



PRINCE GEORGE'S COMMUNITY COLLEGE

DATE: November 23, 2021

TO: All Prospective Proposers

FROM: Adrienne Smith
Procurement Coordinator, Office of Procurement
301-546-0008

RE: **Addendum 3 to RFP 22-08 Employee Assistance Program (EAP) Benefit Services**

The following amends the above referenced RFP documents. Receipt of this addendum three is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the proposal. The Solicitation Schedule is subject to further change modification, as required by the College.

1. Questions and Responses.

Attached to this Addendum 3 is the Questions and Response Log. The Questions and Response Log contains all of the questions received. The last day for questions was November 2, 2021 close of business
End of Addendum 3 dated 11-23-21

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

RFP NO.: RFP 22-08

PROPOSAL DUE DATE:
November 29, 2021 at 10:00 AM ET

RFP FOR: Employee Assistance Program (EAP) Benefit Services

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. 1 dated 11-15-21

Addendum No. 2 dated 11-19-21

Addendum No. 3 dated 11-23-21

Addendum No. dated

Addendum No. dated

As stated in the RFP documents, this form is included in our Proposal.

Signature

Name Printed

Title

Date

END OF FORM

RFP 21-12 Largo Campus and Extension Centers Security Service

Q#	RFP Section	Questions	Responses
1.		<p>The RFP itself references a workbook, calling out specifically Attachment A 4th tab. Would you please share all relevant documents related to this RFP?</p>	<p>All relevant information is located on our page under solicitation number 22-08:</p> <p>https://www.pgcc.edu/community/doing-business-with-pgcc/procurement/request-for-bids/</p>
2.		<p>For the MBE participation requirements, will PGCC allow us to report “indirect” MBE spend in addition to “direct” spend on this contract to fulfill the 15% MBE goal? We are defining “indirect” spend as spend with MBEs (certified by PGCC approved organizations) that support CareFirst’s overall business. This “indirect” spend would be added to the “direct” spend (also through PGCC approved MBEs) for activities on this contract to meet the goal. We have previously met with PGCC’s MBE Compliance Officer, Kris K. Chewlin who approved this methodology for our existing medical contract with PGCC. Please confirm if this reporting method is also acceptable on this EAP contract (RFP 22-08).</p>	<p>The College prefers direct MBE goal commitments. Proposers shall include direct spend MBE subcontractors. However, firms that can also include indirect spend MBEs in addition to direct spend MBEs or cannot include direct spend MBE may include indirect spend MBEs and the % of commitment for each. Proposer shall also clearly indicate if the MBE is a direct or indirect spend towards the MBE goal.</p>
3.		<p>On page 6 of 33 in the main RFP, “RFP-22-08 EAP Benefits and Services”, under sub-paragraph 4.2 Fee/Price Proposal Submission, the requirement is for the Price Proposal to be submitted under a separate PDF from the Technical Proposal, then on page 10 of 33 of the RFP, under Tab 3: Firm Information, Section 1, the requirement is to include the workbook in a separate document in Excel format with the 4th Tab “EAP Pricing” provided separately in our Pricing Submission. So, for our Pricing Submission, is the College requesting that this EAP</p>	<p>The workbook must be filled out and provided within your proposal (PDF) and as a separate document in Excel a format.</p>

		Pricing Tab be submitted as <u>BOTH Excel format and another DUPLICATE copy in PDF Format?</u> Please confirm.	
4.		To follow up with this requirement to separate pricing with the “EAP Pricing” tab of the Excel workbook, “Attachment-A-RFP--EAP_WORKBOOK” under separate cover, questions 29a, 29b, 30, 31a, and 31b under the “Questionnaire” tab of the work book asks for Hourly Rates. Are these rows to be separated out from this Excel workbook as well? Please confirm	No
5.		Are there any areas of the current EAP program that the College wishes to improve upon through this latest contract?	The Scope of Work and RFP includes the College’s required services. However, Proposers shall include in your proposals any assumptions or information that your Firm may deem relevant and critical to provide the required services, while meeting industry best practices.
7.		Who is the current EAP providers and for how many years?	The current EAP provide is Keystone Peer Review Organization, Inc. since 07/01/19
8.		What is the current price of the program? Please provide a rate history for the contract term.	Vendor pricing/rates will not be provided.
9.		Please provide utilization reports for the last 3 years. If reports are not available, please provide the number of new cases opened as well as the number of in-person sessions provided each of the last 3 years.	The utilization reports available at this time are attached to this Addendum 3, see below. Refer to the provided utilization report to obtain the available information pertaining to new cases.
10.		How many hours of onsite training were utilized each of the last 3 years?	The utilization reports available at this time are attached to this Addendum 3, see below. Refer to the provided utilization report to obtain the available information pertaining to new cases. The number of hours is not available at this time. Please refer to the utilization reports for information that may provide Proposers additional information as it relates to onsite training. Proposers are encouraged to provide the training required and described in this RFP. Proposers may include in their submission recommendations

			regarding the level of training required for the duration of the awarded contract term.
11.		How many onsite critical incident response hours were utilized each of the last 3 years?	The utilization reports available at this time are attached to this Addendum 3, see below. Refer to the provided utilization report to obtain the available information pertaining to new cases. The exact number of hours is not available at this time. Please refer to the utilization reports for information that may provide Proposers additional information as it relates to onsite critical incident response utilization.
12.		<p>In reference to the Scope of Work: proposers are asked to provide on its website the following:</p> <ul style="list-style-type: none"> a. Directory of EAP counselors, b. Database of childcare providers, c. Database of elder care providers, <p>We do not have provider directories available on our website as we require participants to contact the EAP first, go through the assessment process, and be given a qualified referral to a local provider, if needed. Is not meeting this requirement grounds for being disqualified?</p>	Proposers/Firms are advised to provide information pertaining to the number of counselors our population could access; the number of providers for child care and elder care; and, any other information that will demonstrate the breath of your provider network. Limited information pertaining to the response requirements and your firm's ability to provide services may not disqualify a firm; however, it may impact a Proposer's rating.
13.		Is PGCC open to alternative pricing models rather than a firm fixed price? Would PGCC consider a pricing structure that would not incentivize the EAP vendor to cut corners to maximize their profits, rather one that would reward a vendor for exceeding established goals for true human to human EAP utilization (not website hits, perusing digital tools or participating in an onsite/virtual event)?	Yes, we are open to all solutions that meet the requirement of the RFP, including alternate pricing options.

14.		<p>Please provide two years of historical EAP utilization data to include:</p> <ul style="list-style-type: none"> a) Number of counseling sessions and breakdown of delivery mode (in-person, video, telephonic) b) Average number of sessions used per case c) Number of critical incident (CISD) hours per year d) Number of training hours per year e) Average handle time per call f) Number of work-life cases g) Website users (and any breakdown on type of resource used) 	<p>At this time the College is only able to provide the utilization reports. The report will provide a 'snapshot', for any given year.</p>
15.		<p>How many formal/mandatory referrals have there been in the last 2 years? Of these, how many were for substance use or suspicion of substance use?</p>	<p>This information is not available.</p>
16.		<p>What is the expected number of hours a vendor should attend the annual Health Fair (Attachment A, Questionnaire – Account Management #12)?</p>	<p>The Health Fair is held once per year and is a 6-hour event. We would expect the representative to be in attendance during the total time, including for set-up and take-down.</p>
17.		<p>Is an on-site counselor a requirement of this RFP? If so, how many days a week would you want a counselor to be on-site, how many hours per day? (Attachment A, Questionnaire –Training #28g)</p>	<p>No, but occasionally on-site counseling is necessary.</p>
18.		<p>Have there been any service issues? If so, please explain.</p>	<p>Proposers are to include in their proposal how your firm shall effectively manage the availability of Counselors on short notice and onsite visits.</p>
21		<p>Please confirm the total EE count for PGCC. We need this info to</p>	<p>800</p>

		submit our program pricing. Side note, our program is meant for ALL employees, vs just the benefit eligible EEs. We do not recommend segmenting your employee population for this robust EAP benefit.	
22		Elaborate on current plan pricing details (current PEPM rate), as well as what that pricing includes (onsite time, seminars, session model, etc.). Total yearly spend on EAP?	Vendor pricing/rates will not be provided.
23		The College is requesting a 3 Session Model. Inova is no longer recommending such a short counseling model, rather 4 Sessions as a minimum. Would the college be open to other session models for your employees to enhance this benefit.	Yes, the current model with 3 sessions would be the minimum benefit PGCC would accept.
24		Inova provides under a provider network model and we have a very robust coverage in the area. Is this model acceptable by the college? If yes, would the college be interested in reviewing details or our local network? If so, we have the ability to share details of our network around PGCC. Please let us know if this would be acceptable and we can provide options for network review.	Yes, PGCC is open to any solutions that will meet the Scope of Work defined within the RFP. Please include any and all information you wish us to consider in your response in the format outlined in the Response Requirements Proposers are to follow. Submissions not provided in the required format may be deemed non-responsive.
25		How and when will the above questions be answered?	The answers will be released in the form of an addendum and posted to the PGCC procurement page on 11/23/21.

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.

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	YTD
Employee Count	0	0	0	800	800	800
EAP Cases	0	0	0	0	6	6
MC Cases	0	0	0	0	3	3
Total New Cases	0	0	0	0	9	9
Individual Utilization	0.0%	0.0%	0.0%	0.0%	4.5%	4.5%

Session Count

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

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	YTD
Session Count	0	0	0	0	6	6

Overall Program Utilization

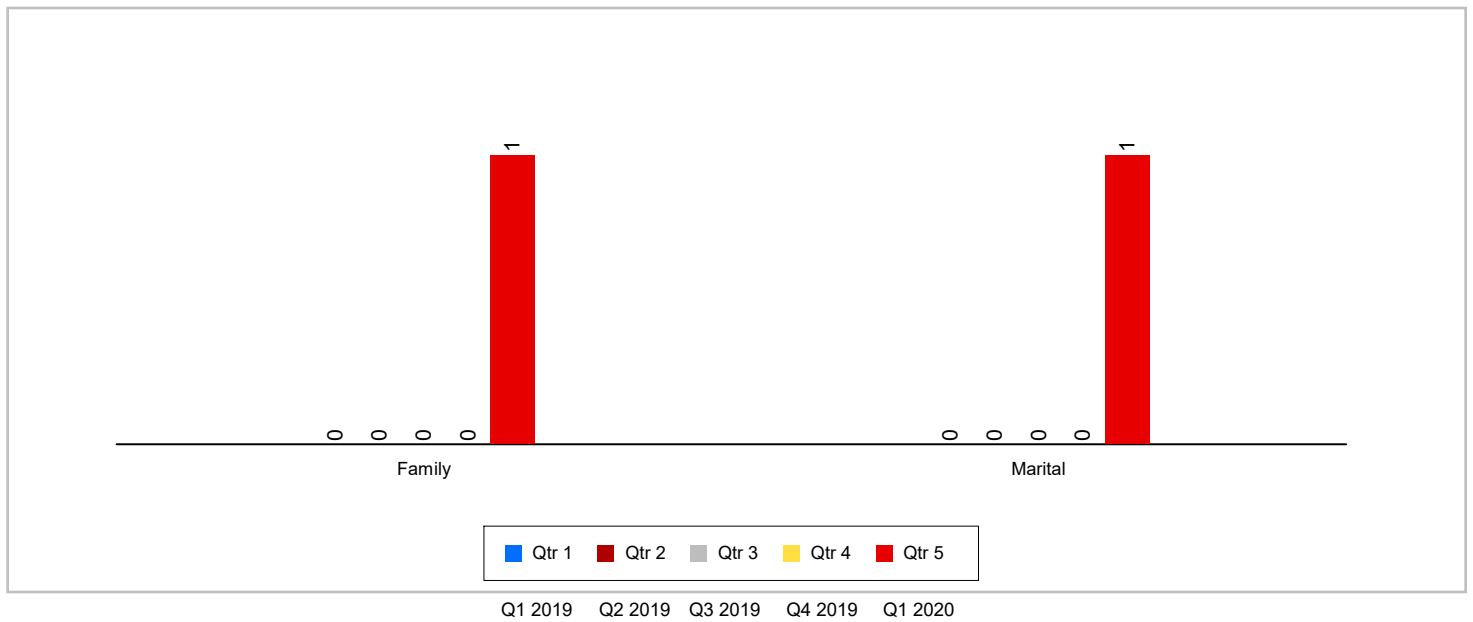
The Overall Service Utilization includes each service accessed by individuals during this reporting period. An individual may have received one or more services. The number of services is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an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

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	YTD
Employee Count	0	0	0	800	800	800
Total New Services	0	0	0	0	16	16
Overall Utilization	0.0%	0.0%	0.0%	0.0%	8.0%	8.0%

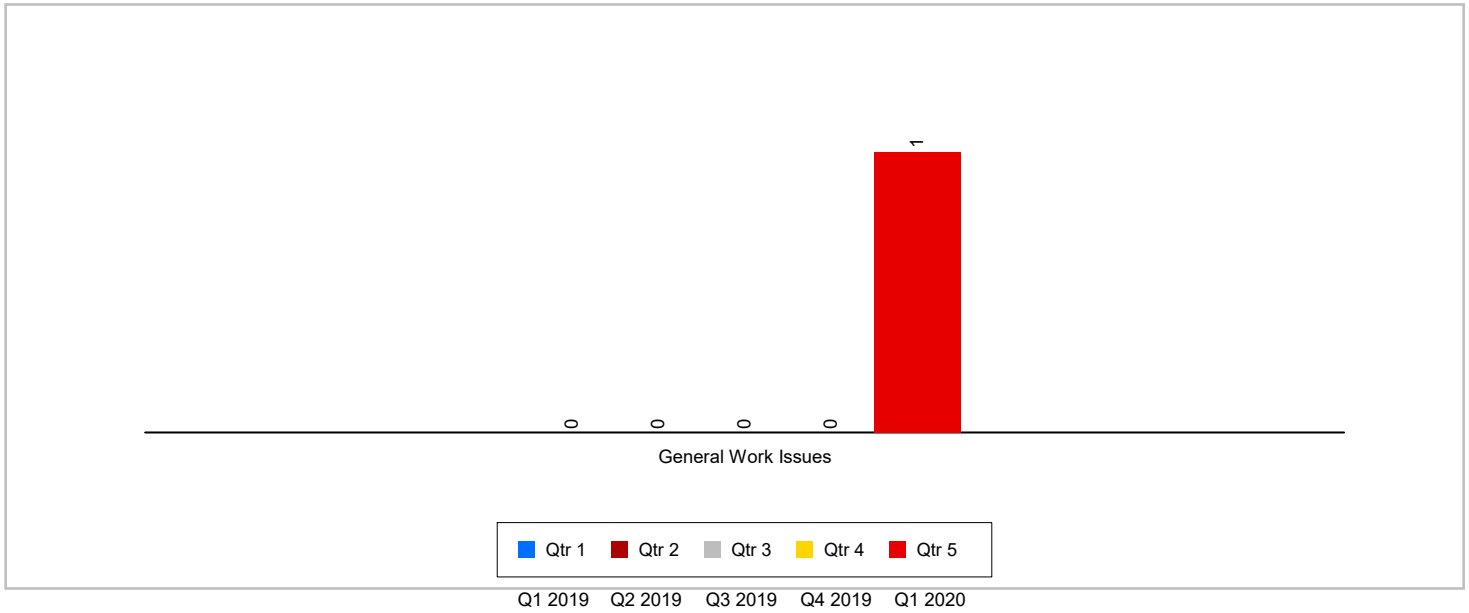
Primary Assessed Problem at Intake

Category	Count										YTD	
	Q1 2019		Q2 2019		Q3 2019		Q4 2019		Q1 2020		#	%
	#	%	#	%	#	%	#	%	#	%		
Anxiety	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	1	16.7%
Emotional Wellbeing	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	33.3%	2	33.3%
Occupational	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	1	16.7%
Relationships	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	33.3%	2	33.3%

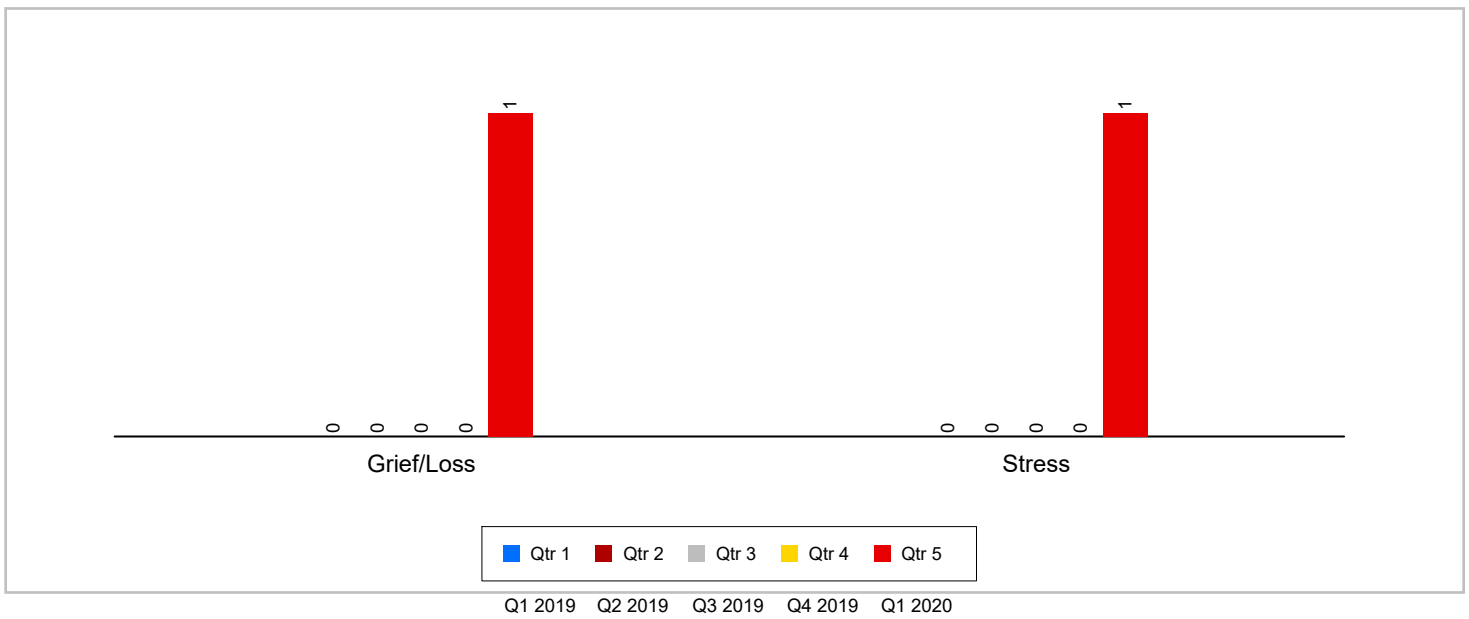
Relationship Detail



Occupational Detail



Emotional Wellbeing Detail



Legal and Financial Program Activity

Legal and Financial Program Activity: Includes consultation and referral for financial and non-employer related legal concerns.

