

May 1, 2026

Dear Parents/Guardians & Students:

California Education Code 49428 requires schools to share information with students and families about how to access available mental health services at least twice each school year. We are committed to supporting the mental health and wellness of our students, as we recognize that mental health plays a critical role in academic success and overall well-being.

### **Mental Health Supports Available to Students**

Altus Schools promote student mental health through a positive school culture and safe, supportive learning environments. As part of our Multi-Tiered System of Support (MTSS), we provide both prevention and intervention services, including:

- **School-based mental health services** provided by Licensed Marriage and Family Therapists (LMFTs) and credentialed school counseling staff
- **Social Emotional Learning (SEL)** supports through the *Resilience in Students & Education (RISE)* webinar series
- **Staff training** to recognize early warning signs, respond to student needs appropriately, and partner with families in support planning

### **How to Request Mental Health Services**

Parents/guardians and students may initiate access to mental health services by:

- Contacting your student's teacher or assigned counselor
- Visiting the school's Resource Center
- Requesting a mental health referral

Through this process, families may be connected to:

- **School-based services** offered by Healthy Youth School Therapists, or
- **Community-based services** through trusted partner organizations

### **Mental Health & Wellness Resources**

Families and students may also access the [Altus Schools Mental Health & Wellness Hub](#), which includes crisis supports, hotlines, and informational resources: <https://altusgo.com/hub/>. Additional community and statewide resources include:

- 988 Suicide & Crisis Lifeline – Call or text **988** (24/7) | <https://988lifeline.org>
- 2-1-1 – Call **211** (24/7) | <https://www.211.org>
- CARES Line – Call **800-499-3008** (24/7)
- It's Up to Us" Riverside County – **951-686-HELP** | <https://up2riverside.org/>

Address: 27130 Eucalyptus Ave., Suite A, Moreno Valley, CA 92555

Website: [www.AltusAudeoValley.com](http://www.AltusAudeoValley.com)

Phone: (951) 247-6646 Fax: (951) 242-6722

- Teen Line – Call **800-852-8336** or Text **TEEN to 839863**
- California Youth Crisis Line – **800-843-5200** | <https://calyouth.org/cycl>
- CalHOPE Mental Health Coaching – <https://www.calhope.org>
  - *BrightLife Kids* (Ages 0–12)
  - *Soluna* (Ages 13–25)
- Federally Qualified Health Centers – <https://findahealthcenter.hrsa.gov>
- Private Insurance / Primary Care Providers – Most plans now cover behavioral and mental health services
- If a student is experiencing an emergency or immediate danger, please call **911**.

### **Consent to Bill Insurance for Student Health Services**

Altus Schools participates in programs that allow schools to receive reimbursement for eligible health-related services provided to students, including behavioral health services, such as those supported by the California Children and Youth Behavioral Health Initiative (CYBHI).

With your permission, Altus Schools (or its authorized service providers) may bill Medi-Cal or your child's health insurance for eligible services provided at school.

### **Important Information for Families**

- **No cost to you:** Families will not be charged any out-of-pocket costs
- **No impact on benefits:** Billing will not reduce benefits, affect eligibility, or limit services
- **Voluntary consent:** Declining consent **does not** affect your child's access to services or education
- **Confidentiality:** Information is protected under **FERPA and applicable privacy laws**
- **Right to revoke:** Consent may be withdrawn at any time in writing and applies only to future services

To give consent for billing and share your student's health insurance details, please use our secure portal: <https://altussouthbay.tadhealth.app/start/verify>

For more information or resources, feel free to contact:



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