



# Health Care Partner Assistance Resources

## **For University of Vermont Medical Center Employees**

*(updated 3/3/2025)*

### **Employee and Family Assistance Program**

EFAP offers free, confidential telehealth and in-person support for employees and immediate adult household family members. Contact EFAP at (802) 847-2827 or [EFAP@uvmhealth.org](mailto:EFAP@uvmhealth.org)

### **Working Bridges**

Working Bridges, an initiative of the United Way of Northwest Vermont, provides a Resource Coordinator who works with employees seeking connection to community resources to address life issues that may affect work. This assistance helps employees to navigate challenges such as housing, transportation, childcare, budgeting, debt management, legal issues, and more. Contact Kristin Kany, Resource Coordinator, 802-735-4438 or [kristin@unitedwaynwvt.org](mailto:kristin@unitedwaynwvt.org).

### **LeRoyer Employee Emergency Financial Support**

This program provides assistance for financial emergencies caused by unexpected events (ex. Unplanned housing needs, shutoff of major utilities, sudden illness of self or family member, unexpected death of family member). Eligible employees must be actively employed with a minimum of three months of service (regular permanent status). Assistance is given in the form of a loan. Applications are available on the UVMHC Intranet or by contacting EFAP at (802) 847-2827 or [EFAP@uvmhealth.org](mailto:EFAP@uvmhealth.org).

### **EastRise Credit Union Pay Advance Loan Program**

This program provides employees with access to loans of up to \$750 for first request and \$1000 for subsequent requests (pro-rated for part-time employees). Eligible employees must be actively employed in good standing with a minimum of one year (12 months) of service. This loan is treated like a conventional bank loan with interest applied. This program is handled exclusively through EastRise Credit Union. Applications are available on the UVMHC Intranet or by contacting EFAP at (802) 847-2827 or [EFAP@uvmhealth.org](mailto:EFAP@uvmhealth.org).

## **For Home Health and Hospice Employees**

### **Invest EAP**

Invest EAP offers free, confidential telehealth and in-person support for employees and immediate adult household family members. Contact Invest EAP at (866) 660-9533 for assistance and to access the following resources:

- **Consumer Credit Counseling Service of NH – VT CCCS** offers free budget review and counseling. Now is the time to look at cash-flow in and out in order to see where you might trim costs and create savings to prepare a "fund" for increased energy costs this coming winter.
- **PATH - Low-Income Rate Assistance** General Assistance provides emergency help to meet basic needs, including fuel and utilities. Eligible are persons with little or no income and resources who are unable to work or who have employment barriers. Also persons who have experienced a crisis such as a fire, flood, death in the family or eviction may be eligible.
- **Efficiency Vermont** Efficiency Vermont provides technical assistance and financial incentives to Vermont households and businesses, to help them reduce their energy costs with energy-efficient equipment and lighting and with energy-efficient approaches to construction and renovation.
- **WARMTH** The WARMTH Support Program uses funds donated by concerned Vermonters to help low-income families pay their energy costs. WARMTH funds are available when a household has exhausted its supply of fuel or faces disconnection of utility services. Funds are only available when an individual has not been able to find sufficient help through other channels.

### **Payday Advance Loan**

Through an agreement with North Country Federal Credit Union, the UVM Health Network Home Health & Hospice provides employees with access to a loan of up to \$1,000.00 (pro-rated for part-time employees) to help employees with emergency/unplanned needs. The loan is repaid through bi-weekly payroll deductions. Employees will be charged interest for the loan at 16.99%, and there is a \$5 account set-up fee that may be taken from the loan amount if an account with NCFCU is not already established. Contact HHH Human Resources to set up your Payday Advance Loan.

## **For Porter Medical Center Employees**

### **Ability Assist**

Life presents complex challenges. If the unexpected happens, you want to know that you and your family have simple solutions to help you cope with the stress and life changes that may result. That's why the Hartford's Ability Assist Counseling Services, powered by ComPsych, can play such an important role. Our straightforward approach takes the complexity out of benefits when life throws you a curve. 1-800-96-HELPS (1-800-964-3577) or [www.guidanceresources.com](http://www.guidanceresources.com), For your first time accessing the site:

1. Click REGISTER
2. Use PMC ID: HLF902
3. Type "abili" in the company name
4. Select the Ability Assist Program
5. Click SUBMIT
6. Register

### **Mission Possible Employee Crisis Fund**

The Mission Possible Employee Crisis Fund can provide confidential financial assistance to employees having an unforeseen crisis and no other resources. Funds are distributed directly to creditors as a one-time gift (up to \$500) with no repayment obligation. Decisions are made by Porter's Mission Possible Employee Committee. Members only see blinded applications from HR in order to protect your confidentiality. Contact Porter Human Resources for an Application or Download one from the PMC Intranet.

