

WHAT YOUR COLLEAGUES ARE SAYING ABOUT FRONTLINE SUPERVISOR!

"Since July, 1998, I have distributed (via e-mail) The FrontLine Supervisor to my management clients. I have received much positive feedback and I remain impressed with the information's accuracy and applicability regardless of the type of business or clientele served. I commend this newsletter for your consideration."

David G. Wertz, Psy.D
Licensed Psychologist
EAP Coordinator

Thanks for making the FS switch to an e-version for us. It has really improved our ability, and our customers' ability to distribute the FS. We get regular feedback from our customers about how much they like the FS."

Catherine Bruns, Director
Hawaii Employee Assistance Services

"Thanks [for your newsletter], I can't tell you how much our client companies appreciate what you are writing. Always a big hit with managers we work with and very helpful for them! Keep up the good work."

David Worster, Director
NH EAP Collaborative
Concord, NH

"Every month I tell my clients ...'this is particularly good issue' and every month it truly is!" This is a great resource. Thank you so much.

Elizabeth Robinson, LMFT, CEAP, Manager, Employee Assistance Program
Division of Occupational and Environmental Medicine
University of Connecticut Health Center
Farmington, CT

"I distribute THE FRONTLINE SUPERVISOR to all my contracts every month. It has helped me stay in touch with the supervisors and has increased referrals to our program."

Barry Wyrich
Employee Alternatives, The Stevens Center
Carlisle, PA

"The FrontLine Supervisor is like putting out my own newsletter without any of the headaches."

Ted Walker
Walker Northwest EAP
Portland, OR

"The U.S. Coast Guard is an 'operational service'. My supervisors can read THE FRONTLINE SUPERVISOR in 10 minutes. They learn how to keep their people working at full throttle!"

Jody Burcham
EAP Coordinator, U.S. Coast Guard
Kodiak, AK

"THE FRONTLINE SUPERVISOR is an excellent resource for the EAP's that BHA provides."

**Ginny Kich, Manager of Behavioral Health
Behavioral Health Advantages, Inc.
Peoria, IL**

THE FRONTLINE SUPERVISOR has been an added asset to our company - I'm told most supervisors look forward to receiving it every month."

**Bill Walker, President
Recovery EAP & Consulting**

"Our clients find THE FRONTLINE SUPERVISOR to be an excellent source of timely, concise, and valuable information - keep it coming!"

**Joseph Lemmon, LCSW-C, CEAP, President
The JSL Consulting Group**

"...We distribute THE FRONTLINE SUPERVISOR monthly under our own letterhead and have had numerous calls of appreciation for this added service."

**Mark Derbyshire, Director
Carilion EAP
Roanoke, VA**

"This is the most employee assistance appropriate newsletter I have ever seen. Thank you for a job well done."

**Barbara Sheffield
EAP Program Director
Santa Barbara, CA**

"Keep up the good work! THE FRONTLINE SUPERVISOR answers the questions our customers never knew they had!"

**Adriane Scherrer, Ex. Director
Partnership EAP, Inc.
Middletown, OH**

"Well prepared...and so appropriately presented for expanding the supervisor's knowledge of the broader application of EAP principles."

**Floyd L. Hansen, Ex. Director
EMPAC, Inc.
Wichita, KS**

"My supervisors look forward to receiving their copy of THE FRONTLINE SUPERVISOR and they make copies for their second line supervisors. The articles are timely, concise, and appropriate!"

**Joy Janssen, Program Director
SAVE EAP
Santa Barbara, CA**

"THE FRONTLINE SUPERVISOR is our most effective tool for helping managers and supervisors in our client companies. They tell me they keep each issue and refer back to them."

**Ted Larrison, LCSW, CEAP, EAP Manager
Southern Hills Counseling Center
Jasper, IN**

"(DFA's Alcohol & Other Drugs At Work) training program along with THE FRONTLINE SUPERVISOR makes our EAP program unique and provides consistent ongoing information to client companies and our EAP counselors."

**Gil Garcia, Executive Director
Concerned Associates
Menominee, MI**

"A supervisor who is not well informed on the rules of work is a ticking time bomb in the workplace. THE FRONTLINE SUPERVISOR is an excellent resource for keeping supervisors informed on the limitations placed on their workplace behavior and utterances."

**Dick Bickerton, Founder, EAP Resource Center (deceased)
International Employee Assistance Professionals Association
Arlington, VA**

"I think THE FRONTLINE SUPERVISOR is an excellent idea."

**K.M., Manager
(Midwest Desk Manufacturing Company)**

"THE FRONTLINE SUPERVISOR puts managers in touch with what's going on with difficult employees."

**Cornell Fuller, EAP Coordinator
Proctor & Gamble Co.**

"Neat Q & A format - very relevant for workplace leadership!"

**Andy Visser, CEO
Connections, Inc.
Rock Valley, IA**

"THE FRONTLINE SUPERVISOR has been an effective tool for us in developing materials for supervisors."

**Beth Gilley, Executive Vice President
Employee Assistance Service, Inc.
McLean, VA**

"...a terrific way to connect with supervisors and reinforce EAP concepts and to share relevant workplace information!"

**Bill Weant, Coordinator EAPs,
Tri-County Mental Health Center
Salisbury, NC**

"We currently use 'The FrontLine Supervisor' and it is very popular with our corporate clients. Thanks for a great publication!"

**Barbara Hatfield
Partnership, EAP, Inc.
Middletown, OH**

"Thank you again for providing this wonderful service. I have been extremely pleased and impressed with the support and information received."

**Dr. Nancy Gup
Gup & Associates, Inc.
Atlanta, GA**

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Catherine Bruns, Director
Hawaii Employee Assistance Services

Would also like to share with you that we have used Frontline Leader Newsletter for some time now and I have received very positive feedback from our Leaders who look forward to the monthly newsletters and found them to be very useful in supporting them in their role here at Goodrich.

Patty Hill, EAP Manager
Goodrich Corporation

"We send Frontline out electronically and every month I get at least 2 or 3 individuals who e-mail me back and thank us for sending Frontline. It is a great way to keep EAP fresh in people's minds, and they really enjoy the quick-read articles. Thanks for the great product!"

Leah Szemborski
EAP Counselor
Ministry Healthcare

"Fontline Supervisor is an excellent tool in raising awareness of the value of the EAP to HR and management."

Rob Baldino, LCSW, MBA, CEAP, SAP, SAE
COO, Care Plus Solutions, Inc

"I send out FrontLine Supervisor monthly to our managers, directors, and coordinators. I always get comments on how timely and helpful the information is. Thank you Dan for providing such a vital tool!"

Mike Hargrave EAP Program Coordinator
Christus St. Michael Health Systems
Texarcana, TX 75503

"We include "FrontLine Supervisor" on our EAP website in our "For Managers" section. Managers find the Q & A format helpful and encouraging in these fiscally challenging times.

Steve Cole, Ph.D, EAP
Dartmouth Hitchcock Medical Center, Dartmouth College
Lebanon, NH