

Frequently Asked Questions

Revised: 10/15/2018

What is the Student Assistance Program [SAP]?

- The Student Assistance Program is a free counseling service offered to enrolled students of Texans Can Academies (TCA). The purpose of the Program is to provide students with crisis intervention and brief counseling to help them cope with problems affecting their school or personal lives. Authorized counseling services will be provided by licensed local counselors.

When are SAP services available?

- SAP services are available 24 hours / 7 days / 12 months of the year.

How can students access the crisis intervention and counseling services?

- For crisis intervention and counseling services the SAP program can be reached by calling a toll-free telephone number [[866-849-1687](tel:866-849-1687)] or through a mobile app, *iConnectyou* [registration and access information available separately].
- Full-time clinicians respond to crisis calls and conduct telephone assessments. Crisis intervention is available immediately at all hours from our clinical group. Initially, crisis calls from a student under 18 [“minor”] do not require written permission of a parent/legal guardian; however, once the situation is stabilized, the SAP program may contact the parent/legal guardian for follow-up.

How many sessions are offered to students?

- Up-to-three [3] 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. Telephone assessments determine assignment to local clinicians.
- There are no limits to responses for crisis calls.

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When will the Program contact the parent/legal guardian and student to conduct the telephone assessment?

- Once the SAP program has received the written consent form signed by the parent/legal guardian, it will call the parent/legal guardian within two [2] workdays; should the parent/legal guardian not be available for the call, the SAP program will leave a voice message with callback information [an email is also sent to the parent/legal guardian, if that address is available].
- Should the parent/legal guardian not receive a call and/or email within two [2] workdays, they [or a TCA staff member involved with the student] should email the specifics to both Dr. Jose Luis Torres [jltorres@texanscan.org] and Paul Fleming [paul@studentassistanceprograms.net] for immediate follow-up.

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

- Should a local counselor believe that more than three [3] sessions are needed to assist with a student's problem, they will discuss options with a Clinical Case Manager from the SAP program.
- If the SAP program Clinical Case Manager agrees that more sessions with the local counselor are appropriate, the counselor may discuss payment options with the parents/legal guardians such as insurance, reduced fees and/or payment plans. Alternately, the SAP program Clinical Case Manager may coordinate referral of the student needing more intense care to a local community resource [often one under contract to Texans Can Academies].

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?

- There is no age limitation for students enrolled at Texans Can Academies.
- Students over the age of 18 can receive telephone assessments and have the option of face-to-face counseling or by telephone without permission of parents/legal guardians.

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- Services for student under 18 [“minors”] are regulated by Federal and State law. Minors can receive telephone assessments and local counseling only after a written consent form signed by the parents/legal guardian has been received by the SAP program. Consent forms signed by parents/legal guardians may be submitted by TCA staff, but parents must be with the student for the telephone assessment and at least the first face-to-face counseling session.
- The SAP program consent form is on the Texans Can Academies website.
- 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 TCA staff person may make an informal referral by helping the student or parent/legal guardian contact the SAP program for an initial assessment. Note the process above for written consent of parents/legal guardians.

Are counseling services confidential?

- Yes. The SAP program does not share information with anyone, including student advisors or staff. Parents/legal guardians solely determine what and if they will share student information with student advisors or staff.
- Students over the age of 18 have the option of face-to-face counseling, by telephone, or a mobile app service.

What is the Mobile App that has been mentioned?

- The SAP program includes a multi-option app for all students named, ***ICoconnectYou***. The mobile app operates on IOS (version 6 or later) or Android platforms for telephones and other connected 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.

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What if students have problems using the mobile app?

- A Quick Start Guide and an ongoing reference for ***ICConnectYou*** are posted on the Texas Can Academies website.

What is the process for undocumented students?

- The SAP program makes no distinction for immigration status; it considers all students 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.