



## Frequently Asked Questions (FAQ)

### **Q: Who does THI service?**

**A:** Currently THI services all CUSD students K-12. We are rolling it out in phases- First phase is students, second phase is faculty and parents of students, and third phase is the larger community.

### **Q. How quickly can you get an appointment?**

**A.** Within 24-48 business hours.

### **Q. What date is THI opening?**

**A.** We hope to have our doors open to begin seeing students on August 21<sup>st</sup>.

### **Q: What is the cost associated with THI/What insurances do they accept?**

**A:** THI's intention is to take all insurances including AHCCCS. There are agencies that can offer financial support for those who are uninsured or underinsured. We do not want financial cost to be a barrier, so please have families that are referred & concerned about cost speak to our front desk.

### **Q. Is THI on the Block Grant/Jake's Law list?**

**A.** Not at the moment, but we foresee that we will be on these lists (\*timeline is dependent on the state and how quickly they approve us).

### **Q. How long is THI's program?**

**A.** Data shows that adolescents on average are out of thoughts of suicide within 5.2 weeks. Generally, a student may be in our program for an average of 6-8 weeks.

### **Q. Frequency at which students will attend THI each week?**

**A.** The number of times students will attend treatment at THI each week will vary case by case. Students can attend up to 4 times a week. This can be a mix of group and individual therapy. The frequency of care and type of care will be determined by the clinician and client.

### **Q. Does THI have appointments after school, evenings, and on the weekend?**

**A.** We have afternoon and evening appointments available. Office hours are Monday-Friday 8am-7pm (front desk is available from 9am-5pm). We are currently closed weekends.

**Q. Who makes the referral to THI? (Can a parent/guardian refer their own child?)**

**A.** The referral has to come from the school counselor, social worker, or psychologist. Parents/guardians will not be able to refer their own child.

**Q. Are there Spanish speaking clinicians available? (If no, how will they translate)?**

**A.** We do not currently have a Spanish speaking clinician, but we hope to have one soon. We do have a clinician who speaks Mandarin Chinese and Cantonese Chinese.

**Q. Is THI like an Intensive Outpatient Program (IOP)?**

**A.** It is a bit different than an IOP in the way the program runs and the treatment that is provided. The main similarities are services are offered several times a week and it is outpatient treatment.