

WHAT ABOUT RESOURCES OTHER THAN COUNSELING ?

The Family Assistance Program has a variety of professionals available to locate resources to help you cope with your personal worries. Locating day care resources, help for elders, and convenience services are all examples of how the Family Assistance Program can assist with personal and family issues. The Family Assistance Program also provides wellness publications for you and your loved ones.

WHAT DOES THE FAMILY ASSISTANCE PROGRAM COST ?

There is no charge for services provided within the Family Assistance Program. This includes short-term counseling, research, consultation, and referral services for you, your family, and your significant others. When necessary, you may be referred to services that go beyond the scope of the program. Charges for services outside the Family Assistance Program are your responsibility. In some cases, however, your health insurance may cover a portion of the cost of the services you require.

HOW CONFIDENTIAL IS THE FAMILY ASSISTANCE PROGRAM ?

No information, including your name, can be released without your written consent. The only exceptions are those required by law such as the duty of counselors to warn someone of a serious death threat or the mandated reporting of child and elder abuse.

Family Assistance Program

The Family Assistance Program is provided for your health and well-being. The program offers confidential, short-term counseling, resources, consultation, and referrals for stress and personal issues.

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KGA, Inc.

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WHAT IS THE FAMILY ASSISTANCE PROGRAM (FAP) ?

The Family Assistance Program is a confidential service designed to help you with your personal and family issues. The service is designed to help you toward an early resolution of your personal concerns.

WHAT KINDS OF ISSUES ARE ADDRESSED BY THE PROGRAM ?

Any personal problem is appropriate for the Family Assistance Program. The most common issues brought to the program are:

- Stress Management Concerns
- Emotional Issues
- Depression, Anxiety and Panic Attacks
- Grief or Loss
- Relationship Problems
- Family Problems
- Chemical Dependency
- Eating Disorders
- Domestic Violence
- Job Stress
- Career Frustration
- Child Care Needs
- Elder Care Resources
- Legal Issues
- Financial Concerns
- Nutritional Questions
- Work Life Balance Issues
- Meditation Training

TYPES OF SERVICES INCLUDED IN THE FAMILY ASSISTANCE PROGRAM

Stress Reduction- Assessment of stress, burnout, and mental health issues

Crisis Counseling- Immediate intervention including suicide and violence prevention

Short-term Counseling- Problem solving oriented for all types of issues including individual and family situations

Career Assessment- Interest testing and career exploration services

Child Care Resources- Research and referral for all types of child care needs

Elder Care Resources- Research and referral to meet the needs of your elders

Legal Assistance- Legal consultation and/or referral for most legal issues

Financial Consultation- Help with money management for most financial concerns

Nutrition Consultation- Telephone consultation with nutritionists and dieticians

Work Life Resources- Research and referral to convenience services to help with balancing work and personal life

WHAT HAPPENS WHEN I CALL THE FAMILY ASSISTANCE PROGRAM ?

Accessing the Family Assistance Program is easy. Simply call KGA at 1-800-648-9557. A counselor will be available to speak to you, 24 hours a day, 7 days a week. The counselor will gather some information, evaluate your needs, and suggest a possible plan of action. All you have to do is make the first call.

WHAT HAPPENS NEXT ?

The next step will depend on your unique situation. If you are calling about an emotional or family issue, the counselor will suggest a face to face or phone meeting. This will give you a private opportunity to talk about your concerns in depth. The face to face meeting will take place at a convenient, private office within thirty minutes of your home or work-site.

WHAT IF I NEED ADDITIONAL COUNSELING ?

The Family Assistance Program provides short-term counseling, useful for helping you resolve many types of personal problems. In some cases, more in-depth counseling, support groups, self-help programs, or other resources may be necessary. The counselor will help you find the right resources to address your specific problem and will refer you to helpful services beyond the Family Assistance Program.