



**STAY AHEAD** of Work-Life Issues

## FamilySource®

### THE COMPSYCH DIFFERENCE

- › Unlimited interactive, telephonic and online expert guidance and resource search
- › Highly trained, degreed and experienced GuidanceConsultants<sup>SM</sup> and specialists to assess and investigate each employee need
- › Prescreened referrals for child and elder care services
- › Personalized information, referrals and recommendation packages
- › Extensive, in-depth online content including video, audio, articles and recommended books
- › Emergency alert and support services

### Information and Referrals for Work-Life Needs and Family Care

Managing the everyday concerns of home, work and family can sometimes feel overwhelming. ComPsych FamilySource services provide help for a wide range of needs including child care, elder care, education, adoption, pet care and personal convenience—all of which, if left unaddressed, can distract employees and detract from their work performance.

### Complete Solutions Unique to Each Individual

Because everyone's needs and circumstances are unique, ComPsych takes the time to ensure we identify and understand the unique situation and concerns of every employee or family member who accesses FamilySource. As soon as an employee calls with a concern, FamilySource works to find a fast, effective solution through our comprehensive and thorough process. With the help of a GuidanceConsultant, each unique problem will be assessed and researched thoroughly to develop a solution tailored to the employee as follows.

### Thorough Needs Assessment

Employees and their family members may access services 24 hours a day, 7 days a week, via toll-free telephone or by Internet for customers with GuidanceResources® Online. When an employee calls with a concern, ComPsych begins service with a professional needs assessment given by one of our master's or doctoral degreed GuidanceConsultants who have been specially trained in work-life issues and evaluation. The GuidanceConsultant gathers all the information relevant to the request.

After the initial assessment is made, our staff of specialists will further investigate the request. Our work-life specialists hold bachelor's or master's degrees and have experience in child care, assisted living, nursing homes, home health care, special needs programs, disability programs, adoption organizations, schools, apartment searches, community resources, home repair, event planning



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companies and more. By integrating the ComPsych EAP, LegalConnect® and FinancialConnect®, our specialists also can refer the employee to resources that address any emotional, legal or financial concerns.

### Comprehensive Referral Packet Developed

ComPsych updates its centralized referral resource database regularly with information gathered from various family care organizations and other service providers. Before making referrals, we evaluate each organization’s services to ensure a good match for the employee and family. For every child and elder care case, for example, our specialists call the referral source to ensure availability and that the source can meet specific criteria outlined by the employee.

Our FamilySource program distinguishes itself with the personalized and comprehensive referral packet each employee receives. Referral packets include:

- › A minimum of three local referrals; detailed maps to each
- › Terms and definitions
- › Specific state-licensing standards for facilities and providers
- › HelpSheets<sup>SM</sup> related to the individual’s concerns
- › Checklists to evaluate facilities and providers
- › Employee satisfaction survey

We conduct our research within two business days but can respond within 24 hours depending upon the needs of the employee or family member. Packets will be delivered via e-mail, fax or sent second day air per the employee’s request.

### Special Emergency Alerts

FamilySource also provides proactive alerts and ongoing status reports for employees during emergencies and natural disasters. Through ComPsych Account Services and via the Internet for customers with GuidanceResources Online, these alerts support employees and business operations with vital information—such as power outage updates during a storm. After the crisis, FamilySource supports employee-specific needs for resources.

### Information at Your Fingertips

Information and resources are also available via GuidanceResources Online, an award-winning program providing access to ComPsych services via the Internet. GuidanceResources Online offers thousands of user-friendly HelpSheets and interactive tools in the categories of Health & Wellness, Family & Relationships, Work & Education, Money & Investments, Law & Regulations, Consumer & Leisure and Home & Auto. The service also offers search capability for child care providers, elder care facilities, colleges and vocational schools.



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### About ComPsych

ComPsych® Corporation is the world’s largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR, FMLA and absence management services under its GuidanceResources® brand. ComPsych provides services to more than 31,000 organizations covering more than 82 million individuals throughout the U.S. and over 130 countries. By creating “Build-to-Suit” programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being.