

FirstSource

STAFFING

Welcome to the April issue of *The Source*. Please don't hesitate to send us your questions and comments at temps@fssny.com. Or take a look at our website for further information: www.firstsourcestaffing.com

FirstSource Staffing's New EAP Program: Investing in Human Capital

What do Bank of America, Princeton University and the Philadelphia Police Department have in common? They are just a few of the many major corporations, mid-sized companies, and federal and state agencies that have benefited in recent years by implementing an Employee Assistance Program (EAP). EAPs increase productivity and save money by giving employees the tools to recognize and resolve personal or workplace concerns *before* they adversely affect job performance. The U.S. Department of Labor reports that for every dollar invested in an EAP, employers save \$5-\$16 (www.investeap.org). This savings represents not just lowered health care costs, but increased attendance and punctuality, better job performance, and the saved-time of on-site supervisors.

Although multiple studies have shown the link between the use of EAPs and a lower rate of work loss (www.eapassn.org), many small businesses are not in the

Top Temps

Fritz D., Executive Assistant

15 years administrative experience, coordinated HR hiring processes, developed database systems, proficient in Word, Excel, Access, Raiser's Edge and QuickBooks. \$29.95/hr.



Vanessa L., Legal Receptionist

6 years experience in legal setting (real estate, personal injury), bilingual Spanish speaker, experience preparing contracts, knowledge of Word, Excel and Saga. \$21.62/hr.

Mayeshia M., Administrative Assistant

Recent college graduate with leadership experience, 3 years general office experience, strong skills in Word, Excel and Access. \$19.95/hr.

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TIPS FOR THE INTERVIEWER

Always ask for specifics. If a candidate uses buzz words to describe him or herself ("pro-active," "a go-getter," "a team-player"), be sure to ask him or her to talk about an instance when that quality came into play on the job. This will show you what these words actually mean



to the candidate, and help you to assess his or her real strengths.

position to implement such a program. That's why at the beginning of this year FirstSource Staffing instituted our own EAP as a direct benefit to our clients. All FirstSource associates have access to the range of services offered by our EAP both before and *during* the time that they might be working for you. Our Director of Employee Assistance, Melissa Orr, meets one-on-one with each associate before they start a job, and provides follow-up consultations with both associates and employers during the period of employment. In this way our associates are positioned to succeed on the job, they have access to individualized skills trainings, and they are well-supported by our range of resources if any unforeseen circumstances arise.

Our new EAP program is one more way that FirstSource Staffing ensures your business the best return on its staffing investment.

Even more ways our "social purpose" mission works for you:

- We maintain a top-quality pool of office support staff that keeps the city's businesses running smoothly.
- We personalize our services to support an array of clientele including small businesses and nonprofit organizations.
- We empower our associates to succeed through individualized trainings that can be tailored to meet the employer's needs.
- We are the first and only staffing company in NYC to *contribute our profits* to community-building initiatives.
- As individuals and as a firm, we treat all clients and customers the way we want to be treated. We conduct business with honesty, respect, and a willingness to do more for you everyday.