

2005 Customer Report EAP Utilization

State of Maryland

Utilization	2005				2006				2007				YTD		
	JAN	FEB	MAR	QTD	APR	MAY	JUNE	QTD	JULY	AUG	SEPT	QTD		OCT	NOV
<b>Utilization</b>															
Number of New Cases	26	21	16	63	18	20	26	64							
Number of Active Cases	0	0	0	0	0	0	0	0							
Number of Closed Cases	26	21	16	63	18	20	26	64							
Number of Approved EAP Sessions	28	23	17	68	19	24	28	71							
No Show	7	11	5	23	3	4	6	13							
<b>Presenting Problem Areas</b>															
Chemical Abuse/ Dependence	2	0	0	2	2	2	2	6							
Emotional	5	7	2	15	5	6	7	18							
Occupational/Work Related	16	13	12	41	11	9	15	36							
Other	1	0	0	1	0	0	0	0							
Marital/ Relationships/ Family	1	1	2	4	0	1	1	2							
Medical	0	0	0	0	0	2	1	3							
<b>Additional Problem Areas</b>															
Chemical Abuse/ Dependence	3	0	1	4	0	2	4	6							
Emotional	4	2	1	7	3	5	6	14							
Occupational/Work Related	0	1	1	2	7	3	3	13							
Other	0	0	0	0	0	0	0	0							
Marital/ Relationships/ Family	0	1	2	3	0	0	0	0							
Medical	1	0	0	1	0	0	1	1							
<b>Referral Source</b>															
Supervisor Mandated	28	21	16	63	18	20	26	64							
Self/Supervisor Suggested	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0							
<b>Outcome Referrals</b>															
Resolved in EAP	14	8	9	31	10	10	12	32							
Mental Health/Substance Abuse Benefit - Outpatient	3	2	2	7	5	7	8	20							
Mental Health/Substance Abuse Benefit - Inpatient	0	0	0	0	0	0	0	0							
Medical	1	0	0	1	0	0	0	0							
Other	0	0	0	0	0	0	0	0							
No show	7	11	5	23	3	3	6	12							
Declined Treatment	1	0	0	1	0	0	0	0							

2005 Customer Report EAP Utilization

State of Maryland

	2005				2006				2007				2008				
	JAN	FEB	MAR	QTD	APR	MAY	JUNE	QTD	JULY	AUG	SEPT	QTD	OCT	NOV	DEC	QTD	YTD
<b>Gender</b>																	
Male	9	6	9	24	10	8	13	31									
Female	17	15	7	39	8	12	13	33									
Unknown	0	0	0	0	0	0	0	0									
<b>Marital Status</b>																	
Single	13	10	8	31	8	11	12	31									
Married	11	10	4	25	5	7	10	22									
Other	2	0	3	5	5	2	4	11									
Unknown	0	1	1	2	0	0	0	0									
<b>Age Range</b>																	
Under 21	1	0	0	1	0	0	0	0									
21 - 25	3	1	2	6	2	2	3	7									
26 - 35	4	4	4	12	8	5	8	19									
36 - 45	12	10	6	27	4	8	9	21									
46 - 55	4	4	4	12	4	5	5	14									
56 - 65	2	2	1	5	0	0	3	3									
Over 65	0	0	0	0	0	0	0	0									
Unknown	0	0	0	0	0	0	0	0									
<b>Race</b>																	
African American	12	10	6	28	9	8	15	32									
Asian	0	0	0	0	0	0	0	0									
Caucasian	14	10	5	29	8	12	11	31									
Hispanic	0	0	0	0	1	0	0	1									
Native American	0	0	0	0	0	0	0	0									
Other	0	0	0	0	0	0	0	0									
Unknown	0	1	5	6	0	0	0	0									
<b>Job Category</b>																	
Management	0	0	0	0	0	0	0	0									
Non-Management	0	0	0	0	0	0	0	0									
Office/Clerical	12	13	2	27	7	8	8	21									
Professional	1	2	2	5	3	2	3	8									
Technical	13	8	12	31	8	12	15	35									
Other	0	0	0	0	0	0	0	0									
Unknown	0	0	0	0	0	0	0	0									
<b>Employment Status</b>																	
Full-time	26	21	16	63	18	20	26	64									
Part-time	0	0	0	0	0	0	0	0									
Contract	0	0	0	0	0	0	0	0									
Retiree	0	0	0	0	0	0	0	0									
Seasonal	0	0	0	0	0	0	0	0									
Other	0	0	0	0	0	0	0	0									

APS Healthcare Inc.

