

School Outreach & Enrollment

TCHATT Policy

# 1. Purpose

This policy sets forth requirements and guidelines for reaching out to and enrolling schools in TCHATT.

# 2. Scope

This policy applies to all HRIs and their subcontracted partners who receive Consortium funds to enter into formal agreements with school districts to provide TCHATT services. This policy does not apply to school outreach and enrollment related to Youth Aware of Mental Health (YAM).

# 3. Policy

## 3.1 Outreach Standards and District Statuses

TCHATT services will be available statewide to any public school district or charter school in Texas that expresses an interest.

 More than one HRI may agree to share responsibility for providing services to a charter school system, or two HRIs may agree to transfer responsibility for providing services to a charter school.

## 3.2 Memoranda of Understanding

Each HRI or their subcontracted partner(s) is expected to enter into a formal agreement with districts and public charter systems to provide TCHATT services, within the HRI’s catchment area, through a Memorandum of Understanding (MOU).

TCHATT services are available at no cost; contracts to provide TCHATT services should not include expectations of payment from school districts to HRIs.

Evergreen clauses in MOUs are strongly encouraged to avoid a lapse in TCHATT services.

MOUs may, at the request of districts or based on HRI preferences, include expectations about how fingerprinting and background checks will be conducted. HRIs are required to coordinate with partnering school districts to ensure state and local requirements for fingerprint-based background checks for school contractors are met.

TCHATT is a school-based service and districts should expect to coordinate the provision of services for students enrolled in TCHATT during the school day.

## 3.3 Onboarding Activities

Onboarding may be delayed by the HRI or the district when there is a waitlist for services and/or the HRI/district needs time to increase workforce capacity to ensure the demand for services can be met.

Districts may request to onboard only select schools within their district, and HRIs may request to onboard schools within a district gradually.

TCHATT district leads are responsible for maintaining their district’s Trayt accounts, ensuring access is added and removed for school liaisons when new staff are added or staff leave.

Trainings should be offered after the district signs the MOU, before referrals are submitted, and at least annually as a refresher.

## 3.4 Equipment

Equipment, or reimbursement for the purchase of equipment, should be provided to each active school if requested and if services will be on-campus. This should include devices required to conduct a telehealth visit on the school’s campus, such as laptops or tablets, and ancillary equipment such as device chargers, carts, and protective covers.

If the equipment is purchased and owned by an HRI, the HRI is responsible for maintaining an inventory of equipment, refreshing the equipment regularly, and providing technical setup assistance.

HRIs should build costs associated with equipment, inventorying, and technical assistance into their biennial budgets. Costs and equipment should be reasonable given the program’s scope and each district’s needs.

## 3.5 Non-Public School Outreach and Enrollment

Outreach to non-public and charter school entities is not an expectation of HRIs, however, HRIs may, at their discretion, enroll private schools and accept referrals from homeschooled students. Sections 3.2, 3.3, and 3.4 of this policy also apply to private schools when an HRI chooses to enroll them.

Enrolling entities that are not public, charter, private, or home schools is outside the scope of the program. Outreach to and enrollment of schools outside of Texas is outside the scope of the program.

# 4. Definitions

## Active School

The school has a signed and executed MOU.

## Onboarding School

An MOU has been executed but TCHATT services are not yet live.

## Pending School

A draft MOU has been sent for signature.

## Planned School

A draft MOU has not yet been sent to the school’s district.

## Inactive School

The school was previously active but has opted out of services or has an expired MOU.

## Declined School

The district or school has declined services and has never been active in TCHATT.

## Unresponsive School

The HRI has been unsuccessful in obtaining a decision from the school’s district.

## Subcontracted Partner

A hospital system or behavioral health provider organization contracted by an HRI to provide TCHATT services to students through an MOU with a school district.

## HRI

A health-related institution of higher education that administers the TCHATT program.

## Catchment Area

The geographic area where an HRI is designated to provide TCHATT services.

## Public or Charter School District

A district that operates a cluster of schools with oversight from the Texas Education Agency (TEA) and is assigned a school district code by TEA.

## Non-Public School Entity

A school or district that does not have oversight from TEA (private school) or an organization that serves children.

## Memorandum of Understanding

A formal agreement between an HRI and a school district to provide TCHATT services to the district’s students.

## Education Service Center

Regional organizations that provide services and support to school districts.

## Evergreen Clause

Language in an MOU that enables the agreement to remain in place without an expiration date.

## School Agreement List

A list of schools within an HRI’s catchment area and each school’s onboarding status.

## TCHATT

Texas Child Health Access Through Telemedicine. TCHATT provides short-term, school-based mental health services to students.

## TCHATT District Lead

A staff member from a school district who coordinates onboarding and maintenance of Trayt access for the district’s schools.

## TCHATT School Liaison

A staff member from a school who submits referrals and coordinates appointments for their school.

## Trayt

TCHATT’s centralized data management system. TCHATT school liaisons submit referrals in Trayt and HRIs document referral processing and session data in Trayt.

