

TWIN RIVERS HELPLINE & RESOURCES

Technical support for your district provided devices is available from our IT Help Desk by email TechSupport@twinriversusd.org or by calling (916) 566-7802, Monday - Friday, 7 a.m. - 5 p.m.

The **English Learner Services Department Message Line** can be reached at (916) 566-1600 extension 33424. You may call the Department Message line anytime. English Learner Services staff will return your call during regular business hours.

To reach TRUSD **Student Services Staff**, please call the TRUSD Student Services Support Line at (916) 566-7801, Monday - Friday, 8 a.m. - 4 p.m. (closed July 3).

The **Special Education support line** is available at (916) 380-9218, Monday- Friday, 12:30-3:30 p.m. You can also call the **Special Education Department Phone Number** at (916) 566-1617, and staff will return your call during regular business hours 8:00 a.m. -4:00 p.m. If you are calling after business hours, please leave a message and special education staff will return your call.

The **Child Welfare and Attendance (CWA)** Staff have created these Family Resource Guides to connect families of our school community with resources that help in times of need.

- [Family Resource Guide 20-21 -English](#)
- [Family Resource Guide 20-21 -Farsi](#)
- [Family Resource Guide 20-21 -Hmong](#)
- [Family Resource Guide 20-21 -Russian](#)
- [Family Resource Guide 20-21 -Spanish](#)

If you find that a service is no longer available, or that the phone number has changed, please contact the CWA office at (916) 566-1615, so that corrections can be made for the next publication of this Guide. For more information: <https://bit.ly/TwinRiversCWA>

Note: The resources provided in this guide are referrals only. They are not recommendations.

Care Solace is a 24/7 web-based tool that makes it easier for students, families and staff to connect with mental healthcare resources and providers in their communities. Care Solace can offer information with therapy, online therapy, hospitalization, family counseling, and other service in minutes.

The Care Concierge team can be contacted by phone, email, and video chat:

- Phone: (888) 515-0595
- Website: www.caresolace.com/TRUSD
- Email: WeServe@CareSolace.org

For more information visit Family and Community Engagement (FACE):

<https://bit.ly/TwinRiversUSDFACE>

This document was updated on October 15, 2020.



Schools Meals 2 Go

All children 18 years old and younger are able to receive a FREE breakfast, lunch, and supper each day; no paperwork or ID is necessary. Supper will be included in each meal kit Monday - Friday at both meal service times. Breakfast, Lunch, and Supper meals for Saturday & Sunday will be available with Friday's meal kit at all Twin Rivers School Meals 2 Go locations.

School Meals 2 Go Service Times:

- Breakfast • Lunch • Supper: 7:00a.m. - 8:00a.m.
- Breakfast • Lunch • Supper: 11:30a.m. - 12:30p.m.

Mobile Meal Bus: Breakfast • Lunch • Supper: 11:30a.m. - 1:00p.m.

- Link: <http://www.twinriversusd.org/nutrition>
- Link: <https://www.facebook.com/TRUSDNutritionServices>
- Link: <https://bit.ly/TRtransportation>
- Bus Routes: [Food Service Spots](#)

Twin Rivers Nutrition Services “School Meals 2 Go” program will continue as long as full distance learning is in effect

Twin Rivers is providing free internet access (**Internet Essentials**) to many district families in a partnership with Comcast. This program is available to most Twin Rivers students, with some basic limitations on availability; this is the fastest available completely free service at this time.

- Confirm your household qualifies for Comcast service via the partner page: <https://www.internetessentials.com/apply>
- Once you confirmed you qualify contact the Twin Rivers Technology Support Line by email at techsupport@twinriversusd.org or calling (916) 566-7802, Monday - Friday, 7 a.m. - 5 p.m. to obtain the free Comcast sign-up code.
- Complete the application and signup process through the Internet Essentials website at <https://www.internetessentials.com/apply>

Please do not complete the application before you receive the code from Tech Support. The Twin Rivers-provided code will allow the District to pay for the monthly cost. Twin Rivers will cover all costs; there will be no monthly cost to you.

For more information:

- [Internet Access \(Free and Low-Cost\) Resources for Families](#)
- [Recursos de Acceso a Internet para Familias \(Spanish\)](#)
- [Internet Access \(Free and Low-Cost\) Resources for Families- Hmong](#)

For more information visit Family and Community Engagement (FACE):

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COMMUNITY RESOURCES IN SACRAMENTO

211 Sacramento is the area's primary information and referral source for all types of services (counseling, emergency housing, food services, or other resources).

Contact 211 using one of the options listed below:

- Phone: Dial 2-1-1 or 1-800-500-4931 or (916) 498-1000.
- Email: info@211sacramento.org
- Website: <http://www.211sacramento.org/211>

The **City of Sacramento** have launched the **Sacramento COVID Relief** website with a variety of services provided by city, county and community organizations that are available to help Sacramento's residents and businesses who may be impacted by the COVID-19 pandemic. Find the latest updates and information regarding COVID-19 in Sacramento at: <https://sacramentocovidrelief.org/individuals-and-families/>

FAMILY RESOURCE CENTERS IN SACRAMENTO

La Familia Counseling Center, Inc. works to improve the quality of life for at-risk youth and families of diverse backgrounds by offering multicultural counseling, support and outreach services and programs to help families to overcome adversity.

Website: <https://lafcc.org> Phone: (916) 452-3601

Address: 5523 34th Street, Sacramento, CA 95820

Mutual Assistance Network works on meeting the imminent needs of the community. Activities included case management, home visitation, crisis intervention and assisting residents to acquire resources to address daily functioning such as food, housing, clothing and medical assistance. For more information: <http://www.mutualassistance.org>

The Firehouse Community Center Phone: (916) 567-9567

Address: 810 Grand Avenue, Suite, A3, Sacramento, CA 95838

Arcade Community Center Phone: (916) 514-8096

Address: 2427 Marconi Avenue Suite #103, Sacramento, CA 95821

North Sacramento Family Resource Center builds strong families through education, intervention and social support with programs such as intervention services, court approved parenting education, home visitation, school readiness, and other services.

Website: <https://www.kidshome.org> Phone: (916) 679-3743

Address: 1217 Del Paso Blvd., Suite B, Sacramento, CA 95815

For more information visit Family and Community Engagement (FACE):

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Stanford Neighborhood Community Center offers a variety of critical programs and services, for residents of the Gardenland/Northgate, North Sacramento, and Natomas communities.

Website: <https://www.stanfordsettlement.org> Phone: (916) 927-1303
Address: 450 West El Camino Ave., Sacramento, CA 95833

Warmline Family Resource Center serves families of children 0 to 26 years with disabilities by connecting parents through family activities, informing parents about available services (including special education), parent-to-parent support and providing training for parents to support their child's unique developmental needs.

Website: <http://www.warmlinefrc.org/> Email: warmline@warmlinefrc.org
Phone: (916) 455-9500 [English] and (916) 922-1490 [Spanish]
Address: 2424 Castro Way, Sacramento, CA 95818

WellSpace Birth & Beyond helps build strong families, meet the needs of growing children and ensure they receive the necessary resources or support (home visitation, school readiness, parenting workshops) they need.

Website: <https://www.wellspacehealth.org/services/behavioral-health-prevention/birth-beyond-family-resource-center> Phone: (916) 679-3925
Address: 6015 Watt Avenue, North Highlands, CA, 95660

FINANCIAL ASSISTANCE PROGRAMS

The **Department of Human Assistance** administers various federal, state, and local government programs designed to provide temporary cash aid, food assistance, and health insurance for eligible low-income Sacramento County residents.

For more information: <https://ha.saccounty.net/benefits/Pages/default.aspx>

The State of California has created a centralized COVID-19 website for individuals affected by the pandemic with information on unemployment insurance, eviction protection, mortgage relief, and other services.

For more information: <https://covid19.ca.gov/get-financial-help/>

The **City of Sacramento** offers free one-on-one financial coaching and COVID-19 navigation services in English and Spanish for local residents. Make an appointment via email FEC@cityofsacramento.org or call (916) 808-4927.

For more information: <http://www.cityofsacramento.org/financialempowerment>

For more information visit Family and Community Engagement (FACE):

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The **Center for Workers' Rights and the Sacramento Central Labor Council** launched a helpline for workers impacted by the coronavirus. The Coronavirus Job Protection Hotline is available to assist workers whose jobs have been affected by coronavirus, and provide information on unemployment, paid family leave and more. Phone: (916) 905-1625.

