



## FamilySource®

### 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<sup>SM</sup>, each unique problem will be assessed and researched thoroughly to develop a solution tailored to the employee.

### 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 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.

## Here when you need us.

Call: TTY: 800.697.0353

Online: [guidanceresources.com](https://guidanceresources.com)

App: GuidanceNow<sup>SM</sup>

Web ID: