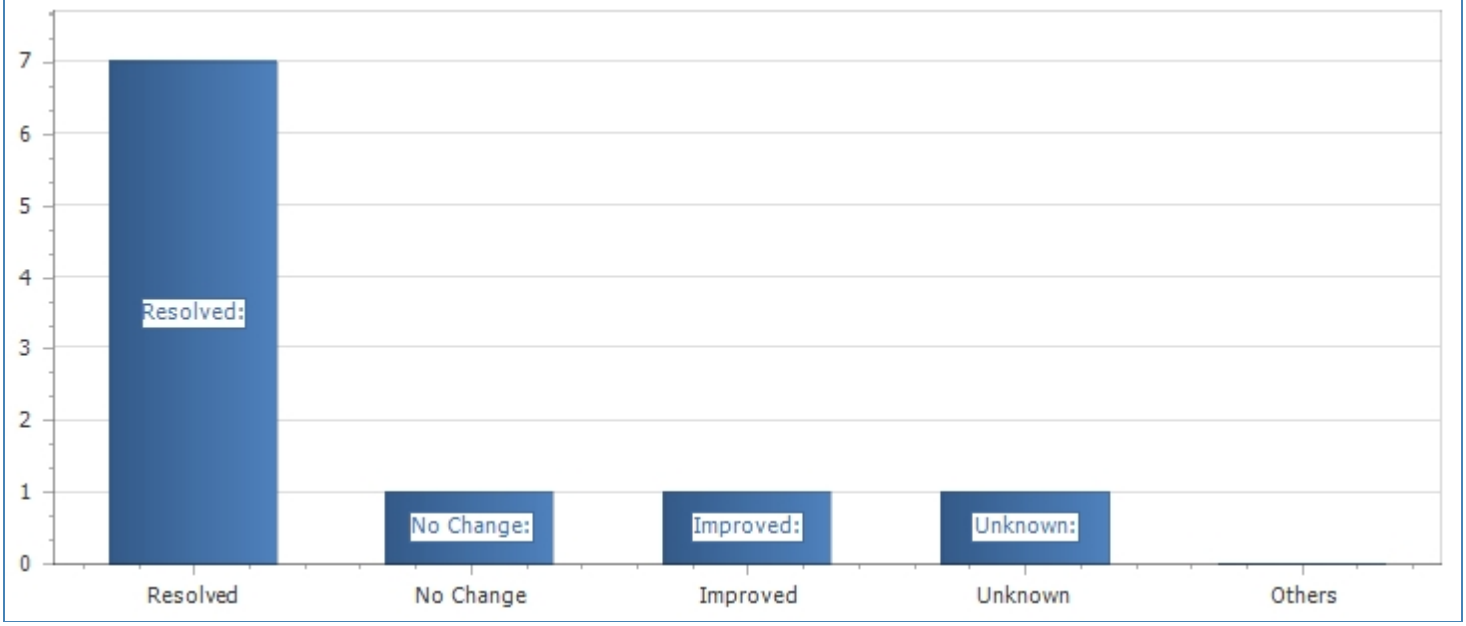
Resolution of Presenting Problem as Reported by Provider