For more information: <https://www.rightscenter.org/coronavirus-faqs/>

FOOD ACCESS

Sacramento Food Bank & Family Services (SFBFS) offers a variety of different food programs (CalFresh, Food for Seniors, and Produce for All) throughout Sacramento County with the assistance of partner agencies to distribute these services to our larger community.

For more information on these resources, please visit the SFBFS Website at <https://www.sacramentofoodbank.org/find-food> or call (916) 456-1980.

- Food Locator: <https://www.sacramentofoodbank.org/find-food>
- Emergency Response Agencies: <https://www.sacramentofoodbank.org/emergency-response-agencies>

The **California Department of Social Services (CDSS)** have compiled a list of benefits and services on Cash Assistance, Food & Nutrition, Child & Adult Services, and other resources to support its community. Information: <https://www.cdss.ca.gov/benefits-services>

Sacramento County Women, Infants, and Children (WIC) helps pregnant women, new moms, and young children eat well, stay healthy, and be active. Services are currently conducted only via telephone at 916-876-5000 due to COVID-19. Link: <https://dhs.saccounty.net/PRI/WIC/Pages/Women-Infants-and-Children-Home.aspx>

HEALTH ACCESS

Child Health and Disability Prevention (CHDP) Program is a preventive program that delivers periodic health assessments and services to low income children and youth in California. CHDP provides care coordination to assist families with medical appointment scheduling, transportation, and access to diagnostic and treatment services.

For more information: <https://www.dhcs.ca.gov/services/chdp>

Sacramento County Public Health has a **Sacramento County Public Health COVID-19 Hotline** available at (916) 875-2400 for Sacramento County residents.

For more information visit Family and Community Engagement (FACE):

<https://bit.ly/TwinRiversUSDFACE>

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Sacramento County Immunization Assistance Program with the Sacramento County Department of Health Services provides information and immunization services for children 0 to 18 years old who qualify for low cost immunizations if they meet one of the following criteria:

- The child is uninsured
- The child has Medi-Cal or is Medi-Cal eligible
- The child is an Alaskan Native or American Indian

Clinic is by appointment only. For more information please call (916) 875-7468 or visit:

[https://dhs.saccounty.net/PUB/Pages/Immunization-Assistance-Program/Immunization-Assistance-Program-\(IAP\).aspx](https://dhs.saccounty.net/PUB/Pages/Immunization-Assistance-Program/Immunization-Assistance-Program-(IAP).aspx)

The **Healthy Partners Program** provides primary and preventative health care services to low-income, undocumented adults residing in Sacramento County. Services are delivered at the Sacramento County Health Center and include:

- Primary Health care including health and behavioral health services
- Preventative care (including immunizations, flu shots)
- Treatment of chronic conditions
- Lab and radiology. Prescription medications (low cost)

Eligibility:

- Adults age 19 years or older
- Sacramento County residents
- Income at or below 138% of the Federal Poverty Level
- Restricted scope Medi-Cal with applicable Aid Code
- People that do not have health insurance or cannot get health insurance

Healthy Partners is located at 4600 Broadway, Sacramento, CA 95820. Phone: (916) 874-1805

Website: <https://dhs.saccounty.net/PRI/Pages/Healthy%20Partners/GI-PRI-Healthy-Partners>

Sacramento Covered is a community-based non-profit that connects people to health, behavioral health, social services and community resources in the Sacramento region. Sacramento Covered supports residents through their entire healthcare journey to be covered, build a lasting relationship with doctors, and self-manage their care.

For more information: <https://www.sacramentocovered.org/> or call 1-866-850-4321.

Alta California Regional Center assists individuals with specific developmental disabilities and their families in accessing appropriate services so that every individual can live up to their highest potential. The term “Developmental Disabilities” applies to a whole group of conditions that may cause physical, learning, language, or behavioral impairment.

For more information: <https://www.altaregional.org/> or call (916) 978-6400

For more information visit Family and Community Engagement (FACE):

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HOUSING AND EMERGENCY SHELTER INFORMATION

The **Sacramento City Council** adopted an ordinance to establish a temporary ban on evicting residential tenants unable to pay rent due to a loss of income caused by COVID-19. The emergency ordinance allows non-payment of rent for residential tenants and retail first-floor commercial tenants. For more information:

- [Tenant Protection Program](#)
- [Sacramento CARES Mediation Program](#)

Legal Services of Northern California (LSNC) provides free legal services for low-income individuals with issues related to health, housing, CalWORKS, CalFresh, unemployment insurance and general assistance/relief. City of Sacramento residents can call the Legal Services Sacramento office to make an appointment for legal help.

