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LA CITY COLLEGE PARTNERS WITH TIMELYCARE TO IMPROVE STUDENT HEALTH AND WELL-BEING

Students can now get FREE 24/7 mental health support and basic needs assistance

(Date) – Los Angeles City College (LACC) has partnered with TimelyCare, the premier virtual health and well-being solution in higher education, to offer students free and equitable access to mental health support and basic needs assistance.

TimelyCare serves as a 24/7 virtual extension of campus counseling center resources, with a goal of improving student well-being, engagement, and retention.

LACC students can access TimelyCare by downloading the TimelyCare app or can sign up via timelycare.com/lacitycollege.

Through TimelyCare on their phone or other device, LACC students can now select from a wide-ranging menu of virtual care options from licensed counselors in all 50 states – at no cost and without the hassle of traditional insurance – including:

- On-demand mental health and emotional support (TalkNow)

- Appointment-based mental health counseling (up to 12 sessions each academic year)
- Basic Needs assistance
- Care navigation
- Peer support community
- Digital self-care content

Additionally, faculty and staff have access to support that empowers them to guide students to TimelyCare resources to help students achieve a sense of well-being, live healthier lifestyles and improve their mental health.

The partnership with TimelyCare allows LACC to deliver a hybrid model of care in collaboration with on-campus resources. Benefits to students include:

- 24/7 care – Physical and mental health issues often present themselves outside regular business hours, and TimelyCare makes seeking support or treatment as easy and convenient as making a video or phone call. Nationally, more than 40% of mental health care visits through TimelyCare occur after regular business hours or on weekends.
- Reduced wait times – Many campus counseling centers often have a 2-3 week wait time for appointments, whereas students can typically connect with a TimelyCare provider in less than 5 minutes.
- Diverse provider network – TimelyCare’s diverse and culturally responsive provider network reflects and is proud to serve students who embody diversity in race, ethnicity, gender identity and expression, age, religion and worldview, language, health, ability, sexual orientation, socioeconomic and immigration status.
- Peace of mind – TimelyCare is a safe, secure, URAC-accredited and HIPAA-compliant platform that follows campus-specific protocols to facilitate care coordination and follow-up to ensure continuity of care. Integrations with leading learning management systems ensure students have even more on-ramps to in-the-moment support whenever they need it.

The need for 24/7 access to high-quality care has never been more important. According to the American Council on Education, student mental health is the top concern of college and university presidents. It’s also the number one reason students

leave college. A recent report by Gallup and the Lumina Foundation found that 69% of undergraduate students / 55% of associate degree students considered stopping out of school due to personal mental health reasons in the last six months. Three out of four students using TimelyCare report mental health improvements, including 100% those presenting as a potential suicide risk.

“There is no greater priority than the health and safety of our students. TimelyCare’s ease of use, convenience and immediacy make it easier than ever for our students to get on-demand support,” said Dr. Amanuel Gebru, President of Los Angeles City College. “TimelyCare enhances campus resources by making care more readily available to our students when they need it, limiting the spread of illness, reducing the stigma of mental health issues, and granting peace of mind to students and their families.”

“When it comes to supporting student outcomes, the need for equitable, on-demand access to care has never been more important. TimelyCare enables colleges and universities to expand on-campus resources and transform the way students receive care through agency, speed, and freedom of choice that they’ve come to expect in their everyday lives,” said Luke Hejl, TimelyCare CEO and co-founder

About LA City College

Established in 1929, Los Angeles City College is one of the oldest of the California Community Colleges. Located in the heart of Hollywood, LACC provides a dynamic innovative learning environment offering more than 100 vocational and professional programs including degrees, transfer programs, and certificates to more than 18,000 students. In the past decade, a total of 6,651 students have transferred to four-year colleges and universities, including 4,040 students attending Cal State universities and 1,086 students transferring to UC campuses. Los Angeles City College is home to one of the most vibrant and diverse campuses in the country. The campus provides a wide range of professional and vocational programs at a fraction of the cost of state and private colleges., LACC provides students and adult learners vital pathways to more advanced education and enhanced employment.

About TimelyCare

TimelyCare is the leading virtual health and well-being solution for higher education. Its City is to improve the well-being of college students by making virtual medical and mental health care accessible anytime, anywhere. TimelyCare includes a range of services, including mental health counseling, on-demand emotional support, medical care, psychiatric care, health coaching, basic needs assistance, faculty and staff guidance, peer support and digital self-care resources. Visit timelycare.com to learn

how TimelyCare is inspiring the digital transformation of campus health and the future of student care.