

KGA. BECAUSE EDUCATION EAPS REQUIRE MORE THOUGHT

FEW HUMAN RESOURCE ENVIRONMENTS ARE AS COMPLEX AS HIGHER EDUCATION. You support a highly diverse population of professors, administrative leaders, exempt staff, union workers and others, often in hierarchies or silos. You manage the impact of changes like Title IX and transgender acceptance. And you deal with tech-savvy students who continually expect and demand more.



Your Employee Assistance Program (EAP) should reflect your world, not the corporate world. We know that in higher education, one size does not fit all. KGA has demonstrated the flexibility to provide only those EAP and/or Work-Life services that complement existing internal resources. Our goal is to provide integrated and comprehensive solutions designed for your institution's community. That's why more colleges and universities are finding their way to KGA.

Helping You Determine What's Needed and Do What's Right

A KGA EAP for Higher Education can reach, engage and assist individuals and groups across your campus(es), including faculty, staff and administrators of all ages, cultures and perspectives. We help you with:

- **Change management for issues such as Title IX and the Clery Act**, providing consultation, training and expert referrals to drive compliance and long-term behavioral change
- **Crisis response and management** for incidents such as the loss of a student, acts of violence, sexual assault and natural/manmade disasters
- **Engagement of diverse stakeholders**, with targeted launch strategies and ongoing campaigns that reflect the cultural, social, language and age differences of your decentralized workforce
- **Risk management**, including partnerships with campus security and response groups to help minimize personal, institutional and legal liability
- **Inter-generational conflict**, helping resistant or unaware faculty and staff better adjust their expectations and behavior to support the evolving mindset of students (and their parents)
- **Social media and other technologies**, as a channel for EAP engagement and a powerful HR communications tool
- **Support for new faculty**, with referrals for childcare, moving companies, schools, and other local resources and services.

We also provide tools directly related to HR functions, with robust reporting capabilities to ensure you're getting the most out of our services.

KGA's mission in Higher Education is to help each college and university create and sustain a healthy, engaged and productive workforce.

A Partner Who Understands What You Face – and Helps You Manage It

KGA builds a collaborative relationship with you and your HR team, as well as with Work-Life, Occupational Health and other groups focused on making all the people touched by the school a healthy and engaged community. Your faculty and staff can turn to us for help with a wide range of personal and work-related issues, including stress, work-life balance, depression, substance abuse, performance challenges or everyday needs like day care.

As behavioral and mental health experts, we assess the root causes of an issue to ensure the right solution at the right time. Individuals work with the same experienced counselor from start to resolution, assuring in-depth support, confidentiality and diligent follow-up.



HOW WE WORK WITH YOUR COLLEGE OR UNIVERSITY

- Establish relationships with faculty, staff and leadership
- Consult on leadership's response to crises and threats of violence
- Integrate with campus security, risk assessment and crisis response groups
- Deliver sensitivity awareness and other training to administrative, departmental and campus leaders
- Collaborate with Employee Relations to assess stress, addiction and other personal challenges
- Support health center staff, chaplaincy and 24-hour residential life staff who serve as "loco parentis"
- Help staff with the impact of student accidents, assaults and suicides
- Meet with student affairs officers and employ affinity groups to ensure inclusiveness

Don't settle for an EAP that lacks knowledge about education. Find out more about the way your college or university can benefit from a KGA EAP for Higher Education. Contact us at 800-648-9557 or info@kgreer.com