



What is CityStrong GuidanceResources®?

Your CityStrong GuidanceResources® Program is provided by ComPsych and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

Why provide CityStrong GuidanceResources®?

Because we care about our employees and their dependents. CityStrong GuidanceResources® can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

Are the services confidential?

Yes, CityStrong GuidanceResources® is strictly confidential. No information about your participation in the program is provided to your employer.

Why might my family or I use the services?

There are many reasons to use these services. You may wish to contact CityStrong GuidanceResources® if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

Here when you need us.

Call: 855.888.9891

TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: CityStrong

What happens when I call?

When you call, you will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultantSM will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does CityStrong GuidanceResources® provide?

CityStrong GuidanceResources® provides free short-term counseling with counselors in your area who can help you with your emotional concerns.

If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through CityStrong GuidanceResources®. However, if it is determined that the problem cannot be resolved in short-term counseling through CityStrong GuidanceResources® and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

Can my children use CityStrong GuidanceResources®?

Yes. CityStrong GuidanceResources® is a confidential benefit for employees and their household family members.



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