

December 4, 2025

Dear Parents/Guardians & Students:

California State Education Code 49428, Pupil Mental Health Services: School Notification, requires schools to share information with students and families on how to initiate access for available student mental health services on campus and/or in the community at least twice during the school year. We are committed to ensuring access to these services for our students as we recognize that mental health has a direct impact on academic success.

Altus Schools support student mental health and wellness through a positive school culture with safe and supportive learning environments. Through the schools' Resilience in Students & Education (RISE) series, the Healthy Youth Department delivers monthly webinars on Social Emotional Learning that support students' development in the five areas of social and emotional competence. Through professional development, school staff are provided with the skills needed to identify youth in crisis, intervene appropriately, and provide comprehensive support in partnership with families. Teachers and staff participate in **Youth Mental Health First Aid (YMHFA), Trauma Informed Practices (TIPS), Altus Signs of Suicide (SOS) trainings**, and the established mental health reporting and crisis intervention protocols to ensure students and families receive support at various levels of need. As part of a Multi-Tiered System of Support (MTSS), Altus Schools provide **direct mental health services** to students with mental, emotional and behavioral health needs through Licensed Marriage and Family Therapists (LMFTs) and credentialed staff specializing in school counseling. Parent(s)/guardian(s) may initiate access to pupil mental health services by contacting their teacher, counselor, or at the school's Resource Center, and **requesting a referral**. Through this process, families will be connected to available school-based services provided by our Healthy Youth School Therapists, or to community-based services provided by a community-based organization. Additionally, Altus Schools have created an online tool that connects students and families with informational resources. The [Altus Schools Mental Health and Wellness Hub](https://altusgo.com/hub/) provides access to support hotlines, crisis text lines, downloadable resources and information on main topics related to mental health and wellness. The *Hub* is accessible at <https://altusgo.com/hub/>.

School Resource Centers:

Each Resource Center serves as an information hub for available school based mental health supports. You may contact your student's teacher or assigned counselor, inquire about supports available, and request a referral for mental health services.

988 Suicide and Crisis Lifeline:

988 has been designated as the three-digit dialing code that will route callers to crisis support counselors who are available 24 hours a day, 7 days a week, 365 days a year. When people call or text 988, or chat at

<https://988lifeline.org/>, they will be connected to trained counselors that will listen, understand how their problems are affecting them, provide support, and connect them to resources if necessary.

2-1-1:

<https://www.211.org/>

211 is a 24/7-hour hotline that connects residents with resources including mental health. Some of the referrals include mental health professionals who accept Medi-Cal and those professionals that accept patients who do not have health insurance.

San Bernardino Behavioral Health

Mental Health 24- Hour Helpline: **888-743-1478**. Substance Use Disorder 24- Hour Helpline: **800-968-2636**. Community-based mobile crisis response teams for children and adults experiencing a psychiatric emergency are available in English and Spanish 24/7 – **Call (800) 398-0018** or **text (909) 420-0560**.

<https://wp.sbcounty.gov/dbh/>

Inland Empire Health Plan

Members may call 1-800-440-IEHP (4347) to inquire about mental health services. Non-members may call 1-866-294-IEHP (4347) to inquire about health care coverage. <https://www.iehp.org/en/learning-center/mental-health-and-wellness>

"It's Up to Us" Riverside County: 951-686-HELP

"It's Up to Us" is all about helping residents in Riverside County talk openly about mental health, recognize signs of hardship, find local resources, and seek help. By raising awareness and highlighting local resources, we aim to inspire wellness, reduce stigma and prevent suicide. If a student is experiencing a behavioral health crisis, dial 911. For other problems or questions, please call the number above or visit <https://up2riverside.org/>.

Teen Line: Call 800-852-8336 (6pm-10pm PST) or Text TEEN to 839863 (6pm-9pm PST)

This hotline provides support, resources and hope to youth through a hotline of professionally trained teen counselors. Call, text, or email to access personal peer-to-peer support from highly trained adolescents supervised by adult mental health professionals. <https://www.teenline.org/>

Free Mental Health Coaching

The State of California's [CalHOPE](#) program provides free, safe and confidential mental health support for young people and families through free, digital mental health coaching.

- [Brightlife Kids](#): Behavioral health coaching for parents, caregivers, and kids ages 0-12.
- [Soluna](#): A phone application that provides confidential support for 13-25 year olds. Users are able to chat 1:1 with a professional coach, use interactive tools to destress, or explore quizzes, videos, forums, and more.

California Youth Crisis Line: 800-843-5200

Available 24 hours a day, 7 days a week. The hotline is a statewide emergency response system for youth ages 12-24 and families in crisis. Professionally trained staff and volunteer counselors provide crisis intervention counseling and resource referrals to service providers in the caller's local community.

Federally Qualified Health Centers:

Many Community Health Centers provide no or low-cost behavioral health services. Visit <https://findahealthcenter.hrsa.gov/> to find a convenient location.

Private Insurance/Primary Care Physician:

Recent changes in the law require that most marketplace health insurance plans cover behavioral and mental health, psychotherapy, and counseling services. You may inquire about those services through your health insurance plans.

For more information or resources, please contact:



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