

## 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**

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*"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**

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*"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**

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*"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**

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*"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**

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

**Ted Walker**  
**Walker Northwest EAP**  
**Portland, OR**

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*"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**

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*"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**

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*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**

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*"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**

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*"...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**

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*"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**

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*"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**

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*"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**

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*"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**

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*"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**

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*"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**

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

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

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

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

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

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

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

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

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

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

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*"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**

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*"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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*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**

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*"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**

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*"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**

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*"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**

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*"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**