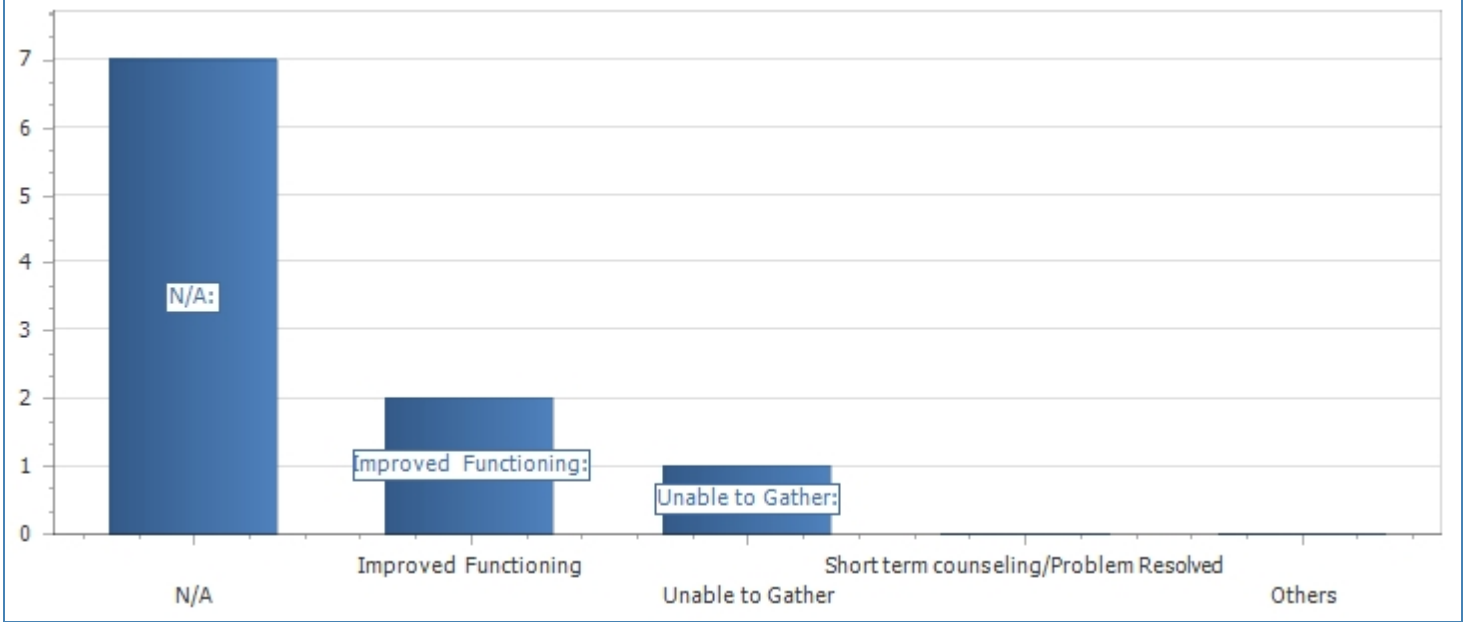
Resolution of Presenting Problem as Reported by Provider	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Resolved	1	50.00%	2	50.00%	4	100.00%	7	70.00%	3	37.50%
Unknown	0	0.00%	1	25.00%	0	0.00%	1	10.00%	0	0.00%
No Change	0	0.00%	1	25.00%	0	0.00%	1	10.00%	0	0.00%
Improved	1	50.00%	0	0.00%	0	0.00%	1	10.00%	5	62.50%
Much Worse	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Deteriorating	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**	**10**	**100 %**	**8**	**100 %**

