

Helping families help themselves

Our promise to you and your family

Your privacy is protected in accordance with both federal and state laws regarding mental health and medical treatment records. The professionals within the Student and Family Assistance Program make every effort to protect your privacy and ensure that your participation in the program is completely confidential.

Program access

Call 800-236-3231 and identify yourself as eligible for SFAP services through your school district.

“The counselor was very kind and provided a caring attitude when I needed to talk with someone regarding issues concerning my teen son.”

– A grateful parent



Student & Family Assistance Program

800-236-3231

Aurora.org/EAP

Brought to you through a partnership between your school district and Aurora Health Care.



Student & Family Assistance Program

A free and confidential resource

800-236-3231

Aurora.org/EAP





Proven results: We can make a difference for students and families.

Welcome to the Student and Family Assistance Program (SFAP)

A healthy home and family life helps to nurture academic excellence. To promote healthy homes, minds and families, your school district is proud to offer a Student and Family Assistance Program. Sponsored by the Aurora Employee Assistance Program of Aurora Health Care, the counselors of the SFAP have been serving Wisconsin families for more than 25 years. Our dedicated team of professionals is committed to helping you find healthy solutions for life. Solutions that can help you and your family deal with the complications of your busy lives, solutions that get results quickly, conveniently and confidentially.

“My counselor saved my life. It was very hard for me to admit that I needed help. She was so understanding of my needs and so gentle. I felt safe.”

– A grateful client

How it works

The Student and Family Assistance Program is available at **no charge** to all district students and families residing in the same household.

Help begins when a family member or legally responsible adult calls the SFAP. Based on your needs, our specialists will:

- Immediately connect you by phone with a professional SFAP counselor who will consult with you.
- Schedule an in-person or phone appointment with an SFAP counselor for you or for your family. Confidential consultations are available at no charge. Many times, a family’s concerns can be resolved within those sessions, saving time and money. If your situation requires further treatment or additional support, your SFAP counselor can assist you with an insurance-based referral or community resources.
- Link you with our specialized services that help families with other common issues, such as financial concerns, legal issues, elder care, child care and others.

All services are confidential. No information about you or your family situation will be shared with school personnel or the district without your permission.

Legally, services must be scheduled by an adult member of the family. Any child served through the SFAP must be seen with a parent or legal guardian.



When to use the SFAP

This varies from person to person. Generally, it is wise to seek help when a problem:

- Occupies too much of your time
- Interferes with normal activities
- Persists for more than several weeks

Typical concerns may include:

- Anxiety and depression
- Academic pressure issues
- Marital/relationship issues
- Stress management
- Child/family issues
- Alcohol/drug issues
- Divorce/blended families
- Parenting issues and questions

Additional services Seeking a healthy balance

The following services are available to help families quickly and conveniently address other issues that may impact their lives:

- Child care resources
- Elder care resources
- Financial consultation
- Legal consultation and mediation
- Adoption information

To learn more about these services, please visit Aurora.org/EAP or call 800-236-3231.