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	YTD
Legal	0	0	0	0	2	2
Bankruptcy	0	0	0	0	1	1
Family Law - Custody	0	0	0	0	1	1

Worklife Program Activity

Worklife Program Activity: Includes consultation and referral for select Worklife programs.

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	YTD

Disposition of Cases

The Disposition of Cases represents the number of closed cases during the reporting period.

Category	Number of Cases					YTD % of Cases
	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	
EAP	0	0	0	0	3	100.0%

Utilization by State

Category	Count					YTD
	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	
Maryland	0	0	0	0	9	9

EAP Worksite Services

EAP Worksite Services: Includes a variety of educational, health and wellness seminars as well as employee and management trainings to promote EAP utilization. CISDs and wellness fairs are also represented.

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	YTD
Critical Incident Services	0	0	0	0	2	2
Promotional Mailing	0	0	0	0	2	2

Management Services

Management Consultation Type

Category	Q1 2019		Q2 2019		Q3 2019		Q4 2019		Q1 2020		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Workplace Trauma	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%	3	100.0%
Death of Employee	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	66.7%	2	66.7%
Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	33.3%	1	33.3%
Total	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%	3	100.0%

Management Services

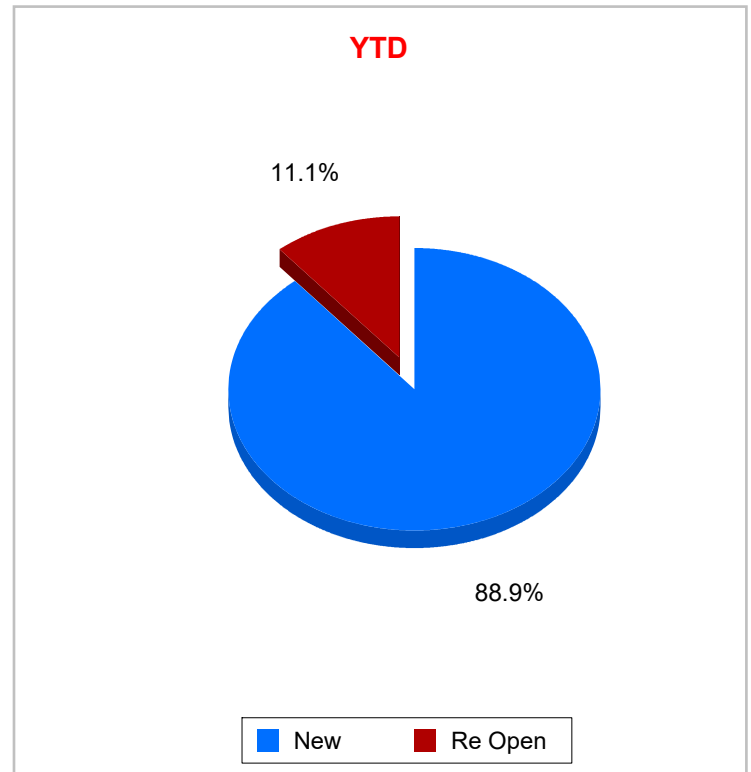
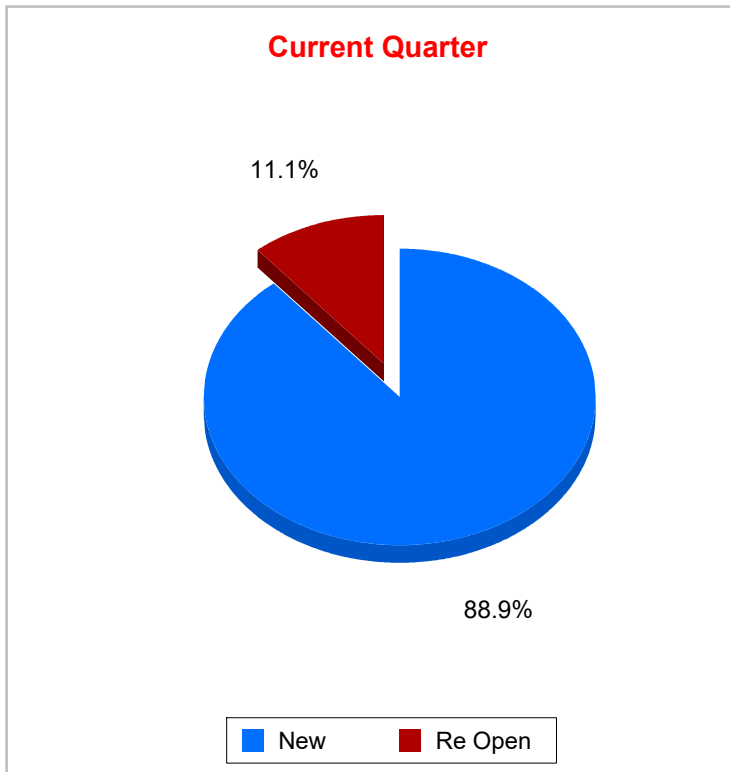
Management Consultation Outcome

Category	Q1 2019		Q2 2019		Q3 2019		Q4 2019		Q1 2020		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Consultation and Education Only	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	66.7%	2	66.7%
Support Services	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	33.3%	1	33.3%
Total	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%	3	100.0%

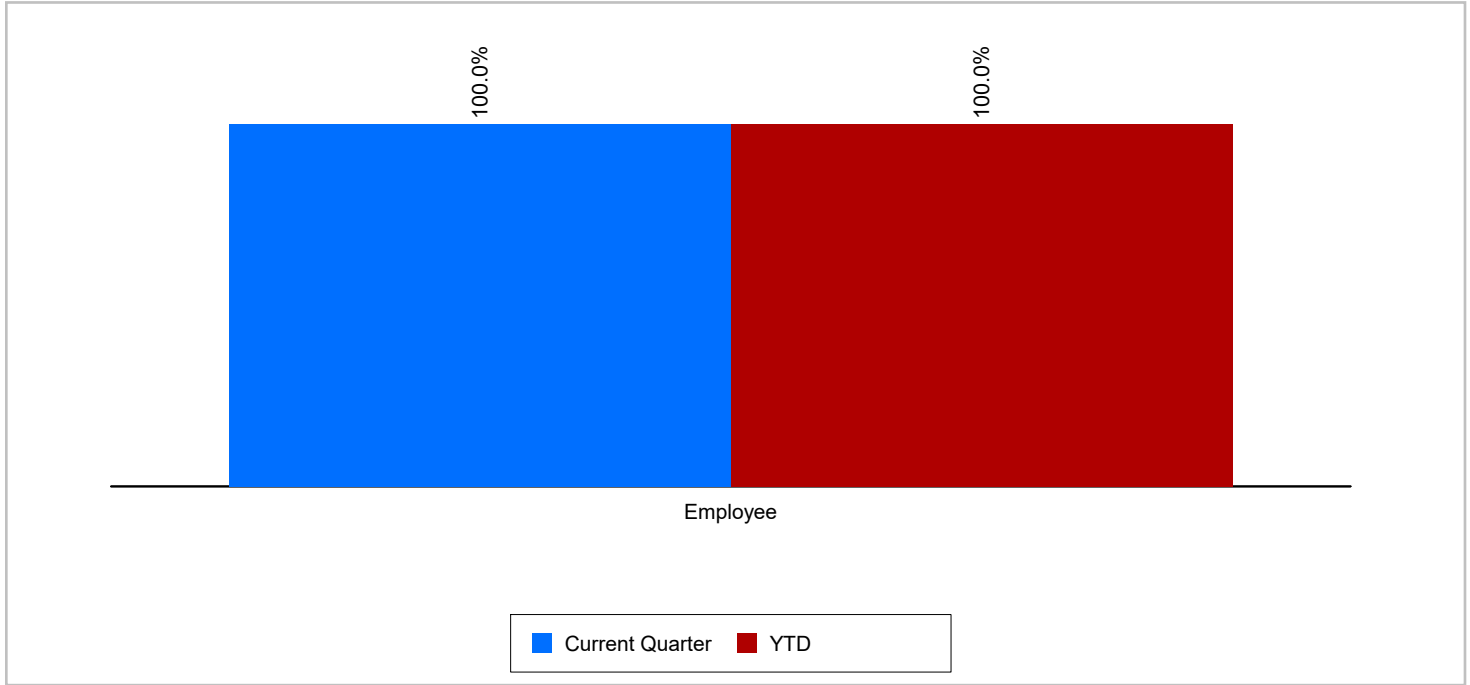
Participant/Case Status

Reactivated : Reactivated Cases are cases in which a client is served again for the same problem.

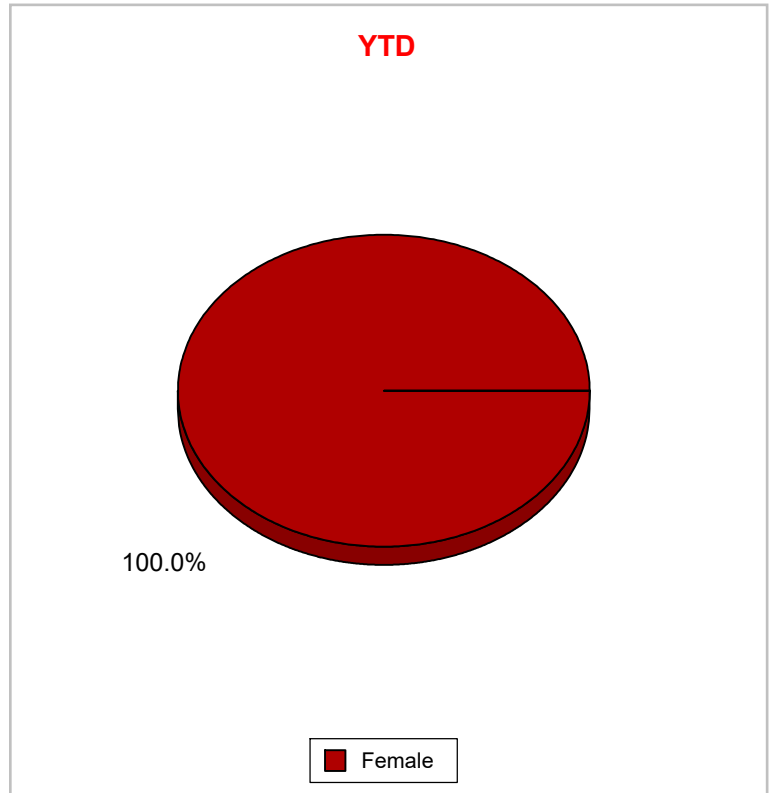
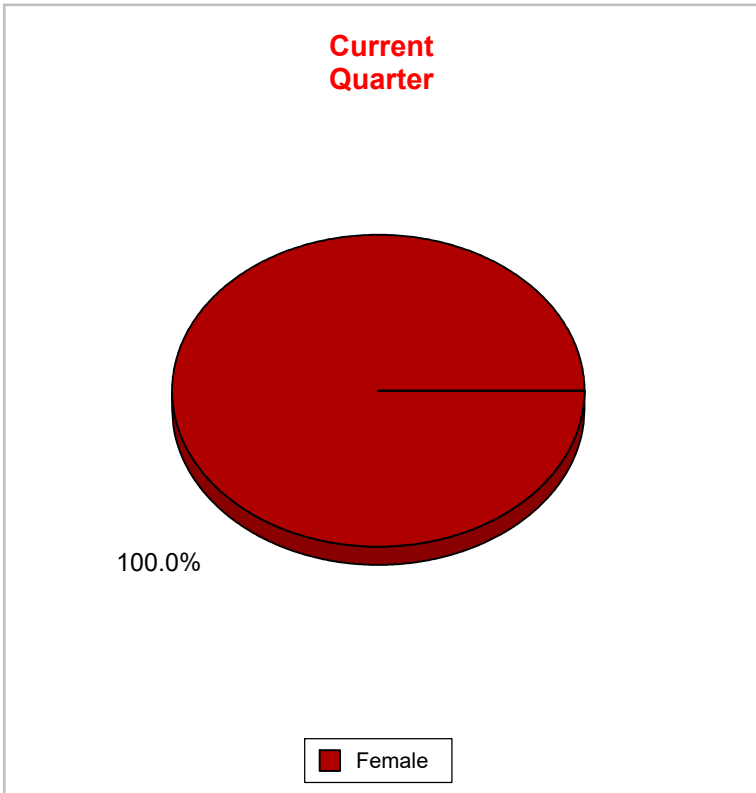
Reopened : Reopened Cases are cases in which a previously served client receives service for a new problem.



