

MIIA

Nonprofit
Locally based
Member driven

Serving Massachusetts communities since 1982

Life comes with challenges. Your Employee Assistance Program (EAP) is here to help.

Your Employee Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are at no cost to the employee, confidential, and available to you and your family members. This includes access to short-term counseling and the wide range of services listed below:

Mental Health Sessions

Manage stress, anxiety, and depression, resolve conflict, improve relationships, overcome substance abuse, and address any personal issues.

Life Coaching

Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

Financial Consultation

Build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

Legal Consultation

Get help with personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

Work-Life Resources and Referrals

Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

Medical Advocacy

Get help navigating insurance, obtaining doctor referrals, securing medical equipment or transportation, and planning for transitional care and discharge.



Call: 1-800-451-1834

Visit: www.myassistanceprogram.com/mila-eap/

ALL ONE
HEALTH

Manager EAP Services



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TOPICS INCLUDE:



Management Consultation



Customized Training



Team-Building



Conflict Resolution Services



Executive Coaching



Critical Incident Stress Debriefing



...and more!

YOU HAVE ACCESS TO **ORGANIZATIONAL DEVELOPMENT**

Services designed to keep your team on track, boost productivity, and enhance morale.



EVERYDAY ASSISTANCE:

A manager called in to report that their department was struggling with morale and that their team was not working together effectively. After consultation with the EAP, a plan was developed to host a group training on Stress Management and provide individual coaching with two of the team members. This resulted in improved team cohesiveness, satisfaction, and productivity.

**ACCESS
VIA:**



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GET HELP WITH:



Family Conflict



Couples/Relationships



Substance Abuse



Work/Life Balance



Stress



Depression/Anxiety



Grief



Parenting

YOU HAVE ACCESS TO MENTAL HEALTH COUNSELING

Short-term counseling by licensed, Master's-level counselors via phone, mobile app, chat, and video. Available to you and your household members 24/7.



EVERYDAY ASSISTANCE:

Overwhelmed and scared about her teen's active substance misuse, a member called in looking for assistance. She received an appointment with a counselor, and during their sessions, she learned parenting strategies and boundary-setting to help manage the situation. The member also received information about local treatment programs for her son and family support groups.

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TOPICS INCLUDE:



Mental Health Awareness



Dealing with Difficult People



Stress Management



Diversity, Equity, & Inclusion



Conflict Resolution



Discrimination/Harassment



Communication



...and many more!

YOU HAVE ACCESS TO **EXPERT TRAINING**

Trainings are free of charge to all MIIA members. Training catalog and request form can be accessed via the webpage below.



EVERYDAY ASSISTANCE:

A member reached out due to some ongoing communication issues/challenges within their department. After consultation with the assistance program, it was decided that an Effective Communication training would help to provide insight and education on how to work together more collaboratively.

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GET HELP WITH:



Bankruptcy



Home Buying



Debt



Identity Theft



Retirement Planning



College Planning



Budget Coaching



Taxes

YOU HAVE ACCESS TO **FINANCIAL ASSISTANCE**

Financial Assistance connects individuals with certified financial planners, public accountants, and credit counselors to help with personal financial challenges.



EVERYDAY ASSISTANCE:

Maggie reached out feeling overwhelmed and anxious after receiving a letter from an attorney regarding an old debt that was not paid. The letter also specified that her wages were to be garnished. After utilizing financial consultation services through the assistance program, Maggie learned, in this instance, it was illegal to garnish her wages, and that the letter was a scam.

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GET HELP WITH:



Bankruptcy



Divorce



Custody



Estate Planning



Wills



Real Estate



Adoption



Eldercare

YOU HAVE ACCESS TO **LEGAL ASSISTANCE**

*Get connected with a qualified attorney
for a FREE 30-minute consultation.*



EVERYDAY ASSISTANCE:

A member called in looking for help with finding an attorney. He had hired a company to repair his roof and already signed a contract. Suddenly the company stopped responding and never came back to finish the job. The Assistance Program was able to locate an attorney within 5 miles and offer a discount to use this attorney's services.

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GET HELP WITH:



Life Transitions



Communication Skills



Stress & Time Management



Work/Life Balance



Managing Multiple Projects



Goal Setting/Action Steps



Improving Relationships



Living a More Purposeful Life

LEVEL UP WITH **LIFE COACHING**

Reach your personal and professional goals with free coaching sessions.



EVERYDAY ASSISTANCE:

A member was studying to retake a professional exam that she needed to pass and was looking for help with time management. Our coach helped her develop a study schedule that worked with her already hectic work schedule and kept her accountable to stay on top of it. She e-mailed her coach a few months later to report she passed her exam!

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GET HELP WITH:



Childcare



Eldercare



Housing



Transportation



Adoption



Education



Pet Care



Household Errands

BALANCE BETTER WITH **WORK/LIFE RESOURCES**

Receive personalized support for a wide range of caregiving, life management and family needs.



EVERYDAY ASSISTANCE:

A hard-working parent reached out to the program looking for alternative infant care since their provider was closed due to COVID-19. The team found 5 childcare providers in her area that were open and provided detailed information including pricing, fees, hours, and availability. The parent responded, "This program is a lifesaver!"

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GET HELP WITH:



Insurance Navigation



Doctor Referrals



Health Care Transportation



Discharge Planning



Care Transition



Durable Medical Equipment



Geriatric Care



Medical Appointment Preparation

YOU HAVE ACCESS TO **MEDICAL ADVOCACY**

Medical advocates help you interpret medical information related to claims, coverage, and medical diagnosis.



EVERYDAY ASSISTANCE:

A member needed a reliable, medically trained babysitter to help take care of her young son who has chronic asthma. She and her husband had tried every avenue they could think of to get a decent sitter but kept coming up blank. The Assistance Program was able to provide a list of professional babysitters, all medically trained, and well suited to her son's needs. This member now has time back in her day, and peace of mind that her son is well cared for.

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