

# Student Assistance Program Overview

We are always open.

The Care Center is staffed with master's-prepared counselors 24/7, including weekends and holidays.



## Access

- Free and confidential services\* to students and family members
- Unlimited 24/7 assessment, counseling and individual crisis intervention or assistance with stress, depression, and personal problems, family and relationship concerns, substance abuse issues, and parenting concerns.
- Multiple modes of access and engagement available (phone, video, private chat, text, email)
- Access to language line services (140+ languages)
- TDD/TTY capabilities for the deaf and hard of hearing

## Online & Mobile Tools

- Mobile app providing immediate access to all our primary services
- Highly interactive website (mylifematters.com), with French and Spanish versions available
- Wellbeing assessment, including profile results, goal-setting tools, goal trackers, resource library
- Physical and behavioral health risk assessments
- Webinars and learning modules covering topics in life, work, family and wellbeing

## Life and Wellbeing Resources

- Verified referrals, as needed, to:
  - Services covered by insurance
  - Community programs and resources tailored to client needs
- Online searches for child and elder care services, schools, pet resources, etc.
- Legal consultation (telephonic or in-person) for help with traffic citations, family law including divorce and child custody issues, personal injury cases, landlord tenant concerns, criminal law issues and bankruptcy and debt.
  - Will kits; simple wills at no or low cost
  - Online legal templates and forms
  - 6-page document review
  - Phone call or letter prepared by attorney to resolve simple disputes
- Financial consultation (telephonic) for help with designing a budget, options for getting out of debt, credit report review, general financial planning questions, planning for retirement or a child's education, and understanding insurance options.
  - Unlimited financial consultation with certified financial representatives
  - Online educational materials and calculators
- Identity theft consultation and resources
  - Identity theft counseling with a consumer credit counselor
  - Identity theft guidebook, articles and tip sheets

\*Services provided directly by the Student Assistance Program are free, if referred to outside resources, client will be responsible for any costs. Student Assistance Program Services is underwritten and administered by Empathia, Inc., a separate and independent company from Academic HealthPlans.