

Services included:

Counseling

In-person, phone or live video sessions to help resolve emotional & mental health issues.

Legal & Financial Consultation*

Information & consultations with an attorney and/or financial advisor.

Elder/Adult Care Resources

Information & referrals to meet the needs of elders, older adults and the families supporting them.

Home & Family Support

Information & referrals for services ranging from college planning to family & marriage counseling.

Parenting Resources

Information & referrals for all types of child care needs and parenting questions.

Stress Reduction

Assessment of stress level and techniques/tips for managing stress.

Career Assessment

Job performance consultations and career exploration services.

Diet & Nutrition

Consultation & information to assist with healthy choices. Support is available from a nutritionist on weight management, allergies and other dietary concerns.

Convenience Services

Information & referrals for services ranging from community education classes, fitness programs and pet sitting to home cleaning and home relocation services.

*See back for legal disclaimer

***Disclaimer -** No legal service, including advise and consultations, will be provided for:

1. employment-related matters including employee or statutory benefits;
2. matters involving the Employer, NHIT or KGA Inc. and affiliates;
3. appeals and class actions;
4. frivolous or unethical matters; or
5. matters for which an attorney-client relationship exists prior to the participant becoming eligible for benefits.

If a participant wishes to retain legal representation, KGA will refer participant to an attorney who may provide services at a 25% discount. This is not a guarantee of the least expensive attorney. Should the participant retain an attorney through a KGA referral, he/she is doing so outside the EAP services provided through the employer and participant is responsible for all fees and costs associated with legal services.

EMPLOYEE ASSISTANCE PROGRAM



— TRUST —
work-life assistance



Help when you need it.

EAP services provided by New Hampshire
Interlocal Trust in collaboration with KGA, Inc.

NEW HAMPSHIRE
INTERLOCAL TRUST

New Hampshire Interlocal Trust

www.nhitrust.org

PO Box 4090

Concord, NH 03302

1-855-853-1528



— TRUST — work-life assistance

The Trust Work-Life Assistance Program is available to all employees of the worksite and members of their household, regardless of enrollment in the NHIT Health Program. **This is a free and confidential program designed to help when you need it.**

What happens when I call?

Accessing the Trust Work-Life Assistance Program is easy! Simply call **1-855-853-1528**. A counselor will be available to speak to you 24 hours a day, 7 days a week. They will gather information, evaluate your needs and suggest a plan of action. All you have to do is make the call.

What happens after the first call?

If you are calling about an emotional or family issue, a counselor will conduct an assessment and arrange in-person, phone or video counseling. This will give you an opportunity to talk about your concerns in depth. Regardless of your situation, Counselors are equipped with the skills to help provide you with the assistance you need.

What if I need additional support?

In some cases, more in-depth counseling may be recommended. Whenever possible, the counselor will refer you to a provider who accepts your health insurance. They may also recommend support groups, self-help programs or other resources as needed.



Telephone Services

No matter what phase of life you are in, you may be facing a variety of issues. The Trust Work-Life Assistance Program provides unlimited telephone counseling sessions per issue with Masters-level counselors. Counselors are available 24 hours a day, 7 days a week. They will help assess your situation, problem solve and provide additional resources.



Personal Consultation

Eligible individuals are encouraged to take advantage of our personal counseling services. Licensed counselors are available for up to 3 in-person counseling sessions per issue for assessment and referral.



Online Services

All employees and members of their household have access to the Trust Work-Life Assistance Program's dedicated website for helpful resources and tools to assist with a variety of services. Online services include:

- ◆ Online Chat with a counselor
- ◆ Self-assessments, webinars & online training
- ◆ Professional development
- ◆ Identity theft assistance
- ◆ Calculators for budgeting, home buying & investing



Legal & Financial Consultation*

Consult with an attorney and/or a financial advisor for up to 30 minutes per subject at no charge. A discounted rate may apply once the 30 minutes has been expended. Areas of assistance may include:

- ◆ Civil/Consumer matters
- ◆ Personal/Family matters
- ◆ Real Estate
- ◆ IRS
- ◆ Criminal matters

*See back for legal disclaimer



Consultations for Supervisors

Free phone consultations regarding employment and/or performance management issues are available for managers and supervisors.

- ◆ Services for critical incidents
- ◆ Identifying when a referral is appropriate
- ◆ Addressing employee concerns related to job performance
- ◆ Detecting behavioral warning signs in employees
- ◆ Supervisory & organizational consultation

<http://links.kgreer.com/nhit>
Company Code: NHIT

24 Hours a Day, 7 Days a Week

1-855-853-1528

Services are Confidential