

Help@Hand Digital Mental Health Literacy Project “Appy Hour” Workshops Summary Report





Workshops Overview

RUHS-Behavioral Health- Help@Hand Program, in partnership with CalMHSA, implemented the use of digital mental health therapeutics to support overall mental wellness. Multiple strategies and products were utilized over the course of RUHS-BH Help@Hand Innovation implementation. One strategy involved training the RUHS-BH staff in digital literacy in order to empower staff to increase the use of digital mental health therapeutics with the consumers they serve. The goal in the staff training was to increase staff confidence when using technology based mental health supports. RUHS-Behavioral Health partnered with Painted Brain, a leader in Peer-driven digital literacy training, to first provide a digital literacy training to RUHS-BH staff and then provide educational workshops on digital mental health topics to RUHS-BH consumers.

The Painted Brain’s Digital Health Literacy Training is a course developed to increase digital literacy among mental health consumers. More specifically, the Digital Health Literacy Training highlights how mental health support applications (Apps) and technology such as smartphones, laptops, tablets, iPads, and other devices can support overall mental wellness by using Apps on electronic devices. The implementation of this training was a collaborative effort between Painted Brain trainers and RUHS BH Peer Support Specialist staff; in which they combined efforts to conduct multiple workshops across Riverside County. The workshops called “Appy Hour” were held at County clinic locations and County Peer Support and Recovery Centers. Outreach and recruitment efforts were used to encourage consumers to attend the scheduled workshops. RUHS-BH Help@Hand Peer Support staff selected several mental wellness Apps to be a focus for the Appy Hour workshops. In addition a couple of workshops were focused solely on using the Internet safely for privacy and avoidance of scams. The goal was to increase consumers knowledge, confidence and skills when using online or phone Apps focused on mental wellness.

Each workshop was designed to engage consumers and encourage them to:

- Be Empowered through the use of digital wellness applications.
- Gain hands-on learning on how to best use these digital wellness tools.
- Learn how the app can be integrated into their daily lives.
- Learn how to protect themselves while browsing online and avoid digital phishing and scams.
- Experience a fun and collaborative learning environment.

Additionally, from each wellness app, the goals were for consumers to learn about:

- What a Wellness App is
- What the benefits of a Wellness App are
- Why should consumers use a Wellness App
- What are the user tools within the Wellness App

Painted Brain was contracted by the Help@Hand Innovation to provide a total of 39 Appy Hour workshops Countywide. At the end of each workshop, incentives were also given to all of the consumers who attended, participated, and completed the workshops. Each clinic that participated had the options to choose the workshop and following topics to be offered for their consumers:

- **Don’t Panic Wellness App**
- **PTSD Wellness App**
- **Super Better Wellness App**
- **Anti Phishing and Anti Scamming** (*Internet Safety*)
- **Online Safety and Privacy** (*Internet Safety*)

There were a total of 39 Appy Hour workshops conducted, from August 22nd, 2023 to November 1st, 2023, with a total of 447 consumers attending. The majority of participants were from the Mid-County region (44.3%, n = 198), followed by the Western region (44.1%, n = 197), and the Desert region (11.6%, n = 52), respectively. A total of 443 post-satisfaction surveys were collected (a 99.1% submission rate) from all of the Appy Hour workshops completed Countywide.



Appy Hour Workshops Mental Wellness Apps Summaries



Don't Panic

Offered in English/Spanish

This app includes a number of tools that assist in connecting with one's thoughts and feelings, managing mood swings, and recognize indicators of sadness and anxiety. Learn to cope with extreme emotions in addition to ways to manage suicidal thoughts.



PTSD Coach

Offered in English/Spanish

This app offers knowledge about PTSD, details on professional care, a PTSD self-assessment tool, opportunities to connect with support, and tools that can help to cope with the demands of daily life.



SuperBetter

Offered in English

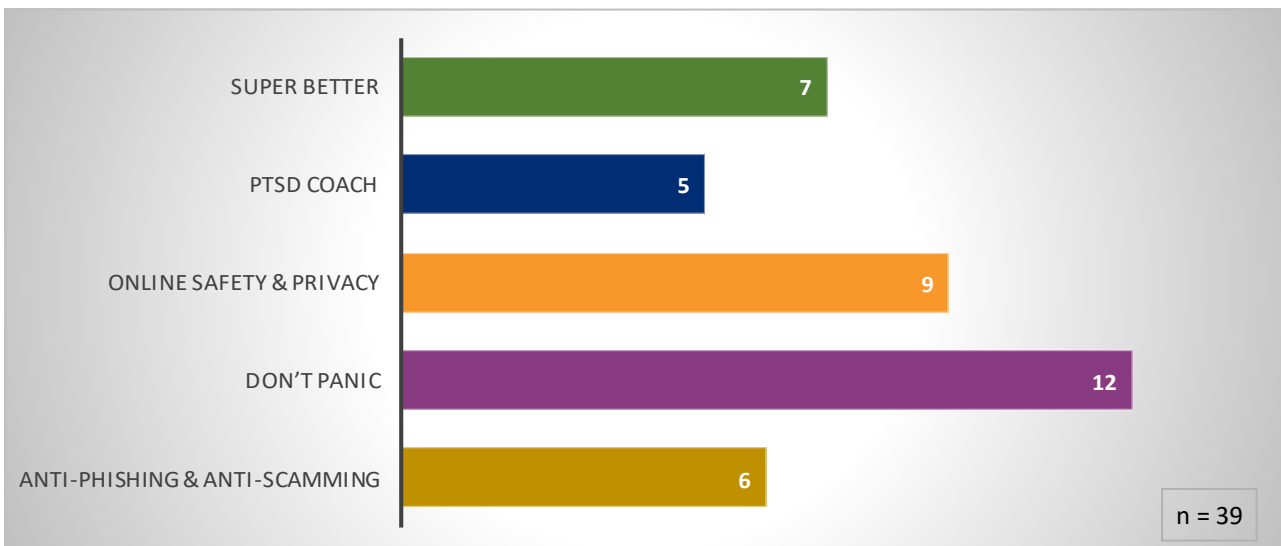
This app incorporates gaming to overcome hurdles in many aspects of life. As they strive for epic victories, players can adopt a secret identity, activate power-ups, battle opponents, accomplish objectives, and check-in with allies.

