



About Family Service

Family Service is a nonprofit counseling agency that has been serving the community since 1903. Our mission is to strengthen the mental health and well-being of individuals, families, and the community. We offer compassionate, professional counseling and support services to help people navigate life's challenges and build healthier, more fulfilling lives.

Affordable Options for Care

We accept many health insurance plans, offer a sliding scale fee structure, and can provide subsidies when needed. Each situation is reviewed individually so cost is never the reason someone goes without the support they deserve.

We're Here to Help

At Family Service, compassion is at the heart of everything we do. We understand that reaching out for help takes courage, and we honor that bravery by creating a warm, respectful, and supportive environment for every individual and family we serve. Our team is deeply committed to walking alongside our clients with empathy, care, and a genuine desire to help them heal, grow, and thrive. Your well-being is our priority, and we're here to support you every step of the way.

**Confidential.
Compassionate.
Here when you need us.**
www.familyservicechq.org

Contact Us



Phone 716-488-1971
For emergencies after hours,
call the NYS Crisis line at 988



Email
EAP@familyservicechq.org



Address
332 E. Fourth St.
Jamestown, NY 14701

Office Hours:

Monday -Thursday 8:00 AM-6:00 PM
Friday 8:00 AM-4:00 PM



FAMILY SERVICE OF THE CHAUTAUQUA REGION

Employee Assistance Program



What is an EAP?

An employee assistance program is an employee benefit offered by the employer and is intended to help employees and their families deal with issues that might adversely impact their work performance, health and well-being.

Just as health insurance is designed to address your psychological health, your EAP benefit provides assistance for your emotional and mental health. Your employer recognizes how important this is and has covered the entire cost of these services.



How will FSCR's EAP benefit your organization?

- * Increased productivity: Employees who receive counseling and support for personal and work-related challenges are more focused, efficient, and engaged.
- * Reduced absenteeism: EAPs help employees manage mental health concerns and work-related stress, reducing absenteeism and presenteeism.
- * Enhanced employee retention: By offering valuable support, EAPs create a culture of care and trust, improving employee satisfaction and retention.
- * Stronger workplace morale: Investing in employees' well-being promotes a positive, supportive culture where employees feel comfortable seeking help.
- * Cost savings: EAPs help prevent mental health issues from escalating, saving healthcare costs, and reducing turnover-related expenses.

What benefits are available through my EAP? (5 sessions each year)

***To access your EAP services, just call our office**

Counseling

Life's challenges are often easier to navigate with the guidance of a professional behavioral health counselor, offering support, fresh perspectives, and practical strategies.

Budget Counseling

Many families face financial challenges. Budget counseling can help you create a clear plan and take steps toward greater financial stability.

Legal Issues

Guidance from an attorney to help you navigate personal, non-work-related matters with confidence.

Emphasizing Impact:

Family Service has been providing trusted Employee Assistance Program (EAP) services for over 25 years, supporting the well-being of more than 10,000 individuals through confidential counseling, guidance, and resources.

70% of EAP users report improved workplace performance.