UTILIZATION REPORT

Youngstown State

January 01, 2020 - September 30, 2020

Status of General Functioning at Closure as Reported by Provider



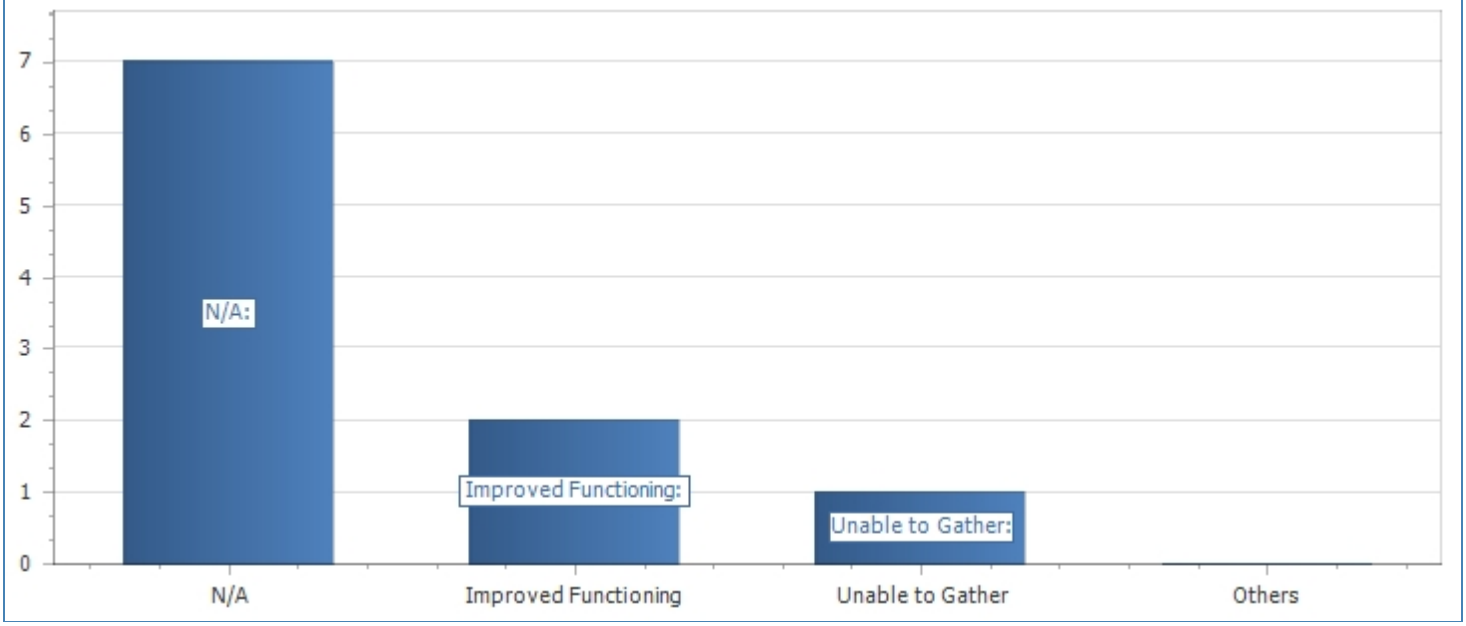
Status of General Functioning at Closure as Reported by Provider	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
N/A	0	0.00%	3	75.00%	4	100.00%	7	70.00%	2	25.00%
Improved Functioning	2	100.00%	0	0.00%	0	0.00%	2	20.00%	3	37.50%
Unable to Gather	0	0.00%	1	25.00%	0	0.00%	1	10.00%	1	12.50%
Short term counseling/Problem Resolved	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Short term counseling/Client Referred	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Problem Assessed/Resolved	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Problem Assessed/Client Referred	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
None - Client Never Attended EAP Session	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
No Change in Functioning	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	25.00%
Deteriorating Functioning	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**	**10**	**100 %**	**8**	**100 %**

UTILIZATION REPORT

Youngstown State

January 01, 2020 - September 30, 2020

Status of Work Performance at Closure as Reported by Provider



Status of Work Performance at Closure as Reported by Provider	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
N/A	0	0.00%	3	75.00%	4	100.00%	7	70.00%	5	62.50%
Improved Functioning	2	100.00%	0	0.00%	0	0.00%	2	20.00%	2	25.00%
Unable to Gather	0	0.00%	1	25.00%	0	0.00%	1	10.00%	0	0.00%
No Change in Functioning	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	12.50%
Deteriorated Functioning	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**	**10**	**100 %**	**8**	**100 %**