In addition to the 3 wellness apps, there were also 2 workshops offered that covered Internet safety, which include:

- **Anti Phishing and Anti Scamming**, where consumers can learn about what phishing and scamming are, the different types of electronic scams, types of phishing attacks, and to learn how to avoid them.
- **Online Safety and Privacy**, where consumers can learn about online safety, how to identify “bad actors”, privacy and privacy settings, and how to enable multi-factor authentication.

Workshops Completion by Topic

The graph below summarizes the Appy Hour workshops completion by topic. Overall, there were a total of 39 Appy Hour workshops completed Countywide, where 24 were App workshops, and 15 were Internet Safety workshops. The “Don’t Panic” wellness app was the most widely chosen workshop by clinics and consumers (a total of 12 workshops were completed, with 2 offered in Spanish), and the “Online Safety and Privacy” topic was the second most popular workshop topic that was chosen by clinics and consumers (a total of 9 workshops were completed).





List of Appy Hour Workshops Completed Countywide

The table below shows the list of all **39** Appy Hour workshops completed Countywide. Of these, **24** of the workshops were for wellness apps, and **15** workshops were for Internet Safety. A total of **447** consumers attended the workshops Countywide. Of these, **269** consumers attended the workshops for the wellness apps, and **178** consumers attended the workshops for Internet Safety.

Workshop No.	Date	Region	Number of Attendees	Type of Topic	Topic
1	08/22/23	Western	12	Non-App	Online Safety & Privacy
2	08/22/23	Western	15	App	Super Better
3	08/23/23	Western	18	App	Don't Panic
4	08/23/23	Western	6	Non-App	Anti-Phishing & Anti-Scamming
5	08/29/23	Western	14	App	Don't Panic
6	08/29/23	Western	10	App	Super Better
7	08/30/23	Western	19	Non-App	Anti-Phishing & Anti-Scamming
8	08/30/23	Western	17	App	Super Better
9	09/05/23	Mid-County	9	App	Don't Panic
10	09/05/23	Western	8	App	Don't Panic
11	09/06/23	Mid-County	10	App	Super Better
12	09/06/23	Mid-County	9	App	Don't Panic
13	09/12/23	Mid-County	14	App	Don't Panic
14	09/12/23	Mid-County	8	App	Super Better
15	09/13/23	Western	7	App	Super Better
16	09/13/23	Mid-County	14	App	PTSD Coach
17	09/19/23	Mid-County	12	App	Don't Panic
18	09/19/23	Western	8	Non-App	Anti-Phishing & Anti-Scamming
19	09/20/23	Mid-County	8	App	Don't Panic (Spanish)
20	09/20/23	Mid-County	9	App	PTSD Coach
21	10/03/23	Desert	12	Non-App	Online Safety & Privacy
22	10/03/23	Mid-County	7	Non-App	Online Safety & Privacy
23	10/04/23	Desert	11	App	PTSD Coach
24	10/04/23	Desert	7	App	Don't Panic
25	10/10/23	Mid-County	16	Non-App	Anti-Phishing & Anti-Scamming
26	10/11/23	Western	13	App	PTSD Coach
27	10/17/23	Mid-County	9	App	Super Better
28	10/17/23	Mid-County	16	App	PTSD Coach
29	10/18/23	Desert	5	App	Don't Panic
30	10/18/23	Western	14	Non-App	Online Safety & Privacy
31	10/24/23	Mid-County	10	Non-App	Online Safety & Privacy
32	10/24/23	Mid-County	13	Non-App	Anti-Phishing & Anti-Scamming
33	10/25/23	Western	12	App	Don't Panic
34	10/25/23	Desert	11	Non-App	Anti-Phishing & Anti-Scamming
35	10/31/23	Mid-County	14	App	Don't Panic (Spanish)
36	10/31/23	Mid-County	19	Non-App	Online Safety & Privacy
37	11/01/23	Western	11	Non-App	Online Safety & Privacy
38	11/01/23	Western	14	Non-App	Online Safety & Privacy (Spanish)
39	11/01/23	Desert	6	Non-App	Online Safety & Privacy