2004 Customer Report EAP Utilization

State of Maryland

Utilization	2004				2004				2004				2004				YTD
	JAN	FEB	MAR	QTD	APR	MAY	JUNE	QTD	JULY	AUG	SEPT	QTD	OCT	NOV	DEC	QTD	
<b>Utilization</b>																	
Number of New Cases	25	26	42	93	50	19	45	114	22	20	31	73	15	19	10	44	324
Number of Active Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Closed Cases	25	26	42	93	50	19	45	114	22	20	31	73	15	19	10	44	324
Number of Approved EAP Sessions	29	29	48	104	59	19	52	130	22	26	32	80	17	20	11	48	362
No Show	5	8	7	20	9	6	11	26	8	6	3	17	3	2	2	7	60
<b>Presenting Problem Areas</b>																	
Chemical Abuse/ Dependence	3	7	3	13	5	4	5	14	0	2	2	4	1	1	1	3	34
Emotional	2	2	7	11	10	5	6	20	7	5	6	18	1	3	2	6	65
Occupational/Work Related	15	14	24	53	23	9	30	62	11	11	17	39	11	12	7	30	184
Other	0	0	1	1	3	0	2	5	0	0	2	2	0	0	0	0	8
Marital/ Relationships/ Family	2	2	5	9	6	0	2	8	0	2	1	3	0	0	0	0	20
Medical	3	1	2	6	3	1	1	5	4	0	3	7	2	3	0	5	23
<b>Additional Problem Areas</b>																	
Chemical Abuse/ Dependence	0	0	0	0	0	2	2	4	0	0	0	0	0	0	1	1	6
Emotional	0	0	0	0	2	0	2	4	2	2	4	8	2	2	1	5	17
Occupational/Work Related	6	9	6	20	9	0	0	9	5	0	0	5	0	3	3	6	40
Other	0	0	1	1	0	0	0	0	1	0	1	2	1	0	0	1	4
Marital/ Relationships/ Family	0	0	0	0	0	0	0	0	1	0	1	2	1	0	0	1	3
Medical	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	2
<b>Referral Source</b>																	
Supervisor Mandated	25	26	42	93	50	19	45	114	22	20	31	73	15	19	10	44	324
Self/Supervisor Suggested	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Outcome Referrals</b>																	
Resolved in EAP	11	7	14	32	19	5	21	45	10	11	17	38	9	10	5	24	139
Mental Health/Substance Abuse Benefit - Outpatient	9	11	21	41	20	9	13	42	2	4	10	16	1	5	3	9	108
Mental Health/Substance Abuse Benefit - Inpatient	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical	0	0	0	0	2	0	0	2	2	0	0	2	2	2	0	4	8
Other	0	0	0	0	0	0	0	0	3	0	1	4	0	0	0	0	4
No show	5	5	5	15	9	5	11	25	5	5	3	13	3	2	2	7	60
Declined Treatment	0	3	2	5	0	0	0	0	0	0	0	0	0	0	0	0	5

2004 Customer Report EAP Utilization

State of Maryland

P. 5

4103335368

APS#HEALTHCARE

Oct 17 2005 10:59AM

	2004				2004				2004				2004				YTD
	JAN	FEB	MAR	QTD	APR	MAY	JUNE	QTD	JULY	AUG	SEPT	QTD	OCT	NOV	DEC	QTD	YTD
<b>Gender</b>																	
Male	13	12	18	43	18	10	22	50	11	9	11	31	7	8	3	18	142
Female	12	14	24	50	32	9	23	64	11	11	20	42	8	11	7	26	182
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Marital Status</b>																	
Single	11	12	20	43	23	11	25	59	12	9	17	38	7	8	4	19	159
Married	9	10	20	39	21	8	17	46	7	10	14	31	4	8	6	17	133
Other	2	3	0	5	5	0	2	7	0	0	0	0	1	2	1	4	18
Unknown	4	0	2	6	1	0	1	2	3	1	0	4	3	1	0	4	18
<b>Age Range</b>																	
Under 21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21 - 25	2	4	11	17	4	0	4	8	0	0	0	0	1	2	0	3	28
26 - 35	3	3	14	20	13	1	16	30	7	6	7	20	3	3	3	9	79
36 - 45	6	15	9	30	18	6	15	39	5	4	12	21	4	4	3	11	101
46 - 55	14	2	8	22	12	8	8	28	7	7	10	24	4	7	3	14	88
56 - 65	0	1	0	1	2	4	0	6	3	2	2	7	2	3	1	6	20
Over 65	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	1	2
Unknown	0	1	0	1	1	0	2	3	0	0	0	0	0	0	0	0	6
<b>Race</b>																	
African American	13	12	22	47	27	10	24	61	11	13	16	40	8	10	5	23	171
Asian	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	1	2
Caucasian	9	13	19	41	22	7	19	48	11	7	13	31	7	8	5	20	140
Hispanic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Native American	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown	3	1	1	5	1	2	2	5	0	0	1	1	0	0	0	0	11
<b>Job Category</b>																	
Management	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Non-Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office/Clerical	12	8	15	35	20	7	16	43	9	7	16	32	6	8	4	18	128
Professional	1	4	3	8	8	2	6	13	3	3	2	8	1	0	0	1	30
Technical	11	13	22	46	24	10	24	58	9	10	13	32	8	11	6	25	181
Other	0	1	2	3	0	0	0	0	1	0	0	1	0	0	0	0	4
Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Employment Status</b>																	
Full-time	25	26	42	93	50	19	45	114	22	20	31	73	16	19	10	44	324
Part-time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Retiree	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seasonal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