LSNC prepared this information on tenant's right during COVID-19:

- [Know Your Rights](#)
- [AB 3088 KYR FAQ.pdf](#)

For assistance call: (916) 551-2150 or <https://lsnc.net/coronavirus-covid-19>

Sacramento Self Help Housing (SSHH) has partnered with the City of Sacramento to provide free over the phone counseling and dispute resolution services. Tenant advisors will work with callers one-on-one to deal directly with concerns regarding landlord-tenant disputes and help refer fair housing issues to the appropriate agency. For information call (916) 389-7877 TTY: 800-855-7100

Project Sentinel provides a variety of housing services (fighting eviction, placement, and admin advocacy). For more information, you can contact Ryan R. Reyes, Staff Attorney, at (916) 513 3150 or RReyes@housing.org. Website: www.housing.org.

Family Emergency Shelters (with the Sacramento County Department of Human Assistance) supports families experiencing homelessness in providing emergency shelter services. Families can **self-register** for emergency shelter services by visiting <https://dhaservices.saccounty.net/efs> and answering a few questions. The registration website can be accessed through a personal device, or at one of the County Department of Human Assistance (DHA) resource centers, located throughout the County. You will be contacted within three (3) business days.

On-site computer services and resources to register for shelter services are available Monday through Friday from 8am to 4pm at the following DHA locations:

- **Central:** 2700 Fulton Avenue Sacramento, CA 95821
- **North:** 5747 Watt Avenue North Highlands, CA 95660
- **North:** 3960 Research Drive Sacramento, CA 95838
- **East:** 10013 Folsom Blvd Rancho Cordova, CA 95827
- **South:** 2450 Florin Road Sacramento, CA 95822
- **South:** 210 North Lincoln Way Galt, CA 95632

For more information visit Family and Community Engagement (FACE):

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MENTAL WELLNESS & RESOURCES

The **California Crisis Mental Health Line** supports all Californians who may feel anxious, stressed, worried, sad, bored, depressed, lonely or frustrated due to the COVID-19 Epidemic. If you are experiencing a mental health crisis, please call 888-881-4881 or 916 875-1055. For more resources: <https://covid19.ca.gov/resources-for-emotional-support-and-well-being/>

The **California Youth Crisis Line (CYCL)** operates 24 hours a day, seven days a week as the statewide emergency response system for youth (ages 12-24) and families in crisis. You can always call or text the California Youth Crisis Line, 24 hours a day, 7 days a week at: 1-800-843-5200. Website: <https://calyouth.org/cycl/>

Consumer-Operated Warm Line (with the Sacramento County Department of Mental Health) provides individuals the opportunity to speak with someone with lived experience, listening, referrals to mental health resources, and more. Call (916) 366-4668 Monday-Friday, 9 am-5pm.

Crisis Text Line offers the opportunity to connect with a trained crisis counselor to receive free, 24/7 crisis support via text message. Text NAMI to 741-741. For more information, visit the National Alliance on Mental Illness (NAMI) at <https://www.nami.org/> or their Helpline at 1-800-950-6264.

Mental Health Access Team (with the Sacramento County Department of Mental Health) provides services and an over-the-phone assessment in order to be referred to an appropriate mental health service provider. This includes [Mental Health Medi-Cal Service Providers and Prevention & Early Intervention and Mental Health Respite Service Providers](#).

For more information: [Mental Health Access Team Brochure](#) or call (916) 875-1055 or toll free (888) 881-4881 Monday-Friday, 8 am-5pm (24/7 for Mental Health Crisis Calls).

Mental Health Urgent Care Clinic provides services on a walk-in basis to individuals of all ages who are experiencing a mental health and/or co-occurring substance abuse crisis. The Mental Health Urgent Care Clinic is a resource with a team of peers, clinicians, and medical staff who can assist in a calm and supportive environment. For more call (916) 520-2460.

The Mental Health Urgent Care Clinic is located on 2130 Stockton Boulevard, Building 300, Sacramento, CA 95817. Hours: Monday-Friday, 10 am-10 pm & Saturday-Sunday and Holidays, 10 am - 6pm

Ventanilla de Salud (Health Education Council and the Mexican Consulate) provides reliable information on health topics, counseling and referrals to health services available and accessible to all local communities. For more information, call (916) 329-3502 or go to <https://healthedcouncil.org/what-we-do/programs/access-to-hlth-srvcs/vds.html>.

