

Frequently Asked Questions About ASCEND

Does this cost anything or do I need insurance?

These services are free. We are a resource paid for by the Salt Lake City School District so students can receive the supports regardless of your insurance or financial situation.

Will my student's information be kept confidential?

Yes. All information gathered from the survey and any counseling services will be kept confidential. All confidential information will be stored in an encrypted, online storage platform on a password-protected computer. The ASCEND team, Emerson Administration, and Emerson School Counselors will have access to the survey information. Only the ASCEND counselor will have information regarding counseling sessions. As the parent/legal guardian you can request updates from the therapist. Anything shared in a session is kept between the student and the counselor unless the laws requires it in these situations:

1. When there is a serious threat to the student's health and safety or the health and safety of another individual or the public.
2. If a court requires us to do so.
3. When a health service, such as a pediatrician, requests information to aid in a diagnosis or treatment plan.

How does the screener work?

The screener asks questions about some emotions and experiences students may be having. Their response creates a wellbeing measure. A high wellbeing measure would indicate that the student is handling every-day stressors and adjusting well to the many changes due to COVID-19. A low wellbeing measure would indicate that the student is struggling to handle every-day stressors and adapting to these changes.

If the student's survey indicates a low wellbeing measure, a member of the ASCEND team will contact you to discuss therapy options (group or individual) that will their needs.

Although a measure is not provided at the end of the survey, you may request your student's wellbeing measure by emailing Mandy Pumphrey (mandy.pumphrey@slcschools.org).

How did my student get flagged for potential therapy?

A wellbeing measure indicates whether a student is struggling to adapt to daily stressors and the various changes due to the COVID-19 pandemic. If a team member contacts you and you are not comfortable with your student participating in these services, you can always say "No Thanks". This does not disqualify your student from receiving help in the future if you change your mind.

What can I expect after my student takes the survey?

You will be contacted by December 4, 2020 if your student's wellbeing measure indicates they would benefit from therapy services. If contacted, the different therapy options will be explained to you. If you consent to having your child receive therapy services there will be some paperwork

and a brief intake interview to better understand the needs of your student. You will be given a start date by the therapist after completing the intake interview and paperwork.

You will not be contacted if your student's wellbeing measure indicates positive wellbeing and adjustment to the COVID-19 Pandemic.

Can I request therapy services even if my student's wellbeing measure is not concerning?

- You can request services but priority goes to those with a higher need and also depends on each clinician's case load.
- If you have specific concerns about your student and haven't been contacted, reach out to Zoe Romero (zoe.romero@slcschools.org) and she will arrange a 1 on 1 meeting to discuss your concerns.
- In the meantime, there is a weekly SEL-focused group any student can attend.

Can other family members receive services who don't attend Emerson?

Possibly. It will depend on the availability of the therapists. If you are interested in another sibling receiving services, contact Zoe Romero (zoe.romero@slcschools.org) and she will arrange a 1 on 1 meeting to discuss your concerns.

Can services occur in person?

Not at this time. All therapy will be held virtually. We will follow the SLCSO COVID-19 safety guidelines and adjust accordingly.

Are there any options for parents to receive counseling?

Not at this time. We will connect you with community resources.

If my student receives therapy, what are my responsibilities as the guardian?

- Participate in an intake interview that asks more detailed questions about your student's experiences and wellbeing.
- Help your student log on to therapy sessions. You do not need to be present for the sessions.
- Engage in ongoing communication with the ASCEND team about progress and concerns.
- In short – we try to make the level of involvement completely up to you. If you are busy, we don't want to add to your load. If you want more information to help your student at home, we can do that. If you want to have parent coaching sessions, we can do that too. If you want to know as little as possible once sessions start, no problem.

What other community resources are available?

Email Zoe Romero (zoe.romero@slcschools.org) to receive a complete list of community resources.

What if we are having an emergency situation at home?

- Do not call your therapist. We are not equipped to be an emergency response team.

- University Neuropsychiatric Unit's mobile resource unit
- Safe UT app
- Suicide hotline