



## **BPA Health Student and Family Assistance Program (SFAP) Services Program Description for School Districts of Idaho**

At home and in school, students constantly face barriers to achieving their full potential. Life is fraught with relationship issues, performance expectations, and a myriad of acute personal issues that stand in the way of a student's success. At BPA Health, we believe that it is crucial for students to have the resources and support to work through personal issues in a safe, neutral environment with a licensed behavioral health clinician. Students who learn healthy coping skills and feel supported are more present in class and develop into better adjusted citizens.

BPA Health is pleased to offer a Student and Family Assistance Program (SFAP), which provides short-term, problem-focused therapy to students, grades K-12, and their families. The purpose of this program is to reduce problems that interfere with a student's academic success and assist the student in working through personal issues that are a barrier to achieving their highest potential in all aspects of life. By allowing students access to our select provider network, we reduce the workload of the school counselor and provide a safe space for personal and family growth.

### **SFAP Services Description**

For students and family members of students including legal guardians and siblings, the SFAP is a free, confidential counseling and community referral service helping students deal with problems in their daily lives. BPA Health member services include, but are not limited to:

- **Face-to-face or via video** confidential assessment and brief solution-focused problem intervention provided by licensed, professional counselors - experienced in providing SFAP services and vetted specifically for this program. *Parent or guardian must authorize service on behalf of their minor child*
- Toll-free **crisis hotline** telephone access available *24 hours per day, 7 days a week*
- A specialized, licensed and credentialed provider network for access to appropriate urgent and non-urgent care.
- **Referral to additional behavioral health services and community resources** based on the client's needs, recommended treatment, and financial means.
- Access to the **full suite of Legal, Financial, and Work/Life** services and resources that are available to our EAP.
- Customized access to BPA Health's website; [www.bpahealth.com](http://www.bpahealth.com).
- **Promotional materials** such as customized flyers, wallet cards, and posters designed to instruct and remind school staff, students, and their families of how to easily and confidentially access the SFAP.

- Legal Assistance: Family members can obtain consultation for any legal issue (with the exception of anything related to employment law or disputes) through the SFAP.
- Financial education and counseling: family members can access a program of comprehensive financial support services-empowering them to care for their students, work and home, rather than on financial concerns.

### **BPA Health's SFAP for Administrators and Staff**

Students who have the support of their administration in solving their personal problems return a greater rate of productivity. BPA Health offers many services to schools that include but are not limited to:

- Designated trained account managers
- Comprehensive, periodic utilization, activity, and satisfaction reports.
- Timely Critical Incident Response (CIR) services that include onsite crisis response debriefing after emergencies to meet the needs of students and administration.

**Critical Incident Response is triggered by one of, but not limited to, the following events:**

- Sudden death of a student or member of staff
- Suicidal death of a student
- Incidents of on-campus violence
- Onsite or online student and family orientation
- Onsite or online staff orientation and training.
- Printed and electronic educational and promotional materials to promote easy, confidential access to the SFAP.

### **BPA Health Website**

Our site-[www.bpahealth.com](http://www.bpahealth.com)-provides information about BPA Health, SFAP benefits, processes and forms, offers behavioral resource links, and offers a provider search tool. Each district will have a customized login to the site. A specific SFAP page will be created on the site prior to the district's go-live.

### **Resource Library**

Workplace Options' state-of-the-art website features an extremely comprehensive level of resource articles, assessments, and audio and video files covering emotional well-being, health and wellness, as well as childcare, elder care, adoption, and education. The search feature allows for instant retrieval of relevant articles, tip sheets, tools, and resources specific to a particular topic.

**For more information about BPA Health's SFAP, please contact Jeremy Battershell at 208-947-1284 or [Jeremy.battershell@bpahealth.com](mailto:Jeremy.battershell@bpahealth.com).**