



# **MyGroup EAP (Employee Assistance Program)**





***Life is going to throw  
some curveballs.  
Sometimes we need help.***

LET DSH GIVE YOU AND ANYONE IN YOUR  
HOUSEHOLD A FREE RESOURCE TO ASSIST  
YOU TO HELP IN LIFE SKILL DEVELOPMENT



Mygroup is an employee assistance program. They offer FREE and confidential assessments, short-term counselling, referrals and follow-up services to employees and anyone in their family/household.

Over 11,000 articles and documents that could assist you no matter where you are at in your life's path.



# IS THIS FOR ME?

Yes, this is a benefit provided by DSH that offers the support and resources you or your family members may need to address personal concerns or financial matters.

- Free
- Confidential
- Staff Member and household family
- College-age students
- High school students
- 24/7/365
- Telephone, or face-to-face video
- Connect you with local providers
- Referrals to other resources in your community if need local assistance



# RESOURCES FOR YOU AND YOUR HOUSEHOLD TO HELP IN STRESSFUL TIMES

- Alcohol/Drug use
- Anxiety
- Depression
- Grief and loss
- Relationship issues
- Marital Difficulties
- Family Problems
- Parenting
- Stress
- Balancing Work and Family
- Elder care
- Legal and financial advice
- Crisis management
- Preventive care
- Anxiety
- [And more](#)



# REASONS YOU MIGHT WANT TO CALL:

- Fight with your friend or parents
- Conflict resolution ideas
- If you are worried about a situation a friend is going through
- You got a bad grade and you aren't sure what to do about it
- Worried for your safety from another
- Bullied on social media
- Anxiety or Depression
- Concerns about financial stability

All of this is **FREE** to you!



# WORK-LIFE SERVICES

This program also offers **additional** resources to help balance your work life and your home life.

Examples of this service are:

- Parenting tips
- Financial Advice
- Grief and Loss

These are just some of the many reasons to use this program!



# **WORK-LIFE SERVICES: FREE FINANCIAL CONSULTANT**

Unlimited help when you are working with a financial consultant. Here are some examples they will help you with:

- Budget
- Buying a home vs renting
- New car vs used or how to finance
- How to save
- How to figure out financial aid

They have times to help during the day, night and on Saturdays.





# ADDITIONAL FINANCIAL SERVICES FOR FREE

- FREE, Telephone financial advice
- Ability to schedule appointments for complex issues
- Bankruptcy prevention
- Debt management and planning
- General financial education material in English and Spanish



# FEATURES & SEARCHABLE DATABASE

Just when you thought this free resource for you and your family could not get better...  
It does! Go to the website and see all there is to offer!

## **Features**

- More than 11,000 articles
- Monthly Webinars
- Online training



# HOW DO YOU ACCESS MYGROUP?

24 hours a day, 7 days a week, 365 days a year

Three ways to schedule an appointment:

- \* Call 1-800-633-3353
- \* Website [www.mygroup.com](http://www.mygroup.com)
- \* Download the App
  - \* [Mygroup app](#) (Apple)
  - \* [Mygroup app](#) (Google Users)

## **Counselling Sessions**

Daytime/Evening appointments in 3-5 days, or immediately in emergencies

50-minute sessions, up to 3 free sessions for each issue troubling you. Thereafter, you will be referred to a professional at your expense



# HOW TO ACCESS THE WEBSITE?

Website: [mygroup.com](https://mygroup.com)

Click the "Work-Life" tab on the home page, first tab on the right, and this is where you sign in!

Username: usssa

Password: guest

Please look at the website to see all the services offered. This program is so easy to use and there is so much to it. Check it out!

For more support on how to access the platform, [watch this video](#).



# HOW TO FILL OUT A REQUEST?

- Go to [www.mygroup.com](http://www.mygroup.com)
- Go to contact

Form example is on the next slide.

You will need to fill out your name, company, email, phone number and subject in which you need the service for.

## **Next Step to get help:**

- Call the EAP (Employee Assistance Program)
- Determine together if you need assistance
- Develop a resolution plan



Get a Quote

My Portal Login

Name \*

First

Last

Company \*

Email \*

Phone Number \*

### - ### - ####

Subject \*



Contact Us →

### Visit Us

MYgroup  
5925 Carnegie Blvd Suite 350  
Charlotte, NC 28209



# WHAT IS THE COST?

**FREE!**

To anyone who works at DSH as well as their **family members or anyone in your household.**

- Your parents, siblings and children
  - Individuals under 18 need parental consent
- Your Spouse
- Includes anyone at your permanent address.



# EVERYTHING DISCUSSED WILL BE CONFIDENTIAL

**Confidentiality:** Only you and your counselor will know your participation, and have access to your information. DSH will not know if have used the program.

If you need help navigating the system, please ask your Manager. They will keep your questions confidential.

## **Confidentiality Exceptions:**

- \* You are thinking about doing anything harmful to others or yourself
- \* You are aware that a child or elderly person is being neglected/abused