



Coronavirus Counseling Assistance for Frontline Workers Program

What is this program?

The Idaho Department of Health & Welfare has launched a new Coronavirus Counseling Assistance program for individuals who are at an increased risk for experiencing secondary traumatic stress reactions related to their roles in responding to the COVID-19 outbreak.

What is the purpose of the program?

The program is designed to help eligible “frontline professionals” deal with the stress of the crisis and its potential effects on their mental health, their relationships, and other aspects of their lives.

Who is eligible for the program?

The program was implemented to help medical professionals, first responders, and other frontline professionals. We have confirmed that IYR clinical and therapeutic positions are eligible, as well as direct care staff such as the youth specialists at Hays House. Family members and other dependents are not eligible, except as described below for couples and family counseling.

What services does the program provide?

- 24-hour, 7-day-a-week toll-free access to telephonic crisis counselors.
- Toll-free hotline connecting you with benefit navigators who will guide you in identifying and accessing any behavioral health benefits you currently have through your IYR or other benefit plans (this service is available 8 am to 6 pm, Monday-Thursday, and 8 am to 5 pm on Fridays).
- Recommendations on available services in any region of the state.
- For individuals who don't have access to behavioral health services through their current benefits, or who have significant financial or access barriers to those benefits, the program offers up to five sessions of confidential assessment and brief solution-focused problem intervention provided by licensed, professional counselors. These 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.

How can I access these services?

Call 866-536-0239. You will experience a brief screening to confirm eligibility and benefit status.