STUDENT COUNSELING SERVICES
FREE CONFIDENTIAL HELP FOR YOU

LEARNING, WORKING & SUCCEEDING CAN REQUIRE SOME HELP. TAKE IT!

Call Free Anytime for Help From Counselors
866-849-1687
Mobile App Available

HELP
Help for problems hurting you or your school work.
• Counseling is off-campus or a mobile app. You make the appointments.
• Texans Can Academies receives no information about who uses the program or why.
• Written consent from a parent or legal guardian is required for students under 18.

You decide when you want help; sooner is better than later.

You decide how you want it; in a local counselor’s office or through a mobile app.

WHAT TO EXPECT WHEN YOU CALL:
A private number, open for you 24 hours / 7 days a week for emergencies or to schedule appointments.
Caring people to help and treat you respectfully.
Up-to-three [3] counseling appointments for each different problem you may have in a year.
What is the Student Assistance Program (SAP)?

- The SAP program is a free counseling service offered to students of Texans Can Academies. Authorized counseling will be provided by licensed local counselors. Its purpose is to provide students with brief counseling to help them to cope with problems affecting their school or personal lives.

When will the SAP program be available?

- It begins May 1, 2018 and will be available to enrolled students for twelve months of each year.

How can students access the counseling services?

- The SAP program can be reached 24 hours / 7 days a week by calling our toll-free telephone number [866-849-1687] or through a mobile app [iConnectYou – registration and access information available separately] offers an alternative connection.

- Full-time clinicians respond to calls for emergencies or to schedule appointments. Crisis intervention is available at all hours through a live response from our clinical group.

How many sessions are offered to students?

- Up-to-three counseling sessions for non-crisis events are authorized for each problem.

- A telephone assessment will collect basic clinical and social information; telephone assessments are not part of the three-session allowance.

- A full clinical assessment is made at the first counseling session.

What is the cost for services after the three sessions have been used?

- Should a local counselor believe that more than three sessions are needed for a problem, they will discuss options with a Clinical Case Manager from Student Assistance Programs & Training Services.

- If the Clinical Case Manager agrees that more sessions are appropriate, the local counselor will discuss payment options with the parents/legal guardians such as: insurance, reduced fees and payment plans.
SAP Program – Frequently Asked Questions
Page 2

Does the SAP program provide counseling services for family members?

• Where family members are essential to the treatment of a student, they will be included in the authorized sessions at no cost.

Is there an age limitation for receiving face-to-face counseling?

• Student considered minors (under age 18) receive face-to-face counseling (only) with local authorized therapists after obtaining parent/legal guardian consent. The SAP program consent form can be found on the Texans Can Academies website.

• Students over the age of 18 have the option of face-to-face counseling, by telephone, or a mobile app service.

• Students and parents/legal guardians may refuse or terminate services at any time.

How are students referred for services?

• Students may self-refer or a student advisor may make an informal referral by helping the student or parent/legal guardian contact the SAP program for an initial assessment.

Are counseling services confidential?

• Yes. The SAP program cannot share information with student advisors or staff. Parents/legal guardians solely determine what and if they will share student information with student advisors or staff.

What is the Mobile App that has been mentioned?

• The SAP program includes a multi-option app for all students named, iConnectYou. The mobile app operates on IOS (version 6 or later) or Android devices and other connected electronic devices.

How can students use the mobile app?

• There is a simple sign-in (register) through a supported device. Thereafter, the app permits navigation to Resources/Web-support, Communication [telephone only] and Account Management features.
What if students have problems using the mobile app?

- A Quick Start Guide and an ongoing reference for *iConnectYou* is posted on the Texans Can Academies website.

What is the process for undocumented students?

- The SAP program makes no distinction for immigration status; it considers all registered students to be eligible for its services.

Who should I contact with questions or request information about the SAP program?

- Email to TCA@studentassistanceprograms.net.
Instant Support
ICONNECTYOU: YOUR STUDENT ASSISTANCE PROGRAM ON THE GO

FEATURES:

- Access your Student Assistance Program at the click of a button
- Calls and articles
- Answered 24 hours a day, 365 days a year
- Students can connect with experts instantly and make arrangements for a later appointment
- Accessible by iOS and Android devices
- Browse our self-help resources with a few swipes on the phone

iConnectYou is an app that instantly connects you with professionals for instant support and help finding resources for you.

To access iConnectYou, download the app from the App Store (iPhone) or Google Play (Android) and register using the ICY passcode below.

Call Direct: 1-866-849-1687, Select 1

Student Assistance Programs
& TRAINING SERVICES LLC

ICONNECTYOU PASSCODE: 135543
INSTALLATION

- Download and install iConnectYou application from App Store (iOS/iPhone) or Google Play Store (Android)
  - Download instructions available separately
  - Compatibility: Requires iOS 6.0 or later.
    - Compatible with iPhone, iPad, and iPod touch.
    - This app is optimized for iPhone 5 or later.
    - Requires Android OS Jellybean and later.