Relationship to Employee

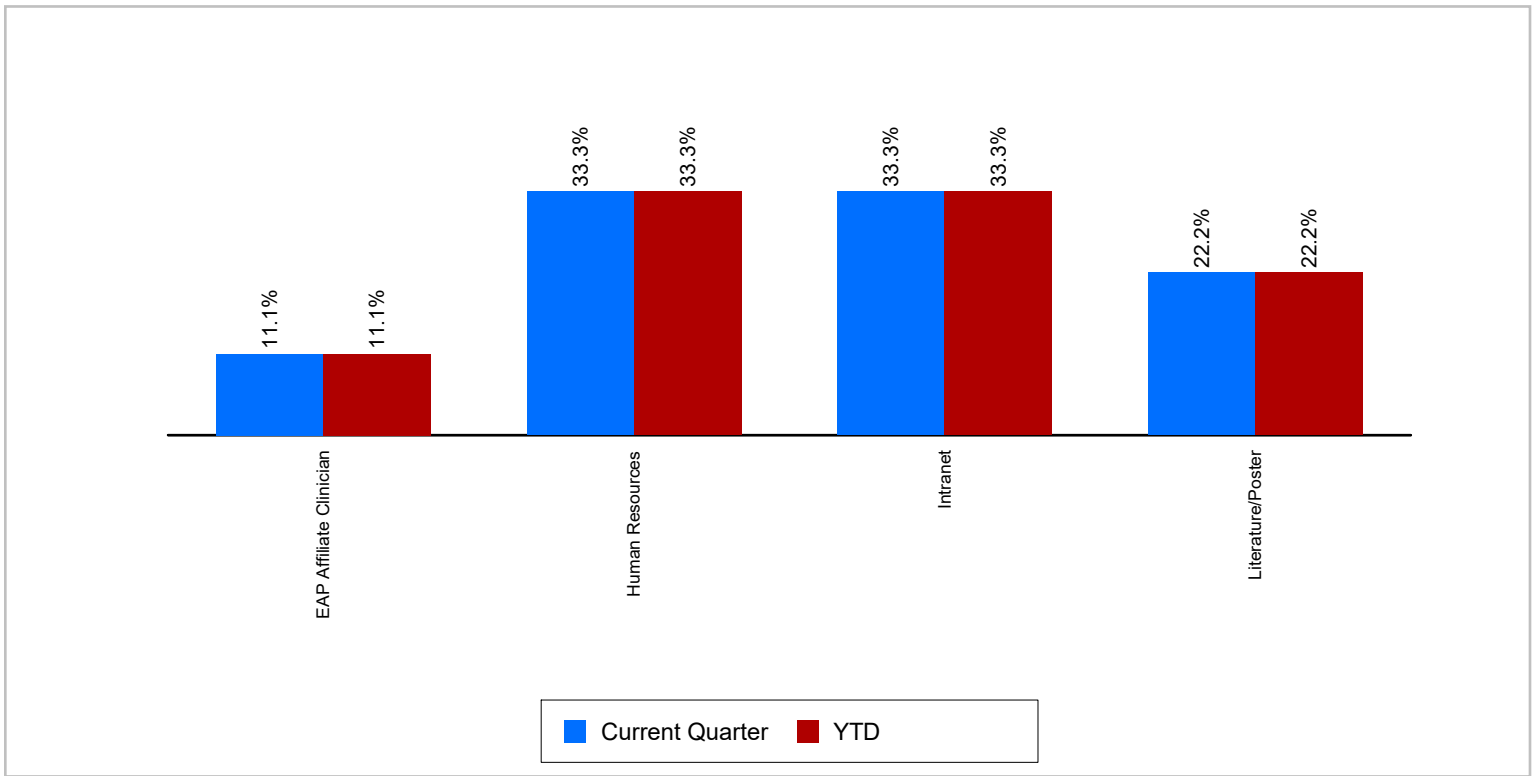


Gender



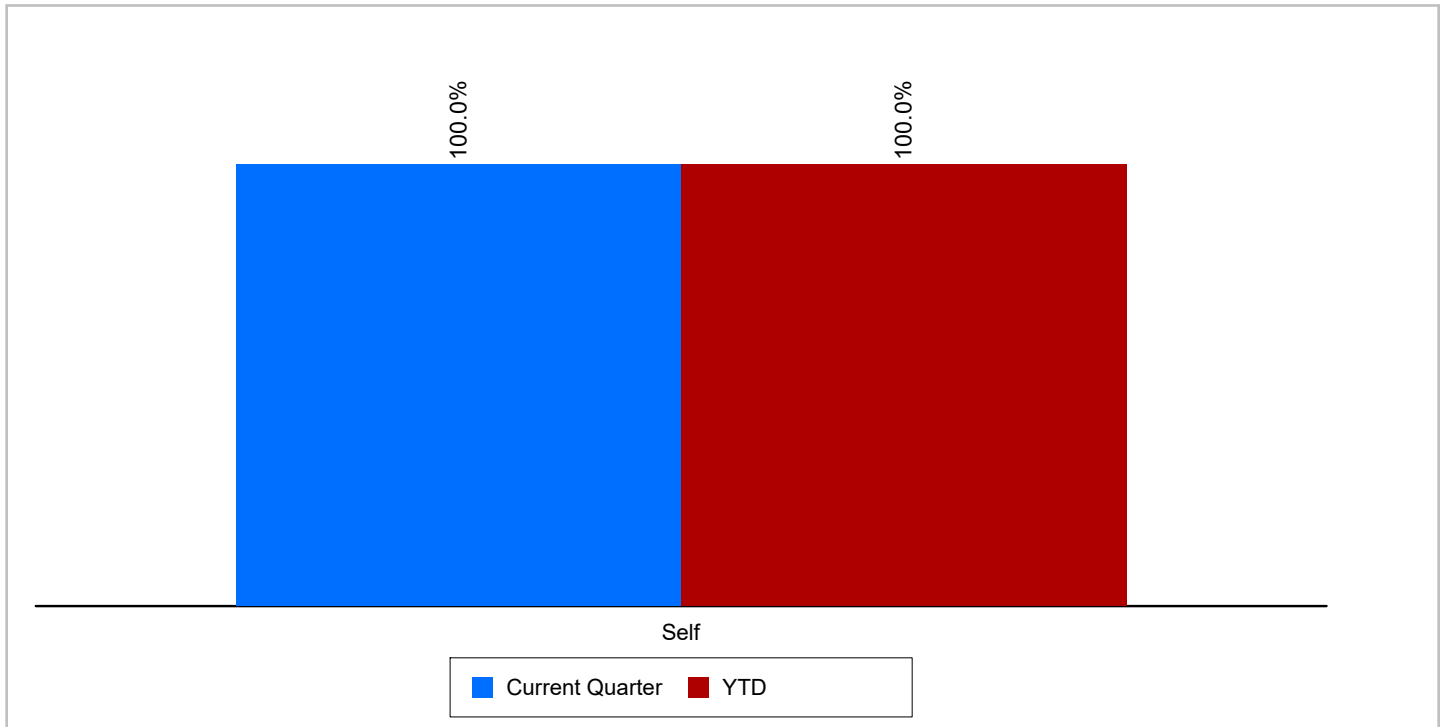
Information Source

Information Source: Describes how the client knew/learned about services.



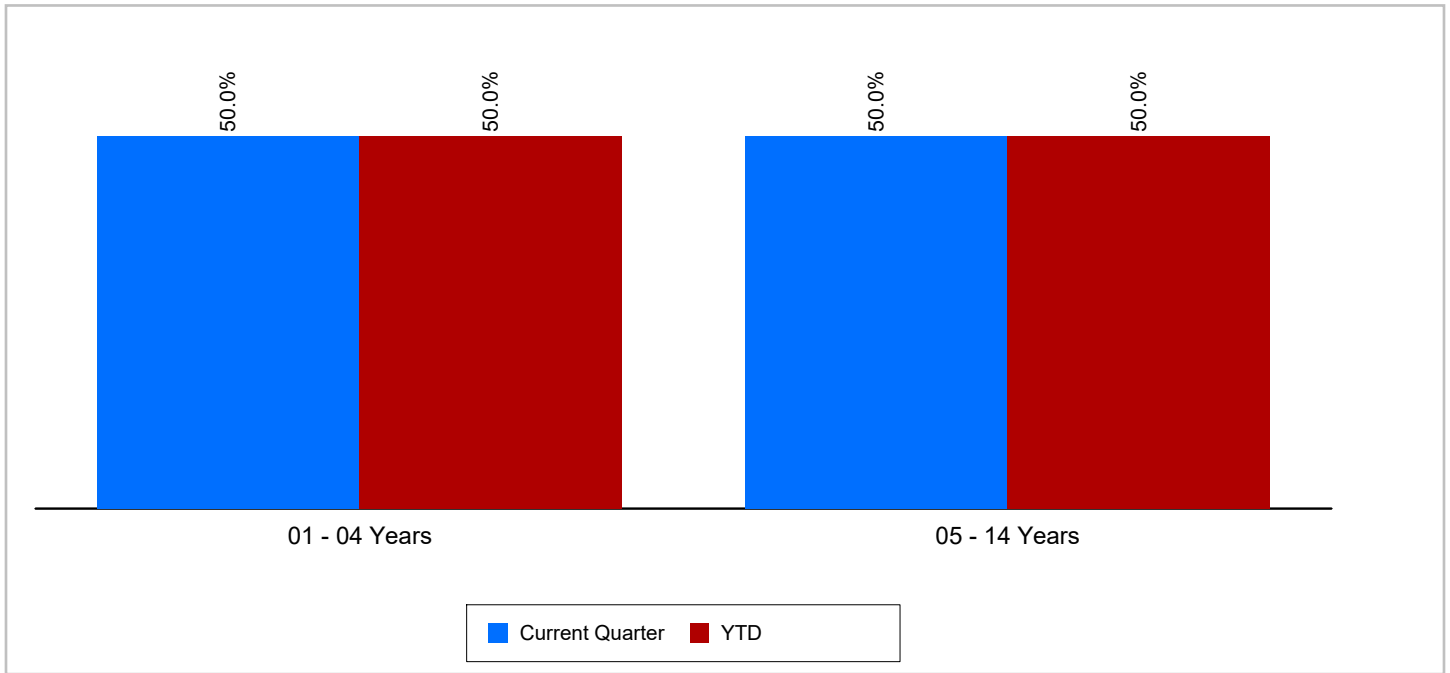
Referral Sources

Referral Sources: Describes how the client was guided/directed to services.



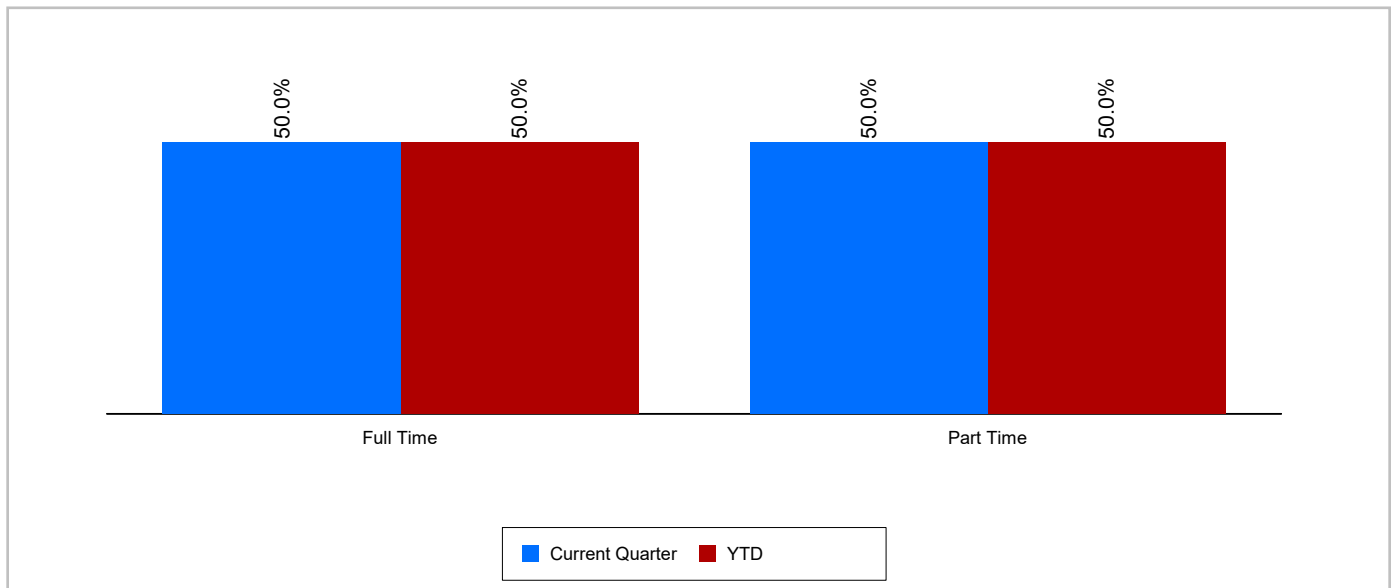
Years of Service

This category is employee specific.



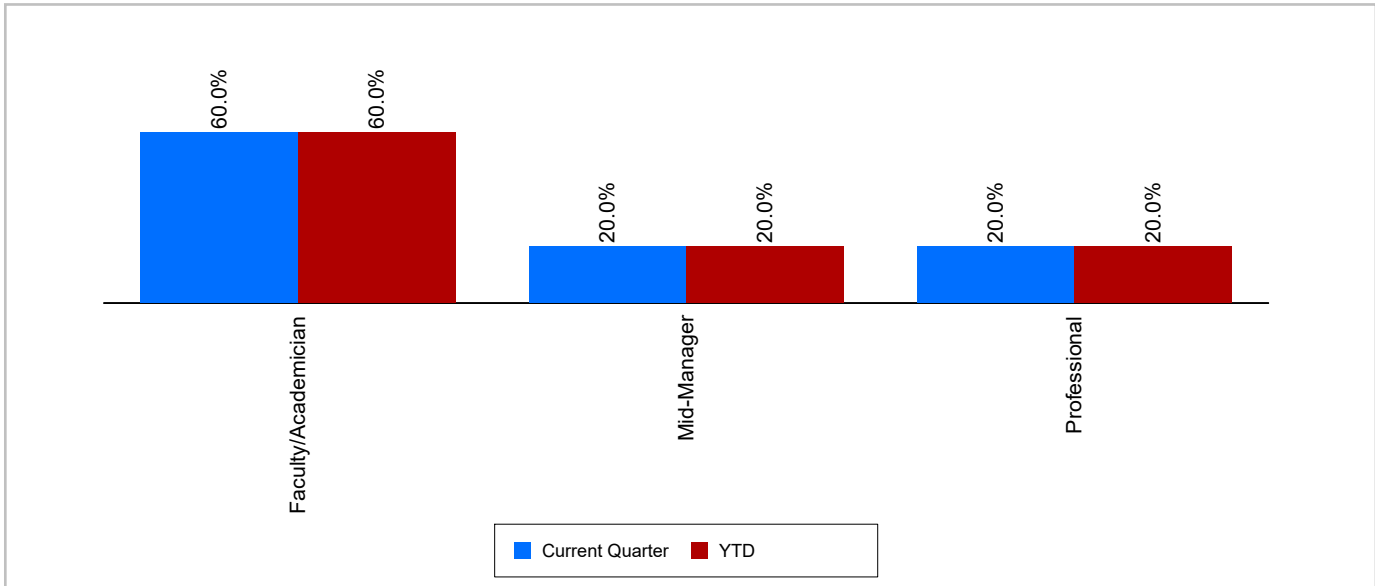
Employment Status

This category is employee specific.



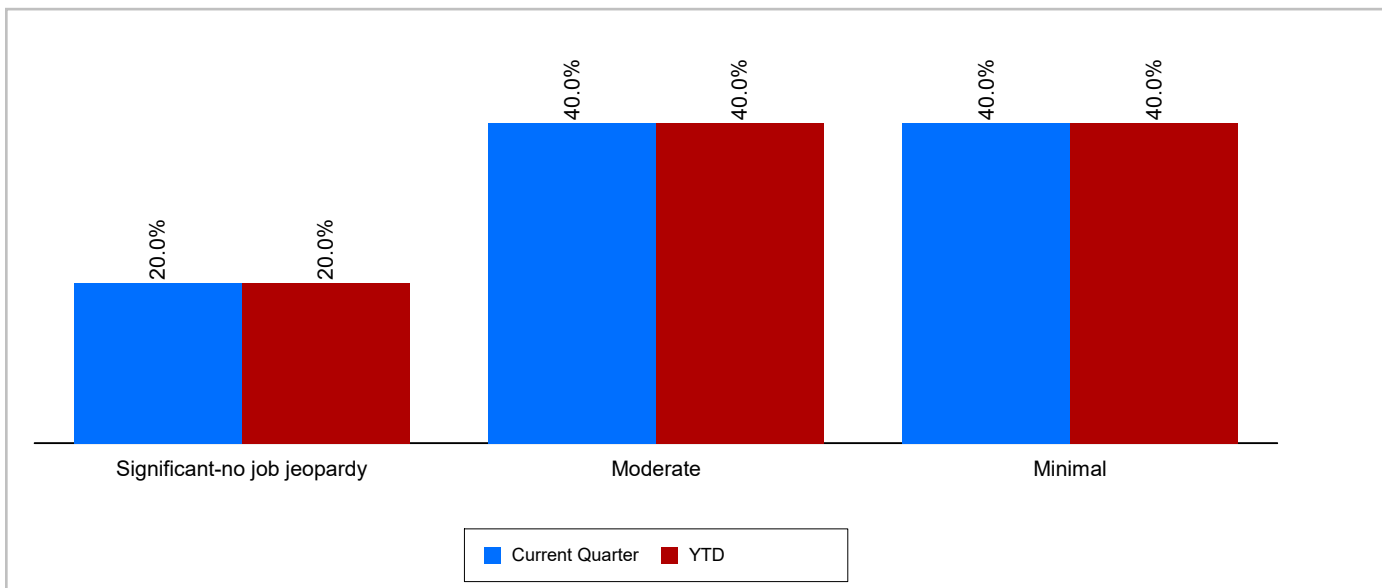
Job Classification

This category is employee specific.



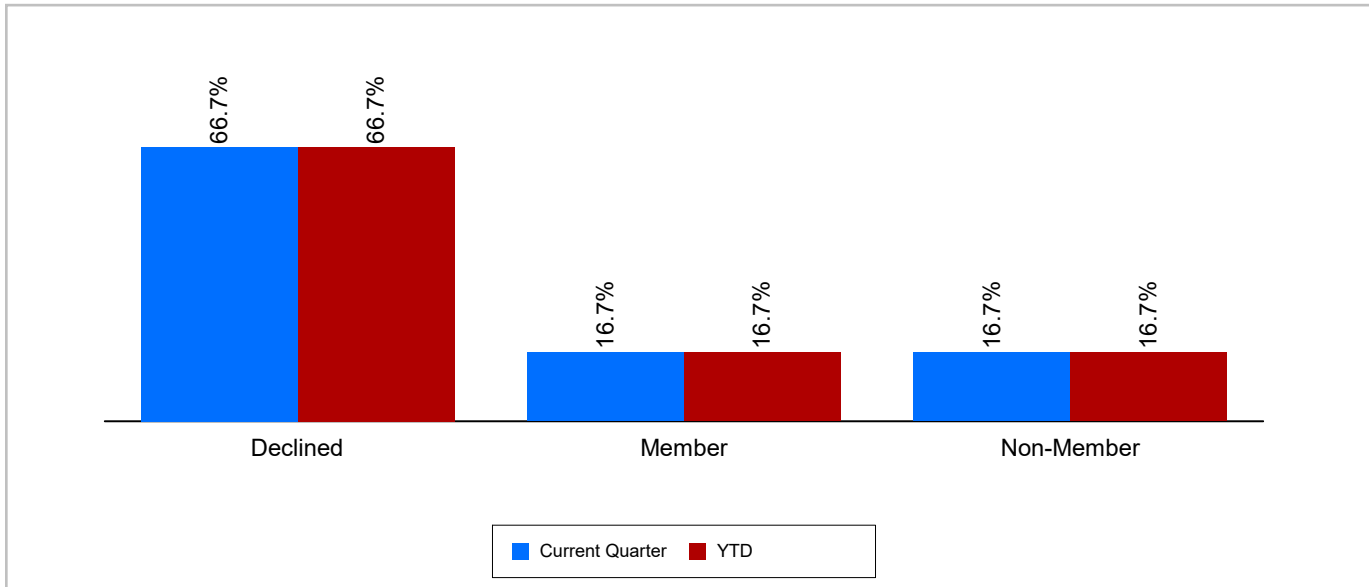
Impact on Job Performance

Impact on Job: This category is employee specific. Refers to employee's perception of the degree of impact the presenting issue has on overall job performance.



Union Affiliation

This category is employee specific.