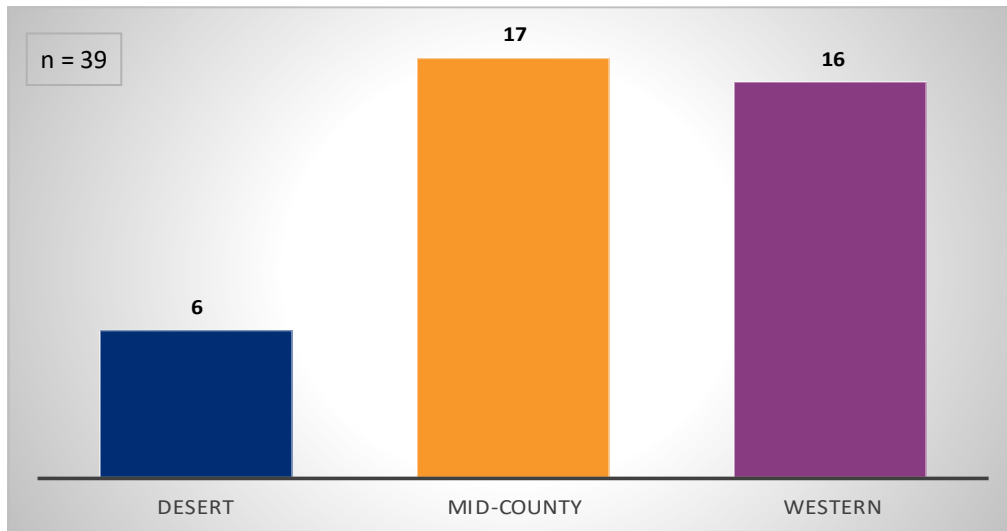
Total Attendees: 447



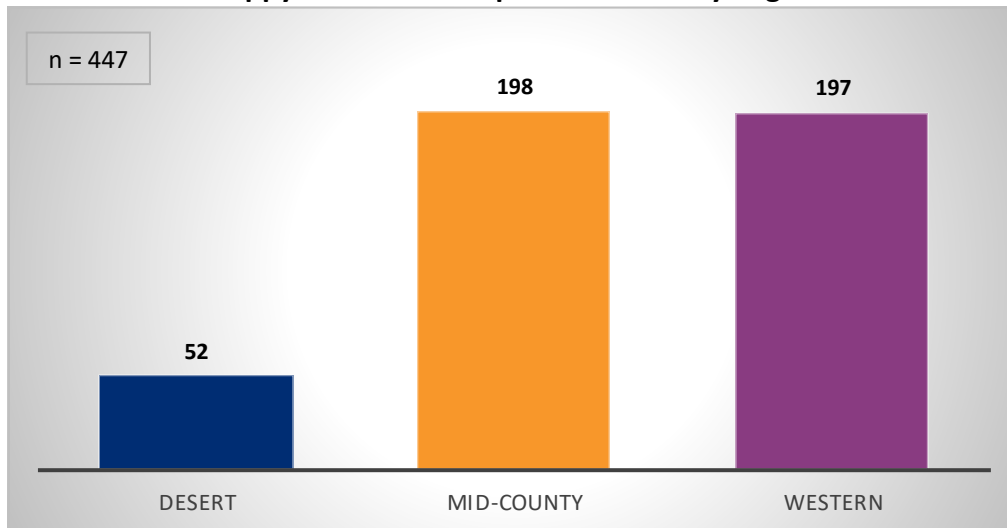
Appy Hour Workshops Completion and Attendance by Region

The following graphs show the completion and attendance of Appy Hour Workshops by region. Of the 39 Appy Hour workshops completed, the majority were completed in Mid-County region, followed by Western region, and Desert region, respectively. A total of 447 consumers attended the workshops Countywide.

Appy Hour Workshops Completion by Region



Appy Hour Workshops Attendance by Region



Post-Satisfaction Surveys Submissions

There were a total of **443** post-satisfaction surveys collected from all the Appy Hour workshops, from 447 consumers attending the workshops (**99.1%** submission rate). The summary for workshops completion, attendance, and surveys collection for each type of workshops and the overall completion are as follows:

App Workshops Completion:

Workshops Completed: **24**

Number of Attendees: **269**

Number of Surveys Collected: **266**

Internet Safety Workshops

Completion:

Workshops Completed: **15**

Number of Attendees: **178**

Number of Surveys Collected: **177**

Overall Completion (App and Safety):

Total Workshops Completed: **39**

Total Number of Attendees: **447**

Total Number of Surveys Collected: **443**



Post-Satisfaction Surveys Summary

At the end of each Appy Hour workshop, staff asked all consumers to complete post-satisfaction surveys. The post-satisfaction survey is meant to gather participants' feedback on their overall satisfaction with the Appy Hour workshops, the workshops' contents, the engagement with workshop trainers, and to get the consumers' feedback on whether the consumers would recommend workshops to other people. On the post-satisfaction survey form, consumers were also asked to provide any feedback on the things they liked or learned from the Appy Hour workshops, as well as to provide any feedback on things they did not like about the workshops.

There are two different types of post-satisfaction surveys distributed at the end of the workshops, based on the type of topic attended by consumers: Wellness App surveys and Internet Safety surveys. Each type of survey was analyzed separately.

Appy Hour Post-Satisfaction Survey Summary: Wellness App Series

A total of 24 App workshops were completed Countywide, with 269 consumers attending. Of these, a total of 266 post-satisfaction surveys were collected. There are 3 wellness Apps that were offered to the county clinics and their consumers for the Appy Hour Workshops, and consumers could choose which one to attend. The wellness apps offered to consumers include the following:



Don't Panic



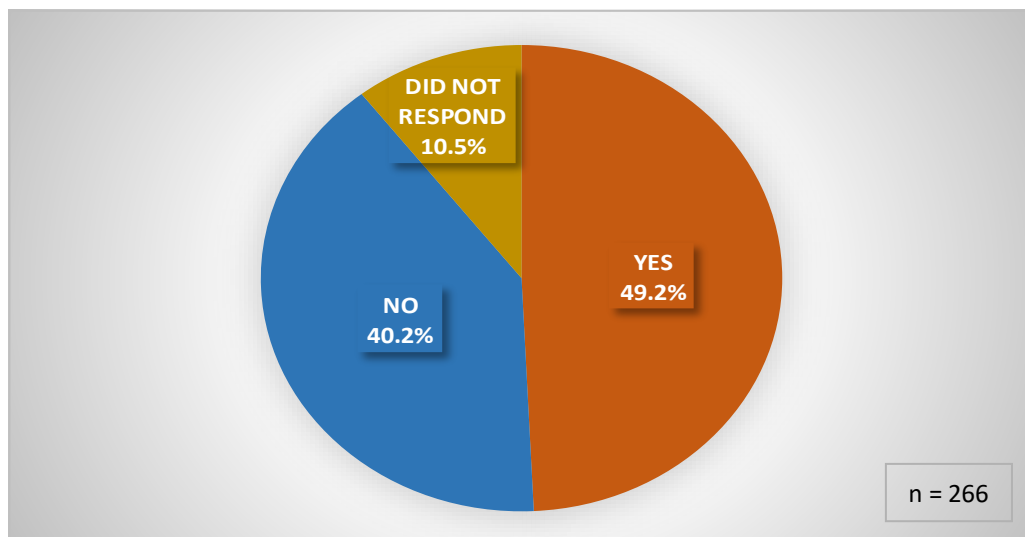
PTSD Coach



Super Better

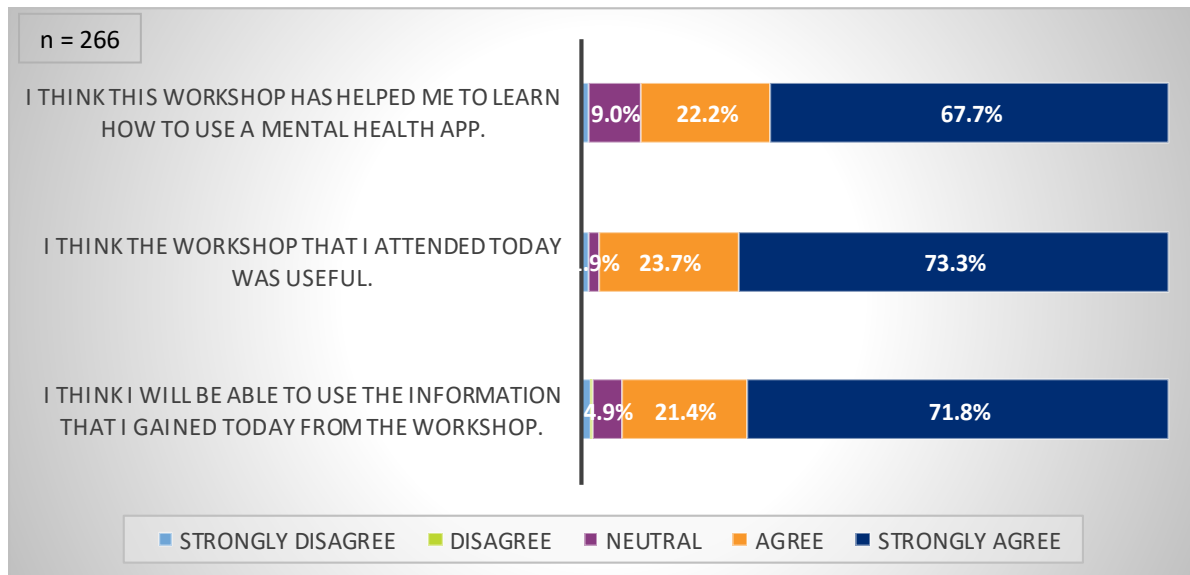
Consumers' experience with using a Mental Health/Wellness App prior to attending the Appy Hour workshop was gathered on the post-satisfaction survey. Based on the survey responses, 49.2% of the consumers indicated they had used a mental wellness App prior to attending the workshop (i.e. responded "Yes", n = 131), while 40.2% (n = 107) responded "No", and 10.5% (n = 28) chose not to respond to this question.

Have you ever used a Mental Health application prior to this workshop?





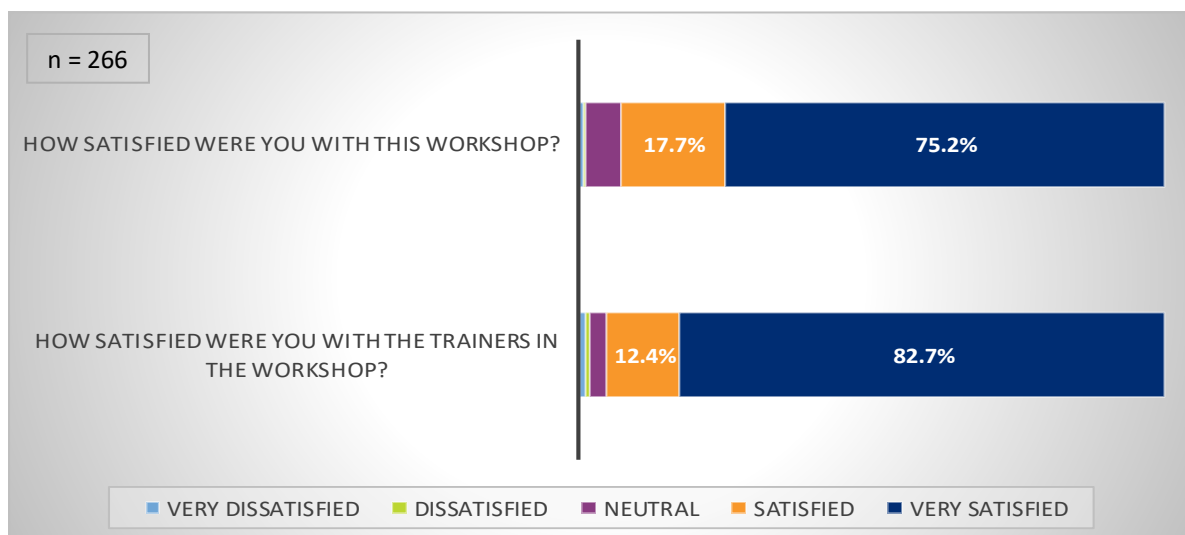
Feedback of App Workshops



Consumers' feedback on the Appy Hour (app series) workshops are summarized below:

- **89.9%** (n = 239) consumers "Agreed" or "Strongly Agreed" that *the workshop has helped them to learn how to use a mental health app.*
- **97.0%** (n = 258) consumers "Agreed" or "Strongly Agreed" that *the workshop they attended today was useful.*
- **93.2%** (n = 248) consumers "Agreed" or "Strongly Agreed" that *they would be able to use the information that they gained today from the workshop.*

Feedback on Appy Hour (App) Workshops and Trainers



Overall, consumers' satisfaction with the app workshops and the workshop trainers are summarized below:

- **92.8%** (n = 247) of the consumers felt "Satisfied" or "Very Satisfied" with the Appy Hour (app series) Workshops.
- **95.1%** (n = 253) of the consumers felt "Satisfied" or "Very Satisfied" with the Appy Hour (app series) Workshops Trainers.



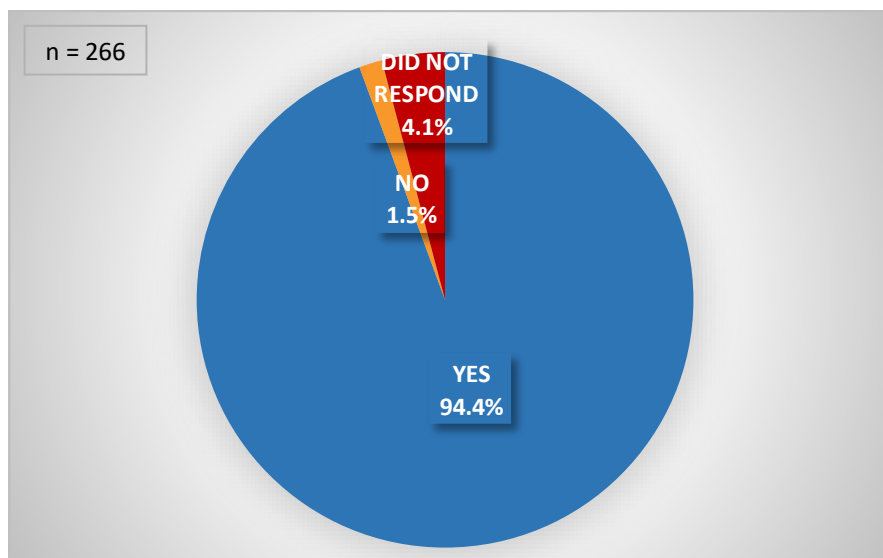
Workshop Recommendation and Future Wellness App Use

On the post-satisfaction surveys, consumers were also asked if they would recommend Appy Hour (app series) workshops to other people, and if they would use a Mental Health app similar to the one they learned in the workshop, and their responses are summarized below:

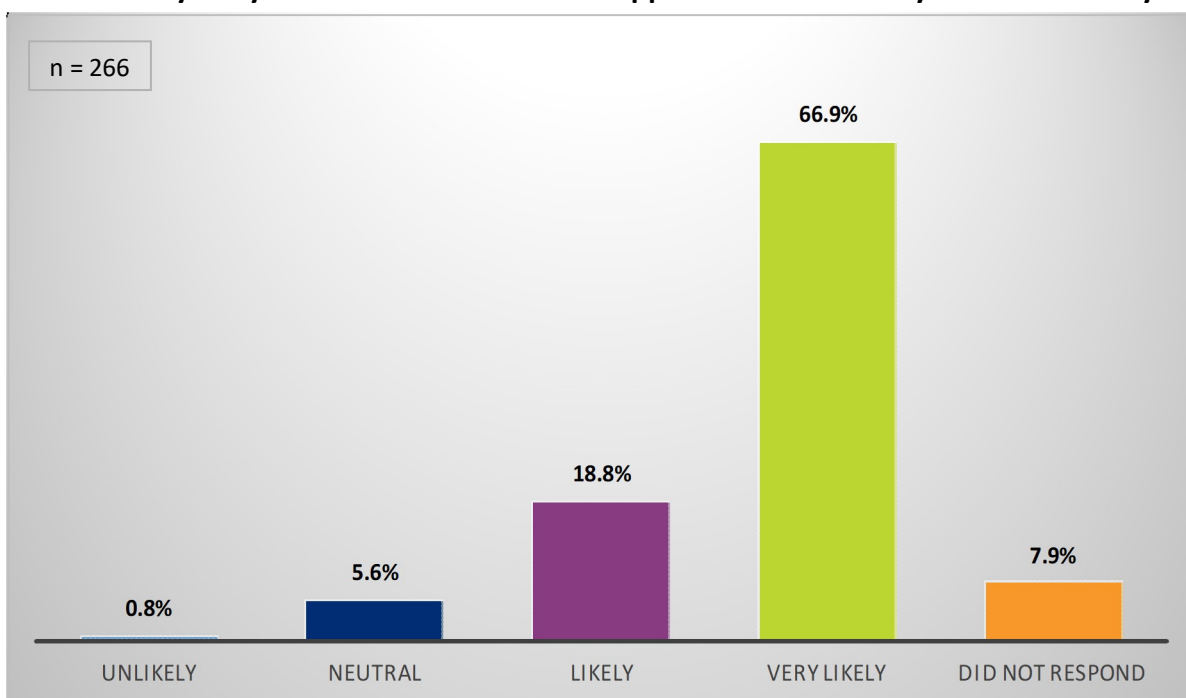
- **94.4%** (n = 251) responded “Yes”, that *they would recommend this type of workshops to other people.*
- After completing workshops, **85.7%** of the consumers (n = 228) indicated *they are “Likely” or “Very Likely” to use a Mental Health app similar to the one they learned.* It is also noted that 11 consumers (4.1%) left this question unanswered.

