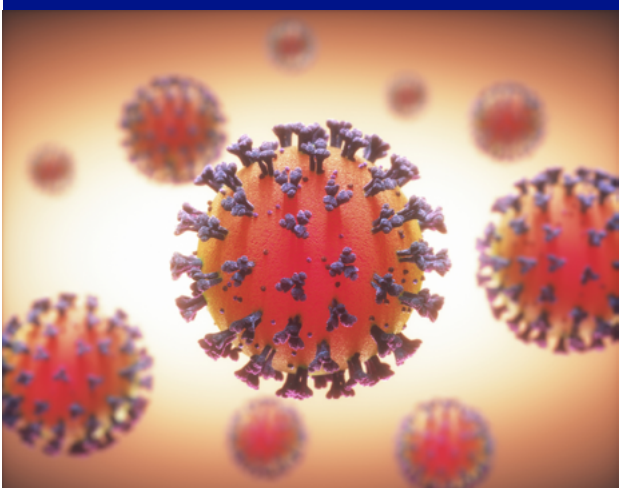
Coronavirus Counseling Assistance for Frontline Workers

866-536-0239

About

Idaho recognizes that the stress of responding to the COVID-19 outbreak put you — medical professionals, first responders, and other frontline professionals — at an increased risk for experiencing secondary traumatic stress reactions. The stress of the crisis may affect your mental health and your relationships. Support is being offered to you through the Coronavirus Counseling Assistance for Frontline Workers program.



Types of Services

Screening and Benefit Navigation

A toll-free hotline offering access to benefit navigators who will guide you in any behavioral health benefits you may have access to through your current benefits, and provide referrals to behavioral health resources. Screening and navigation services include:

- 24 hour, 7-day-a-week access to telephonic crisis counselors.
- Screening and benefit navigation 8am to 6pm (8am to 5pm Friday) Mountain Time.
- Coaching on how to access benefits and recommendations on available services in any region of the state.

5-Session Professional Assistance Program

For individuals who do not have access to behavioral health services through their current benefits, or who have significant financial or access barriers to those benefits, this program offers up to five sessions of confidential assessment and brief solution-focused problem intervention provided by licensed, professional counselors. Sessions are offered via telehealth services or, when appropriate given social distancing measures, face-to-face. Sessions can be individual, couples, or family counseling. In addition to five counseling sessions, the program offers participants:

- A national, licensed, and credentialed provider network for appropriate access to urgent and non-urgent care.
- Beyond program visits, referral to additional behavioral health services and community resources based on the client's needs, recommended treatment, and financial means.
- Substance use expertise and referrals for treatment of chemical dependency and other addictions.
- Online lifestyle tools and resources including legal, financial and identity theft information, calculators, tip sheets, and webinars.

IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF BEHAVIORAL HEALTH