

**SERVICE PROVIDER AGREEMENT
HOUSTON GALVESTON INSTITUTE
LAMAR CONSOLIDATED INDEPENDENT SCHOOL DISTRICT**

STAFF SUPPORT SCHOOL YEARS 2023-2026

The Houston Galveston Institute (HGI Counseling), a private, 501(c)3 non-profit organization, was founded in 1978 to meet the demand for mental health professionals seeking to increase their understanding of families and their skills in systems-oriented therapy with individuals, couples, families, and groups. It has distinguished itself by its unique developments in brief therapy and has been acclaimed for a Collaborative Therapy approach which emphasizes the therapeutic relationship, the role of language, narrative and conversation in therapy, the not-knowing position, and the translation of these concepts into work with difficult life situations.

Our commitment is to serve people, not the categories that they are boxed into. We recognize the importance of these categories as labels that help professionals communicate with each other; however, they are not equivalent to a person's identity. This means that we work with people who are typically considered chronic treatment failures, resistant, multi-problem and difficult, or people facing multiple challenges that are blocking their success. We regard people as possessing the strengths and expertise to manage personal and professional lives in a healthy, productive manner. We work with people in respectful, cooperative partnerships to access natural resources and competencies and to develop ways to address their concerns and solve problems. At HGI, we are determined to learn from our clients: what *they* think they need; what *they* would like to accomplish; and, how *we* can best be of help.

For forty-five years, HGI has served clients who are underserved and underprivileged in our community, offering sliding scales and pro-bono services. HGI has a reputation of training respectful, caring, culturally competent and giving professionals, and of "doing what's needed" to respond to each individual's/family's situation. It is with these common values, which HGI shares with LCISD that we look forward to a strong and effective partnership to address the mental health needs of the staff in the Lamar CISD.

The success of the HGI/LCISD student therapy program in the 42 LCISD schools we serve led to the development of this program to also support the staff at all 51 LCISD schools. Supporting LCISD employees navigate life's ups and downs and helping them develop tools to self-regulate and process the issues that come their way will also support the students in the LCISD schools. In addition to supporting all LCISD staff, this program is intended to provide additional support to new teachers in their first three years to provide tools, support, and encouragement so they can better weather the initial overwhelm of teaching and help them be their best for their students and, ultimately to lead to the longevity of their careers as teachers, reducing the higher rates of attrition for new teachers.

COUNSELING / LIFE-COACHING SERVICES

HGI will provide virtual counseling/life-coaching sessions for all LCISD staff—at an estimated potential response of 700 calls/sessions per month from employees, which may from time to time include their families, or group therapy or workshops.

If a unique need for certain group or certain issues arise, HGI will also offer group meetings or workshops for a wide range of emotional, behavioral, and interpersonal problems. These services will be offered on site, at the schools or at Brazos Crossing. However, individual sessions will be virtual, and available in real-time from 7 a.m. to 5 p.m. Tuesdays, Wednesdays, and Thursdays

throughout the school year [Question: do we want to offer through the calendar year?]. Additionally, LCISD staff may schedule appointments with HGI therapists outside of the hotline hours as needed to ensure this support is accessible to as many employees as possible. HGI Counseling will account for sessions conducted outside of the hotline hours and ensure a balance is kept between hotline and scheduled sessions as to not exceed the budgeted estimate of 700 calls/sessions per month on average. As this is the first year of this program, HGI Counseling will keep detailed statistics about the program participation and be prepared to make adjustments as needed to fit the practical needs versus the anticipated needs. HGI will review the number of calls, whether they are immediate or scheduled, and missed and rescheduled calls to ensure we meet the actual needs versus the anticipated needs. HGI will also evaluate and revamp technological solutions as necessary to ensure the best customer service and support to LCISD staff.

The following are the specific services (and service providers) that are part of the HGI-LCISD Staff Support Program partnership for the school years 2023-2026.