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

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD
Employee Count	800	800	800	800	800	800
EAP Cases	0	6	12	9	4	31
MC Cases	0	3	0	1	0	4
Total New Cases	0	9	12	10	4	35
Individual Utilization	0.0%	4.5%	6.0%	5.0%	2.0%	4.4%

Session Count

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

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD
Session Count	0	9	0	12	6	27

Overall Program Utilization

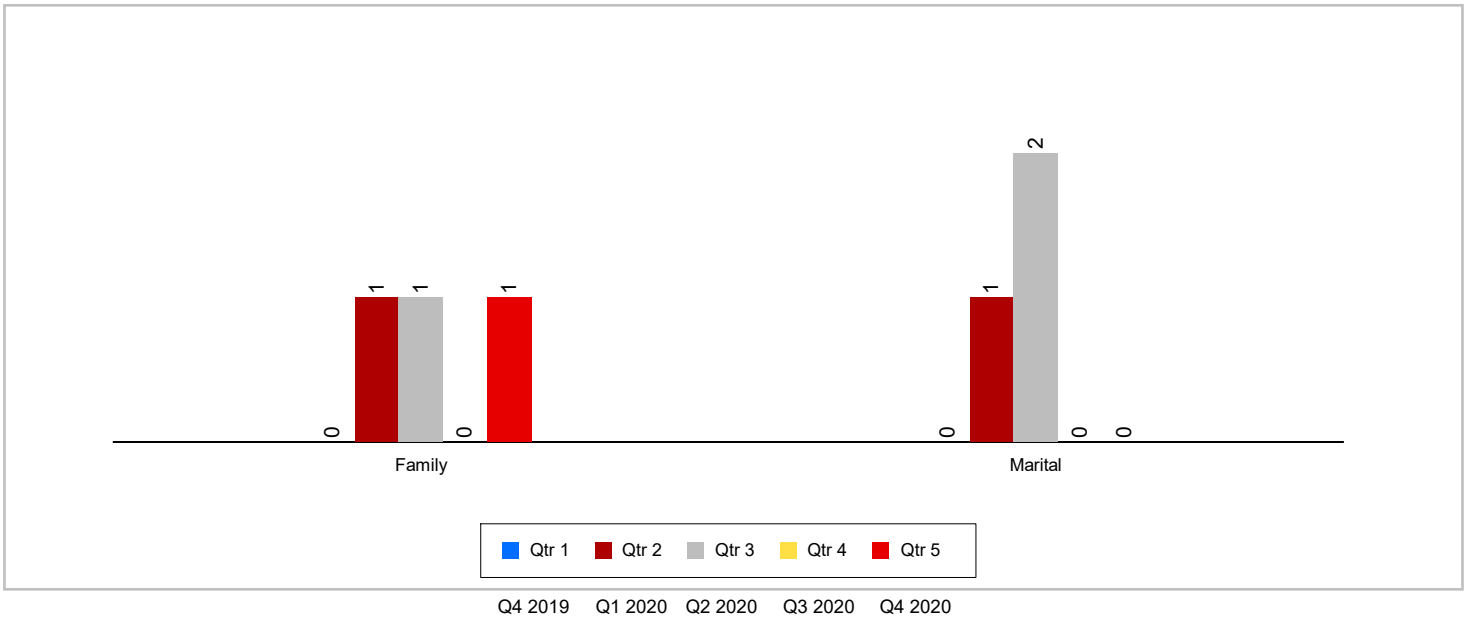
The Overall Service Utilization includes each service accessed by individuals during this reporting period. An individual may have received one or more services. The number of services is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an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

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD
Employee Count	800	800	800	800	800	800
Total New Services	0	16	17	20	8	61
Overall Utilization	0.0%	8.0%	8.5%	10.0%	4.0%	7.6%

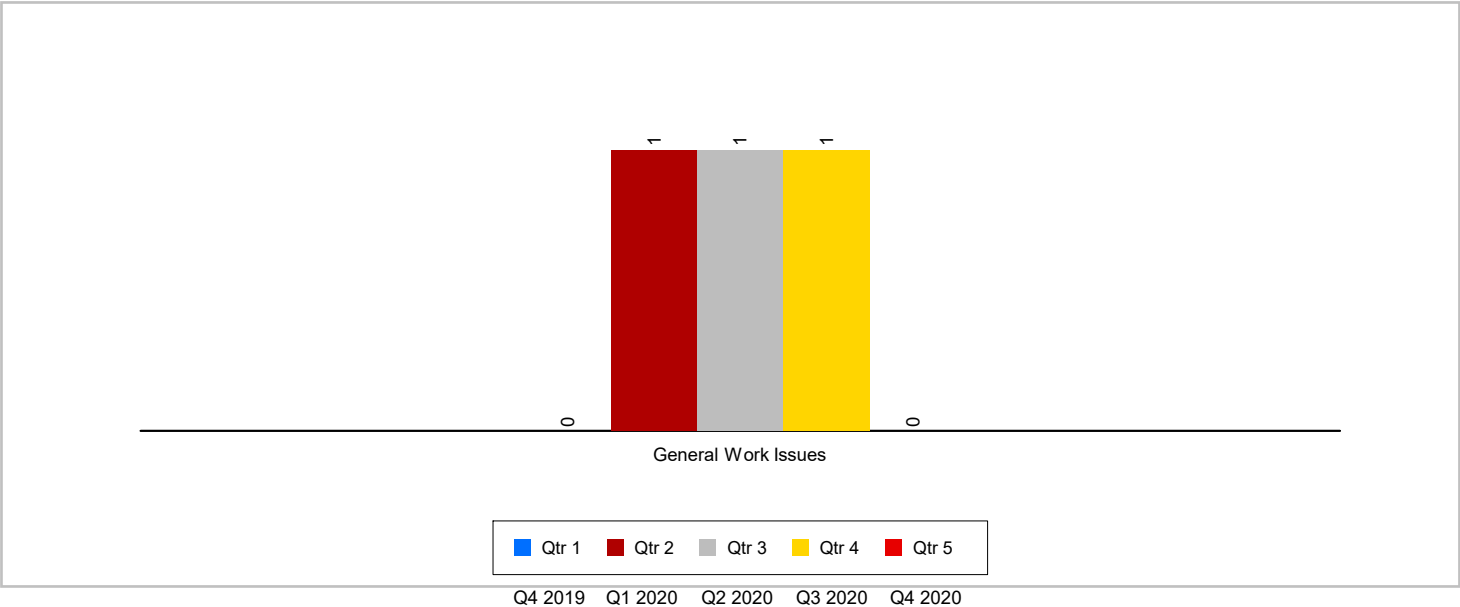
Primary Assessed Problem at Intake

Category	Count										YTD	
	Q4 2019		Q1 2020		Q2 2020		Q3 2020		Q4 2020			
	#	%	#	%	#	%	#	%	#	%	#	%
Anxiety	0	0.0%	1	16.7%	1	8.3%	0	0.0%	1	25.0%	3	9.7%
Depression	0	0.0%	0	0.0%	1	8.3%	2	22.2%	0	0.0%	3	9.7%
Emotional Wellbeing	0	0.0%	2	33.3%	2	16.7%	6	66.7%	1	25.0%	11	35.5%
Natural Disaster	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%	1	3.2%
Occupational	0	0.0%	1	16.7%	1	8.3%	1	11.1%	0	0.0%	3	9.7%
Other	0	0.0%	0	0.0%	1	8.3%	0	0.0%	0	0.0%	1	3.2%
Relationships	0	0.0%	2	33.3%	3	25.0%	0	0.0%	1	25.0%	6	19.4%
Work Life	0	0.0%	0	0.0%	3	25.0%	0	0.0%	0	0.0%	3	9.7%

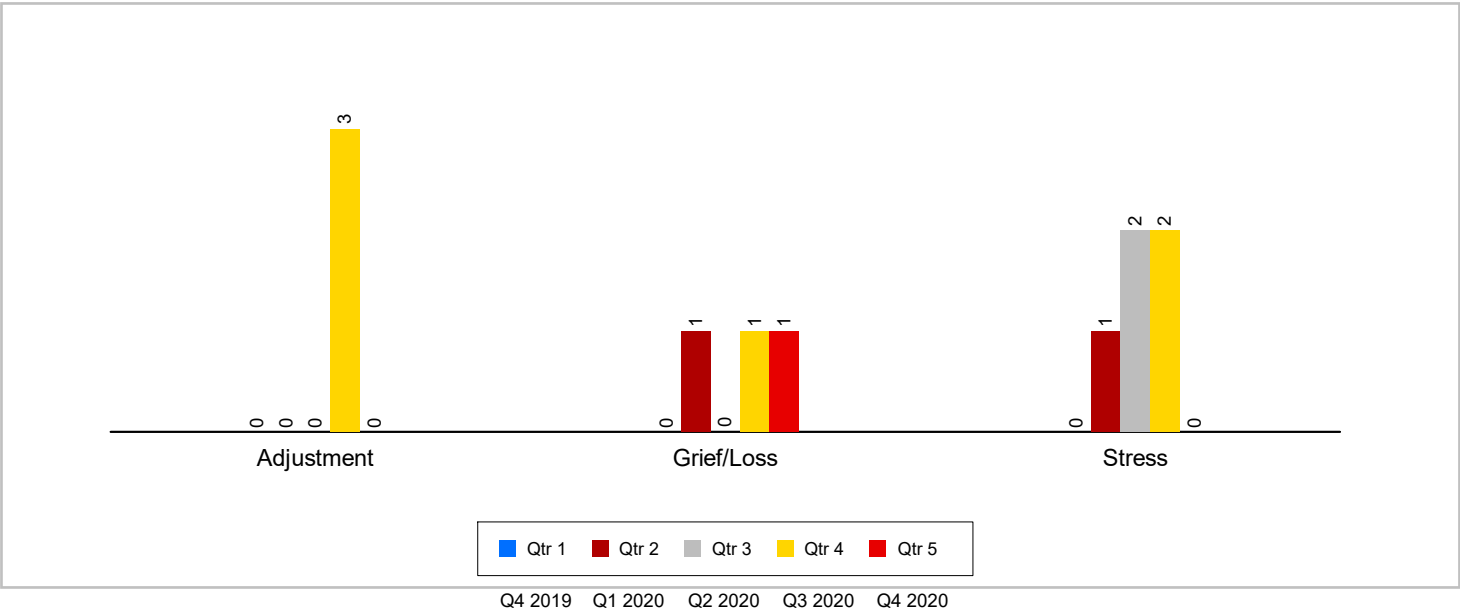
Relationship Detail



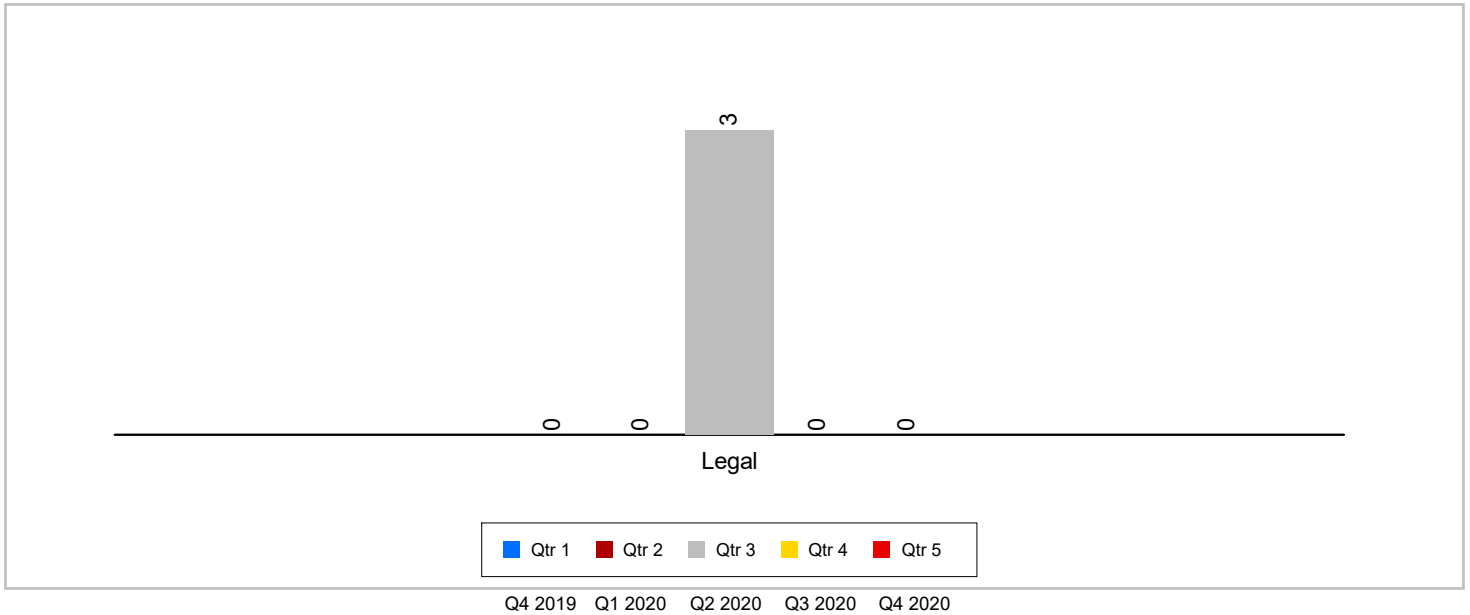
Occupational Detail



Emotional Wellbeing Detail



Work Life Detail



Legal and Financial Program Activity

Legal and Financial Program Activity: Includes consultation and referral for financial and non-employer related legal concerns.

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD
Financial	0	0	1	2	1	4
Budget Help	0	0	1	1	0	2
Other	0	0	0	1	1	2
Legal	0	2	3	0	0	5
Bankruptcy	0	1	0	0	0	1
Family Law - Custody	0	1	1	0	0	2
Family Law - Divorce/Separation	0	0	1	0	0	1
Real Estate	0	0	1	0	0	1

Worklife Program Activity

Worklife Program Activity: Includes consultation and referral for select Worklife programs.

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD
Convenience/Daily Living	0	0	0	1	0	1
Other	0	0	0	1	0	1

Disposition of Cases

The Disposition of Cases represents the number of closed cases during the reporting period.

Category	Number of Cases					YTD % of Cases
	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	
EAP	0	8	12	8	1	90.6%
IP	0	1	0	0	0	3.1%
OP	0	0	0	1	1	6.3%

Utilization by State

Category	Count					YTD
	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	
Maryland	0	9	12	10	4	35

EAP Worksite Services

EAP Worksite Services: Includes a variety of educational, health and wellness seminars as well as employee and management trainings to promote EAP utilization. CISDs and wellness fairs are also represented.

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD
Critical Incident Services	0	2	0	0	0	2
Promotional Mailing	0	2	0	0	0	2

Management Services

Management Consultation Type

Category	Q4 2019		Q1 2020		Q2 2020		Q3 2020		Q4 2020		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Behavioral/Appearance Concerns	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	25.0%
Aberrant Behavior	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	25.0%
Workplace Trauma	0	0.0%	3	100.0%	0	0.0%	0	0.0%	0	0.0%	3	75.0%
Death of Employee	0	0.0%	2	66.7%	0	0.0%	0	0.0%	0	0.0%	2	50.0%
Other	0	0.0%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
Total	0	0.0%	3	100.0%	0	0.0%	1	100.0%	0	0.0%	4	100.0%

Management Services

Management Consultation Outcome

Category	Q4 2019		Q1 2020		Q2 2020		Q3 2020		Q4 2020		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Consultation and Education Only	0	0.0%	2	66.7%	0	0.0%	0	0.0%	0	0.0%	2	50.0%
Formal Referral	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	25.0%
Support Services	0	0.0%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
Total	0	0.0%	3	100.0%	0	0.0%	1	100.0%	0	0.0%	4	100.0%

Management Services

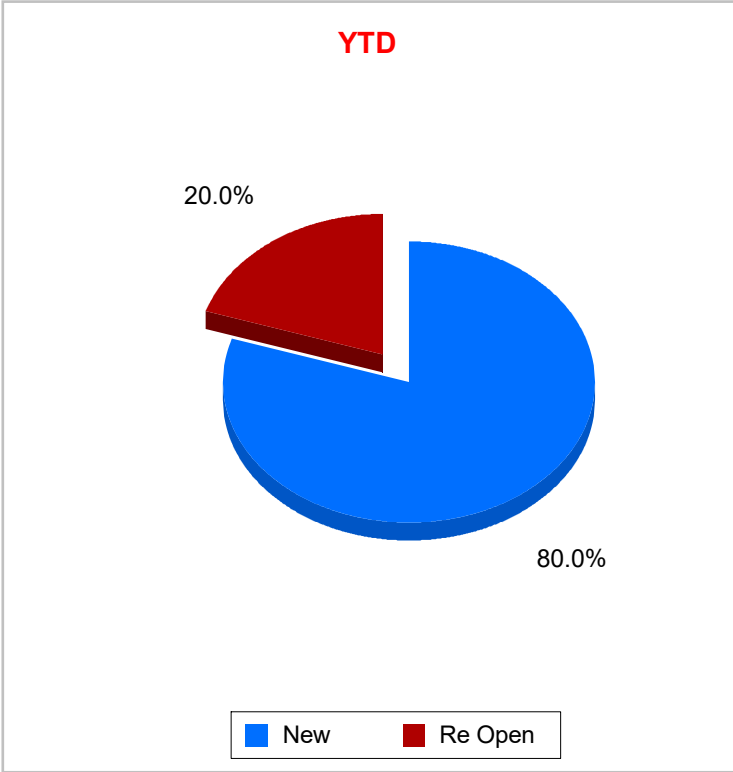
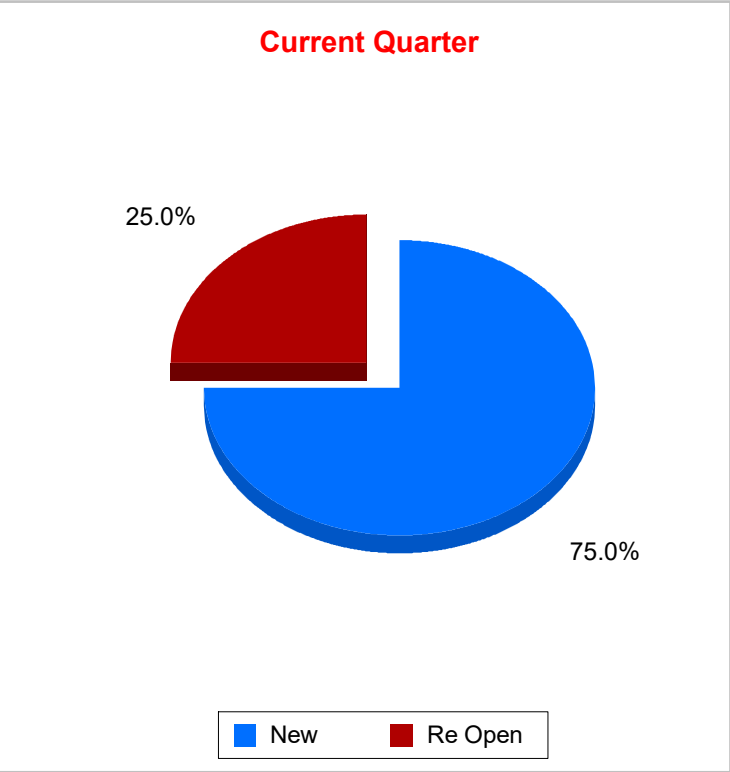
Formal and Mandatory Referral Reasons

