

PARENT RESOURCE: AT-HOME TELEMENTAL HEALTH SERVICES FAQ

For these FAQs, "Parent" refers to the parent, legal guardian, or educational rights holder."

Can a student be referred during the 2023–2024 school year, if they will not be enrolled in the 2024–2025 school year?

Currently, only students who will continue to be enrolled in LA Unified during the 2024–2025 school year can be referred. At this time, graduating seniors and any students that will not be attending LA Unified at the start of Fall 2024, should not be referred to Hazel Health as services as the referral may not be completed.

Can a student currently receiving telemental health services at-school be transitioned to at-home services?

Students currently receiving telemental health services at school may be transitioned to at-home services if they have remaining sessions once the school year ends. The therapist will facilitate the at-home process.

When are at-home services available?

Students may access at-home telemental health sessions during non-instructional hours, Monday through Friday from 7:00 am–7:00 pm. Students may access these services from any computer, phone, or tablet that connects to wi-fi.

How do I refer my student for telemental health services at home?

Parents are asked to call the LAUSD Family & Wellness Hotline 213-241-3844. Parents can also complete the LAUSD SHHS Self-Referral form by visiting

https://apps.welligent.com/apps/utilities/lausd_public_inquiryform.

After entering the contact information and student details, under the section "How can we help you?," please select **Mental Health Needs > Service Method: Virtual/Teletherapy**

Mental Health Needs:	<input checked="" type="checkbox"/> Service Method: ▼ *
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How will students' parents access Hazel Health telemental health services at-home?

For all at-home sessions, a parent or an adult identified by the parent must be present. Session links will be sent on the day of the appointment to ensure only the parent and student have access to the session. Student's LAUSD email will be used. Hazel's therapists will use phone calls to communicate with parents as needed. Cancellations and appointment reminders can be done via phone call.

Where can a parent view their child's LAUSD email address?

Parents can access their child's LAUSD email address through the LAUSD parent portal. Pathway: <https://parentportalapp.lausd.net> > parent login > Contact > View Student

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Where can the student get technical support if they forget their LAUSD email password or it has expired?

If students have any issues with their emails and/or passwords, they can call the LAUSD helpdesk at 213-241-5200 option 2. Staff are available Monday through Friday from 7:30am to 5:00pm. Please note: The LAUSD helpdesk has three security requirements for resetting student passwords. Students and/or parents will need to know the student district ID number, date of birth and their student pin. If they do not have any of the three requirements, the LAUSD helpdesk staff cannot verify who they are and therefore cannot reset their password. It is highly recommended that parents get this information from the school site while school is in session, so it is accessible if needed over any school break.

Can parents participate in sessions off campus, utilizing their own devices, as needed?

Yes, parents may participate in sessions, as needed, utilizing their own devices. Parents may access these services from any computer, phone, or tablet that connects to wi-fi.

How does Hazel support families in need of language accommodation?

The Hazel Health team will attempt to match students with a language-appropriate therapist whenever possible. If native language is not available, the Hazel Health team may utilize automated systems to communicate during the therapy session and parent interactions.