

Institutions of higher education are dynamic organizations comprised of many constituencies facing different challenges. The KGA Employee Assistance Program (EAP) focuses on building partnerships to help reach and support individuals and groups across the institution including faculty, staff and administration.

As behavioral and mental health experts, we assess root cause to ensure the right solution at the right time. We help people and organizations address issues early to avoid more complex and costly problems in the future.

Individual and household users benefit from:

Robust EAP and Work Life model – Employees and family members can access the most comprehensive services offered by any EAP, enabling KGA to address a broad array of issues in an integrated and cohesive process.

Immediate clinician assessment – Every intake begins with an assessment by a licensed EAP clinician.

Focused case management – Each caller receives services from the same counselor from beginning to end. This ensures that:

- COORDINATED SOLUTIONS are available to address the interrelated challenges in people’s lives.
- QUALITY CONTROL is assured when the same clinician oversees all services provided.
- DILIGENT FOLLOW-UP guarantees that 100% of the cases are satisfactorily resolved.

The institution benefits from:

Crisis leadership – We are prepared, whether in response to the loss of an employee or natural and manmade disasters, to help assess risk, develop communications, and support managers, employee groups and family members.

Direct support – We are available for student affairs officers, health center staff, chaplaincy, campus security and anyone who may need support as they manage challenging situations on campus.

A collaborative relationship – We are focused on building relationships with Human Resources, Work Life, Occupational Health and other groups focused on making all the people touched by the school a healthy and engaged community.



KGA’s mission is to help organizations to create and sustain a healthy, engaged and productive workforce

**HOW WE ADDRESS CHALLENGES
IN HIGHER EDUCATION:**

- Establish relationships with faculty, staff and leadership
- Consult on leadership response to crisis and threats of violence
- Integrate with risk assessment and crisis response resources
- Deliver sensitivity awareness training to managers and campus leaders
- Collaborate with Employee Relations to assess addiction and work stress
- Support the 24-hour residential life staff who serve as “loco parentis”
- Help staff with the impact of student accidents and suicides.
- Meet with employee affinity groups to ensure inclusiveness.

To find out how your college or university can benefit from a KGA EAP for Higher Education, please contact Sue Penchansky, 617-365-4603, penchansky@kgreer.com.