University of San Francisco

Services are available to all benefit eligible employees, and to their spouse or legally domiciled adult, and dependents.

Counseling Benefits

In-Person, Telephone, & Video Counseling
Concern offers assessment, crisis intervention, referrals, and confidential short-term counseling for help with personal issues. Up to 8 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

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

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.

For questions about Concern services, or for immediate support:
Call 800-344-4222 or visit employees.concernhealth.com