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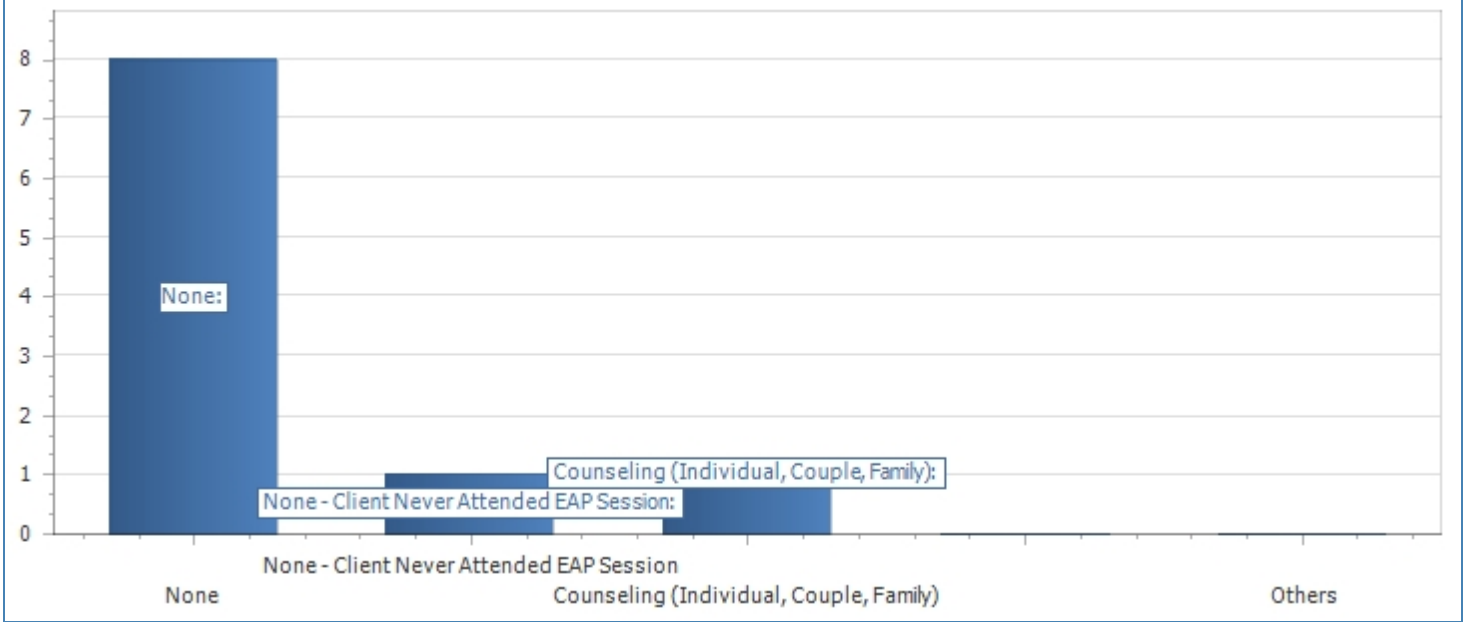
Closing Recommendation



Closing Recommendation	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
None	1	50.00%	3	75.00%	4	100.00%	8	80.00%	4	50.00%
None - Client Never Attended EAP Session	0	0.00%	1	25.00%	0	0.00%	1	10.00%	0	0.00%
Counseling (Individual, Couple, Family)	1	50.00%	0	0.00%	0	0.00%	1	10.00%	0	0.00%
Referral to community resource	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Eldercare Assistance	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Financial Assistance	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Group Counseling	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Individual Counseling	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Inpatient Alcohol and Drug Treatment	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Intensive Outpatient Alcohol and Drug Treatment	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Legal Assistance	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Marital/ Family Counseling	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Medical	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mental Health treatment program(IOP, Partial Hospitalization, I	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
NONE: Issue Resolved	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	50.00%
Psychiatry	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Intensive Outpatient Psychiatric Treatment	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Childcare Assistance	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	**2**	**100 %**	**4**	**100 %**	**4**	**100 %**	**10**	**100 %**	**8**	**100 %**