Covered by LCISD

- LCISD will secure funding for a targeted 50% support level for all 51 campuses plus Brazos Crossing which amounts to 700 sessions each month, equaling \$808,000.00 for each school year. HGI will invoice LCISD for a full calendar year in quarterly increments of \$202,000.00, including the summer, or three invoices for \$269,333 for the 9 months of the school year.
- The scope of the individual mental health services provided by HGI are best described as a “virtual mental health urgent care clinic” and do not include the following mental health services already provided by LCISD:
 - Crisis response (incidents that require police or the LCISD crisis team)
 - Long-term therapy to work on deep issues—these will be referred to their medical insurance coverage.
 - Documentation of a diagnosis or issue that would excuse the employee from work. This type of documentation should be provided by a therapist providing long-term care to the client.

Covered by HGI and LCISD

- Marketing of the program will be jointly conducted by HGI and LCISD through flyers, announcements, emails, direct conversations with staff on campuses.
- HGI /LCISD school therapists will display the flyers in their offices on campus and talk to staff about the hotline as they encounter staff at their schools.
- LCISD will market the virtual support hotline to LCISD staff in schools where HGI doesn't have a presence.
- HGI will work with Jamie Vincek to provide schedules, flyers, and reminders about the Tune-up Tuesday groups to support new teachers. These groups will be held at a minimum of twice a semester and scheduled to maximize attendance by the new teachers by offering multiple times, dates, and locations to make attendance as easy as possible.

Covered by HGI Counseling

- Metrics gathered about the program will be agreed upon by HGI and LCISD and collected by HGI to be shared with LCISD on a schedule determined by both organizations.
- Licensed counselors who speak English and Spanish who are available for live hotline sessions or scheduled sessions outside of the hotline hours.
- During peak seasons, sessions will be limited to a series of six sessions per employee. If individuals require more support, they will be referred to HGI's Open Community program that serves individuals on a sliding scale. During non-peak seasons, HGI therapists will be given discretion regarding extending sessions when a need is determined.

CLIENTS FEES AND PAYMENTS

There will be no cost to staff, families, administration or teachers in need of counseling services, due to the generous support provided by LCISD and local foundations. At peak use, if clients wish to continue past the allocated 6 sessions, they may be referred to HGI Counseling's Open Community program, which offers a sliding scale fee schedule. All effort will be made to accommodate every employee, including balancing schedules to accept more than the maximum expected monthly sessions if previous months were slower, when possible.

CLIENT CONFIDENTIALITY AND INFORMATION EXCHANGE

Confidentiality will be honored and maintained by HGI staff. All clinical records, including the session notes and intake forms, will be maintained and stored through Therapy Notes, HGI's online database, in accordance with HIPAA regulations.

Periodically throughout the school year, LCISD will provide a written summary, giving narrative and other feedback, regarding the advantages and challenges that partnership with HGI provided, including suggestions for improvement. HGI will also provide periodic reports of internal meetings and suggested improvements we can make internally, including technology investments. HGI and LCISD will determine a team to meet regularly to discuss issues, suggestions and adjustments to the program to ensure success.

PROPOSED COST OF SERVICES

The following arrangements have been made to support the above positions/services.

LCISD is responsible for writing, maintaining, and reporting of the grants and funds that support this program for the first three years. LCISD will pay HGI \$808,000 for billed services on a yearly basis from grant-provided funds. HGI will invoice quarterly for a calendar year or a school year as both parties agree.

All positions will be supported by HGI supervisors and faculty, and additional clinicians and trainers may be invited to participate in special situations and circumstances.

MOU DURATION

This project will have a proposed duration of 36 months from August 14, 2023, and can be extended with the agreement of both parties.

Carrie Koch
Houston Galveston Institute
Interim Executive Director

Date

Dr. Jonathan Maxwell
Executive Director of Student Programs
Lamar Consolidated Independent School District

Date