Category	Q4 2019		Q1 2020		Q2 2020		Q3 2020		Q4 2020		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Formal Referral	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Behavioral/Appearance Concerns	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Total	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%

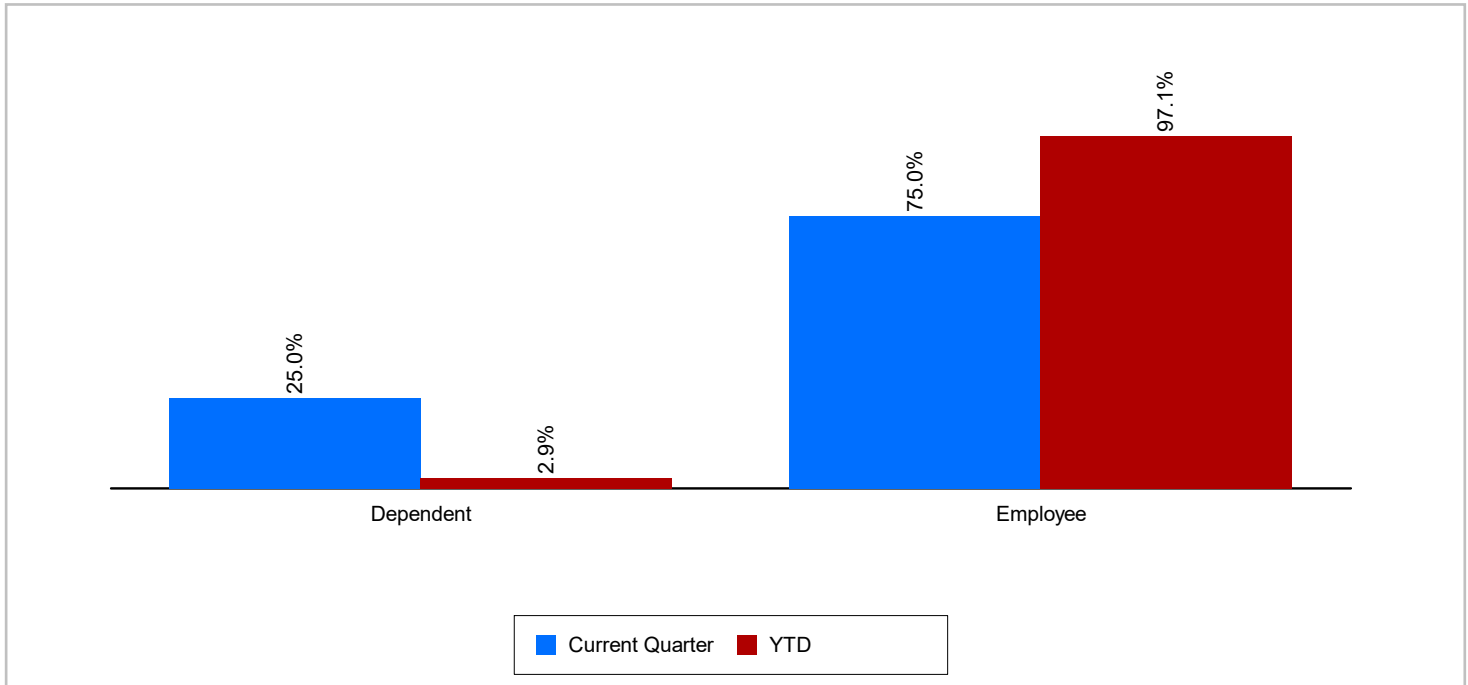
Participant/Case Status

Reactivated : Reactivated Cases are cases in which a client is served again for the same problem.

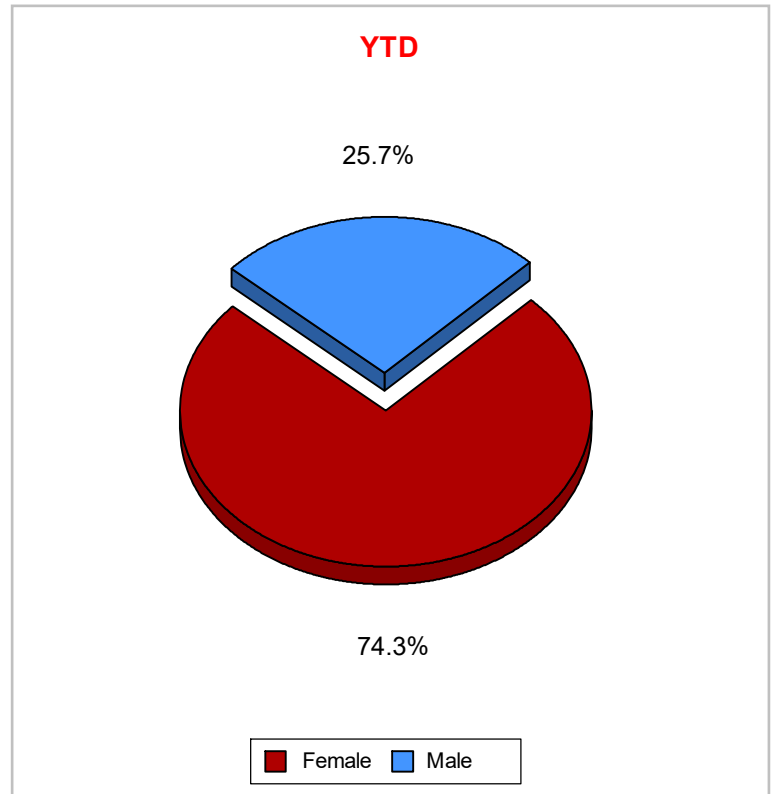
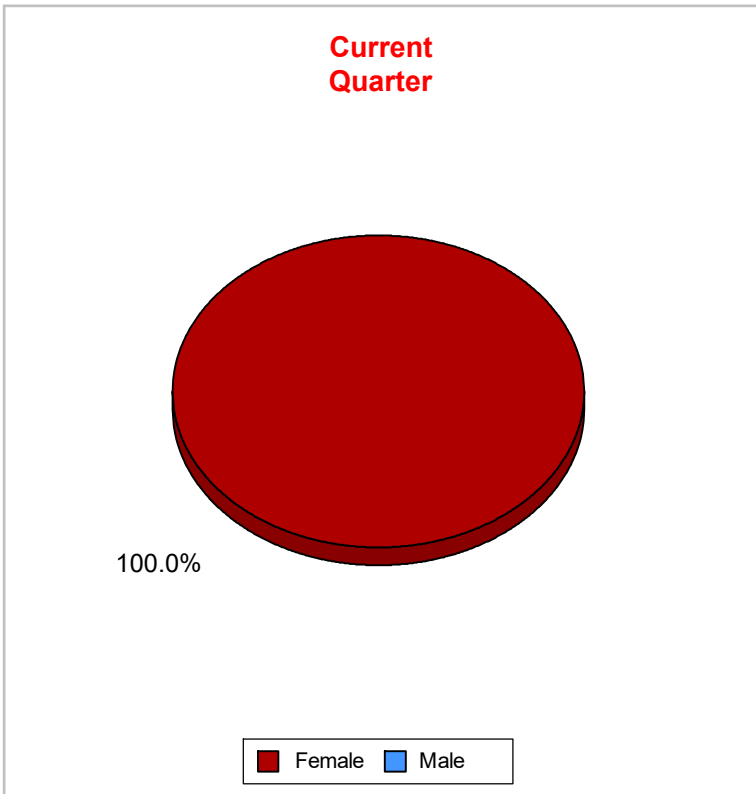
Reopened : Reopened Cases are cases in which a previously served client receives service for a new problem.



Relationship to Employee

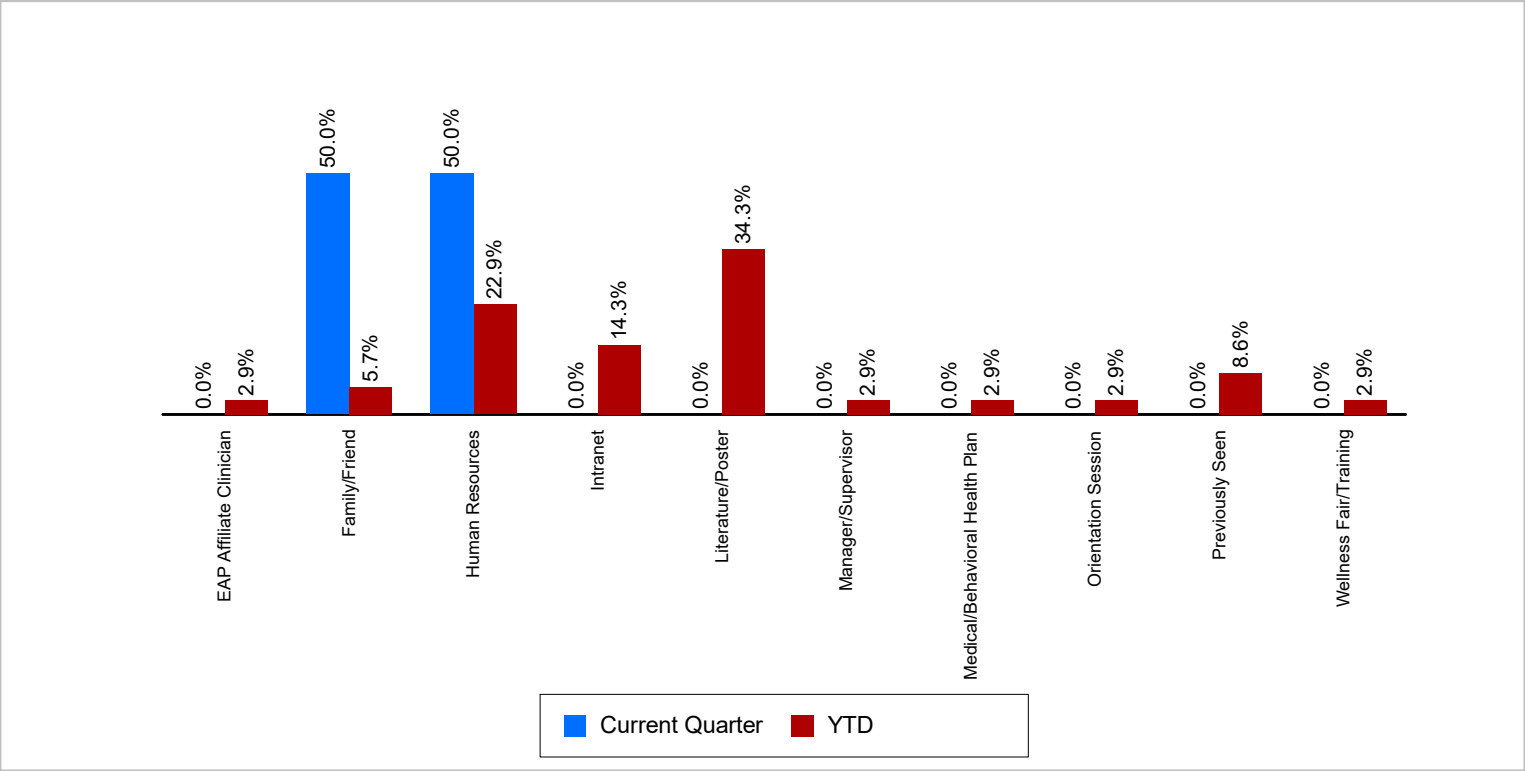


Gender



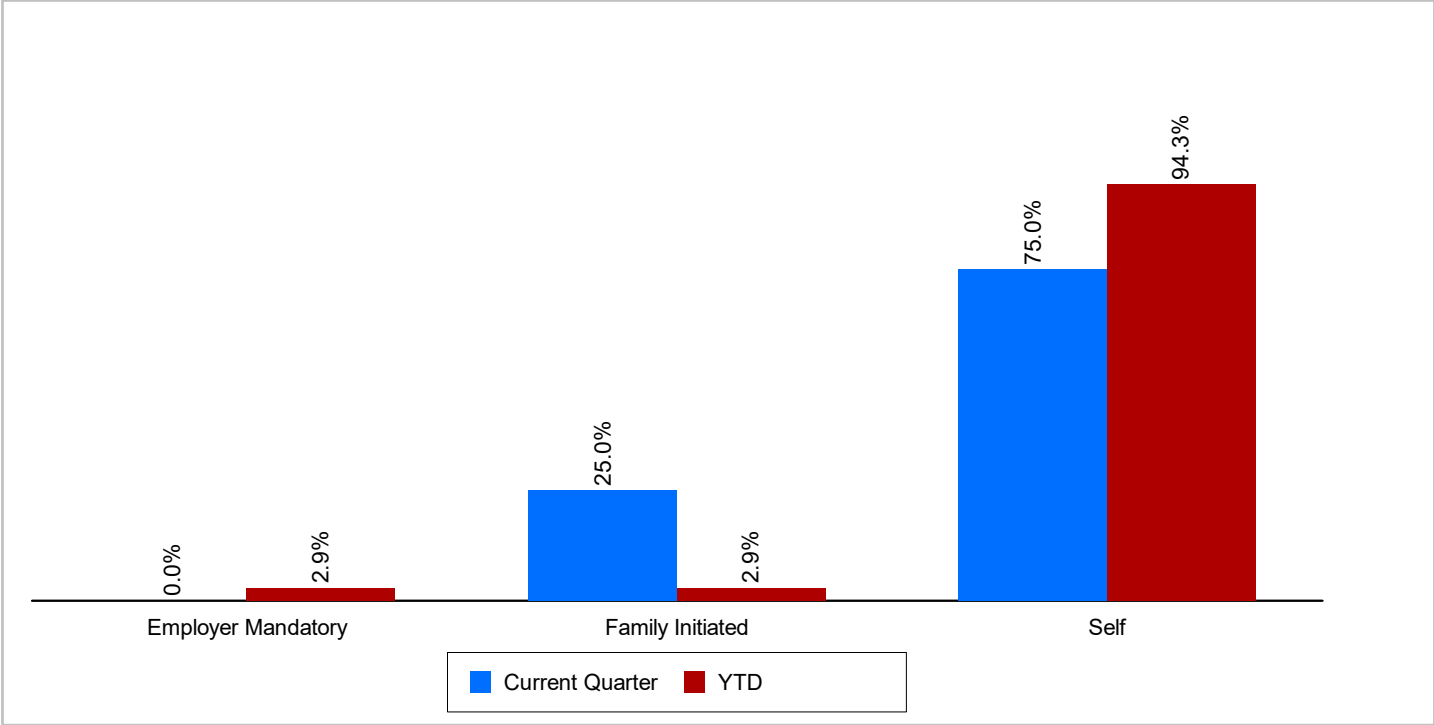
Information Source

Information Source: Describes how the client knew/learned about services.



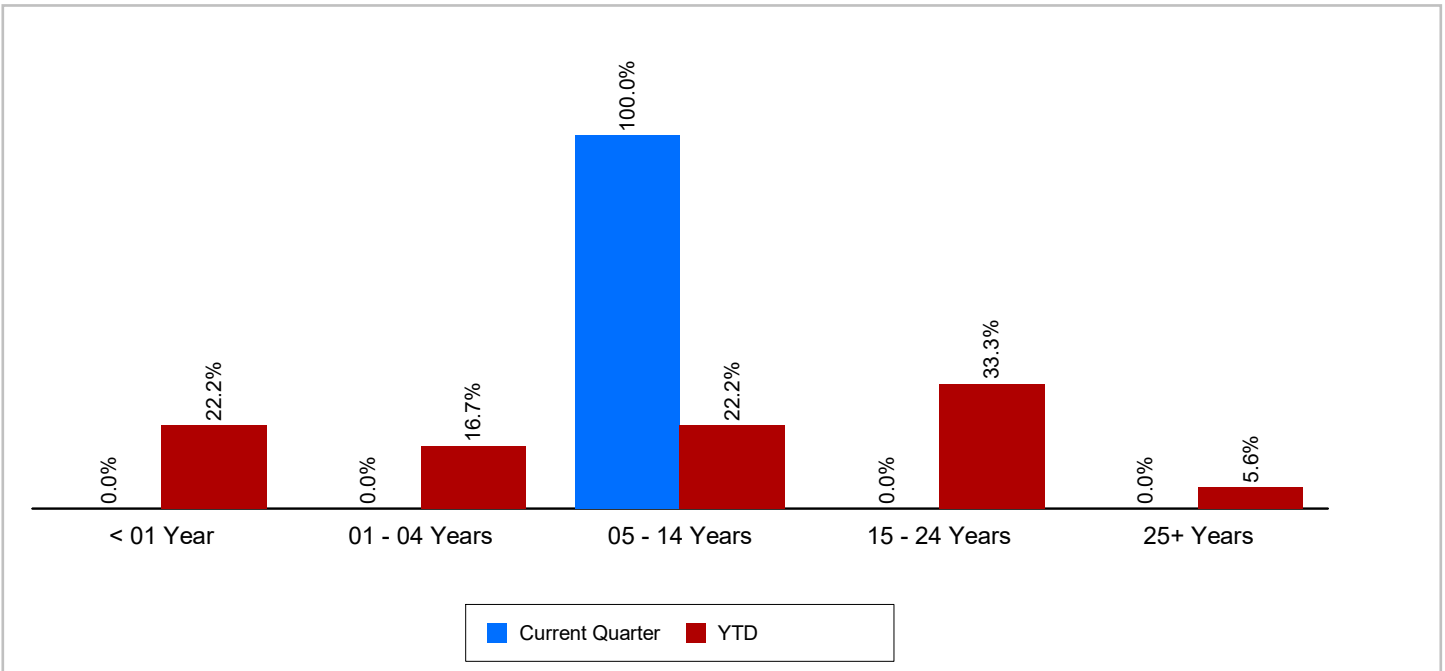
Referral Sources

Referral Sources: Describes how the client was guided/directed to services.



