

Overview of GuidanceResources® Services



- ✓ 24/7 access via a variety of modalities (i.e., dedicated toll-free telephone, web, mobile, chat) to counseling and crisis intervention by experienced, master's-level clinicians
- ✓ Up to six (6) sessions of short-term counseling to address personal issues, such as relationship struggles, substance use, parenting challenges and grief
- ✓ Individualized care navigation and management delivered by licensed clinical care reviewers for cases such as complex trauma, substance use, and child/adolescent issues
- ✓ Unlimited, one-on-one well-being coaching with certified and fully-employed ComPsych coaches who address a wide variety of lower-acuity socio-emotional issues such as burnout, stress, and resiliency, and physical issues like exercise, nutrition, and sleep

Comprehensive digital offerings, which include:

- ✓ GuidanceResources® Online: Award-winning web portal available in more than 40 languages
- ✓ GuidanceNowSM: Robust mobile app that enables on-the-go access to all EAP and work-life services
- ✓ CCBT: An fully integrated app-based cognitive behavioral therapy (CCBT) solution in eight languages
- ✓ WellthSourceSM: A digital financial wellness platform that offers interactive tools and a personalized financial wellness curricula

Robust work-life services, which include:

- ✓ FamilySource®: Family and personal convenience referrals for issues related to child and elder care, adoption, education, event planning, pet care and many other needs
- ✓ LegalConnect®: Legal information and referrals from our staff of in-house attorneys for situations requiring expertise in family law, estate planning, landlord/tenant relations, consumer, civil and other matters
- ✓ FinancialConnect®: Financial information and guidance from our staff of in-house financial experts to assist with concerns such as household budgeting, as well as short- and long-term financial planning



Overview of GuidanceResources® Services

Exceptional account support services, which include:

- ✓ Tools for managers and supervisors to create a positive work environment and address performance issues, including substance use training and counseling, and Drug Free Workplace and DOT policy consultation
- ✓ Unlimited orientations for employees and managers, delivered on site or via webinar, to introduce the program and raise awareness of available services
- ✓ Unlimited support for critical incidents (including expert consultation and on-site debriefings) for events such as workplace accidents, employee deaths, organizational restructuring and layoffs, natural disasters and other incidents – up to four hours per event
- ✓ Unlimited personal development workshops and seminars, available for more than 200 topics
- ✓ Unlimited representation at health and enrollment fairs
- ✓ Program literature and promotional efforts, including customized print materials, digital communications, strategic campaigns to introduce employees and their family members to available services, a launch home mailing to drive awareness and engagement
- ✓ High-touch account management, program analysis and expert recommendations to ensure strong utilization, high employee satisfaction and a successful program that consistently meets State program goals. This includes quarterly utilization and outcome reporting as well as our exclusive monthly benefits newsletter.
- ✓ Seamless integration with FMLA/absence for agencies that have FMLASource® through the State
- ✓ Optional SAP evaluations for DOT available
- ✓ Access to newsletters through GuidanceResources® Online
- ✓ Access to ComPsych Huddles, clinically led, interactive virtual groups focused on psychoeducation, skill building and peer connection. Members can view the calendar of upcoming Huddles on our digital platforms and sign up for topics that resonate with them, such as resiliency, mindfulness or relaxation. Live listen-only guided exercises and sessions on a wide variety of topics are also available weekly.

A Reimagined Digital Experience

With ComPsych GuidanceResources®, accessing care has never been easier. Our reimagined platform connects members to care quickly and intuitively through our three-step care pathways. Available in 40+ languages, our app and portal ensure seamless navigation for every user, anywhere in the world.



Connect Me:

Request and track leaves through your computer or mobile device.

Guide Me:

Tailored recommendations in minutes, with access to over 1,000 resources.

Assess Me:

Holistic well-being evaluation leading to personalized care plans for mental, physical, social, legal, and financial needs.

