



FAQ's Regarding School-Based Mental Health for Parents/Guardians

Who is Professional Services Group (PSG)?

Professional Services Group (PSG) is a Wisconsin for-profit service corporation founded in 1982 to provide both traditional and non-traditional community-based treatment, support, education, supervision, and case management services for at-risk youth and their families. The goal and mission statement of PSG is "to provide cost effective and high quality services to our clients and to build a state-of-the-art delivery system for those services."

PSG has built a reputation for excellence by providing a comprehensive array of services to otherwise under-served populations, and as a corporation, is committed to providing effective and innovative programming in the human services field. Since 1982, PSG has demonstrated the willingness and ability to collaborate across disciplines to develop and implement treatment and support services that are individually tailored to meet the needs of the community. PSG understands that successful collaborations are built on effective communication, consistent follow through, flexible, responsive programming, and the ability to problem-solve and compromise as the need arises.

What is School-Based Mental Health?

PSG mental health therapists go directly into the schools and provide mental health services including individual therapy, education/consultation for school staff, and family therapy as needed. Providing these services within the school lessens the amount of time students spend out of school attending therapy appointments, and allows for the family, the school staff, and the therapist to collaborate on care for the child.

PSG has been providing school-based mental health services since 2015 and currently provides school-based mental health services in Kenosha, Milwaukee, Racine, Walworth, and Washington counties. PSG is not affiliated with your child's school or school district.

What clients can be seen?

PSG sees children, adolescents, and adults of all ages in their mental health clinics. For the school-based therapy, any school-aged child/adolescent can be seen (ages 4 to 18). Clients have a variety of presenting challenges at the onset of therapy including: trauma and/or attachment issues, anxiety, depression, attention-deficit/hyperactivity disorder (ADHD), bipolar disorder, disruptive behaviors, substance use, domestic violence, gender identity, LGBTQ issues, grief and loss, school avoidance, family challenges such as divorce or chronic illness, specific phobias, academic issues, suicidal/homicidal thoughts, etc..

What happens after the school refers my child?

PSG's client care coordinator will be in contact with you to acquire insurance information and to schedule an intake appointment. You will be asked to sign a variety of forms, which provides consent for mental health treatment. Therapy services cannot begin until these forms are signed and received by PSG. These forms can be sent to you via our electronic portal, or can be signed during the intake appointment. Parents are asked to participate in the intake appointment with the therapist either in person or by phone.

How often will my child be seen?

Most students are seen one time per week for a 45-minute session. The frequency and duration of sessions is determined by the therapist in conjunction with the student and their family.

Who pays for the services?

All services are billed through the family's insurance coverage. Parents/guardians are responsible for any co-pays or balances associated with all appointments. PSG accepts many insurance plans including State insurance/T-19/Badger Care, and most commercial insurance plans.

What are the expectations for parents/legal guardians?

Parents are requested to participate in the intake session with the therapist, as parents can provide helpful background information on the child, as well as information regarding the child's current level of functioning. Parents and therapists will communicate on a regular basis regarding the student's treatment. During these contacts, it is helpful for parents/guardians to provide the therapist with updates regarding their child's behavior at home, school, and the community.

What can I expect from my child's therapist?

Your child's therapist will communicate with you on a minimum of a monthly basis. In addition, the therapist will maintain regular contact with school staff regarding your child, and can provide assistance to the school regarding any behavior/emotional challenges your child may have.

Does PSG prescribe psychotropic medications?

Professional Services Group provides psychiatric and medication management services and believes this is an important addition to therapeutic interventions. Our providers utilize HIPAA compliant technology to provide services via telehealth, which allows us to serve more clients and provide appointments shortly after receiving a referral. At each appointment, a Medical Assistant (MA) will meet with you to gather relevant information, including vitals, current medications and symptoms, and allergies. You will then meet with an Advanced Practice Nurse Practitioner (APNP) over a television screen. All prescriptions are sent electronically, and any questions are addressed and answered by either the MA or provider.

If I have further questions, who can I call/contact? 262-652-2406, info@psgcip.com, or you can contact the School-Based Services Coordinator, Dr. Dana Ballewske, dballewske@psgcip.com.

What if I have questions or concerns after my child starts therapy?

Contact the School-Based Services Coordinator, Dr. Dana Ballewske, dballewske@psgcip.com.