



Your digital front door to everything Concern has to offer. After a quick digital assessment, Luma will create a custom dashboard of select life balance solutions and self-help tools personalized to your needs and will match you to a counselor when needed.

City of Santa Rosa – FIRST RESPONDERS

Services are available to all full-time and part-time Fire Department and Police Department employees working 20 or more hours per week and to their spouse/domestic partner, family/household members and dependent children up to age 26 living outside of the household.



Visit employees.concernhealth.com and log in with your company code **SantaRosa** for easy access to all available Concern services.

Counseling Benefits

In-Person, Telephone, & Video Counseling

Concern offers assessment, crisis intervention, referrals, and confidential short-term counseling for help with personal issues. [First responder specialty panel counselors are available.](#)

Up to 10 visits, per problem, per year with a skilled Concern counselor for help with: Difficulty with relationships • Emotional distress • Job stress • Communication / conflict issues • Alcohol or drug problems • Loss and death

Online Therapy

Concern now offers more ways to connect with a dedicated counselor via:

- Phone
- Video
- Chat
- Text (asynchronous messaging)

This secure web-based technology gives you the flexibility to access your counselor from anywhere at any time.

Life Balance Solutions

Financial Coaching

Get sound financial guidance to help you manage money wisely and develop long-term financial security. Referral includes up to two 30-minute telephone consultations. Example topics: Money management • Debt management • Identity theft resolution • Tax issues

Legal Consultation

We can link you to a local attorney for a free 30-minute office or telephone consultation for legal issues not related to employment. These may include: Estate planning • Wills & living trusts • Landlord-tenant matters • Immigration • IRS matters • On-line legal forms

Adult Care Resources

We'll help you find the most appropriate resources to help you care for an elderly or disabled relative. A complimentary copy of **How to Care for Aging Parents** is available upon request.

Parent & Childcare

Referral available to quality providers for a variety of services, including: Family day care homes • Infant centers & Preschools • Adoption Assistance • Before/after school care • In-home childcare • 24-hr care • School-age & College Assistance • Complimentary New Baby Kit

Help Wherever You Are

Accessible from your phone, tablet or computer. Easily get the help you need, when you need it:

- Simple digital intake
- Client-counselor matching
- Video counseling self-scheduling
- Guided self-help tools
- Digital therapeutics

