



UNITED INDEPENDENT SCHOOL DISTRICT AGENDA ACTION ITEM

TOPIC: Approval to Implement a Pilot Program to Provide Virtual Mental Health Consultations for High School Students

SUBMITTED BY: Christina Uribe Flores, Director of Guidance and Counseling

OF: Curriculum and Instruction Department

APPROVED FOR TRANSMITTAL TO SCHOOL BOARD: _____

DATE ASSIGNED FOR BOARD CONSIDERATION: January 23, 2019

Recommendation:

Approval to provide a pilot program to United High School and United High School-9th Grade students the access to licensed mental and behavioral health specialists trained to assess and assist at-risk students via DialCare. This program offers virtual counseling sessions via phone, video or secure chat with licensed counselors, 7 a.m. to 10 p.m., seven days a week.

Rationale:

Budgetary Information:

No charge to United ISD for the one year pilot.

Board Policy Reference and Compliance:

Implement a Pilot Program to Provide Virtual Mental Health Consultations for High School Students

Presented by Christina Uribe Flores
Director of Guidance and Counseling
January 15, 2019



DialCare Mental Wellness Objective

- ▶ Response to Governor Abbott's School Shooting Response Plan
- ▶ Incorporates a high-impact telehealth program with a focus on mental and behavioral health assistance to all school districts throughout the state
- ▶ Provides a sophisticated and effective telehealth solution, leveraging both technology and improved access to care that aligns with the Governor's desire to provide mental health evaluations that identify students at risk of harming themselves and others and provide them with help.

Source: 2018 DialCare



About DialCare

- ▶ DialCare offers 30-minute virtual counseling sessions with licensed counselors, seven days a week, 7 a.m. to 10 p.m. via phone, video or secure chat.
- ▶ Behavioral Health counselors work with such conditions such as depression, stress, eating disorders, addiction, relationships, anxiety, grief and more. It is not a crisis hotline for suicide.
- ▶ Texas-based company that leverages nearly 40 years of direct relevant industry experience.
- ▶ Regulated by and in good standing with the Texas Department of Insurance.
- ▶ On track to serve nearly 500,000 members by the end of 2018.



Features of the DialCare Program

- ▶ Students may schedule an appointment with a licensed and trained mental or behavioral health specialist between the hours of 7 a.m. and 10 p.m., seven days a week.
- ▶ DialCare's program will allow students to request the same counselor they have previously consulted with.
- ▶ If a student is in crisis the DialCare consultant will refer the student to a crisis counselor and stay on the line to transfer the student to the appropriate hotline for further help.



Why DialCare


- ▶ The company is able to engage with the school district to ensure program adoption
- ▶ They are able to engage staff and students to help drive program usage and positively impact student lives
- ▶ They provide marketing samples such as hallway posters, PTA flyers, e-mail campaigns to promote the program.



Mental Health Statistics

- ▶ 1 out of 5 adolescents has a diagnosable mental health disorder. Only 50% ever receive the help they need.
- ▶ Nearly 20% of teens seriously consider suicide each year. 1 in 12 each year attempt suicide.
- ▶ In 2014 an estimated 2.8 million adolescents had at least one depressive episode in the past year. That's 11.4% of the entire adolescent population of the U.S. 1 in 10 of all teens.
- ▶ 1 in 4 children in the U.S. are affected by an anxiety disorder. 80% are never treated.
- ▶ 35% of teens affected with ADHD have used one or more substances.

Source: The Teen Treatment Center



Proposed Implementation Plan

- ▶ Pilot DialCare Program at United High School and United High School Annex for one year at no cost to United ISD.
- ▶ Teachers and staff will receive training in February
- ▶ Students and parents will be informed in February
- ▶ Implementation will begin in March if approved
- ▶ Be able to gather data of use and benefits of the program