SIGN IN

- Enter your e-mail (user name)
- Enter your password
- Tap “Go” on the keypad.
  - If you do not have an account tap the “Register” button to make your account registration
  - If you forgot your password tap the “Forgot Password” button to recover it
REGISTRATION

- Complete the account information fields – first and last name, e-mail, password (you must type the password twice – once in the “Password” field and again in the “Confirm Password” field to ensure you typed it correctly), choose your country from the flag dropdown menu (it will insert your country code automatically), insert your phone number (use the number of the cell phone from which you run the application), company passcode (use the passcode provided by your school), select language and time zone.

- Tap the “Register” button to complete the registration.
iConnectYou Application Home Screen

- Once you login the home screen shown below appears (see left figure) with the TCA logo and the main communication functionality button for phone call.

From the navigation screen (see right figure) you can access:

- **Resources** – list of articles that you can read;
- **Communication** – phone call to speak with counselors and see the history of your actions in the application;
- **Account** – your settings (company, account, passcode, etc.) and sign out from the application.

Use this button to switch to the navigation screen and **to toggle again to the home screen**.
RESOURCES – ARTICLES

From the application navigation screen tap on the “Articles” from the “Resources” menu; you will see the categories of all articles available for your school. For each category you will see the number of available articles; tap on the category to see the specific articles from the category. If you wish to find specific articles, just type your search criteria in the “Search” box of the Categories screen and you will see the articles that meet your criteria.

The articles already read by you are shown in grey color.

Tap on the title of the article to open and read it. When the article is opened, use the “Back” button on the top left corner of the screen to return to the list of categories and articles.

Guide to Quitting Smoking: Quitting

Steps to Take on Your Quit Day

Today’s the day you start your smoke-free life! Remind your family and friends that today is your quit date. Ask them to support you during the first few days and weeks. They can help you through the rough spots.

Using Your Support Program

If you decided to use a support program, use it fully. Go to the sessions. Call your program’s telephone “quitline.” Visit their Internet site. The more support you get, the more likely you will quit for good.
COMMUNICATION

From the “Communication” menu you can perform the following action:

**Phone Call** – make a phone call to the school pre-configured phone number; you can also use the green “Call” button to make this call.

- Note: the call will be made directly from your cell phone, not within the application.
- **History** – see the history of your actions in the application; the Request History screen shows the history of your phone calls. See the right figure for details.
  - Click on a specific request to see more details.

**ACCOUNT - SETTINGS**

- From the navigation screen tap on the "Settings" from the "Account" menu; the Settings dialog on the right appears. Here you are able to see the names and identifiers of your school and account, the current passcode, as well as iConnectYou client application version.
Section 1: Student Information:

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<thead>
<tr>
<th>Name</th>
<th>DOB</th>
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Section 2: Parent/Legal Guardian Information:

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Telephone</th>
<th>Date of Birth</th>
<th>Email</th>
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<tbody>
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<td>❑ Home</td>
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<td>❑ Do not leave messages</td>
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<table>
<thead>
<tr>
<th>Street Address</th>
<th>City, State, Zip Code</th>
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</thead>
</table>

Section 4: Reason for Referral:


Section 5: Terms regarding consent to contact and program services:

The completion and submission of this form allows the Student Assistance Program & Training Services (SAP/TS) to contact the parent/legal guardian listed in Section 2 of this form in order to complete a telephonic assessment regarding the referral made by the Student Advisor/Texans Can Academy.

Section 6: Terms regarding Student Assistance Program scope of services:

I understand that the contact for myself with SAP/TS is for limited counseling services, which can include a telephonic assessment and/or referral for brief treatment for specified problems. I understand that Texans Can Academies prepays the Program and that no cost will be incurred by me for these services.

It may be recommended by the SAP/TS Program that I obtain further counseling or assistance through my major medical provider or a social service agency that provide services as recommended from the SAP/TS. I understand that neither Texans Can Academies, nor SAP/TS is responsible for the costs of these extended services.

I understand that if my child/dependent has their eighteenth birthday during the course of this referral, this consent will no longer be valid and all communication between the SAP/TS and the parent/legal guardian will cease to exist on and thereafter the student’s eighteenth birthday.

Section 7: Terms regarding the release of information:

I understand that the Student Assistance Program & Training Services will not release any information in regards to my child/dependent’s referral to the Student Advisor listed above or any member employed at Texans Can Academy. I understand that any information released to the Student Advisor in relation to this referral will be solely up to I as the parent/legal guardian.

Section 8: Consent/Agreement to terms of referral (please note that a parent/guardian signature is required):

I may withdraw this consent at any time by notifying SAP/TS in writing and also understand that this consent will expire automatically one year from the date of the parent/guardian signature below. I hereby acknowledge that I have read each of the above statements and have received a satisfactory explanation of each item. As the parent/legal guardian, I do agree and accept these terms.

<table>
<thead>
<tr>
<th>Parent/Guardian Signature</th>
<th>Student Advisor Signature</th>
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<tbody>
<tr>
<td>Date</td>
<td>Date</td>
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Submit completed forms to ManagerConsult@workplaceoptions.com or via fax: (866) 240-3933. As all referrals contain Personal Identifying Information (PII), email communication between SAP/TS Program and parent/legal guardian will occur through secure email system called Barracuda.