



What is CCA@YourService?

A resource to help you manage work and life effectively, and provide support to improve overall wellbeing

- No cost
- Confidential
- Available to you and your family members
- Staffed by caring professional counselors and work-life specialists with depth of expertise and experience
- Easy to access 24/7/365
 - Toll-Free Helpline: **800-833-8707**
 - **www.myccaonline.com**
(Company Code: ipgus)
 - **LiveConnect instant message**
Available through the website

Why do employees and family members use CCA@YourService?



EMOTIONAL WELLBEING	CHILD CARE	ADULT AND ELDER CARE	DAILY LIVING	LEGAL AND FINANCIAL
Stress, Anxiety, Depression	Locating Child Care	Aging	Home Improvement	Identity Theft
Life Transitions	Parenting/Child Development	Housing Options	Pet Care	Wills and Estate Planning
Relationship and Family Concerns	Pre/post-Natal Health	Caregiver Support	Health/Fitness	Divorce and Custody
Grief and Trauma	Adoption	Medicare and Medicaid	Moving and Relocation	Bankruptcy
Addiction and Recovery	Education	Community Resources	Event Planning	Budgeting and Debt/Credit Management
Workplace Issues	Work/Family Balance	Adults with Disabilities	Disaster Recovery	Saving for the Future



Your Counseling Benefit

- Counseling provides a **CONFIDENTIAL** non-judgmental, safe space to explore personal or work-related challenges
- CCA counselors are available 24/7 to offer in-the-moment telephonic support as well as short-term counseling referrals
- Short-term counseling is intended to be goal-oriented and time-limited; employees and family members have access to **up to 8 free sessions per individual per issue per year**
- You are matched to a counselor most suited to your needs: area of specialization, appointment time, language, in-person or virtual
- Contact information for the counselor is provided, on average, within 2 business days; first session available within 5 business days
- Transition to longer-term, open-ended support or referrals to specialized care are provided when indicated

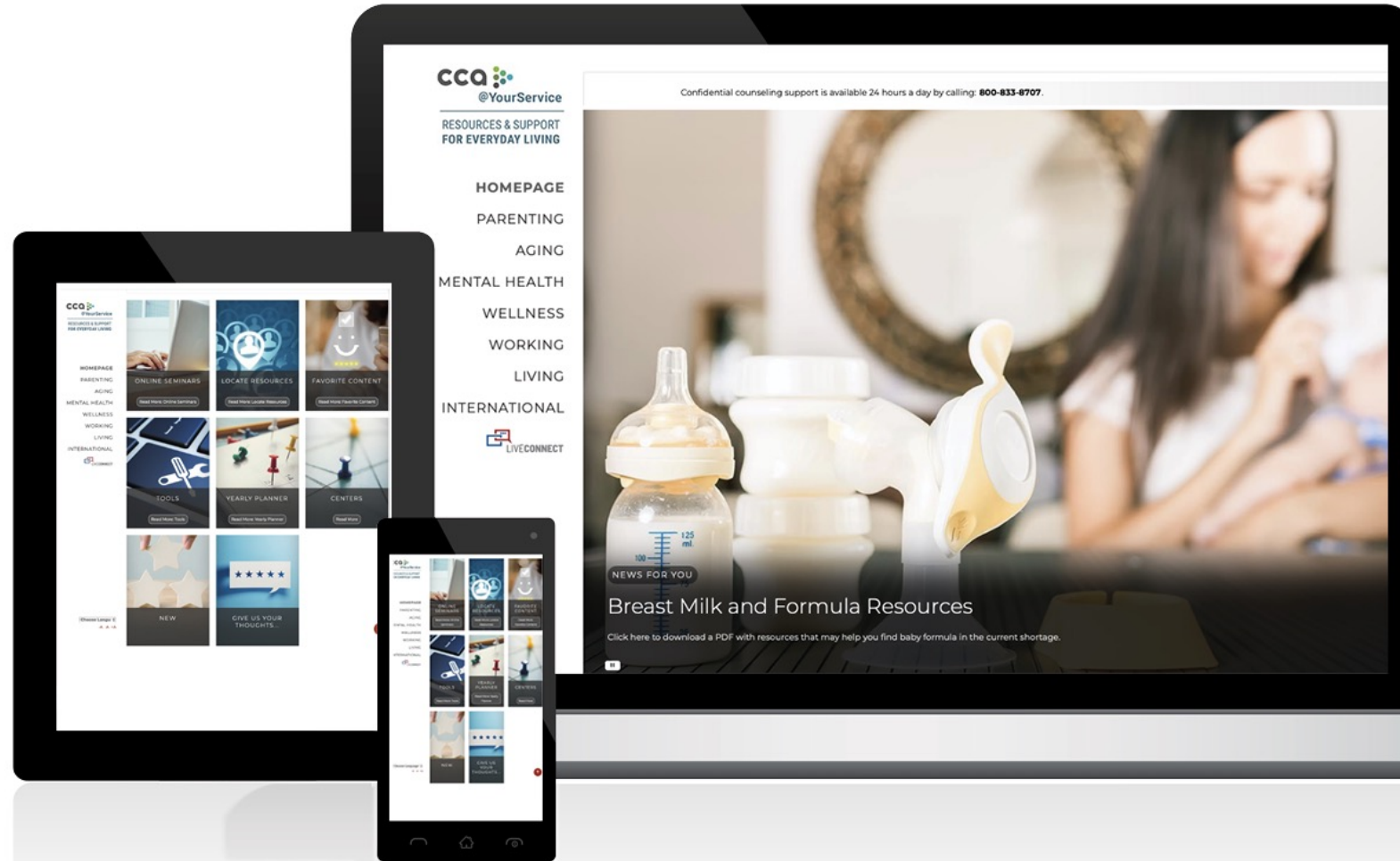


Your Work-Life Benefit

- Work-Life offers practical, time-saving information and support for **childcare and elder care solutions, health and wellness, daily living needs, and legal and financial matters**
- Requests can be submitted 24/7
- ~3 business days to complete research and discreetly deliver information via email or text
- ~3-5 referrals to local providers that match your criteria (e.g., accreditation, licensure, availability, location, fees, etc.)
- CCA does not recommend one provider over another
- Educational materials included to help make informed decisions

What is on the website?

- LiveCONNECT instant messaging with work-life specialists
- Information, articles, and tips on popular topics
- Self-search databases to help locate resources and providers
- Online training modules, self-assessments, and skill builders
- On-demand topical webinars
- Exclusive discounts when you shop at the Savings Center
- Financial and daily living calculators for a variety of practical applications
- Breaking news from trusted sources, along with helpful tips sheets and resources, in the News For You feature



Things to Remember

- Confidential
- 24/7 availability
- Ease of access to the right resources at the right time
- 1-8 counseling sessions per issue per year
- Free for employees and family members



Add CCA as a contact
in your phone



Access to the member website
(Company Code: ipgus)