2003 Customer Report EAP Utilization

State of Maryland

Utilization	2003				2003				2003				YTD				
	JAN	FEB	MAR	QTD	APR	MAY	JUNE	QTD	JULY	AUG	SEPT	QTD		OCT	NOV	DEC	QTD
Number of New Cases	27	17	27	71	25	30	16	71	27	11	18	56	29	8	16	53	251
Number of Active Cases																	
Number of Closed Cases	27	17	27	71	25	30	16	71	27	11	18	56	29	8	16	53	251
Number of Approved EAP Sessions	38	19	28	85	27	31	18	73	32	13	18	63	30	8	17	55	277
No Show	6	4	2	12	2	4	0	6	9	6	3	18	1	1	3	5	41
<b>Presenting Problem Areas</b>																	
Chemical Abuse/ Dependence																	
Emotional	9	3	8	20	1	3	2	6		1	2	3	7	0	2	9	38
Occupational/Work Related	6	1	9	16	2	5	0	7	6	1	2	9	1	1	1	3	33
Other	12	12	8	32	18	21	14	58	21	6	14	43	20	7	13	40	165
Marital/ Relationships/ Family		1		1													
Medical			1	1	3	0	0	3	0	1	0	1	1	0	0	1	6
<b>Additional Problem Areas</b>																	
Chemical Abuse/ Dependence																	
Emotional																	
Occupational/Work Related									2	1	1	4					4
Other													7	0	2	9	9
Marital/ Relationships/ Family									2			2					2
Medical									1			1					1
<b>Referral Source</b>																	
Supervisor Mandated	22	12	21	55	19	21	16	66	27	11	17	55	29	8	16	58	218
Self/Supervisor Suggested	6	5	6	18	6	9	0	15			1	1					32
Other																	
<b>Outcome Referrals</b>																	
Resolved in EAP	14	8	13	35	9	17	13	39	13	3	16	31	15	4	7	26	131
Mental Health/Substance Abuse Benefit - Outpatient	13	5	12	30	14	9	3	26	5	2		7	13	3	8	22	85
Mental Health/Substance Abuse Benefit - Inpatient																	
Medical		1	1	2													2
Other		3		3													3
No show																	
Declined Treatment			1	1	2	4		6	9	6	3	18	1	1	3	5	30

P.6

4103335368

Oct 17 2005 10:59AM APS#HEALTHCARE

2003 Customer Report EAP Utilization

State of Maryland

	2003				2003				2003				YTD				
	JAN	FEB	MAR	QTD	APR	MAY	JUNE	QTD	JULY	AUG	SEPT	QTD		OCT	NOV	DEC	QTD
<b>Gender</b>																	
Male	8	8	18	35	11	11	6	28	7	6	6	18	12	6	5	23	104
Female	18	9	9	36	14	19	10	43	20	6	12	38	17	2	11	30	144
Unknown																	
<b>Marital Status</b>																	
Single	14	8	10	30	15	19	8	42	9	6	8	22	10	3	6	19	113
Married	9	10	15	34	6	10	5	20	9	5	7	21	10	4	7	21	96
Other	4	1	2	7	5	1	3	8	9		3	12	6	1	3	10	38
Unknown										1		1	3			3	4
<b>Age Range</b>																	
Under 21																	
21 - 25					3	7	0	10	1			1	3	2	3	8	8
26 - 35	8	4	13	25	5	10	5	20	3	2	2	7	13	2	3	18	85
36 - 45	7	3	12	22	7	11	0	18	14	3	11	31	11	4	10	25	90
46 - 55	9	8		17	8	1	7	17	5	8	5	16	2			2	2
56 - 65	2		2	4	1	1	4	6	4			4					14
Over 65		1		1													1
Unknown	1	1		2													2
<b>Race</b>																	
African American	15	10	10	35	15	17	6	38	17	4	10	31	18	5	8	37	135
Asian																	
Caucasian	11	7	17	35	10	13	9	32	10	7	8	25	10	3	8	21	113
Hispanic																	
Native American																	
Other																	
Unknown	1			1			1	1					1			1	3
<b>Job Category</b>																	
Management	2		3	5						2		2					7
Non-Management																	
Office/Clerical	10	9	12	31	15	18	9	42	10	1	10	21	10	4	5	19	113
Professional	2	2	2	6	3	4	2	12	11		2	13	3		2	5	38
Technical	10	5	9	24	7	5	5	17	6	3	4	13	16	4	9	29	83
Other	3	1	1	5						5	2	7					10
Unknown																	
<b>Employment Status</b>																	
Full-time	27	17	27	71	25	30	16	71	27	11	18	56	29	8	16	53	251
Part-time																	
Contract																	
Retiree																	
Seasonal																	
Other																	