UTILIZATION REPORT

Youngstown State

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Organizational Service Type

Organizational Service Type	1/1 - 3/31		4/1 - 6/30		7/1 - 9/30		1/2020 - 9/2020		1/2019 - 9/2019	
	#	%	#	%	#	%	#	%	#	%
Email	7	38.89%	13	50.00%	0	0.00%	20	36.36%	2	4.88%
Newsletter Mailing	6	33.33%	5	19.23%	6	54.55%	17	30.91%	16	39.02%
Learning & Development	4	22.22%	7	26.92%	4	36.36%	15	27.27%	10	24.39%
Account Management	0	0.00%	1	3.85%	1	9.09%	2	3.64%	7	17.07%
Meeting	1	5.56%	0	0.00%	0	0.00%	1	1.82%	1	2.44%
Promotional Material	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	4.88%
General Promotion	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	2.44%
FMR/FFDE Consult	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	2.44%
Consultation	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	2.44%
Total	**18**	**100 %**	**26**	**100 %**	**11**	**100 %**	**55**	**100 %**	**41**	**100 %**

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Organizational Services Summary

Date	Type	Att	
01/01/2020	Learning & Development	1	2020 Planning
10/14/2019	Account Management		
10/15/2019	Account Management		
01/07/2020	Newsletter Mailing	1	January Impact on Wellness Newsletter
01/07/2020	Account Management		
01/15/2020	Email	1	2020 Learning and Development Catalog sent
01/15/2020	Account Management		
01/16/2020	Newsletter Mailing	1	January Supervisor Newsletter
01/16/2020	Account Management		
01/23/2020	Email	1	Coronavirus Alert email
01/23/2020	Account Management		
01/28/2020	Learning & Development	20	Apprisen (Victor) - Budget Bites: Getting More at the Grocery Store 12-1pm
10/14/2019	Account Management		
01/10/2020	Account Management		
02/03/2020	Email	1	2019 Year-End Utilization Reports posted and request to meet email
02/03/2020	Account Management		
02/03/2020	Newsletter Mailing	1	February Impact on Wellness Newsletter
02/03/2020	Account Management		
02/11/2020	Learning & Development	15	David Rust - Time Mastery 12-1pm
10/14/2019	Account Management		
01/10/2020	Account Management		
02/12/2020	Newsletter Mailing	1	February Supervisor Newsletter
02/12/2020	Account Management		
02/27/2020	Meeting	4	Annual on-site meeting
02/06/2020	Account Management		
03/02/2020	Newsletter Mailing	1	March Impact on Wellness Newsletter

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Organizational Services Summary

Date	Type	Att	
03/06/2020	Account Management		
03/12/2020	Learning & Development	1	NEEDS RESCHEDULED: Benjamin Rose Institute on Aging (Lisa) - Family Caregiving12-1pm
10/14/2019	Account Management		
01/10/2020	Account Management		
03/11/2020	Account Management		
03/12/2020	Email	1	COVID-19 Email Alert and notification of special webinars
03/12/2020	Account Management		
03/13/2020	Newsletter Mailing	1	March Supervisor Newsletter
03/13/2020	Account Management		
03/16/2020	Email	1	IMPACT Solutions responding to COVID-19 email
03/16/2020	Account Management		
03/23/2020	Email	1	Email: Learning and Development hours during COVID 19 Crisis
03/23/2020	Account Management		
03/25/2020	Email	1	Week 2 - An Update from IMPACT Solutions
03/25/2020	Account Management		
04/01/2020	Newsletter Mailing	1	April Impact on Wellness Newsletter - COVID 19 Edition
04/01/2020	Account Management		
04/02/2020	Email	1	Week 3 - An Update from IMPACT Solutions
04/09/2020	Email	1	Week 4 - An Update from Impact Solutions
04/09/2020	Account Management		
04/14/2020	Newsletter Mailing	1	April Supervisor Newsletter
04/14/2020	Account Management		
04/16/2020	Learning & Development	4	WEBINAR: Understanding Trauma and PTSD - Jinger Moore, 12-1pm
04/16/2020	Webinar		

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Organizational Services Summary