The consumer responses for these questions are shown on the following graphs below:

Would you recommend attending a workshop similar to this to other people?



How likely are you to use a Mental Health app similar to the one you learned today?





Consumers' Feedback on from Appy Hour Workshops (App Series)

Consumers were given spaces on the post-satisfaction surveys to write comments about things they “Liked” or “Learned”, as well as things that they “Did Not Like” from the Appy Hour (app series) workshops, and some of their comments are shown below and on the following page.

Things I liked/learned in the Appy Hour Workshop were:

- "That I have help for my anxiety at my finger tips."
- "I liked how open it was; no wrong answer or question just open and comfortable."
- "Everything...Thank you.."
- "This application has many benefits and I am going to share it with friends and family"
- "That there's app that will help mental health."
- "I learn about mental health and applications and how to use and manage mental health"
- "That I can work on my mental health in a fun way and at my comfort of my own home."
- "How organized, structured and how well explained everything was."
- "How comforting it was and informative."
- "I liked that this is going to help a lot of people.."
- "I enjoyed the presenters."
- "The apps have helped me when I am alone."
- "How to cope with anxiety and panic attacks."
- "I like that you can contact some one who can help you with what ever is troubling you."
- "I now have an application that can help support my struggles."
- "I learned that the PTSD app is for everyone not just people with PTSD."
- "I liked that we have options to help us heal."
- "I learned about another avenue to work on our mental wellness."
- "How to cope with PTSD."
- "I learned I can play games on the app to help with my mental health."
- "Learning new coping skills to use app when overwhelmed."
- "The presentation was thorough."
- "Everything from the don't panic has really help a lot with my mental health and with my daughter."
- "The best atmosphere! Love u all."
- "Helpful app and very nice staff."
- "I enjoy new resources to help me cope with mental health."
- "Knowing that there is an app that is accessible when I am feeling mentally emotion and overwhelmed."
- "The information was presented clearly and easy to understand."
- "That I can journal about my problems, and I can reach a chat room when things are caving in and when clinic is closed."
- "That I can use this app to help with my wellness, and I learned how to use the app I never knew how to use."
- "That there are multiple mental health apps out there to explore."
- "It's one of the best apps that I liked for mental health."
- "The instructor was very informative and explained thoroughly."
- "The fact that I finally found an app for mental health."
- "Learn the applications and improve my mental health."
- "Coping skills and options to get help over the phone."
- "Easy to learn & feel safe, and stay positive. Able to track your mood which is helpful. This app is brilliant. Also, a lot of resources for immediate help in crisis."
- "I enjoyed learning about the "Don't Panic" app. It will be very useful."
- "I learned about an app with a unique approach to mental wellness."
- "I learned a lot about the Super Better app."
- "I learned how to use technology and how to use applications."
- "I learned the importance of documenting emotions with the app."
- "Learned there is extra help online by coming and being informed."
- "That PTSD is real and I need this app."
- "The app is useful with good tips and ways to use skills in daily life."



Consumers' Feedback on from Appy Hour Workshops (App Series—*continued*)

Things I did not like from the Appy Hour Workshop were:

- "That it was a lot of information."
- "The actual room itself is hot and we were too close together."
- "That I am a slow learner."
- "I am not doing okay today so checking in and being asked questions was too embarrassing for me."
- "I can't think of anything."
- "I didn't have the option to buy the phone."
- "I did not like the app."
- "I had accessibility problems that were frustrating for me with the workshop."
- "I have no complaints."
- "I have to wait to download."
- "This app is not created for a schizophrenia person."
- "Late start and workshop length."
- "I liked everything but parking is terrible."
- "My lack of ability to focus."
- "Not available in Spanish."
- "Not very interactive. People were not super engaged."
- "Nothing, it was a good experience!"
- "The packet was not in order. But amazing video!"
- "Peers were struggling to help others and for some of the workers setup I actually had to help."
- "People were talking out of turn sometimes."
- "Room was crowded and hot."
- "Didn't like sitting still."
- "Some features of the app was non-understandable."
- "I think going through app with instruction would help as I know there are lots I still need to look into."
- "Time went by quickly."
- "Too long but the people made it better."
- "Unfortunately my phone is too outdated to carry such an app."
- "Wish there was more of them."
- "There was trouble getting the gift card."
- "The room was too cold for me."



