

# Riverside Help@Hand

## Statewide Stakeholders Update



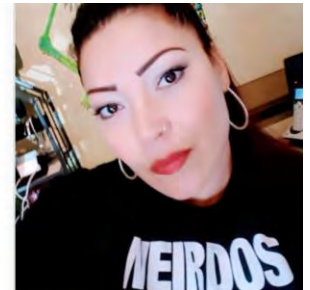
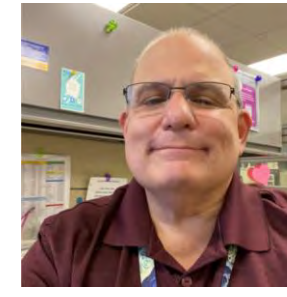
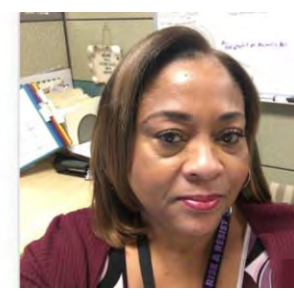
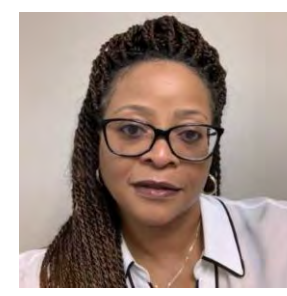
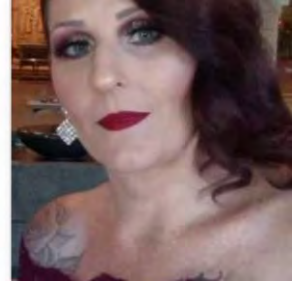
CONNECTING PEOPLE  
WITH CARE



Live Peer Chat



August 2021



**Help@Hand Riverside Team**



# Help@Hand Riverside Stakeholder Update



## Presenters

### TakemyHand™ Live Peer Chat

**Shannon McCleerey-Hooper**, Consumer's Affairs - Peer Administrator  
**Dakota Brown**, Peer Support Specialist -Desert Region

### Marketing Strategies, Interactive Map, Mobile App

**Tondra Hill**, Social Service Planner  
**Maria Martha Moreno**, Help@Hand Project Manager

For free anonymous Peer Chat support, visit [www.TakemyHand.co](http://www.TakemyHand.co) – available anywhere with an Internet connection.



help @  
hand™

CONNECTING PEOPLE  
WITH CARE

Riverside

Take

my

Hand

Only

You

Knew how much

Strength

It Took

# What is TakemyHand™ Live Peer Chat?

- Peer-to-Peer live chat interface using the internet
- Utilizes the practice of mutual Peer-to-Peer supportive relationships that are welcoming and inclusive
- Engages community members in real-time conversations about emotional wellness
- Helps Visitors build resiliency when life is difficult
- Explores the recovery process for those who may struggle with emotional difficulties and/or substance use challenges





# Operation Uplift



# Medical Center



Feeling **stressed, frustrated, anxious, tired, lost, down,**

**It's ok.**  
**Come chat with us**  
**and feel better.** 🌟  
Chat with a peer who cares at  
**TakemyHand.co**



#OperationUplift #TakeMyHand #LivePeerChat



# Deaf and Hard of Hearing

## Peer Operator Certification



**Video Chat functionality**






# How to use TakemyHand™

Take-Home Card reminds consumers how to use TakemyHand™ on their own time.




