



MEMBER ASSISTANCE PROGRAM (MAP)

The Member Assistance and Work-Life Program (MAP) is available to members and their household to support their health and wellbeing. The program offers confidential, short-term counseling, consultation, research and referrals for emotional and work-life balance issues.

WHAT IS THE MEMBER ASSISTANCE PROGRAM (MAP) ?

A MAP is a free, confidential program designed to help you with your personal and workplace issues. The services are offered through the Health and Welfare Fund and provided by KGA.

WHAT ARE REASONS PEOPLE CONTACT THE MAP?

- Anxiety, depression and panic attacks
- Career concerns
- Child care needs
- Domestic violence
- Eating disorders
- Elder care resources
- Emotional issues
- Financial concerns
- Grief
- Job Stress
- Legal issues
- Nutrition questions
- Relationship and family problems
- Substance abuse issues
- Stress management

SERVICES INCLUDED IN THE MAP

Short-term Counseling Face-to-face, phone or video sessions to help resolve emotional issues

Crisis Counseling Grief counseling and immediate intervention for suicide and violence prevention

Legal Assistance Legal consultation with an attorney and referrals for most legal issues

Financial Consultation Help with debt management, budgeting and financial planning

Parenting Resources Research and referral for all types of child care needs and parenting questions

Elder/Adult Care Resources Research and referral to meet the needs of elders and older adults

Stress Reduction Assessment of stress level and techniques/tips for managing stress

Work-Life Resources Targeted research and referrals for everything from pet sitting and relocation services to college planning

Nutrition Consultation Support from a nutritionist on weight management, allergies and other dietary concerns

Career Assessment Interest testing and career exploration services

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WHAT HAPPENS WHEN I CALL THE MAP ?

Accessing the MAP is easy. Simply call KGA at 800-648-9557. A counselor will be available to speak to you 24 hours a day, 7 days a week. The MAP counselor will gather information, evaluate your needs and suggest a plan of action. All you have to do is make the first call.

WHAT HAPPENS AFTER THE FIRST CALL?

The next step will depend on your unique situation. If you are calling about a personal or family issue, the MAP counselor will conduct an assessment and arrange phone, face-to-face or video counseling. This will give you an opportunity to talk about your concerns in depth. If face-to-face counseling is agreed upon, this meeting will take place at a convenient, private office.

WHAT ABOUT RESOURCES OTHER THAN COUNSELING ?

For issues such as child and elder care concerns, legal and financial issues and nutrition or career questions, the MAP will research solutions and refer you to appropriate resources.

WHAT IF I NEED ADDITIONAL SUPPORT?

In some cases more in-depth counseling, support groups, self-help programs and/or other resources are appropriate. The MAP counselor will find and refer you to the right resource. Whenever possible, the MAP will refer you to a counselor who accepts your health insurance.

WHAT DOES THE MAP COST ?

The MAP is paid for by the Health and Welfare Fund and there is no charge to you. Should you be referred to services outside the scope of the MAP, or beyond the limit offered by the Fund, any related charges will be your responsibility.

HOW CONFIDENTIAL IS THE MAP ?

No information, including your name, can be released to the Health and Welfare Fund or anyone else without your consent. The only exceptions are those required by law, such as if you are a danger to yourself or others.

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