Appy Hour Post-Satisfaction Survey Summary: Internet Safety Series

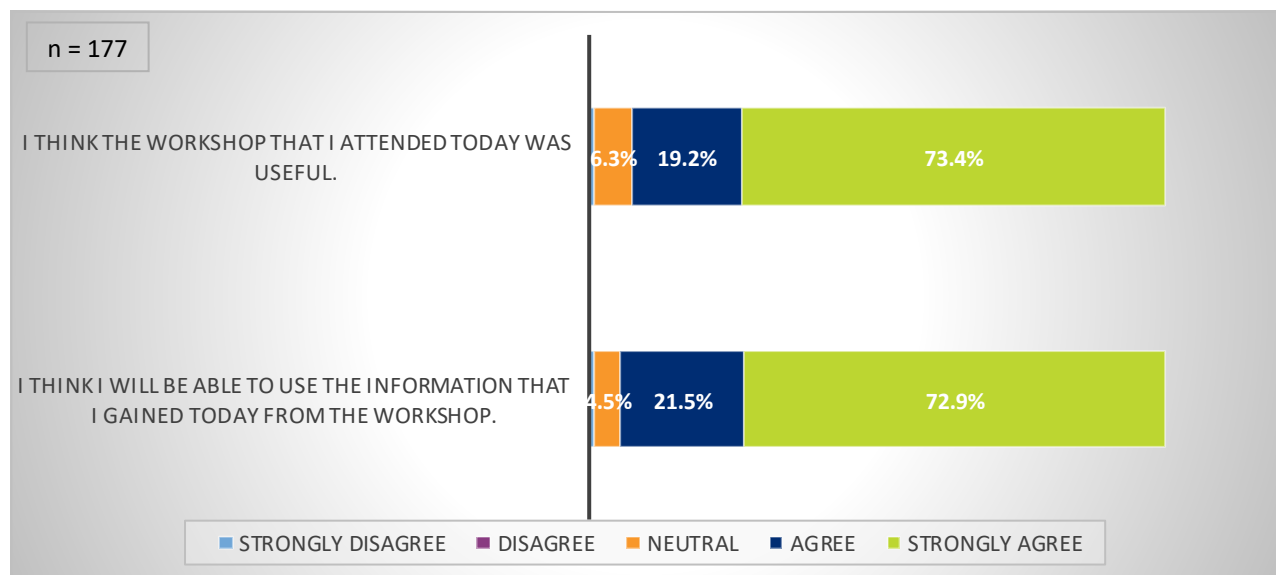
A total of 15 Internet Safety workshops were completed Countywide, with 178 consumers attending. Of these, a total of 177 post-satisfaction surveys were collected. Two topics were introduced for this workshop series, and the clinics' consumers could select which topic to attend including:

- **Online Safety and Privacy**
- **Anti-Phishing and Anti-Scamming**

Feedback of Internet Safety Workshops

Consumers were asked their opinions about the usefulness of the workshops and whether they gained any useful information from the workshops, the results are summarized below:

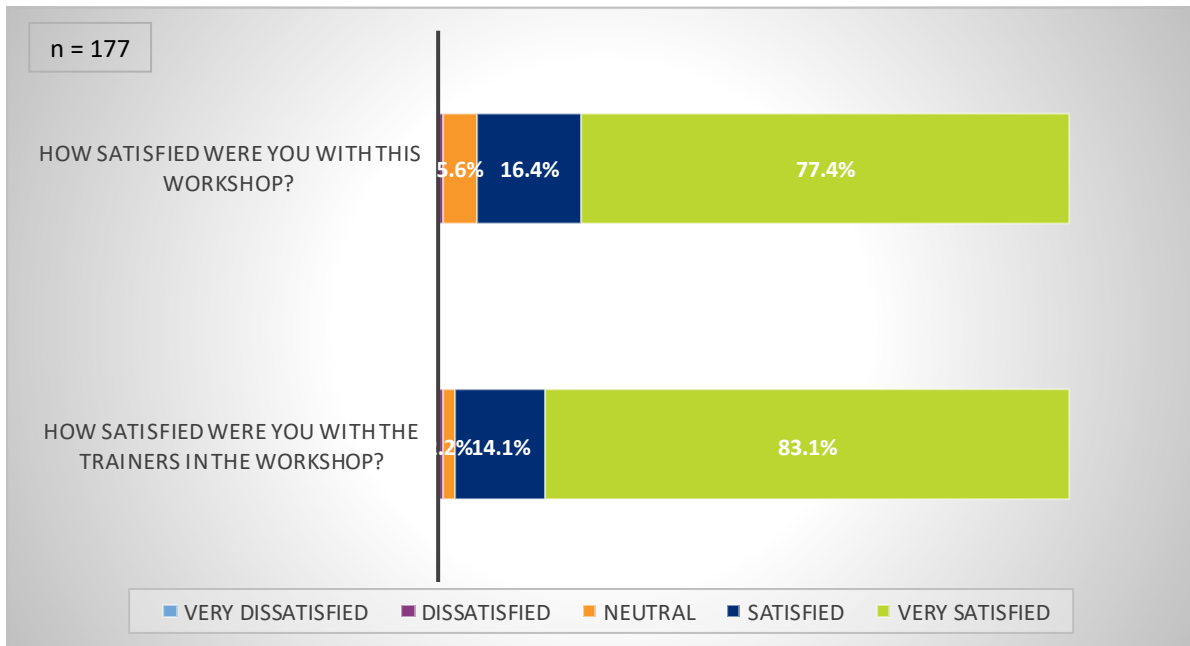
Usefulness of Workshops and Information Gained from Workshops



- **92.6%** (n = 164) consumers “Agreed” or “Strongly Agreed” that *the non-app series workshops that they attended today was useful.*
- **92.4%** (n = 167) consumers “Agreed” or “Strongly Agreed” that *they would be able to use the information that they gained today from the non-app series workshops.*