1. Open your camera app  
2. Focus your camera lens here →  
3. Or go to https://TakemyHand.co  
4. Accept cookies

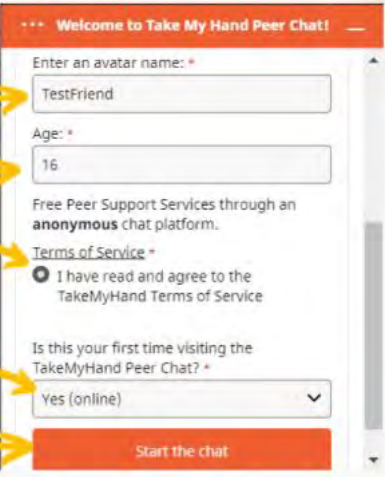


Toma mi Mano  
ahora disponible en español

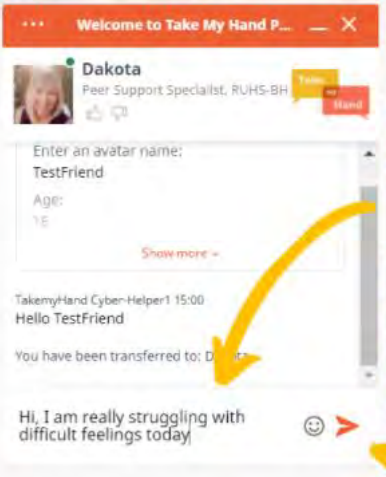
5. Click the red chat bubble ←



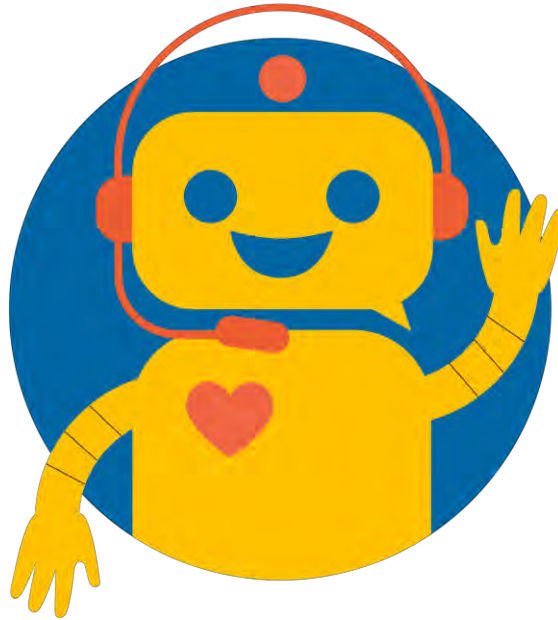
6. Make up a name →  
7. Type age →  
8. Click here →  
9. Yes or No →  
10. Start chatting →