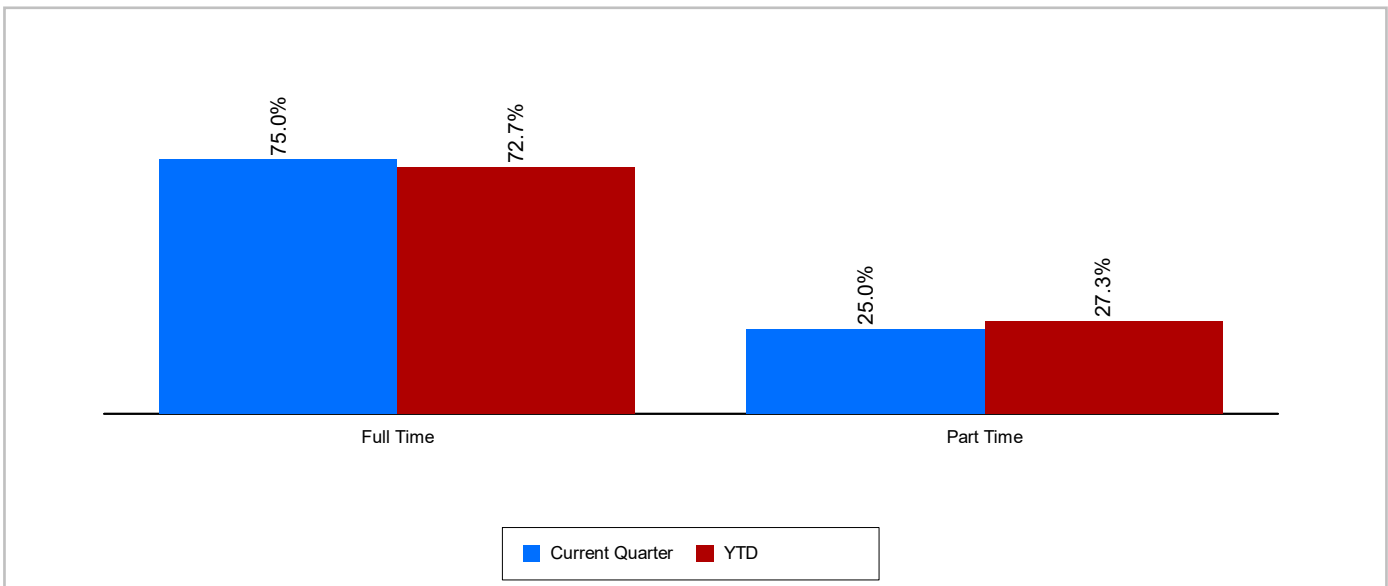
Years of Service

This category is employee specific.



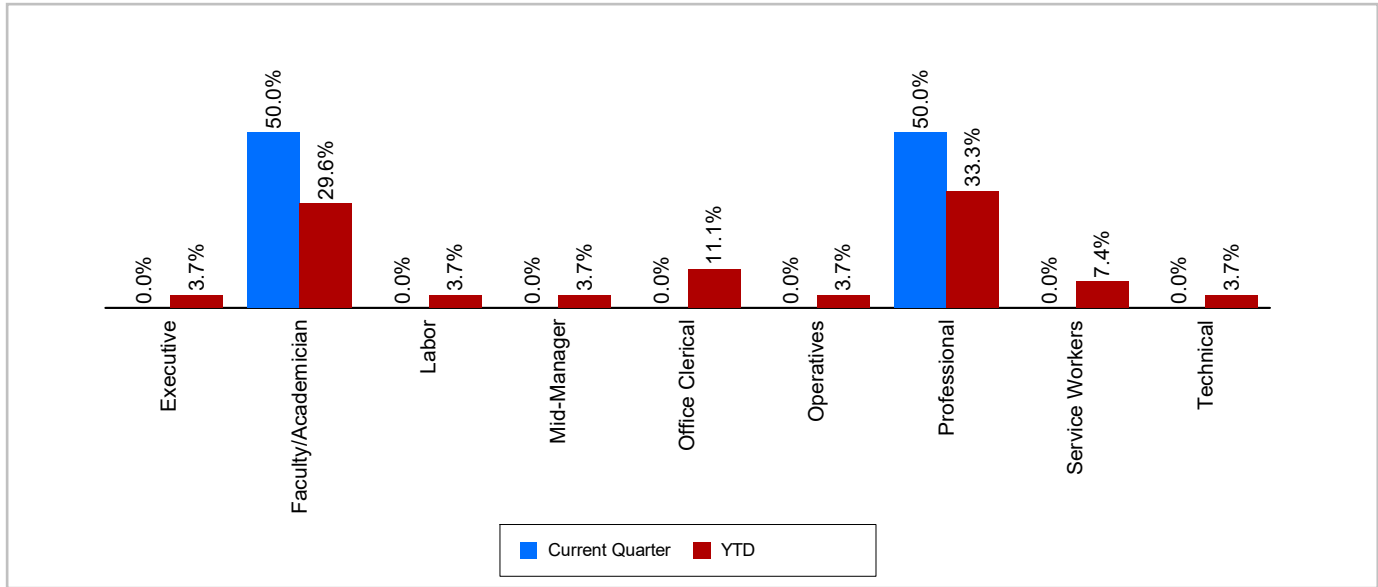
Employment Status

This category is employee specific.



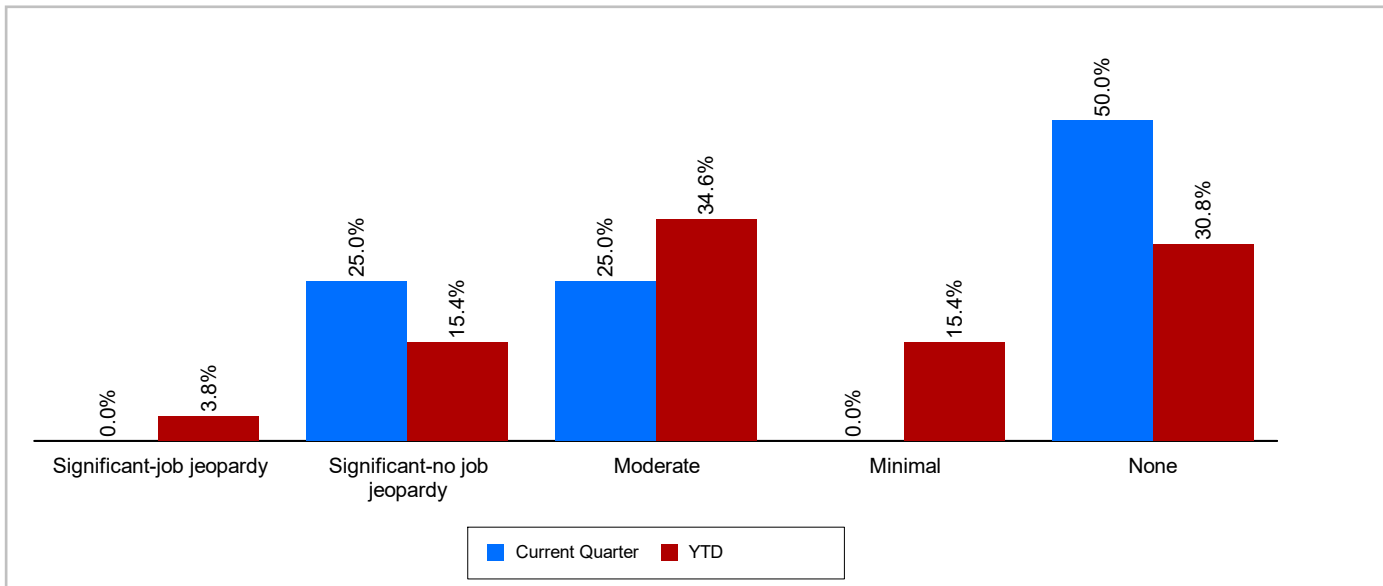
Job Classification

This category is employee specific.



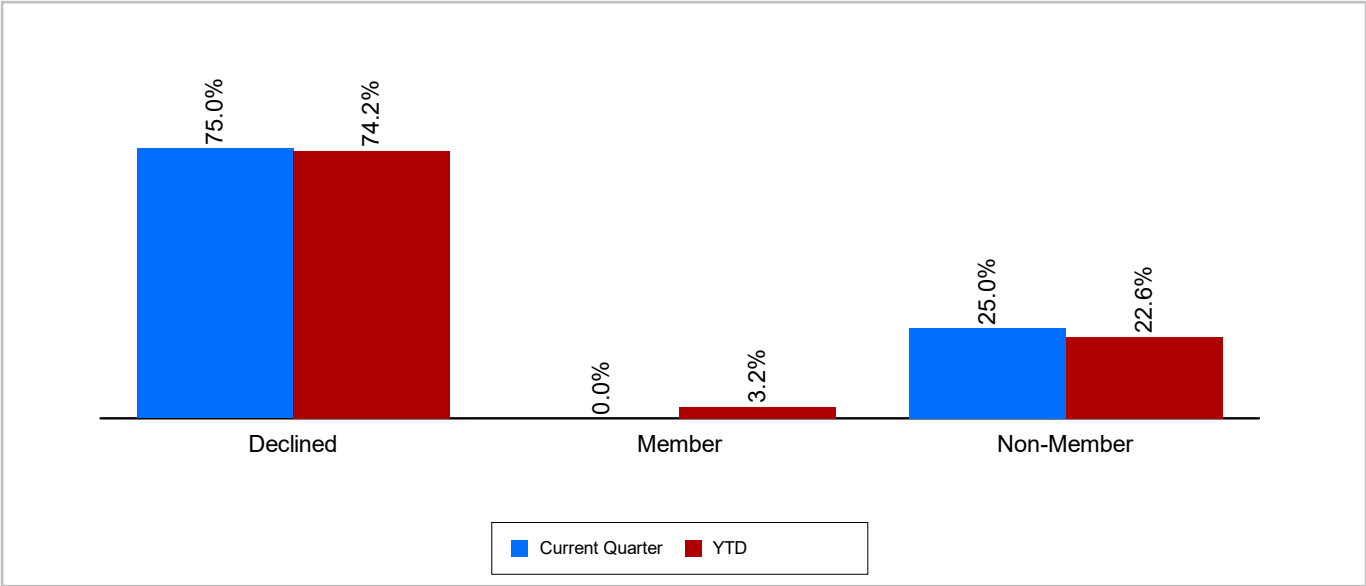
Impact on Job Performance

Impact on Job: This category is employee specific. Refers to employee's perception of the degree of impact the presenting issue has on overall job performance.



Union Affiliation

This category is employee specific.



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.

	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	YTD
Employee Count	800	800	800	800	800	800
EAP Cases	4	4	15	8	8	35
MC Cases	0	0	1	0	0	1
Total New Cases	4	4	16	8	8	36
Individual Utilization	2.0%	2.0%	8.0%	4.0%	4.0%	4.5%

Session Count

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

	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	YTD
Session Count	9	0	17	3	5	25

Overall Program Utilization

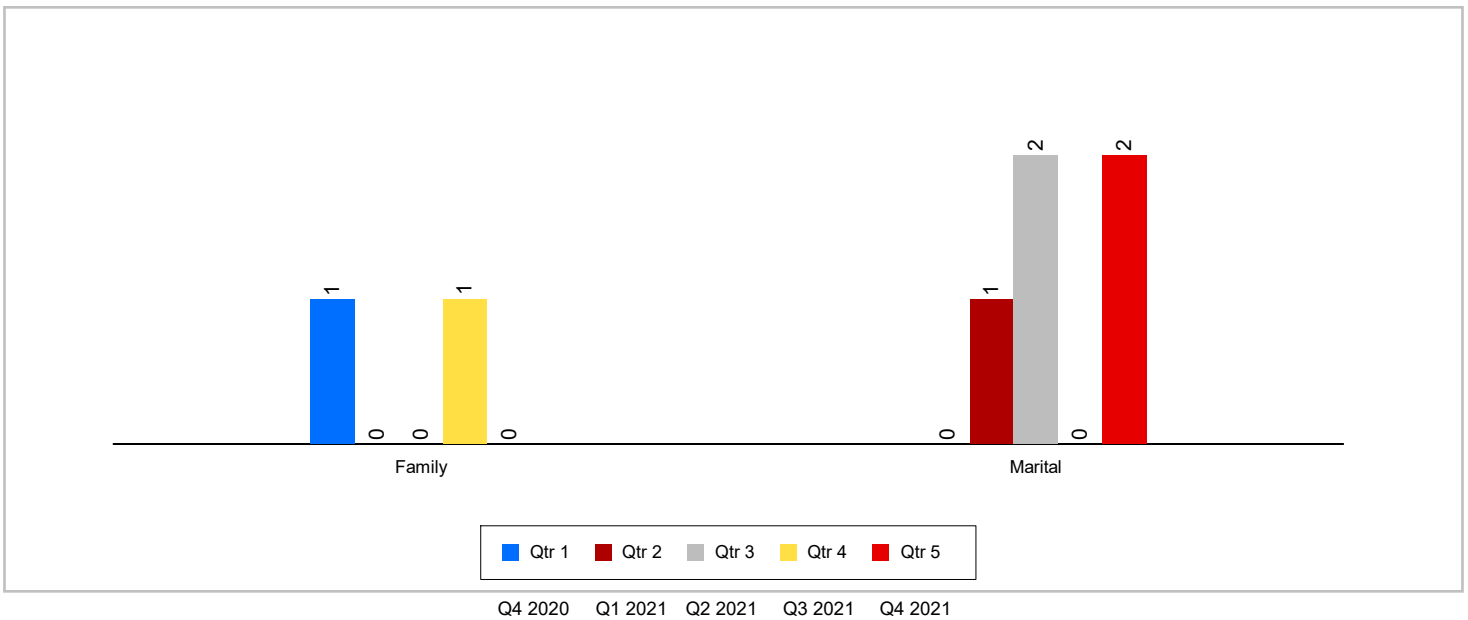
The Overall Service Utilization includes each service accessed by individuals during this reporting period. An individual may have received one or more services. The number of services is divided by the number of eligible employees. For quarterly reports, the result is multiplied by four to produce an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

	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	YTD
Employee Count	800	800	800	800	800	800
Total New Services	8	9	29	9	17	64
Overall Utilization	4.0%	4.5%	14.5%	4.5%	8.5%	8.0%

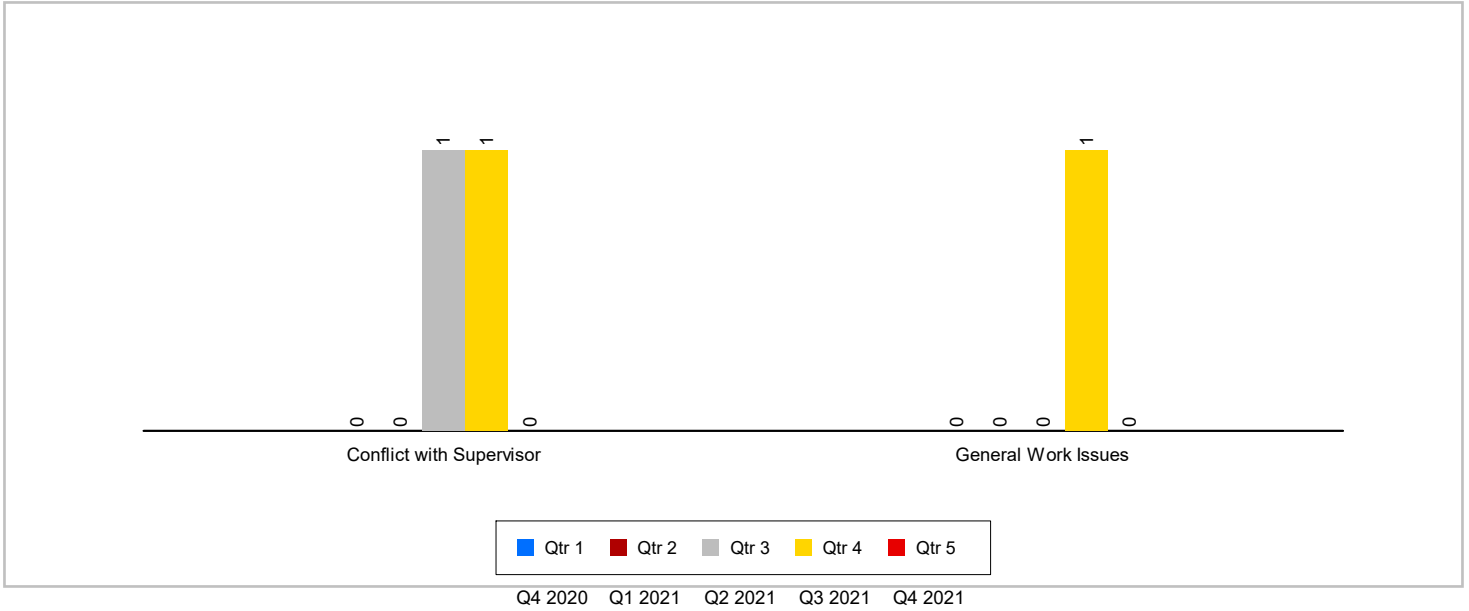
Primary Assessed Problem at Intake

Category	Count										YTD	
	Q4 2020		Q1 2021		Q2 2021		Q3 2021		Q4 2021			
	#	%	#	%	#	%	#	%	#	%	#	%
Anxiety	1	25.0%	0	0.0%	5	33.3%	0	0.0%	0	0.0%	5	14.3%
Emotional Wellbeing	1	25.0%	1	25.0%	4	26.7%	4	50.0%	5	62.5%	14	40.0%
Natural Disaster	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Occupational	0	0.0%	0	0.0%	1	6.7%	2	25.0%	0	0.0%	3	8.6%
Pandemic	0	0.0%	1	25.0%	1	6.7%	1	12.5%	0	0.0%	3	8.6%
Relationships	1	25.0%	1	25.0%	2	13.3%	1	12.5%	2	25.0%	6	17.1%
Work Life	0	0.0%	1	25.0%	2	13.3%	0	0.0%	1	12.5%	4	11.4%

