



## Resources and Information for Students & Families

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### Providing Social Emotional Support to Students and Families

During this time of school closures, the District has initiated three different support hotlines for students, families, and staff to access:

#### LAUSD HOTLINES AND RESOURCES

**LAUSD SHHS "Mental Health" Hotline:** (213) 241-3840  
Monday-Friday, 6:00am-6:00pm

The SHHS "Mental Health" Hotline is available to students, families, and staff of LAUSD.

**For students and families: this hotline provides a range of services including resources for help with basic need, social-emotional support (not therapy or telehealth), access to a School Mental Health (SMH) Clinic and Wellness Center providers. Additionally, mental health clinicians on staff are able to do suicide risk assessments over the phone and can dispatch a LA School Police unit to a student's home, if needed.**

For staff: this hotline provides mental health consultation for school site administrators and staff who might be concerned about the social-emotional well-being of their student.

**Staffed by mental health professionals and other SHHS personnel, support is provided in English and Spanish. Mental health services will also be available in other languages, via a telephone translation service.**

**LAUSD COVID-19 Hotline for Students & Families** (213) 443-1300  
(for support with IT, devices/laptops, access to Schoology)

**LAUSD COVID-19 Hotline for Employees** (213) 241-2700  
(for support with benefits, payroll, and personnel matters)

#### **Search Engine for Resources**

An online search tool has been created, <https://partnership.lausd.net/Community>, where families can search for organizations and services where they live. The list of agencies that is displayed on this site is the same as the continuously updated list SHHS staff uses to refer families who call the hotline (thus, everyone has access to the same information).



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### **CRISIS LINES and RESOURCES**

For an array of resources and information regarding COVID-19 and supporting our students and families, visit the [Student Health and Human Services website](#).

- **Los Angeles County Department of Mental Health Access Line:** 800-854-7771
- **Los Angeles County Department of Children and Family Services:** 800-540-4000
- **National Suicide Prevention Lifeline** (24/7) – Call 800-273-TALK (8255); [Lifeline Chat support](#)
- **National Alliance on Mental Illness Crisis Text Line** (24/7) – Text NAMI to 741-741
- **National Domestic Violence Hotline** (24/7) – Call 800-799-SAFE (7233)
- **National Sexual Assault Hotline** (24/7) – Call 800-656-HOPE (4673); [Sexual Assault Chat](#)
- **National Parent Helpline** (Monday through Friday 10:00 am – 7:00 pm PDT) – Call 1-855-4APARENT (427-2736) for emotional support and advocacy for parents
- **Disaster Distress Helpline:** 800-985-5990 or text TalkWithUs to 66746
- **Crisis Text Line** (24/7): Text LA to 741741
- **The Trevor Project for LGBTQ Youth** (24/7): 866-488-7386 or text START to 678678
- **Los Angeles County Community Resources Information Line:** 2-1-1 - for additional resources and information about basic assistance, including CalFRESH and CalWORKS or may access additional information on the DPSS Website.