11. Type your message  
12. Don't forget to click the arrow to send →



# ChatBOT

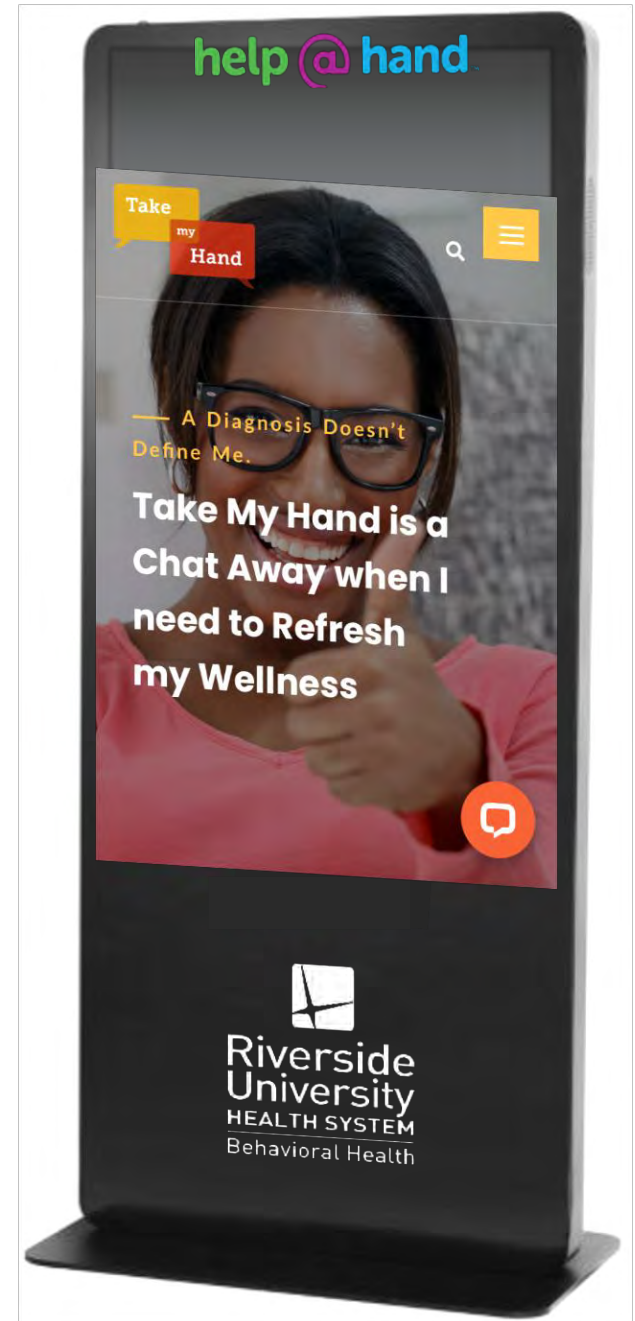


We are currently running a naming contest

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TmH will be  
available  
at 40 Kiosks  
in County  
Clinics

Desert: 11  
Mid-County: 11  
Western: 18



# Kiosk Landing Page

Connect to Care Whenever. **Wherever.**



## TakeMyHand.co—Live Peer Chat

Experiencing difficult feelings and wish there was someone to talk to that would just listen, care and understand? Look no further than Take My Hand!

[Chat with us](#)



## TomaMiMano.co—Chatea en Vivo

Nuestro chat en línea es una plataforma virtual anónima que te permite tener un lugar seguro para expresar tus pensamientos y tus luchas.

[Chatea con Nosotros](#)



## Help @ Hand—Connecting People With Care

Help@Hand is a California multi-city and county Collaboration. Learn more about this innovative project.

[Learn More](#)

