

First Responder Assistance Program



A first responder assistance program, or FRAP, is an organization-sponsored benefit that offers the support and resources you need to address personal or work-related challenges and concerns. It's confidential and free to you and your household family members.

MY Portal

MY Portal is your gateway into MYgroup services to help you with the ups and downs of life. You'll find 24/7/365 access to your benefits with MYgroup in MY Portal, along with our toll-free number.

Assessment & Counseling

Help is available 24/7/365 through our toll-free number. When you and your family members call the FRAP, you are offered a face-to-face, virtual or telephonic counseling session in which a thorough assessment can be conducted by a licensed, experienced clinician in your area. You have the option of using BetterHelp for your virtual sessions.

Online Peer Support

You and your family members have access to our online peer support community, a safe, anonymous space where people connect through shared experiences.

Online Resources

- Resource locators
- Internet-based Cognitive Behavioral Therapy (iCBT)
- Legal center, including a free online will generator
- Financial center
- Savings Center: BenefitHUB
- Health & lifestyle assessments
- Soft skills courses
- Interactive checklists
- Calculators
- Webinars
- Podcasts
- Live chat

Legal Services

- Free 30-minute telephonic appointment for legal consultation
- In most cases, 25% discount for ongoing attorney fees
- Excludes legal action against the employer or FRAP

Mediation

Includes a free 30-minute in-person or telephonic appointment with a mediator and in most cases, a 25% discount of the mediator's rate.

24-Hour Emergency Services

In the event of being jailed or arrested, provides access to legal providers after-hours and on weekends.

Financial Services

- Financial counseling designed to help restore financial balance to your life
- Free 30-minute session with a financial coach
- Consultation with a tax professional to address tax questions or discuss tax savings strategies

ID Theft & Resolution

The identity theft & fraud resolution program assists consumers with fraud-related emergencies and is a comprehensive, affordable, and expedient process.



Access Your FRAP

Call 800.633.3353 or visit mygroup.com > LOGIN

To access MY Portal: First time users enter **toch2026** for organization code. Then set up your account with your email address and a password. If you have previously logged in and have forgotten your password, please use the "Forgot Password" feature to have your password reset.