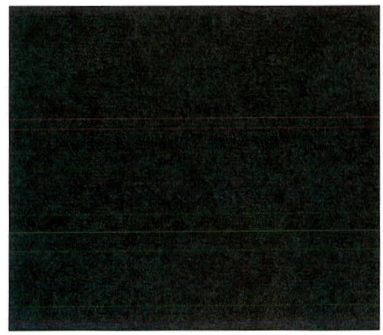
Military OneSource Key Metrics Report

September 2008

Military OneSource Utilization		
Branch	**Count for Current Month**	**YTD**
DOD Unknown	**101,705**	**1,122,841**
Unable to Identify	11,801	140,875
Online Visits - Guest	89,904	981,966
Total Use	**235,499**	**2,930,347**



The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

September 2008

Telephone	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Summary of Telephone Activity				
General Information Phone Calls	22,844	73 %	208,645	42 %
Specialty consultations by phone	265	5 %	2,628	-62 %
Special event telephone activity	72	N/A	40,695	143 %
STSF consultations by phone	37	N/A	392	N/A

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

Military OneSource Key Metrics Report

September 2008

	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Summary of Duty to Warn Activity				
Duty to Warn Cases	125	10 %	1,301	15 %

Summary of Email Activity				
Cases by e-mail	810	88 %	9,275	68 %
General information e-mails	464	582 %	2,957	128 %
Email Contacts	1,274	155 %	12,232	79 %

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

Military OneSource Key Metrics Report

September 2008

	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Summary of In-Person Counseling Activity				
Referrals to In-Person Counseling	4,854	57 %	47,832	32 %
In-Person Counseling Session	10,214	98 %	105,488	32 %
Summary of STSF Consultations by Phone				
Referrals to STSF Consultations by Phone	14	N/A	132	N/A
STSF Consultations by Phone	37	N/A	392	N/A
Summary of Online Activity				
Online Visits - Member	33,378	280 %	800,945	145 %
Online Visits - Guests	89,904	34 %	981,966	-43 %
Online visits -Branch	69,522	N/A	701,259	N/A
Online Visits	192,804	155 %	2,484,170	22 %
Summary of Educational Materials Activity				
Educational materials individual ordered	9,315	7 %	108,502	-5 %
Educational materials bulk ordered	47,595	-84 %	750,916	-30 %
Educational materials ordered	56,910	-81 %	859,418	-27 %
Educational materials ordered by consultants	5,030	61 %	108,502	-24 %
Educational materials ordered online	4,285	-23 %	61,039	18 %

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

September 2008

	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Summary of Quality Data				

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

Military OneSource Key Metrics Report

September 2008

	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Summary of Presenting Issues				
Top 5 Reasons to Call				
Relationships-Couples	3,734	65 %	35,146	32 %
Mental Health-Depression	1,374	54 %	14,666	22 %
Personal Issues-Stress Management	1,052	57 %	9,018	36 %
Financial Emergencies-Emergency Financial Resources	934	146 %	5,436	25 %
Relationships-Family Relationships	852	73 %	8,140	51 %
Top 5 Reasons to Go Online				
Military Benefits	11,523	1,228 %	69,439	360 %
Dealing with Deployment	11,506	130 %	60,620	-8 %
Preparing for Deployment	8,936	300 %	41,948	30 %
Balancing Work and Life	8,649	3,360 %	14,828	410 %
Returning from Deployment	8,204	277 %	37,413	45 %
Top 5 In-Person Session Referral Issue				
Relationships-Couples	1,685	65 %	15,856	31 %
Mental Health-Depression	575	66 %	6,121	21 %
Personal Issues-Stress Management	467	58 %	3,989	35 %
Relationships-Family Relationships	348	85 %	3,259	50 %
Mental Health-Anxiety	279	154 %	2,611	65 %

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

September 2008

	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Top 5 STSF Consultation Referral Issue				
STSF-T Stress Management	9	N/A	41	N/A
STSF-T Relationship	4	N/A	52	N/A
STSF-T Parenting Skills	3	N/A	7	N/A
STSF-T Adjustment not otherwise specified	2	N/A	12	N/A
STSF-T Blended Family Issues	2	N/A	5	N/A

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.

Military OneSource Key Metrics Report

September 2008

	Count for Current Month	% Change vs Same Month Last Year	YTD	% Change vs YTD Last Year
Summary of Demographic Data for Telephone Contacts				
Status				
Active	6,099	63 %	57,977	23 %
Guard	1,232	83 %	11,123	36 %
Other DoD	131	96 %	1,551	74 %
Reserve	836	67 %	7,634	20 %
Gender				
Female	4,509	63 %	41,914	23 %
Male	3,775	71 %	36,234	28 %
Unreported	14	56 %	148	10 %
Relationship				
Service Mbr/Other DoD	4,935	69 %	47,881	28 %
Spouse/Family Member	3,324	66 %	29,706	20 %
Unreported	39	-39 %	708	17 %
Frequency of Use				
First Time Participant	7,414	72 %	69,926	28 %
Repeat Participant	884	35 %	8,360	7 %

The information contained herein is considered the proprietary and confidential information of Ceridian Corporation. Disclosure outside of the Department of Defense without the expressed written permission of Ceridian Corporation is strictly prohibited.