



## *Saco River Education*

P.O. Box 69  
Waterboro, ME. 04087  
(207) 247-9000 option 5  
SRE@sacorivereducation.com

Dear Student,

Thank you for your interest in Saco River Education. Our online update for Targeted Case Managers is an innovative way to train employees. It also may provide valuable resources and reminders that will increase your professionalism and improve the quality of the care you provide to your clients. The majority of the Course is taken online, through SRE's website, and consists of the virtual classroom, handouts, and quizzes.

Included in this packet are the Payment Guidelines, a Registration Form, the Student Enrollment Contract, a Payment Information Form, a Release of Information Form and the Course Policies and Procedures.

Saco River Education has an open enrollment policy; a student can enroll at anytime! Simply fill out and return pages 3 thru 6 to Saco River Education and retain pages 2 and 7 for your records. Once Saco River Education has received all necessary forms and payment, a confirmation email is sent with all necessary information to access the web site. If there is a third party involved with funding the cost of the Course, the student will need to sign and return the Permission to Release Information Form as well.

**\*\*If a student does not complete the Course a refund may be available. Please see our Refund Policy in the Student Enrollment Contract. Email a request for refund to [billing@sacorivereducation.com](mailto:billing@sacorivereducation.com).**

Should you have any questions regarding this material, or questions about the Course, please feel free to contact Saco River Education by phone or e-mail.

Once again thank you for your interest in Saco River Education and we hope to be working with you soon!



Saco River Education

P.O. Box 69  
Waterboro, ME. 04087  
(207)-247-9000 x123  
www.sacorivereducation.com

**Registration Form**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Best Phone Number to Reach you at: \_\_\_\_\_

E-Mail address (mandatory, you **MUST** have an E-mail address for routine  
correspondence): \_\_\_\_\_ (please write clearly)

Employer Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Contact Person at Agency (if applicable): \_\_\_\_\_

Current Position: \_\_\_\_\_

Computer Experience: \_\_\_ None \_\_\_ Minimal \_\_\_ Average \_\_\_ Above Average

Do you have experience with E-mail? \_\_\_ None \_\_\_ Minimal \_\_\_ Average

Do you have experience working with: \_\_\_ Internet \_\_\_ Microsoft Word

Internet Access Type: \_\_\_ Dial up (not recommended) \_\_\_ Cable / DSL

A letter of enrollment and all materials needed to access the web site is sent as soon as all forms necessary have been filled out and payment received. Please allow 7 to 10 business days from receipt to process registration.

-----  
For Office Use Only

User Name: \_\_\_\_\_ Password: \_\_\_\_\_ Tested: [ ] Invoice # \_\_\_\_\_

Control # \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Pay Plan: [ ] By: \_\_\_\_\_



## Saco River Education

P.O. Box 69  
Waterboro, ME. 04087  
(207)-247-9000 x123  
www.sacorivereducation.com

### **Student Enrollment Contract**

**The Targeted Case Management Annual Update is a 9 unit content review and program orientation to services in Maine.**

**Tuition:** \$99.00 or otherwise negotiated

**Instructors:** Jessica Durgin, LCSW and Elizabeth S. Sjulander, RN, BSN

**Student Expectations:** Each student must have a valid email address that they will check regularly for correspondence. Our students are responsible for keeping SRE updated as to their contact information while they are enrolled in the course. Please provide us with your email address below this is mandatory:

\_\_\_\_\_

**Refund Policy:** All refund requests must be made in writing (utilize the refund request form available online) within six months of enrollment and sent to SRE.

- 100% refund available for requests received within three business days of enrollment.
- \$50 registration fee and a prorated charge for each class taken will be issued after three business days up to a period of six months.
- No refund requests will be honored after six months of enrollment.
- Refunds are issued in the manner in which they are paid.

Please allow a maximum of 4-6 weeks for your refund to process.

**Payment Expectations:** Full payment is expected upon registration, prior to starting the Course. Saco River Education will accept payment in the form of cash or check, Visa, MasterCard or Discover. Checks should be made payable to Saco River Education. Access to the course will not be granted until full payment is received. A confirmation of registration and all materials necessary to access the web site classroom will be sent within 7-10 business days after receipt of all completed registration forms and payment. All billing inquires, including refunds, should be directed to our billing department at [billing@sacorivereducation.com](mailto:billing@sacorivereducation.com).

**Expiration/Reinstatement:** This is an annual training which each student will receive an annual reminder to take a recertification. Weekly progress will be sent to each student and program supervisor in addition to the annual certification reminder.

**Complaints:** All concerns or complaints related to the TCM Course should be directed to Elizabeth Sjulander via email ([esjulander@sacoriver.net](mailto:esjulander@sacoriver.net)) or sent to Saco River Education, at P.O. Box 69 Waterboro, Me. 04087.

