



**AMERICA'S**  
**SERVICE**  
**COMMISSIONS**

# AmeriCorps Member Assistance Program

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## Member Orientation



# AmeriCorps Member Assistance Program (MAP)

## What is MAP?

- Free, 24/7, and unlimited telephonic mental health counseling for our AmeriCorps members (*and employees, if applicable*) and household members Access to a range of resources to support your well-being
- Participation is voluntary and confidential
- Translation services available in up to 140+ languages
- Provider AllOne Health



## Mental Health Counseling

- Licensed Master's level counselors
- Accessible via phone **24/7**
- Accessible via mobile app, chat, and video *during business hours*
- For help with any issues including, but not limited to family conflict, depression, couples/relationships, substance abuse, grief, anxiety, work/life balance, parenting, stress, etc.



## Face-To-Face Counseling (for Premium only)

- If your program signed up for the upgraded Premium Package, you are also eligible to access up to 3 face-to-face counseling sessions with a mental health professional in your area
- To request this, call the 1800 number and request face-to-face counseling
- It may take up to 2-4 weeks to schedule an in-person session based on counselor availability and location
- To confirm access to this additional benefit, ask your program director or contact ASC



## Life Coaching

For personal and professional goals to help with

- Life transitions
- Enhance communication skills
- Improving stress and time management
- Creating better work/life balance
- Managing multiple projects and demands
- Living a more purposeful life
- Setting goals and action steps
- Improving relationships



## Legal Assistance

- Bankruptcy
- Divorce/Custody
- Estate Planning/Wills
- Real Estate
- Adoption
- Elder Care
- Legal assistance connects individuals with a qualified attorney for a free 30 minute consultation



## Financial Assistance

- Bankruptcy
- Home buying
- Debt
- Identity theft
- Retirement planning
- College planning
- Funding
- Financial assistance connects individuals with a certified financial planners, certified public accountants, and credit counselors for a free 30 minute consultation



## Personal Assistant

- For help managing everyday tasks on your “to do” list
- Travel
- Sports and Recreation
- Household Errands
- Professional Services
- Entertainment Planning
- Housing and Real Estate
- Cleaning Services
- Home Food Delivery
- Access a personal assistance via phone, web portal, mobile app, and chat





## Work/Life Resources

- Navigating the practical challenges of life, while handling the demands of your service can be stressful. MAP work/life resources are designed to provide knowledgeable consultation and customized guidance to assist with gaining resolution to everyday hurdles including
  - Childcare
  - Eldercare
  - Education
  - Wellness
  - Housing
  - Pet Care
  - Transportation
  - Special Needs
  - Adoption



## Medical Advocacy

- Medical Advocates lend a hand with all aspects of health care. It can be difficult to understand and navigate the systems and choices before you. Our advocates can help you interpret medical information related to claims, coverage, and medical diagnosis.
- Insurance navigation
- Care transition
- Doctor referrals
- Geriatric care
- Health care transportation
- Advocacy and research
- Durable medical equipment
- Medical appointment
- Discharge planning



## Accessing the Web/App

- Go to [www.mylifeexpert.com](http://www.mylifeexpert.com)
- Enter password **americorps**
- Create login
- Add website to your phone home page (creates the app)
- See provided flyer for QR Code
- Access video counseling, chat, telephone support
- View articles, resources, and webinars



## Access full services by calling

- 800-451-1834
- A free and confidential service
- Licensed clinicians available 24/7, 365
- [www.mylifeexpert.com](http://www.mylifeexpert.com)



## Questions?

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