



CASE STUDY

Long Beach City College Expands Access to Mental Health Support with TimelyCare

Challenge

Long Beach City College supports a highly diverse student population, including many who balance coursework with jobs, family responsibilities, and other life pressures. Facing ever-increasing demands for mental health support, students often waited two to three weeks to see a therapist.

While LBCC's on-campus services provide essential care during standard business hours, many students need support outside of those times. Their small team was overwhelmed, and it became difficult to provide timely, consistent care, especially in the evenings and on weekends.



Type
Public

Location
Long Beach, California

Enrollment
~38,800

Athletics
California Community
College Athletic Association (3C2A)

California South Coast
Conference/Southern
California Football Association

Founded
1927



Campus Impact of TimelyCare

More than 80% of students reported improvements in mental health using TimelyCare.

"TimelyCare has brought meaningful value to our campus by expanding access to mental health support and meeting the diverse needs of our students. It allows us to provide care when and how students need it most."

— Sergio Grimaldi, MPA, M.S.
Director of Student Health & Student Life

Solution

LBCC partnered with TimelyCare to provide 24/7, 365-day access to mental health support, including evenings, weekends, and holidays. This around-the-clock availability complements on-campus service, bridging critical gaps.

Students can connect with licensed providers remotely, reducing barriers related to transportation, scheduling, and stigma. They can also select providers who reflect their cultural and linguistic preferences, helping foster trust, comfort, and deeper engagement in care.

With TimelyCare, the school expanded students' access to:

- On-demand emotional support (TalkNow)
- Scheduled counseling
- After-hours mental health care
- Digital self-care tools and resources
- A diverse network of culturally aligned providers

Results

By partnering with TimelyCare, LBCC strengthened its student well-being support by improving access, reducing wait times, and extending care beyond traditional hours.

Since implementation, wait times have gone from days to minutes, and the college no longer receives student complaints about delays in accessing care.

Student response has been overwhelmingly positive, with many regularly using TimelyCare to schedule sessions, access immediate support, and connect with providers who understand their cultural and personal experiences.

By complementing on-campus services, TimelyCare helps ensure students receive timely, coordinated, and accessible care that meets them where they are.



4.8 minutes

average wait time for on-demand emotional support



51.9%

of all visits occurred after hours or on weekends.



49%

of users said they would have done nothing if TimelyCare was not available to them.



Ready to transform your campus?

Book a conversation to learn more.

timelycare.com   