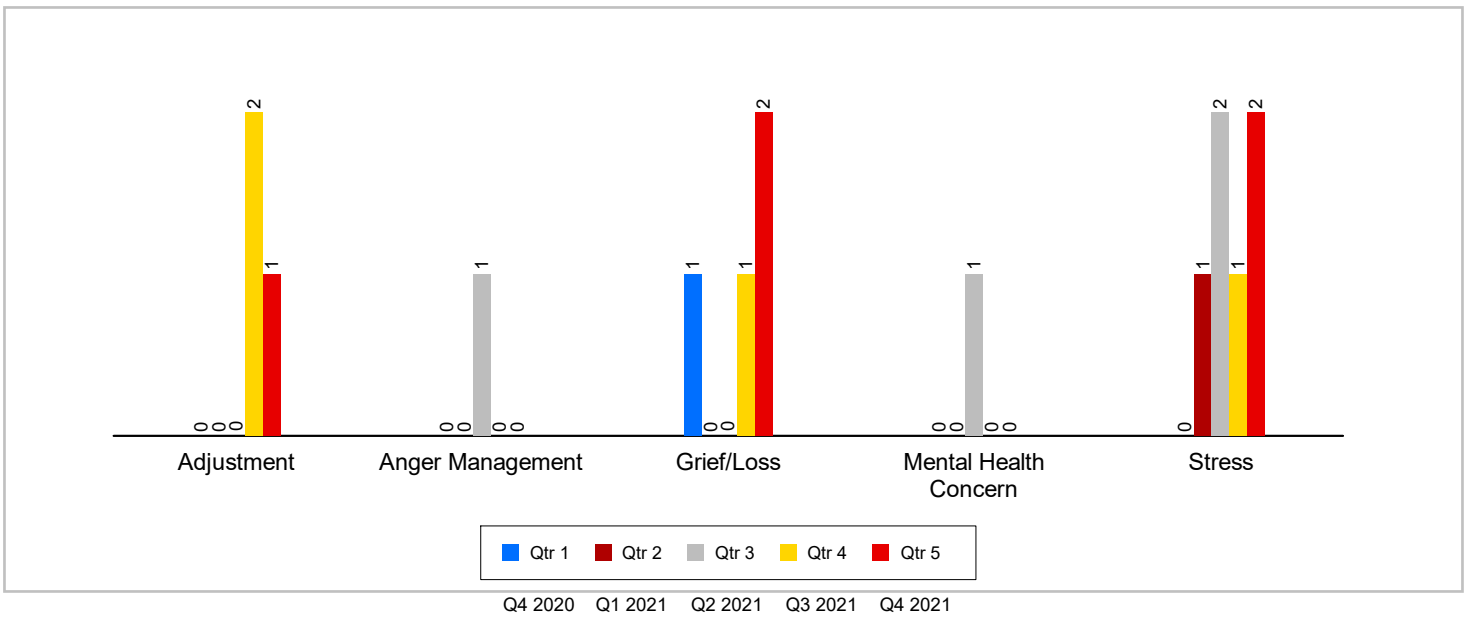
Relationship Detail



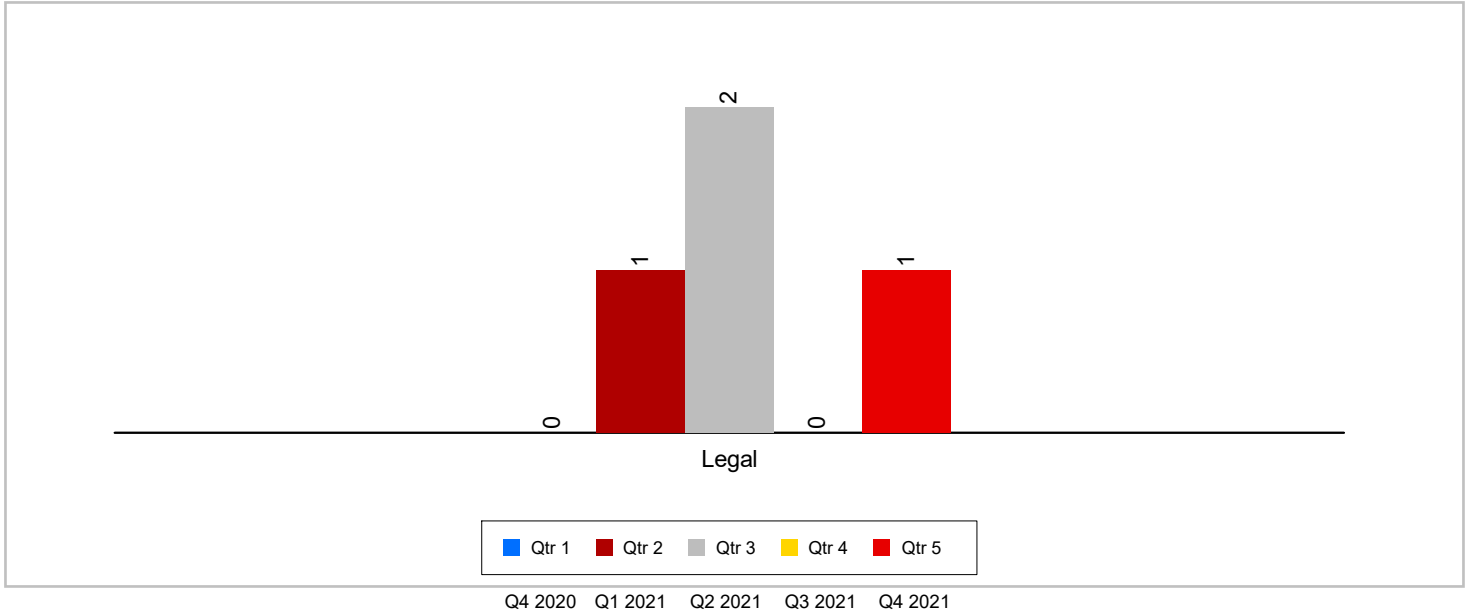
Occupational Detail



Emotional Wellbeing Detail



Work Life Detail



Legal and Financial Program Activity

Legal and Financial Program Activity: Includes consultation and referral for financial and non-employer related legal concerns.

	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	YTD
Financial	1	0	0	0	1	1
Other	1	0	0	0	1	1
Legal	0	3	1	0	2	6
Criminal Law - Traffic Law	0	1	0	0	0	1
Elder Law - Probate & Estates	0	1	0	0	1	2
Family Law - Divorce/Separation	0	0	0	0	1	1
Real Estate	0	1	0	0	0	1
Wills/Trusts	0	0	1	0	0	1

Worklife Program Activity

Worklife Program Activity: Includes consultation and referral for select Worklife programs.

	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	YTD
Convenience/Daily Living	0	1	1	0	0	2
Consumer Comparisons	0	0	1	0	0	1
Moving/Relocation Services	0	1	0	0	0	1

Additional Resources

During this reporting period, the following resources for additional assistance were recommended to our clients. It is important to note that an individual may receive one or more resources.

Category	Count					YTD
	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	
Behavioral Health Insurance	0	0	1	0	0	1

Disposition of Cases

The Disposition of Cases represents the number of closed cases during the reporting period.

Category	Number of Cases					YTD % of Cases
	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	
EAP	3	4	13	8	1	92.9%
OP	1	0	2	0	0	7.1%

Utilization by State

Category	Count					YTD
	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	
Maryland	4	4	16	8	8	36

EAP Worksite Services

EAP Worksite Services: Includes a variety of educational, health and wellness seminars as well as employee and management trainings to promote EAP utilization. CISDs and wellness fairs are also represented.

	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	YTD
Wellness/Topical Training	0	0	0	1	3	4

Management Services

Management Consultation Type

Category	Q4 2020		Q1 2021		Q2 2021		Q3 2021		Q4 2021		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Other	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%
Other	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%
Total	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%

Management Services

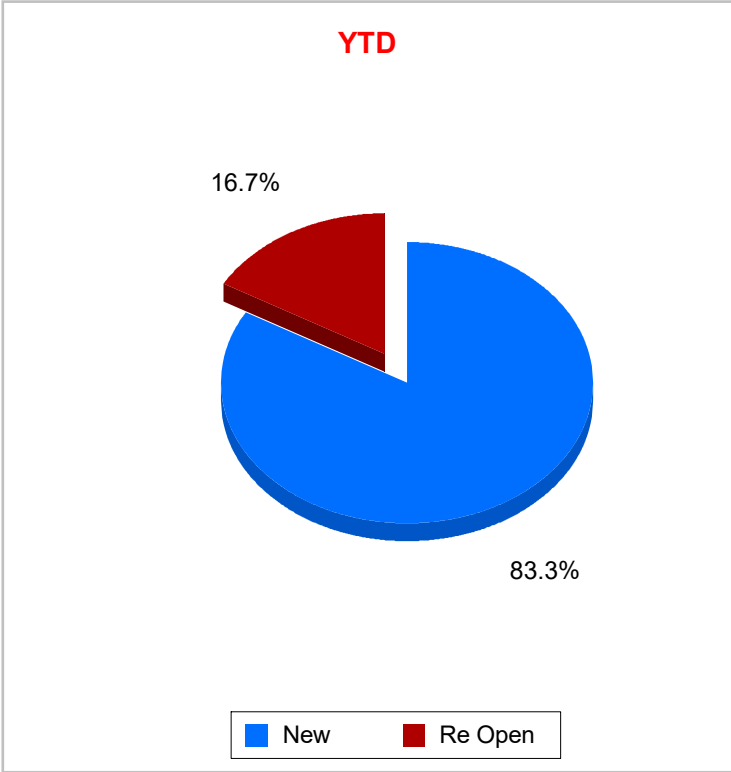
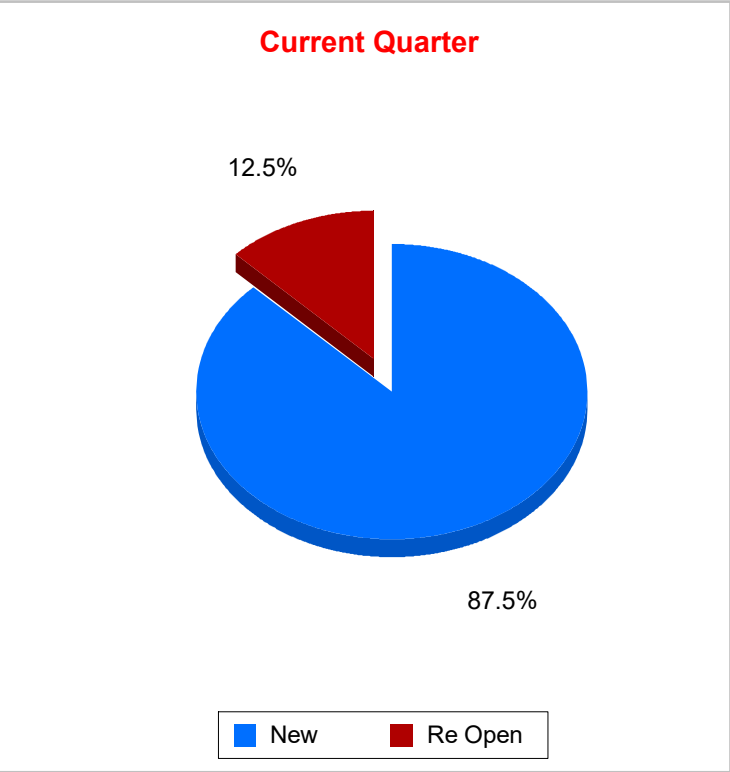
Management Consultation Outcome

Category	Q4 2020		Q1 2021		Q2 2021		Q3 2021		Q4 2021		YTD	
	#	%	#	%	#	%	#	%	#	%	#	%
Consultation and Education Only	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%
Total	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%

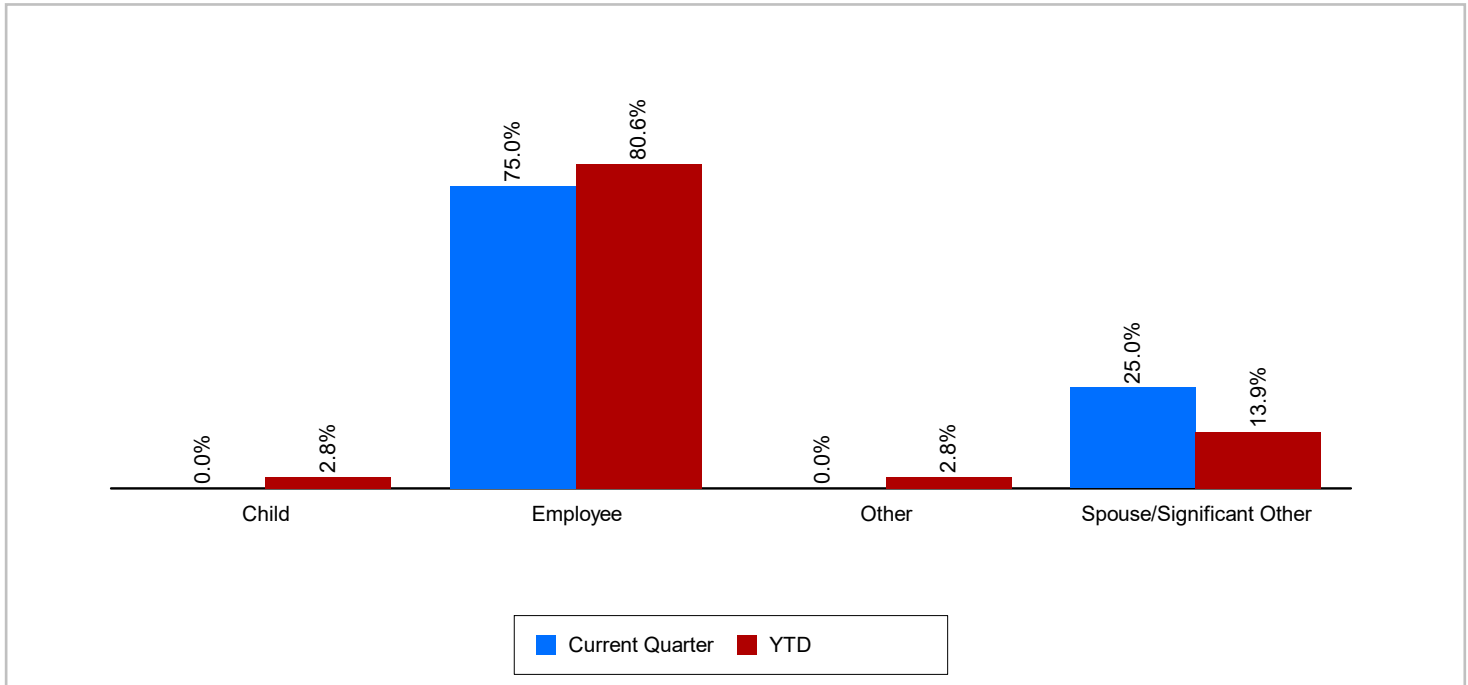
Participant/Case Status

Reactivated : Reactivated Cases are cases in which a client is served again for the same problem.

