

COMPONENTS OF KGA'S EAP/MAP AND WORK LIFE PROGRAM:

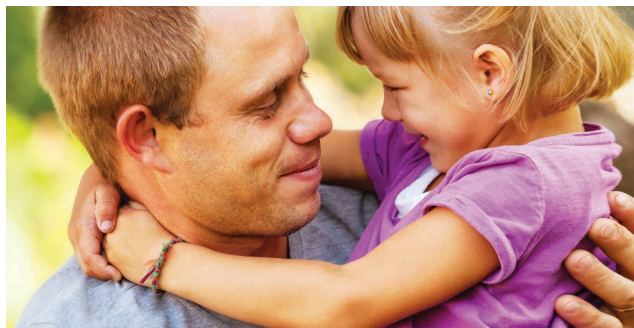
In many unionized environments, workers and their families have access to peer counseling with Labor Assistance Professionals and an informal recovery network. We at KGA are committed to working in partnership with Labor Assistance Professionals to provide the best range of assistance services possible. KGA can leverage its expertise with EAPs in unionized environments to offer a Member Assistance Program (MAP) that combines best-in-class counseling and work life services for union representatives, management, union members, and their families.

With KGA, clients choose the level of service that best reflects their workforce, culture, and budget, all designed to complement services that may already be offered. No one is left unsupported. No emergency response is ever delayed or understaffed. At all times, (24/7/365) qualified, sensitive assistance is a phone call away.

Each of our client organizations has a dedicated account manager, access to in-person, telephone, or web-based assistance, and an experienced staff of Certified Employee Assistance Professionals (CEAPs) and masters level clinicians that pride themselves on 100% service and follow-up with each individual. From this core set of services, KGA clients can add capabilities, as needed, from KGA's Wellness Services, HR Solutions, and customized health and wellness promotions.

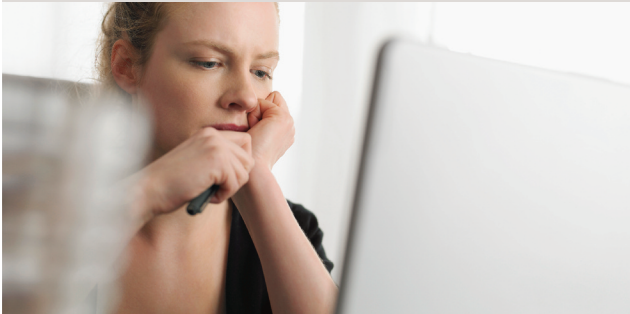
KGA'S MAP AND WORK LIFE SERVICES INCLUDE THE FOLLOWING:

- Coordination with union representatives and Labor Assistance Professionals to ensure the best quality of care for each individual and family member.
- Organization-specific program launch — including on-site training and promotion activities, participation in wellness/benefit fairs, and specialized promotional campaigns as needed. Promotional outreach to members and their families — including brochures, wallet cards, calendar cards, posters, monthly wellness tips and newsletters.
- Short-term counseling sessions for workers and their adult household members for the complete range of family and individual concerns, suicide prevention, substance abuse, eldercare, childcare, and stress management issues.
- Member consultation, helpful resources and referrals for child care, elder care, legal questions, financial issues, stress, career management, nutrition counseling, fitness, and work life balance issues.
- Rapid response to worksite crises — including on-site counseling, crisis management consultations to both union leadership and management as required.
- Multimedia member resources — including Member EAP web-based orientation trainings, monthly wellness and prevention webinars, and hosted live chats.
- Website featuring self-assessments, content articles, self-directed searches, tip sheets, on-line training, webinars, podcasts, and program information.
- Consultation and coaching for union leadership, managers and HR representatives with rapid response to workplace crises.
- Web accessible program utilization reporting providing 12 months data and client comparisons, available any time.



Core Services:

- Quality network of EAP providers and counseling services
- On-site counseling as needed
- Customized promotions and communications
- On-site EAP orientations and trainings
- Lay-off support and manager training
- HR Solutions: consulting, training and coaching focused on union leader/manager capability
- Wellness Services: program design, development and/or on-site implementation and oversight



Unlike healthcare companies, or insurance firms promoting “free” EAPs, KGA is an experienced and independent Human Resources firm that understands the depth and subtleties of a quality response and value added services. No one knows better than you that a one-size-fits-all approach never really fits anyone. Your organization’s issues are unique. Your EAP/MAP should be, too.

Call us and request a solution that will fit today and evolve with your organization tomorrow.

For additional information: 800-648-9557, info@kgreer.com, or www.kgreer.com

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