



Dear Parents/Guardians of 3rd, 4th, and 5th Grade Students,

The physical and emotional safety of our students in Fort Bend ISD is a priority for the district. For the past 10 years, a crisis hotline has been available in Fort Bend ISD for students in grades 6 through 12. In order to provide our students, families, and staff with a quality crisis hotline and related services, Fort Bend ISD contract with Avail Solutions, Inc., a service recommended by the Texana Center. Avail Solutions is a private, for profit corporation which has been in business for close to 17 years. Currently, they cover nearly ten million lives providing crisis response services to over 25 mental health centers and managed care organizations inside and outside of Texas.

The purpose of TalkLine is to provide guidance, assistance, support, and referrals for students who are experiencing serious emotional or behavioral issues. TalkLine does not provide ongoing counseling. Should a child at risk call TalkLine from his or her home, the parent, guardian, or responsible adult will be informed. If a child at risk calls from school, TalkLine staff will inform school authorities. In short, anyone who can help the student stay safe will be informed. Fort Bend ISD parents in crisis may also call TalkLine for support or assistance with a child in crisis.

There are times when our elementary students experience struggles and may need assistance when a trusted adult is not available to talk to, or the student may not feel comfortable talking to someone in person. To provide an additional source of support for our elementary students, FBISD is extending the TalkLine crisis hotline from all secondary campuses to include services for students in grades 3-5.

Elementary counselors will provide information about TalkLine in August/September guidance lessons to 3rd – 5th grade students. Fort Bend ISD has identified this additional resource as a benefit for our students should they need it. Thank you for supporting this effort to ensure that we keep our students safe.

Thank you,

Steven Shiels
Director of Counseling and Postsecondary Readiness



TalkLine FAQ

1. What is TalkLine?

The purpose of TalkLine is to provide guidance, assistance, support, and referrals for students who are experiencing serious emotional or behavioral issues. TalkLine can also provide guidance, assistance, and referrals for students' parents, guardians, family members, etc.

Examples:

- Students who communicate thoughts of harming or killing themselves or others.
- Students who show behavior that puts themselves or others at risk. This may include cutting or burning self, fire setting, etc.
- Students who experience bullying. The report can be anonymous.
- Students who are experiencing emotional trauma due to witnessing a serious accident or injury.
- Note: All calls to TalkLine are very important, and TalkLine makes every attempt to assist the caller and/or the student.

2. What does TalkLine NOT provide?

- Ongoing counseling.
- Assistance with homework.
- 911 response where police, fire, or emergency medical services are needed.
- A resource for reporting abuse or neglect. Protective Services 800-252-5400 must be contacted for such issues.

3. What information will TalkLine request?

- An explanation for the call.
- A caller may remain anonymous and is not required to provide identifying information. However, TalkLine attempts to obtain the name and phone number of the caller, name and date of birth or age of the student involved, and the school the student attends. All of this information is confidential. However, if the caller is at obvious risk of harming themselves or someone else, such details may be helpful in providing proper assistance, referrals, and direction in better addressing the problems identified.

4. Who gets the information about calls to the TalkLine?

- The FBISD Counseling and Postsecondary Readiness Department will receive a monthly report detailing the type of calls received, police contacts for safety checks, or severe bullying which may require intervention.
- Exceptions to confidentiality includes instances in which someone's life may be in danger, or the law requires reporting of abuse, neglect, or exploitation of children, disabled, or elderly individuals.

Please Note: Prank calls can result in police arriving at the school or the student's home.