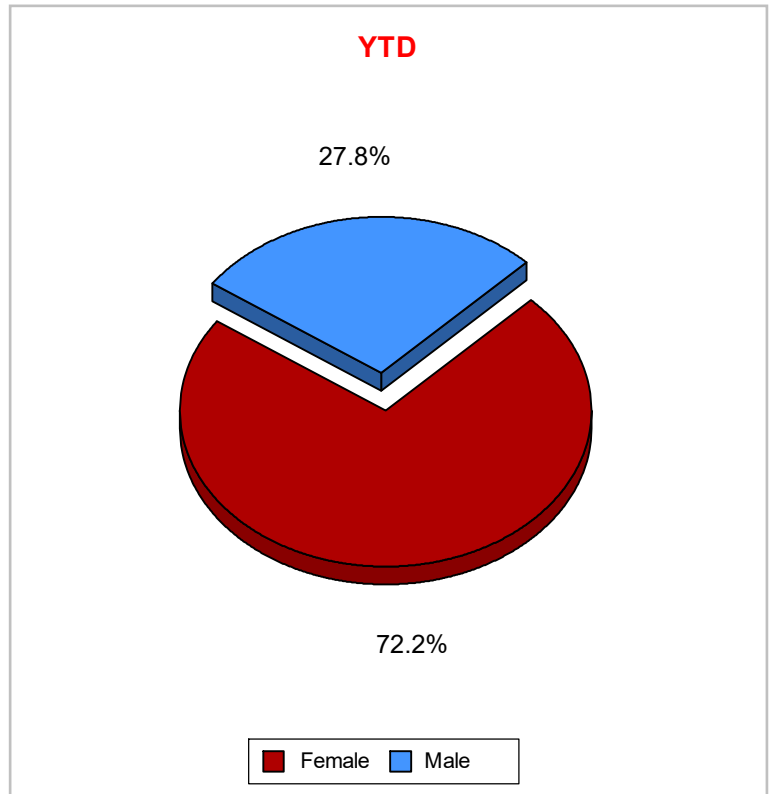
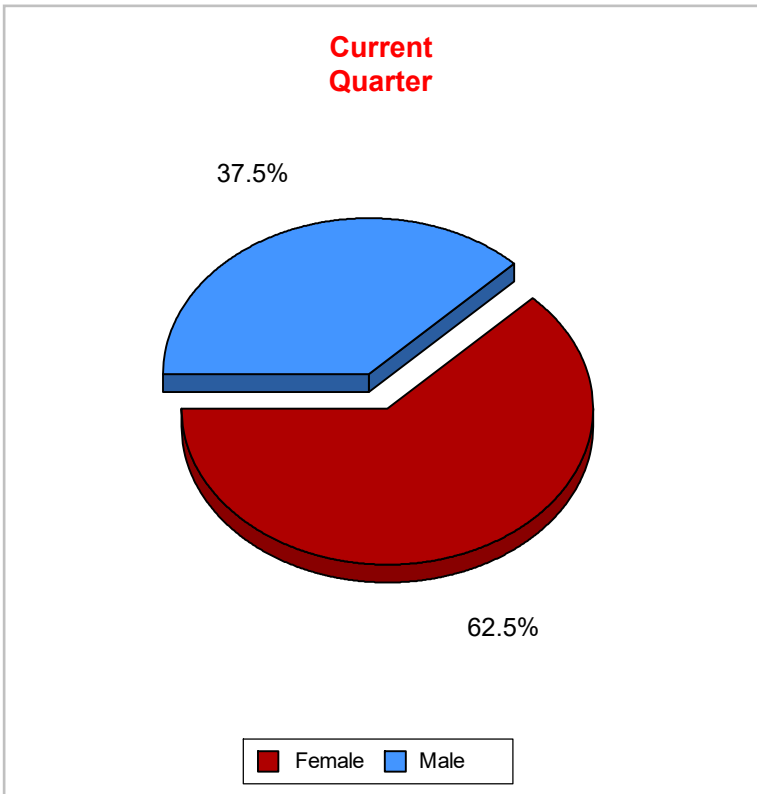
Reopened : Reopened Cases are cases in which a previously served client receives service for a new problem.



Relationship to Employee

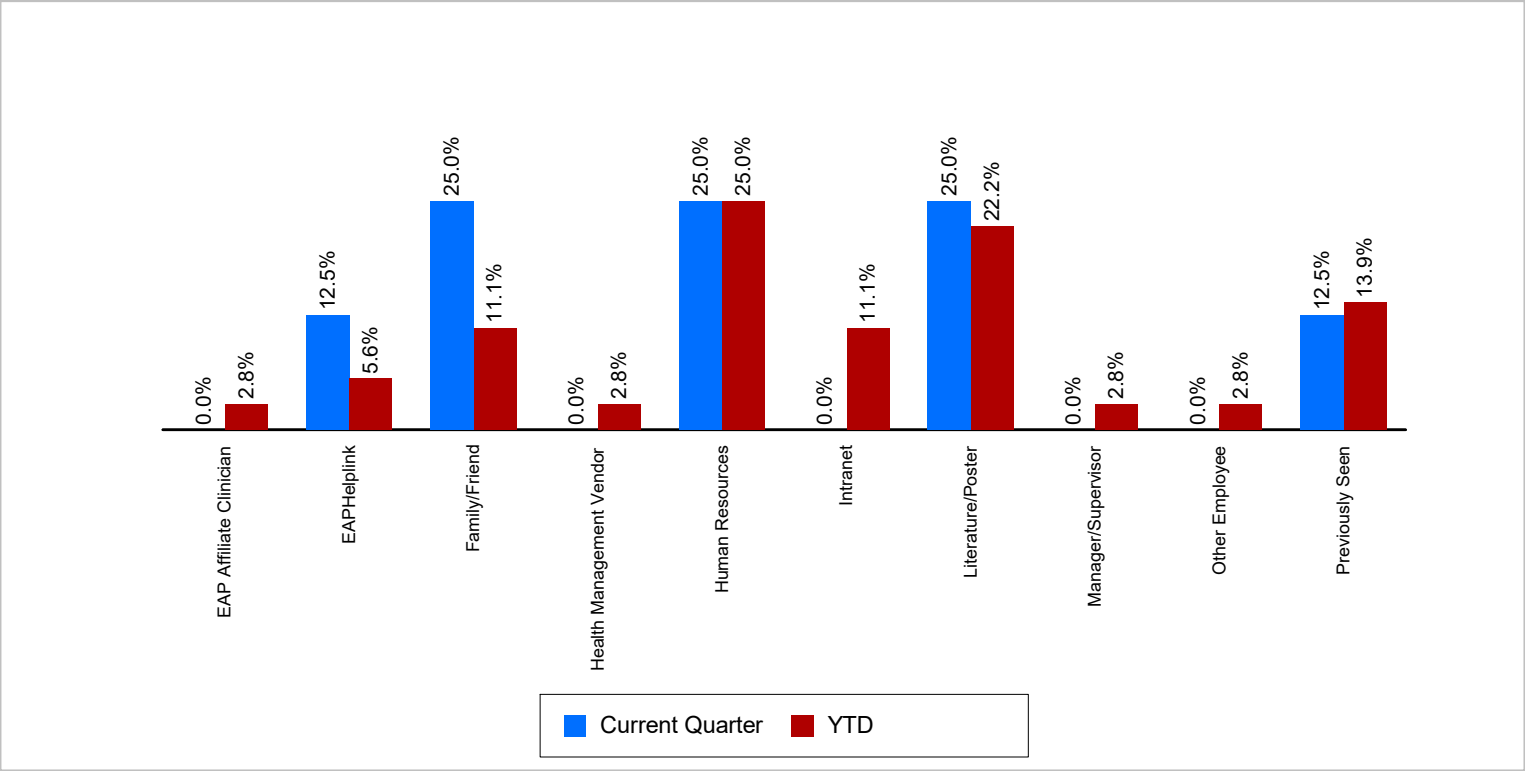


Gender



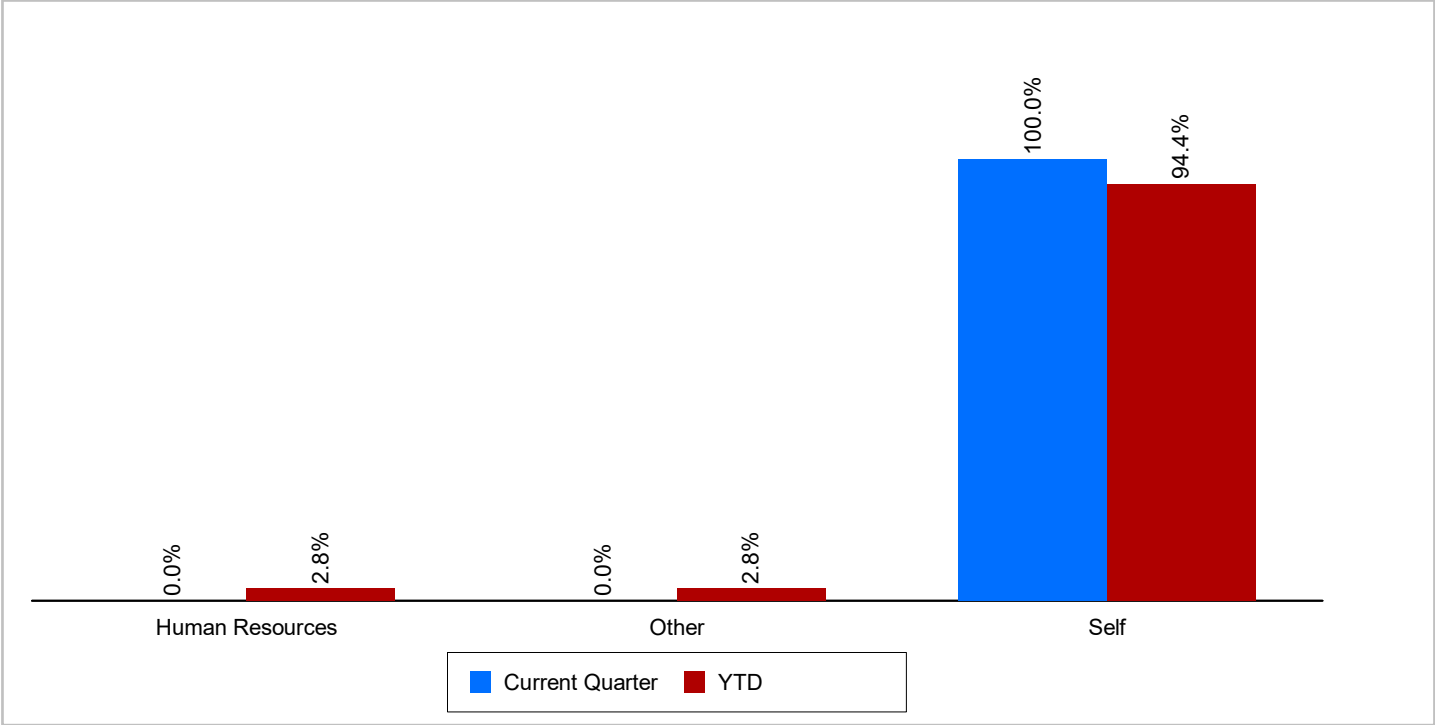
Information Source

Information Source: Describes how the client knew/learned about services.



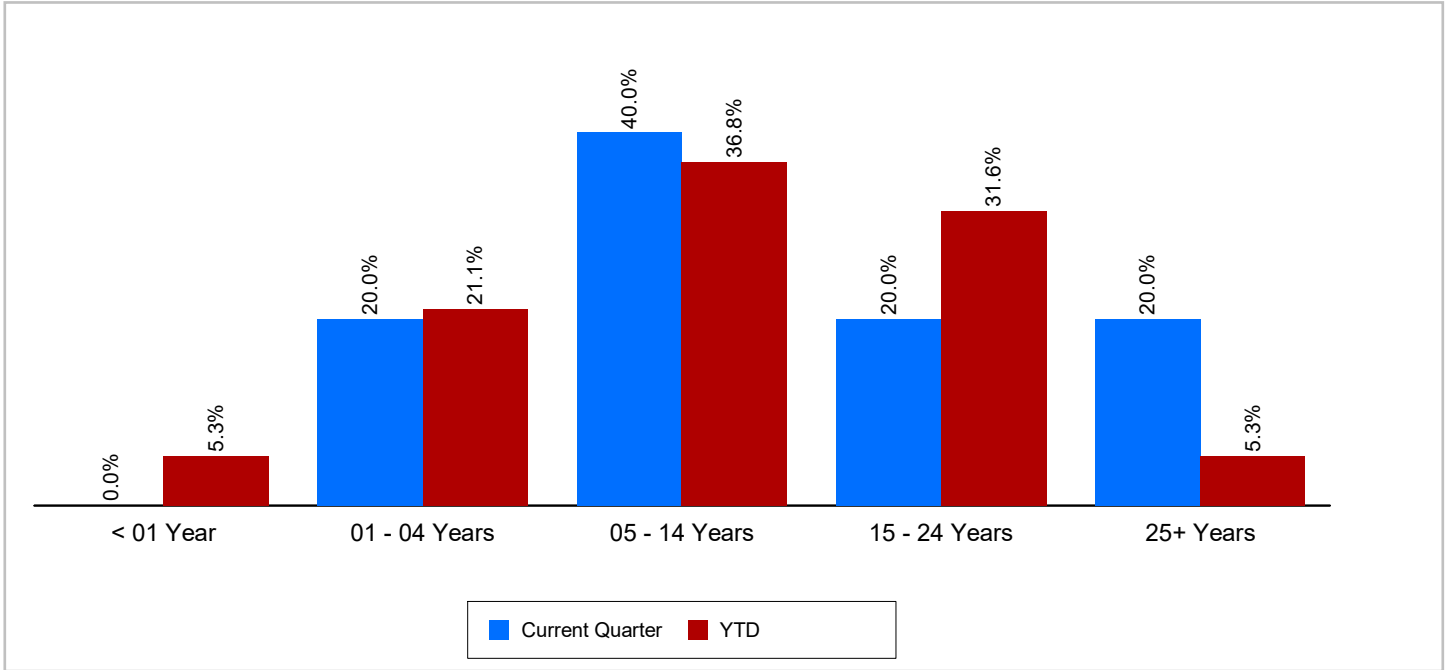
Referral Sources

Referral Sources: Describes how the client was guided/directed to services.



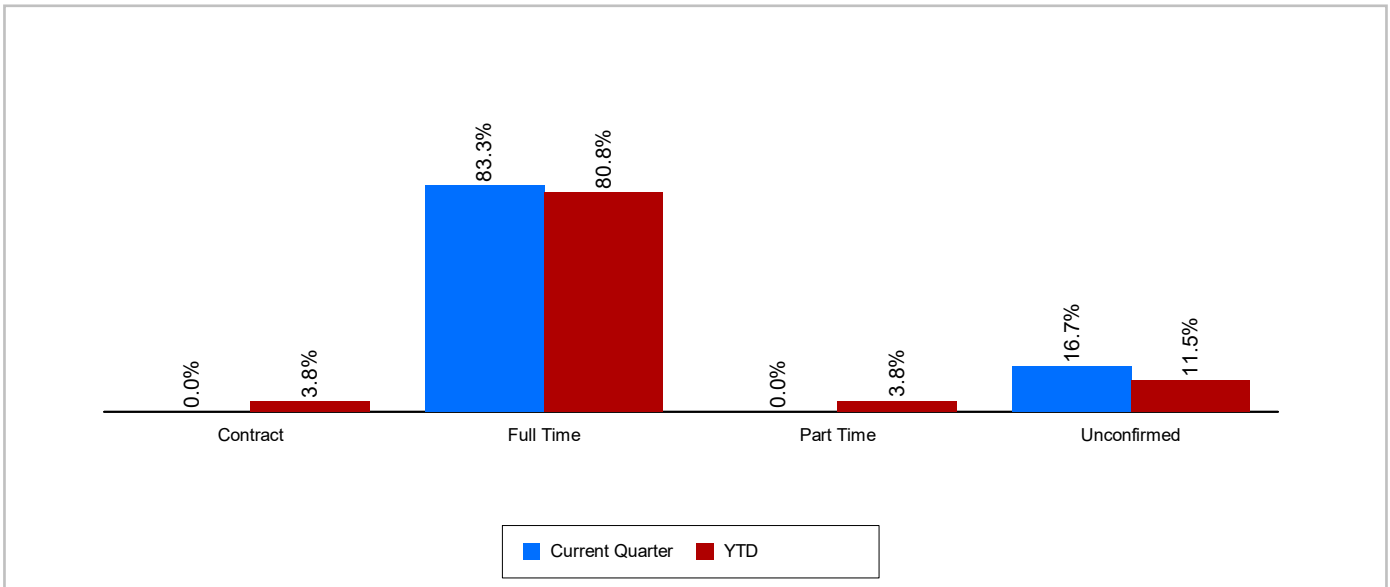
Years of Service

This category is employee specific.



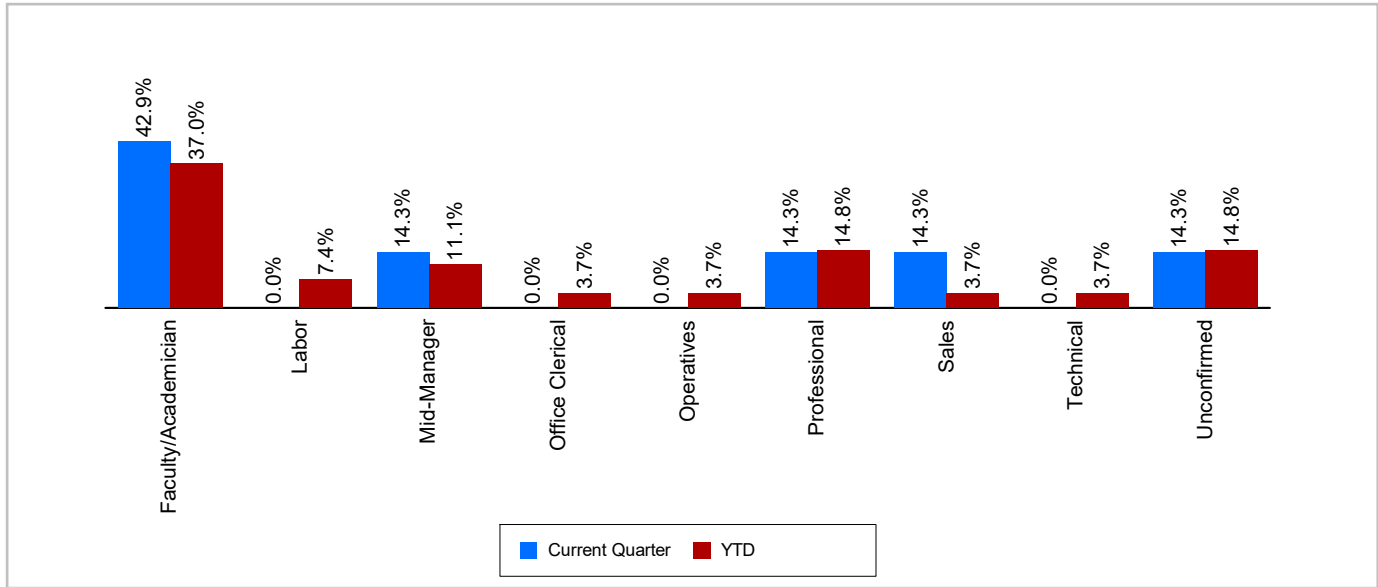
Employment Status

This category is employee specific.



Job Classification

This category is employee specific.



Impact on Job Performance

Impact on Job: This category is employee specific. Refers to employee's perception of the degree of impact the presenting issue has on overall job performance.

