



## Staying Ahead of Life's Challenges

Managing the everyday concerns of home, work and family can sometimes feel overwhelming. FamilySource® services from your GuidanceResources program provide help with a wide range of needs, including child care, elder care, education, adoption, pet care and personal convenience, such as finding summer camps and other activities for children on summer break.

When you call with a concern, your GuidanceResources program begins service with a professional needs assessment given by one of our master's- or doctoral-degreed GuidanceConsultants<sup>SM</sup>, who have been specially trained in work-life issues. The GuidanceConsultant gathers all the information relevant to the request then works with a Resource Specialist to produce a packet of information that can be faxed, emailed or sent by second-day air, saving you the hassle of doing the research. You can then contact the referral organizations listed in the packet to decide which best suits your needs.

### Referral packets include:

- A minimum of three local referrals (Typically 3-5)
- Contact information so client can reach out to the referrals they are most interested in
- Detailed maps when applicable
- Terms and definitions
- Client-specific, state-licensing standards for facilities and providers
- HelpSheets<sup>SM</sup> related to the client's concerns as well as checklists to evaluate facilities and providers

Our Resource Specialists do the legwork for you and provide an easily digestible packet of information, allowing you to concentrate on choosing the option that best serves your needs. Please remember you will need to contact the referrals to move forward with securing services. FamilySource does not secure any services but rather provides you with the options to make an informed decision. Call anytime with questions on virtually any topic, including:

- Moving, relocation or home repair
- Making major purchases, planning events or caring for pets
- Child and elder care recommendations
- Summer camps, kids activities, vacation planning

## Here when you need us.

Call: 844.UCI.EAP3    TDD: 800.697.0353

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

App: GuidanceResources® Now

Web ID: UCIEAP3