For more information visit Family and Community Engagement (FACE):

<https://bit.ly/TwinRiversUSDFACE>

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SACRAMENTO PUBLIC LIBRARY

Sacramento Public Library provides its Sacramento County community a variety of resources and services for all ages, access to print and digital books and magazines, and services to promote a reading family at home. Among the services the Sacramento Public Library provides are:

- Early Learning Resources with learning backpacks (Early Learning Kits, *Leemos Juntos* (Read Together) Kits, Read Together Kits, Crocker Art Packs) you can checkout, or digital resources (Virtual Storytimes, BookFlix, Ready Rosie) to support your child from an early age. For more information: <https://www.saclibrary.org/Education/Early-Learning>
- Citizenship and English Language Learning Programs for New Arrivals and Immigrants: <https://www.saclibrary.org/Community/New-Arrivals-Immigrants>
- Adult Education services to connect adult learners to completing their GED and High School Diploma, support with career development, and much more. For more information: <https://www.saclibrary.org/Education/Adult-Education>

Virtual Homework Zone: Need help with school work? Students in Kindergarten through 8th grades can attend the Virtual Homework Zone via Zoom, and will be helped by trained teen homework coaches in completing their school assignments.

Drop-in homework help is available every Wednesday from 3:30 to 5:30 p.m.
Email homeworkzone@saclibrary.org for the week's zoom link.

Online Tutors: Connect with a live tutor who can help with a variety of subjects including math, English, history and more. This service is available in English and Spanish, from 1:00p.m.-11:00 p.m., 7 days a week.

For more information: <https://www.saclibrary.org/Education/Students-Educators/Homework-Help>

The **Student Success Card** allows Twin Rivers Unified students to use their student ID as a public library card. With the Student Success Library Card, students can instantly access digital tools and resources provided with the Sacramento Public Library.

How to use your Student Success Library Card:

- Use the letter code for your school district ("TR" for Twin Rivers Unified School District, or "G" for Galt Joint Union High School District) and your Student ID number wherever asked for a Library card number.
- For example, if your ID number were 123456, you would use SJ123456. Your 4 digit PIN will be set to the birth year on your school record. You may visit or call the library to reset this PIN.

For more information: www.saclibrary.org/Education/Students-Educators/Educators/Student-Success-Card

For more information visit Family and Community Engagement (FACE):

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TOBACCO INTERVENTION AND SUBSTANCE ABUSE HELPLINE

The California Smokers' Helpline provides free services to help students and adults quit smoking, vaping or chewing. Telephone counseling by highly trained counselors help student's ages 13-18 and adults develop a quitting plan. Website: <https://www.nobutts.org/>

Counselors are available weekdays, 7 a.m. to 9 p.m., and Saturday, 9 a.m. to 5 p.m.

- Smokers: 1-800-NO-BUTTS (1-800-662-8887)
- Vape Users: 1-844-8-NO-VAPE (1-844-866-8273)
- Tobacco Chewers: 1-800-844-CHEW (1-800-844-2439)
- Chinese: 1-800-838-8917
- Korean: 1-800-556-5564
- Spanish: 1-800-45-NO-FUME (1-800-456-6386)
- Vietnamese: 1-800-778-8440

Text Messaging: Receive texts that are tailored to help at critical points along the way. You can also send questions at any time and a counselor will respond within one business day. Mobile Phones: Text "Quit Smoking" to 66819 & Text "Quit Vaping" to 66819.

SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

SAMHSA's National Helpline- 1-800-662-HELP (4357).

UTILITY ASSISTANCE PROGRAMS

SMUD has implemented a moratorium on service disconnections for non-payment through January 4, 2021. Agents are available to assist with payment plans at 1-888-742-7683. For more information visit their website: <https://www.smud.org/>

PG&E offers payment assistance services such as the Relief for Energy Assistance through Community Help (REACH) and Family Electric Rate Assistance (FERA) Programs. For more information, visit their website at <https://www.pge.com/> and (877) 704-8470.

The **City of Sacramento** has temporarily waived late-payment penalties for City utility services (water, solid waste, wastewater and drainage). The Department of Utilities will not shut off water service for non-payment. For more information: <http://www.cityofsacramento.org/Utilities>

For more information visit Family and Community Engagement (FACE):

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