### **Income Advance Loan**

Through an agreement with North Country Federal Credit Union, Porter provides employees with access to a loan of up to \$1,500.00 (pro-rated for part-time employees) to help employees with emergency/unplanned needs. The loan is repaid through bi-weekly payroll deductions. Employees will be charged interest for the loan at 16.99%, and there is a \$5 account set-up fee that may be taken from the loan amount if an account with NCFCU is not already established. Contact Porter Human Resources to set up your Income Advance Loan.

## **For Central Vermont Medical Center Employees**

### **Invest EAP**

Invest EAP offers free, confidential telehealth and in-person support for employees and immediate adult household family members. Contact Invest EAP at (866) 660-9533 for assistance and to access the following resources:

- **Consumer Credit Counseling Service of NH – VT CCCS** offers free budget review and counseling. Now is the time to look at cash-flow in and out in order to see where you might trim costs and create savings to prepare a "fund" for increased energy costs this coming winter.
- **PATH - Low-Income Rate Assistance** General Assistance provides emergency help to meet basic needs, including fuel and utilities. Eligible are persons with little or no income and resources who are unable to work or who have employment barriers. Also persons who have experienced a crisis such as a fire, flood, death in the family or eviction may be eligible.
- **Efficiency Vermont** Efficiency Vermont provides technical assistance and financial incentives to Vermont households and businesses, to help them reduce their energy costs with energy-efficient equipment and lighting and with energy-efficient approaches to construction and renovation.
- **WARMTH** The WARMTH Support Program uses funds donated by concerned Vermonters to help low-income families pay their energy costs. WARMTH funds are available when a household has exhausted its supply of fuel or faces disconnection of utility services. Funds are only available when an individual has not been able to find sufficient help through other channels.

### **Income Advance Loan**

Through an agreement with North Country Federal Credit Union, CVMC provides employees with access to a loan of up to \$1,500.00 (pro-rated for part-time employees) to help employees with emergency/unplanned needs. The loan is repaid through bi-weekly payroll deductions. Employees will be charged interest for the loan at 16.99%, and there is a \$5 account set-up fee that may be taken from the loan amount if an account with NCFCU is not already established. Contact CVMC Human Resources to set up your Income Advance Loan.

### **Working Bridges**

Working Bridges, an initiative of the Green Mountain United Way, provides a Resource Coordinator who works with employees seeking connection to community resources to address life issues that may affect work. This assistance helps employees to navigate challenges such as housing, transportation, childcare, budgeting, debt management, legal issues, and more. Contact Resource Coordinators: Blaire Haggett 802-613-3989 or Laurie Kelty 802-793-9719 or [wbrc@gmunitedway.org](mailto:wbrc@gmunitedway.org).

## **For Alice Hyde Medical Center Employees**

### **Employee and Family Assistance**

Provided through The Hartford, services include counseling for legal, financial, medical, and benefit related concerns. Call 1-800-964-3577 or visit [www.guidanceresources.com](http://www.guidanceresources.com). For the website, use Username ID: HLF902 and Company Field: ABIL.

**AHMC Occupational Health & Wellness:** 518-481-2415

## **For Champlain Valley Physicians Hospital Employees**

### **Employee and Family Assistance:**

Offers confidential support for employees and immediate adult household family members. Call 518-314-3702

- UVMHN-CVPH currently will cover the first 6 visits for the employee or family member. (Spouse/Significant Other/Children)
- A current list of EAP Providers is located on the intranet under HR Central/ Health & Wellness/Self-Care/Employee Assistance Program Providers.
- When contacting a provider, please provide your name and identify that you are a UVMHN-CVPH employee. Family members calling will need to indicate they are a family member of a UVMHN-CVPH employee.
- All services are confidential.

**CVPH Occupational Health & Wellness:** 518-562-7305/518-562-7465 or email

[OccupationalHealth@cvph.org](mailto:OccupationalHealth@cvph.org)

### **The Janice McLean Fund**

The Janice McLean Employee Assistance Fund is designed to assist CVPH employees with more than 6 months of service, who have a financial emergency and have no other resource to turn to for assistance. The Fund is meant to fill a need which cannot be met through any other agency. Employees are eligible to receive up to \$750 for family emergencies in the form of an interest-free loan from the Janice McLean Fund. In very extreme cases, the committee may decide to award a one-time grant. Application can be accessed on the CVPH intranet. Completed applications should be submitted to CVPH Human Resources.

## **For Elizabethtown Community Hospital Employees**

### **Employee Assistance Program**

ECH's EAP is facilitated through the Center for Family Life and Recovery. To book an appointment with a counselor or to ask any questions, contact 1-800-729-6822 (operates 24/7) or email [eap@cflrinc.org](mailto:eap@cflrinc.org).

To access the EAP online portal, reach out to your local HR representative for log-in credentials.