Feedback on Appy Hour (Internet Safety) Workshops and Trainers



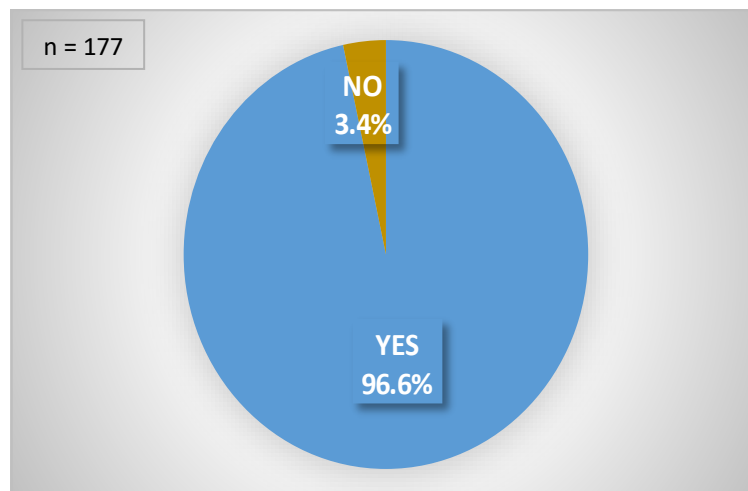
Overall, consumers' satisfaction with the Appy Hour Internet Safety Workshops and the workshop trainers can be summarized below:

- **93.8%** of the consumers felt "Satisfied" or "Very Satisfied" with the Appy Hour (Internet Safety series) workshops that they attended today.
- **97.2%** of the consumers felt "Satisfied" or "Very Satisfied" with the App Hour (Internet Safety series) workshops Trainers.

Internet Safety Workshops Recommendation

Consumers were also asked if they would recommend the Internet Safety workshops to other people, and **96.6%** (n = 171) responded "Yes", that they would recommend this type of workshops to other people.

Would you recommend attending a workshop similar to this to other people?





Consumers' Feedback on from Appy Hour Workshops (Internet Safety Series)

Consumers were given spaces on the post-satisfaction surveys to write their comments about things they "Liked" or "Learned", as well as things that they "Did Not Like" from the Appy Hour (Internet Safety series) workshops, and some of their comments are shown below and on the following page.

Things I liked/learned in the Appy Hour Workshop were:

- "I liked the 2 ways of authentication."
- "I learned a lot of things about today's technology."
- "A sense of empowerment."
- "I learned about my need to take care of my information."
- "I learned about the types of scams."
- "I liked all the information spoken/taught by peer support."
- "Although I came in late, I learned a lot!"
- "I learned to be cautious on the internet."
- "Reminder to be aware of random websites, emails, texts, phone calls."
- "Learned not to trust scammers and be careful with certain websites."
- "Everything!!! How informative and how accurate everything was."
- "I learned about fraud protection."
- "I liked learning about the general awareness of scammers methods."
- "How informative and well-presented the lesson was."
- "How to check what apps are using in your phone or have access to."
- "How to make my information more secure on my phone."
- "How to manage privacy settings on my phone."
- "How to protect myself and account from scammers."
- "I enjoyed the subject matter overall."
- "I learn how to use my phone better and erase some apps that I don't need and avoid to give personal information to anyone, avoid being scammed."
- "I like how detailed the conversations were. A lot of information was given I definitely learned a lot."
- "I liked the trainers' patience."
- "I learned about what you let apps have permission to."
- "I learned more information, terminology, slides for visual learners, clarity, where to report abuses. Great!"
- "That I wasn't alone in my feeling on scams."
- "The difference between anti phishing and anti scamming."
- "The different types of fraud that happen on the internet."
- "The experiences that other people shared."
- "The warmth in the room. People shared and respected everyone's opinion."
- "Today's class made the more aware of online scams, and how to best stop them."
- "Useful ways to protect your information online."
- "Very informative, learned that there are scammers everywhere."
- "Very organized content, presenter was professional and gave us opportunity to share. The videos were good."
- "Learned about word search, and the information/topic/tips to protect myself."
- "Safety navigating the internet avoid certain negative coaches."
- "That instructors, are very knowledgeable and they know how their workshop works. Thank you!"
- "That a lot of apps are tracking my location and have access to my microphone, and I didn't notice it until today in this class."
- "Everything was very understandable."
- "It was very informative; I still think there is more to know and understand of being aware of internet fraud and fraud all around."



Consumers' Feedback on from Appy Hour Workshops (Internet Safety Series—*cont'd*)

Things I did not like from the Appy Hour Workshop were:

"It was a little boring (repetitive!)"

"Although I did a lot I did struggle to understand some things because I'm not tech savvy."

"I think everything was better informed. There was nothing I didn't like. More workshops to teach us more information about technology. Thank you!"

"It was kind of hot."

"It was really crowded."

"It wasn't anything about the section I didn't like, I liked the class."

"Need a break for bathroom in the middle of class."

"Nothing, I like everything I learned."

"Time was too short."

"Nothing, It was very well done."

"That it did not go in depth on how those settings are used maliciously."

"The language of computer that I don't know."

"The undoing of different apps."

"There wasn't anything concerning."

"Trainer needed to be a little more informative about this appy hour workshop."

"We had no example to view visually on a device. I would like to see a live demonstration of how to apply."

"I wish there was lunch."

"Class was not long enough."

"Didn't understand or answer questions."

"There were disruptive clients."

"Nothing, it was very useful."