**Tech Support:** Is available by emailing [srss@sacoriver.net](mailto:srss@sacoriver.net) or by phone during regular business hours of Monday thru Friday 9:00am to 3:00pm, or by appointment. As this is a very limited time frame you are encouraged to fully read the Welcome Packet as most technical support issues can be easily solved by following the simple instructions. Before calling, the student should be connected to the internet and on the SRE Website. It is essential that the student be able to work on the computer and speak with technical support at the same time in order for SRE to provide the best possible customer service. After hours technical support is available upon request, by appointment.

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed name: \_\_\_\_\_



*Saco River Education*

P.O. Box 69  
Waterboro, ME. 04087  
(207)-247-9000 x123  
www.sacorivereducation.com

**Reminder:** For all payment methods tuition is due upon registration. Acceptable payment methods are cash, checks, Visa, Mastercard and Discover. Certificates of Completion will not be generated until payment is received in full.

I am paying by **CHECK or MONEY ORDER.**

Please make payable to **Saco River Education** and mail to:  
P.O. Box 69  
Waterboro, Maine 04087

I am paying by **CREDIT CARD.** (please fill out the information below)

I authorize Saco River Education to charge my credit card for the full tuition payment of  
\$\_\_\_\_\_. Or

\_\_\_\_\_  
(account number)

\_\_\_\_\_  
(exp. date)

\_\_\_\_\_  
(card security code)

\_\_\_\_\_  
(signature)

\_\_\_\_\_  
(date)

\_\_\_\_\_  
(name on card) Billing Address: \_\_\_\_\_  
\_\_\_\_\_

I am paying by **CASH.** (Please, do NOT mail cash)

If you wish to pay by cash, please come to our location at:  
802 Main Street  
Waterboro, Maine.  
*This is the Saco River Health Services office and you may  
pay by cash and get a receipt for payment.*

Please **BILL MY PROVIDER.** Provider Contact: \_\_\_\_\_



*Saco River Education*

P.O. Box 69  
Waterboro, ME. 04087  
(207)-247-9000 x123  
www.sacorivereducation.com

**Permission to Release Information**

As a student who is participating in this class, funded by an agency / facility, you **MUST** give permission for Saco River Education to release information to that agency / facility.

I, \_\_\_\_\_, hereby give permission for Saco River Education to disclose information to \_\_\_\_\_ (please fill in the name of the agency / facility) about any of the following:

1. All Attendance
2. General Updates with detail available upon request
3. All correspondence between Student and SRE

The above information will be released with my full consent. I understand that this authorization remains in effect until a written request is sent to revoke this authorization.

\_\_\_\_\_  
Signature of Student Allowing Release of Information Date

**TO PROVIDER**, please provide SRE with an email address that is checked frequently so SRE can send you progress Updates and any other necessary information.

Email Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Saco River Education – 802 Main Street - P.O. Box 69 - Waterboro, Me.04087  
Phone 207-247-9000 x123 Fax 207-247-6109  
[www.sacorivereducation.com](http://www.sacorivereducation.com)  
E-mail [SRE@sacorivereducation.com](mailto:SRE@sacorivereducation.com)



## Saco River Education

P.O. Box 69  
Waterboro, ME. 04087  
(207)-247-9000 x123  
www.sacorivereducation.com

### **Policies and Procedures of the Course**

**Student Attendance:** Each student is responsible for their own progress. Each student must have an email address to which we may send progress reports. Progress reports (with a signed Permission to Release) will also be sent to any Agency that is funding the training.

**Length of Course:** The Course is accessed through a 24-hour website therefore class length is the amount of time it takes the student to complete the required materials. Saco River Education (SRE) sets no time limit on the completion of the course, yet we reserve the right to discharge students due to inactivity. An expiration date will be given of 12 months for completion. An extension is easily obtained by contacting Saco River Education via phone or email.

**Independent Study:** Each student who is enrolled in SRE's online training is an independent study student. We expect that our students will take responsibility for initiating activity on our learning website. We are available via email and through our website contacts, and will respond to your questions as soon as we can.

**Student Learning Expectations:** Each student is expected to independently complete all of the required classes including viewing/listening to the class, reading any associated handouts, and submitting an accepted quiz.

**Partial Completion:** We will issue partial completion certificates upon request.

**Testing:** . Quizzes are taken at the end of each class and may be taken up to 3 times if a score of 80% is not achieved. Once a quiz is taken more than once, a maximum grade of 80% is assigned. If you need a quiz reset, please email [srss@sacoriver.net](mailto:srss@sacoriver.net). The student must achieve an average of 80% on all testing to successfully complete the course. After successful completion of all classes, a certificate will be issued to the student for successful completion of the Annual Update Training. Associated Providers will also be notified.

**Required Materials:** A windows based computer in which you are the administrator (i.e. not a "guest"), a working email address that you check regularly (i.e. at least 5 times a week) and access to the internet (preferably high speed).