

Employee Packet



MIIA

Nonprofit
Locally based
Member driven

Serving Massachusetts' communities since 1982

Our confidential resource and referrals are available at no cost to you. Services with referral sources are optional and fees may exist.

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.

**ACCESS
VIA:**



myassistanceprogram.com/miia-eap/
company code is miiaeap



1-800-451-1834

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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:

-  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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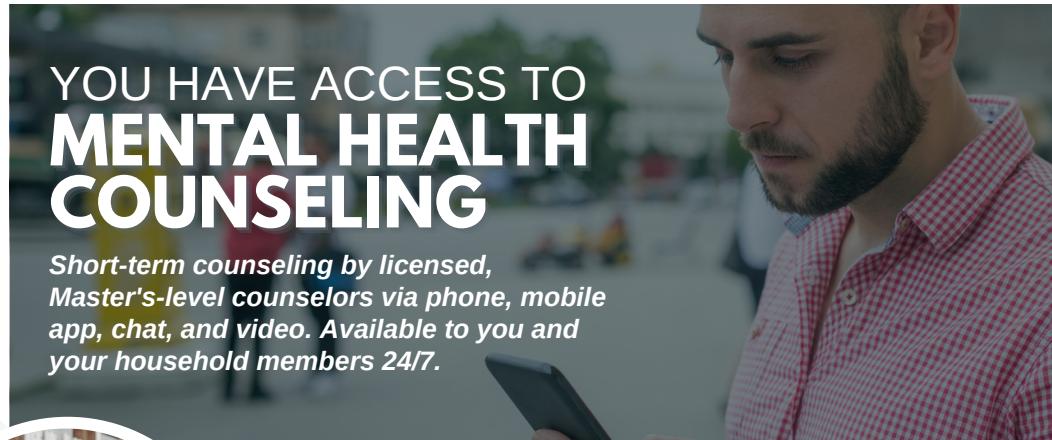


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GET HELP WITH:

-  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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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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