



Free and confidential consultation
around a variety of personal and work
related problems.

Call us at 617-253-4911.

MIT Personal Assistance Program



MIT Mental Health Service
Building E23-3rd Floor
77 Massachusetts Avenue
Cambridge, MA 02139

617-253-4911

<http://web.mit.edu/medical>

What is the Personal Assistance Program?

MIT developed the Personal Assistance Program in 1978. Conceived as an employee benefit, MIT recognizes that everyone is occasionally challenged by personal or work related difficulties that may compromise an individual's effectiveness at work. Most problems can be successfully managed when appropriate and timely resources are utilized.

The Personal Assistance Program is a resource for employees who have concerns that impact their work life. The program provides specialized counseling and referral services to employees. The program is a free and confidential benefit for all staff, faculty, and employees of MIT, Lincoln and Draper Laboratories, and the Whitehead Institute.

What services does the Personal Assistance Program offer?

The program offers assessment, information, and referral for the following types of problems:

- Job performance
- Difficulties with a coworker or supervisor
- Harrassment
- Stress management
- Anxiety and worry
- Depression
- Alcohol and drug abuse
- Relationship issues
- Separation and divorce
- Illness and death
- Marital and family issues
- Coping with an aging parent

How does the Personal Assistance Program work?

Any employee or family member may call to set up a confidential appointment to talk with one of the program's clinicians. The program is staffed by licensed clinical social workers who will assess the problem and provide brief solution-focused treatment or refer the employee and/or family member for extended services. There are no costs for services. When psychiatric or medical services are recommended, your health insurance benefits will apply.

What kind of services does the program provide to managers and supervisors?

The program offers consultation to supervisors and managers with employee performance problems, offering support, guidance, and coaching in handling troubling work situations. The program also provides Critical Incident Debriefing when a traumatic event impacts an entire group or department.

Is the Personal Assistance Program confidential?

The use of the program is confidential and voluntary. Information is only disclosed with the written consent of the employee. Records created by the Personal Assistance Program never become part of a personnel file. Records are maintained within the Mental Health Service of MIT Medical and, therefore, are afforded the highest level of legal protection.

When is the Personal Assistance Program available?

Confidential services are available 8:30 a.m. to 5 p.m., Monday through Friday, at MIT Medical in Cambridge.

Services are provided on-site at Lincoln Laboratory by appointment.

The program is staffed by James D. Chansky, L.I.C.S.W. and Rita V. Fischer, L.I.C.S.W. Specialized consultations on aging and children with special needs are provided by Dawn Metcalf, L.I.C.S.W.

All consultations with the Personal Assistance Program are scheduled through the Mental Health Service of MIT Medical by calling 617-253-4911.