

# THE KONTERRA GROUP INDIVIDUAL SHORT-TERM COUNSELING

Through the Aid Transition Alliance, KonTerra counseling provides you with direct access to confidential counseling support on a range of personal topics, including:

- Stress and personal resilience
- Grief and loss
- Managing life changes and transitions
- Relationship concerns

## PROGRAM DETAILS

- Available to staff of all hiring mechanisms involuntarily separated from USAID since January 2025
- Request support 24 hours a day, 7 days a week, 365 days a year
- Access available by email,
- Up to 4 confidential counseling sessions, per event
- No cost to use the service
- Support available in 50+ languages, including English, French, Arabic, and Spanish

## ABOUT THE KONTERRA GROUP

KonTerra Group counselors are unique experts - in addition to holding the highest qualifications and credentials in their field, many of our counselors have lived and worked in high-stress humanitarian or development environments themselves. This experience helps them understand individual unique challenges and needs.

## THE SERVICE IS CONFIDENTIAL

Support is provided by The KonTerra Group, an organization staffed by professionals who are completely independent. The KonTerra Group is bound by professional standards regarding confidentiality and does not disclose details of individuals who have contacted the service. Any information you share is at your discretion and will not be shared with Aid Transition Alliance or USAID.

### ACCESS IS EASY

No matter when, no matter where, you have **free, confidential support** by email. Reach out now to get started.

Within 24 hours of your initial request, a KonTerra case coordinator will reply to confirm receipt.

Please look for an email from [casecoordination@konterragroup.net](mailto:casecoordination@konterragroup.net) and check your spam folder if you have not received a response within our 24-hour response timeframe.

### EMAIL:

**[aidtransitionalliance@konterragroup.net](mailto:aidtransitionalliance@konterragroup.net)**

Please include the following in your email:

- Name
- Gender
- Date of Birth
- Phone number (Including Country Code)
- Location (Country/State)
- Language preference
- Counselor gender preference if any
- Brief description of why you are seeking support
- USAID hiring mechanism
- Number of years you worked at USAID
- Permission to send a satisfaction survey after services are complete (yes/no)