

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

Managing the everyday concerns of family life can sometimes feel overwhelming. 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 Family

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 client.

As soon as a client calls with a family concern, FamilySource works to find a fast, effective solution through our comprehensive and thorough process. With the help of a Guidance Consultant, each unique problem will be assessed and researched thoroughly to develop a solution tailored to the client as follows.

### Thorough Needs Identification

Clients may access services 24 hours a day, 7 days a week, via toll-free telephone or by Internet for customers with GuidanceResources® Online. When a client calls in needing help with a concern, ComPsych begins service with a professional needs assessment given by one of our master's or doctorate degreed Guidance Consultants, who have been specially trained in work-life issues and evaluation. The Guidance Consultant gathers all the information relevant to the request.

After the initial assessment is made, a Resource Specialist will further investigate the request. Our staff of Resource Specialists hold bachelor's or master's degrees and have work-life experience in child care, assisted living, nursing homes, home health care, special needs programs, disability programs, adoption organizations, schools, event planning companies and corporate environments. By integrating the ComPsych EAP, LegalConnect® and FinancialConnect®, the Guidance Consultant can further address any emotional, legal or financial concerns.

### Client Specific Research

Resource Specialists work to quickly gather accurate and user-friendly referral information for child care, elder care, schools and more. They explore all available resources relevant to the client's concern, including a review of the ComPsych database for relevant state-specific regulatory information.

### Tailored and Accurate Information

ComPsych updates its centralized referral resource database regularly with information gathered from various family care organizations.

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, Resource Specialists call the referral source to ensure availability and that the source can meet specific criteria outlined by the client, and to verify contact information, license number, fees and hours of operation.

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## The ComPsych Difference

### Key Program Components

- › Unlimited interactive, telephonic and online expert guidance and resource search
- › Highly trained, degreed and experienced Guidance Consultants and Resource Specialists to assess and investigate each situation
- › 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
- › Also available: emergency child and elder care services when regular arrangements fall through

## Comprehensive Referral Packet Developed

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

- › A minimum of three local referrals
- › Detailed maps
- › Terms and definitions
- › Client-specific, state-licensing standards for facilities and providers
- › HelpSheets<sup>SM</sup> related to the client's concerns
- › Checklists to evaluate facilities and providers
- › Client satisfaction survey

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

## Emergency Backup Care

Employers may choose to add our emergency dependent care program to their suite of FamilySource services. This program provides temporary child care when employees experience an interruption in daily care service. Employees simply call the ComPsych toll-free number and a counselor will arrange for a pre-screened professional to provide temporary care in the home or at an approved facility. Arrangements will be confirmed within 24-48 hours.

## Information at Your Fingertips

Information and resources are also available via GuidanceResources<sup>®</sup> Online, our state-of-the-art Internet service providing real-time access. GuidanceResources Online offers thousands of user-friendly HelpSheets<sup>SM</sup> and interactive tools in the categories of Health & Wellness, Family & Relationships, Work & Education, Money & Investments, Law & Regulations, Consumer & Leisure and Home & Auto. The Web site also offers look-ups for child care providers, elder care facilities, colleges and universities, vocational schools, career schools and graduate programs.

## About ComPsych

ComPsych Corporation is the world's largest provider of employee assistance programs and is the leading provider of fully integrated EAP, behavioral health, wellness, work-life, crisis intervention services and outsourced HR solutions. Covering more than 27 million individuals and 8,500 organizations in 92 countries, ComPsych creates "Build-to-Suit" programs which help employers improve productivity.

### Contact us:

800.851.1714

info@compsych.com

www.compsych.com