**UTILIZATION METRICS**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Q1 | Q2 | Q3 | Q4 | YTD | LY | INKBLOT |
| **Number accessing service** | 10 | 4 | 0 |  | 14 |  | - |
| **Number accessing paid service** | 5 | 4 | 0 |  | 9 |  |  |
| **Utilization Rate (current)** | AM to complete | | | | |  | - |
| **Utilization Rate (annualized)** | AM to complete | | | | |  | 14.0% |

*\*total population = 171*

|  |  |  |  |
| --- | --- | --- | --- |
|  | YTD | LY | INKBLOT |
| **Number using full allotment of hours:** | 9 |  |  |
| **Total number of hours used (after initial 30-min sessions):** | 16.5 |  |  |
| **From allotment:** | 10.5 |  |  |
| **After allotment:** | 6 |  |  |
| **Average hours per user:** | 1.8 |  | 4.0 |
| **Clinical symptom improvement:**  *\*after 3 consecutive sessions* | 62.6% |  | 32.0% |
| **Client Satisfaction:** | 91.6% |  | 95.0% |

**DEMOGRAPHICS**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Q1 | Q2 | Q3 | Q4 | YTD | % | LY | % | INKBLOT |
| **STATUS** | | | | | | | | | |
| Employees | 10 | 4 | 0 |  | 14 | 100.00% |  |  | 84.9% |
| Spouse/partner | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 13.7% |
| Dependent | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 1.4% |
| **GENDER** | | | | | | | | | |
| Male | 2 | 1 | 0 |  | 3 | 21.43% |  |  | 38.2% |
| Female | 8 | 3 | 0 |  | 11 | 78.57% |  |  | 59.6% |
| Other | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 2.2% |
| N/A | 0 | 0 | 0 |  | 0 | 0.00% |  |  | - |
| **AGE** | | | | | | | | | |
| 20 and under | 1 | 0 | 0 |  | 1 | 7.14% |  |  | 4.4% |
| 21-30 | 4 | 1 | 0 |  | 5 | 35.71% |  |  | 34.3% |
| 31-40 | 3 | 3 | 0 |  | 6 | 42.86% |  |  | 30.3% |
| 41-50 | 2 | 0 | 0 |  | 2 | 14.29% |  |  | 20.2% |
| 51-60 | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 8.3% |
| 61+ | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 2.5% |
| NA | 0 | 0 | 0 |  | 0 | 0.00% |  |  | - |
| **GENERATION** | | | | | | | | | |
| Gen Z | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 8.4% |
| Millennials | 7 | 4 | 0 |  | 11 | 78.57% |  |  | 60.6% |
| Gen X | 2 | 0 | 0 |  | 2 | 14.29% |  |  | 25.3% |
| Baby Boomers | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 5.7% |
| NA | 1 | 0 | 0 |  | 1 | 7.14% |  |  | - |

**TYPE OF COUNSELLING**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Q1 | Q2 | Q3 | Q4 | YTD | % | LY | % | INKBLOT |
| Individual | 10 | 4 | 0 |  | 14 | 100.0% |  |  | 88.0% |
| Couple/marital | 0 | 0 | 0 |  | 0 | 0.00% |  |  | 12.0% |

**STRESSORS**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Q1 | Q2 | Q3 | Q4 | YTD | | LY | | INKBLOT |
| # | % | # | % |
| **PERSONAL** | | | | | | | | | |
| Stress | 9 | 4 | 0 |  | 13 | 92.86% |  |  |  |
| Depression | 6 | 4 | 0 |  | 10 | 71.43% |  |  |  |
| Anxiety | 8 | 3 | 0 |  | 11 | 78.57% |  |  |  |
| Grief & Loss | 3 | 0 | 0 |  | 3 | 21.43% |  |  |  |
| Loneliness | 4 | 2 | 0 |  | 6 | 42.86% |  |  |  |
| Personal | 7 | 3 | 0 |  | 10 | 71.43% |  |  |  |
| Substance Use | 0 | 0 | 0 |  | 0 | 0.00% |  |  |  |
| Trauma | 1 | 0 | 0 |  | 1 | 7.14% |  |  |  |
| Abuse | 1 | 0 | 0 |  | 1 | 7.14% |  |  |  |
| Marital/relationships | 5 | 2 | 0 |  | 7 | 50.00% |  |  |  |
| Family | 3 | 1 | 0 |  | 4 | 28.57% |  |  |  |
| Health | 3 | 0 | 0 |  | 3 | 21.43% |  |  |  |
| Financial | 2 | 1 | 0 |  | 3 | 21.43% |  |  |  |
| Legal | 1 | 0 | 0 |  | 1 | 7.14% |  |  |  |
| Parenting | 1 | 1 | 0 |  | 2 | 14.29% |  |  |  |
| **WORKPLACE** | | | | | | | | | |
| High Workload | 3 | 2 | 0 |  | 5 | 35.71% |  |  |  |
| Lack of Control | 4 | 1 | 0 |  | 5 | 35.71% |  |  |  |
| Poor Management | 2 | 0 | 0 |  | 2 | 14.29% |  |  |  |
| High Conflict | 0 | 0 | 0 |  | 0 | 0.00% |  |  |  |
| Job Uncertainty | 5 | 2 | 0 |  | 7 | 50.00% |  |  |  |
| Work-Life Balance | 1 | 0 | 0 |  | 1 | 7.14% |  |  |  |
| Harassment | 0 | 0 | 0 |  | 0 | 0.00% |  |  |  |
| Discrimination | 0 | 1 | 0 |  | 1 | 7.14% |  |  |  |
| Not Appreciated | 0 | 1 | 0 |  | 1 | 7.14% |  |  |  |
| Unfair Treatment | 0 | 1 | 0 |  | 1 | 7.14% |  |  |  |
| Not Meaningful | 2 | 1 | 0 |  | 3 | 21.43% |  |  |  |