Date	Type	Att	
04/16/2020	Email	1	Week 5 - An Update from Impact Solutions
04/16/2020	Account Management		
04/23/2020	Email	1	Week 6 - An Update from Impact Solutions
04/23/2020	Account Management		
04/23/2020	Account Management	1	Manager consultation
04/23/2020	Account Management		
04/30/2020	Email	1	Week 7 - An Update from Impact Solutions
04/30/2020	Account Management		
05/04/2020	Newsletter Mailing	1	May Impact on Wellness Newsletter
05/04/2020	Account Management		
05/07/2020	Email	1	Week 8 - An Update from Impact Solutions
05/07/2020	Account Management		
05/11/2020	Newsletter Mailing	1	May Supervisor Newsletter
05/11/2020	Account Management		
05/12/2020	Learning & Development	16	WEBINAR: Riding the Waves of Change - Alan Gecht, 12-1pm
05/12/2020	Webinar		
05/15/2020	Email	1	Week 9 - An Update from Impact Solutions
05/15/2020	Account Management		
05/19/2020	Learning & Development	1	CANCELED - Apprisen (Victor) - Car Buying Considerations 12-1pm
10/14/2019	Account Management		
03/24/2020	Account Management		
05/21/2020	Email	1	Week 10 - An Update from Impact Solutions
05/21/2020	Account Management		
05/27/2020	Learning & Development	15	WEBINAR: Surviving a Layoff - Apprisen, 12pm-1pm
05/27/2020	Webinar		

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Youngstown State

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Organizational Services Summary

Date	Type	Att	
05/28/2020	Email	1	Week 11 - An Update from Impact Solutions
05/28/2020 Account Management			
05/29/2020	Learning & Development	1	CANCELED: Judith Eugene - Easy and Beautiful Container Gardening 12-1pm
10/23/2019 Account Management			
03/24/2020 Account Management			
06/01/2020	Email	1	June Impact on Wellness Newsletter
06/01/2020 Account Management			
06/05/2020	Email	1	Week 12 - An Update from Impact Solutions
06/05/2020 Account Management			
06/10/2020	Newsletter Mailing	1	June Supervisor Newsletter
06/10/2020 Account Management			
06/11/2020	Email	1	Additional Resource: Rest & Respond Using RITS
06/11/2020 Account Management			
06/16/2020	Learning & Development	13	WEBINAR: Fostering Personal Power in Times of Change - Rada Kuperschmidt
06/16/2020 Webinar			
06/18/2020	Email	1	Week 14 - An Update from Impact Solutions
06/18/2020 Account Management			
06/23/2020	Learning & Development	7	WEBINAR: Mental Health Resiliency after a Pandemic - Ria Dark, 12-1pm
06/23/2020 Webinar			
07/01/2020	Newsletter Mailing	1	July Impact on Wellness newsletter
07/01/2020 Account Management			
07/09/2020	Learning & Development	4	WEBINAR: Debbie Saffo - Burnout Strategies for Educational Leaders, 12-1pm
10/15/2019 Account Management			
07/09/2020 Webinar			
07/13/2020	Newsletter Mailing	1	July Supervisor Newsletter

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Youngstown State

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Organizational Services Summary

Date	Type	Att	
07/13/2020	Account Management		
08/10/2020	Newsletter Mailing	1	August Impact on Wellness Newsletter
08/11/2020	Account Management		
08/18/2020	Learning & Development	7	WEBINAR: Screen Addiction - Ria Dark, 12-1pm
08/18/2020	Webinar		
08/18/2020	Newsletter Mailing	1	August Supervisor Newsletter
08/18/2020	Account Management		
09/04/2020	Newsletter Mailing	1	September Impact on Wellness Newsletter
09/04/2020	Account Management		
09/15/2020	Learning & Development	12	WEBINAR: We're All in This Together: Creating a Self and Socially Aware Workplace - Andrea Peck, 1-2pm
09/15/2020	Webinar		
09/16/2020	Newsletter Mailing	1	September Supervisor Newsletter
09/16/2020	Account Management		
09/23/2020	Learning & Development	21	WEBINAR: Well-being through Connecting with Nature and the Deeper Self - Doug Newton, 12-1pm
09/23/2020	Webinar		
09/24/2020	Account Management	1	Request for Virtual Health Fair promotional links and handouts
09/24/2020	Account Management		
TOTAL		**181**	