# 5. Procedures

## 5.1 Documenting Outreach to and Agreements with Schools

All schools will have a default status of Planned in the HRI’s school agreement list until additional contact with the school’s district leadership is made. The HRI responsible for providing services will reach out to districts and should include a combination of contact through various means such as email, mailed letters, in-person visits, conferences, and phone calls. Outreach should occur at least once every school year for planned, declined, and unresponsive schools. Some districts/schools may decline TCHATT services. HRIs should attempt to document the district’s reason for declining.

If, after three attempts to reach a district during the district’s operating hours, the HRI is unsuccessful, the HRI should engage the district's ESC to reach the district. If the district is still unresponsive after 30 days from the date the ESC was contacted, the district’s status should be changed to Unresponsive to Outreach. A good faith attempt to reach the ESC should be made but an unsuccessful contact with the ESC should not keep the HRI from changing the district’s status to Unresponsive to Outreach. The HRI should notify the district in writing that their status will be changed to Declined within another 30 days if the HRI is still unsuccessful in reaching the district.

Once a district has been reached and the school expresses interest in TCHATT services, the HRI should initiate an MOU between the HRI and the school district. The district’s status should be changed to Pending.

After the MOU has been executed, the district’s status should be changed to Onboarding. A district’s status is changed to Active after the HRI has provided training to the district and the HRI is ready to accept referrals from the district.

Any district with an expired or withdrawn MOU after the school’s status was Active should have a status of Inactive. HRIs should document the reason for the district’s inactive status.

HRIs are not required to but may enter into an MOU with a district that does not want services on one or more campuses during the school day. These districts should submit an exception form with justification to be maintained on file as an attachment with the MOU. HRIs should not enter into agreements with districts that decline to submit referrals; these districts should have a status of Declined.

Home schools do not need to be added to the school agreement list and MOUs are not required for home schools. Private schools should be added by the HRI to their school agreement list as soon as an MOU is pending with the school.

## 5.2 Training School Staff

At minimum, training should include an overview of TCHATT, guidance about when to submit a referral, step-by-step instructions about how to submit a referral, and information about how to contact the HRI when there are questions. Recorded trainings are strongly encouraged to support schools when new school liaisons come on board between trainings or staff cannot attend a live training.

## 5.3 Enrolling Schools in Trayt

Public/charter

Private

Home

## 5.4 Enrolling District Leads and School Liaisons in Trayt

Bulk upload process

# 6. Related Policies & Procedures

|  |  |
| --- | --- |
| Policy/Procedure | Link |
| Referrals |  |
| Fingerprint-Based Background Checks |  |

# 7. Other Resources

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| --- | --- |
| Resource | Link |
| Sample MOUs | [Sample ISD MOUs | TCMHCC SharePoint](https://utsystemadmin.sharepoint.com/%3Af%3A/r/sites/TexasChildMentalHealthCareConsortium/Shared%20Documents/TCHATT/Sample%20ISD%20MOUs?csf=1&web=1&e=jekYvf) |
| Trayt portal |  |
| School agreement template |  |
| TCHATT map | [TCHATT Map](https://teams.microsoft.com/l/channel/19%3A2690e31e91ae4e6388c6c0a5a1c296b4%40thread.tacv2/tab%3A%3A0986adce-87cc-4ffa-a206-c199e93a4645?context=%7B%22channelId%22%3A%2219%3A2690e31e91ae4e6388c6c0a5a1c296b4%40thread.tacv2%22%7D&tenantId=61399d5f-249c-44d0-b271-adc287f323ff) |
| ESC contacts | [ESC Points of Contact | TCMHCC SharePoint](https://utsystemadmin.sharepoint.com/%3Ax%3A/r/sites/TexasChildMentalHealthCareConsortium/Shared%20Documents/TCHATT/ESC%20TCHATT%20Points%20of%20Contact.xlsx?d=wbc304ba49179474d8fc3d031f2350d71&csf=1&web=1&e=j5Zdxu) |
| Sample school-based services exception form | [Sample School-Based Services Exception Form | TCMHCC SharePoint](https://utsystemadmin.sharepoint.com/%3Ab%3A/r/sites/TexasChildMentalHealthCareConsortium/Shared%20Documents/TCHATT/TCHATT%20Policies/Policy%20Resources/Sample%20Exception%20Form%20for%20School-Based%20TCHATT%20Services%20Fillable.pdf?csf=1&web=1&e=OMf1TY) |
| Sample final outreach letter | [Sample Final Outreach Letter to District | TCMHCC SharePoint](https://utsystemadmin.sharepoint.com/%3Aw%3A/r/sites/TexasChildMentalHealthCareConsortium/Shared%20Documents/TCHATT/Communication%20Examples/UTSW/Final%20Letters%20to%20Schools_2023/TCHATT%20Final%20Outreach%20Letter_Template.docx?d=w296780256def46cc8221e44dd10d5d9a&csf=1&web=1&e=ZYipnU) |

# 8. Version History

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| --- | --- | --- |
| Effective Date | Description of Change | Sections Changed |
| [Date] | New policy | All |