# Marketing Strategies

## Interactive Map



Live Peer Chat

help @  
hand™

CONNECTING PEOPLE  
WITH CARE

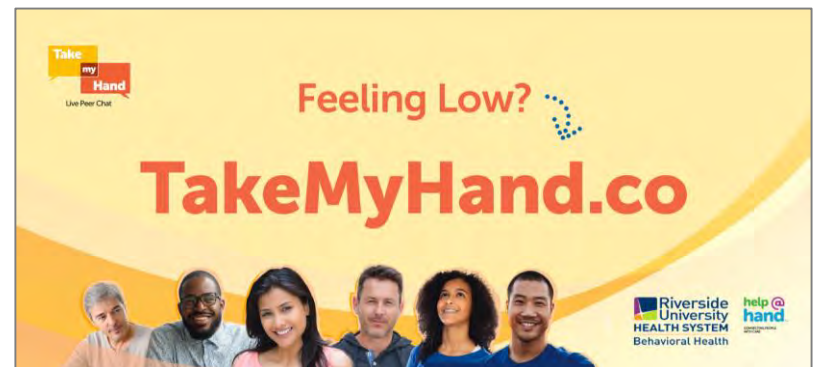
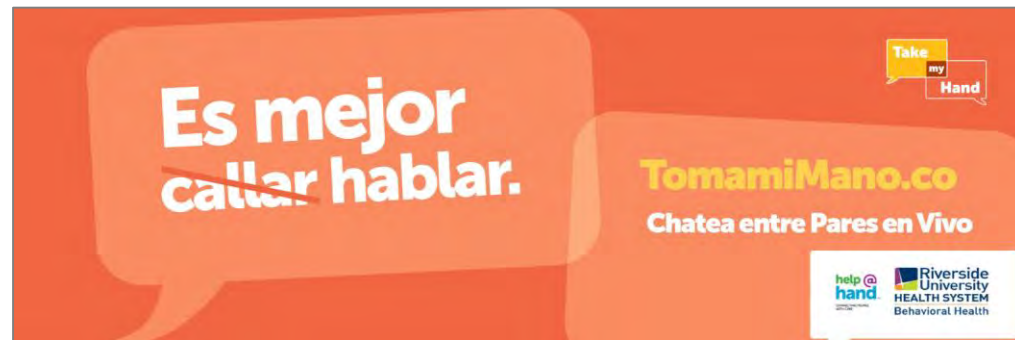
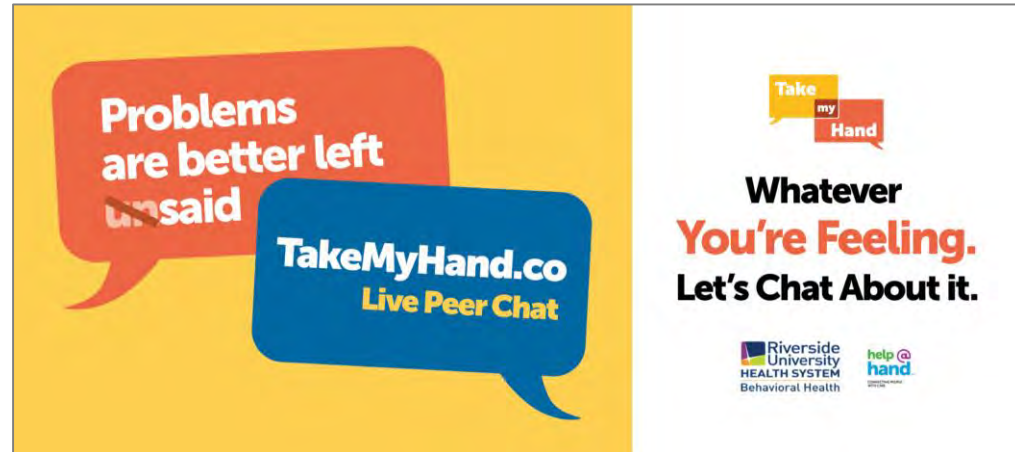
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# Billboards



# Bus Wraps

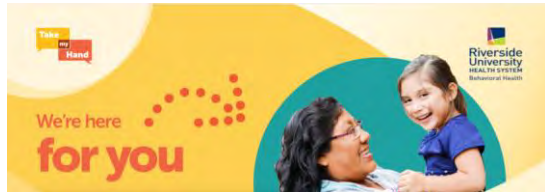




# Bus Shelters

Reaching out to Rural areas - English and Spanish in 4 cities:





**Tough Experiences? Chat with us!**

Take My Hand is a Live Peer Chat Service. Our online chat is an anonymous virtual platform that allows you to have a safe place to express your thoughts and your struggles.

Our peers and staff will remind you that you have social value and you are not alone. So, in those dark days when it seems that there is no way out, in those moments of anxiety when you think that others will not understand you, join us in live chat at [TakeMyHand.co](http://TakeMyHand.co).

Here, you can partner with a peer support specialist, who has walked through their own struggles and is here to listen to you, just a few keystrokes away.

**Our Goals**

- Anonymous, safe environment for individuals to share safely.
- Increase purpose, belonging and social connectedness of individuals served.
- Detect and acknowledge mental health challenges sooner.
- Increase access to appropriate level of support and care.



# Infographics

Reaching out...

To Target Populations

- ✓ Chat online with a peer support specialist for free.
- ✓ Access to local resources with our online resource guide.
- ✓ Access from anywhere. Laptop, phone, tablet or kiosk.
- ✓ 1 on 1 peer support with real people. No bots.
- ✓ Anonymous access to services to reduce stigma.
- ✓ Partner with a peer to arrive at new solutions to a challenge.



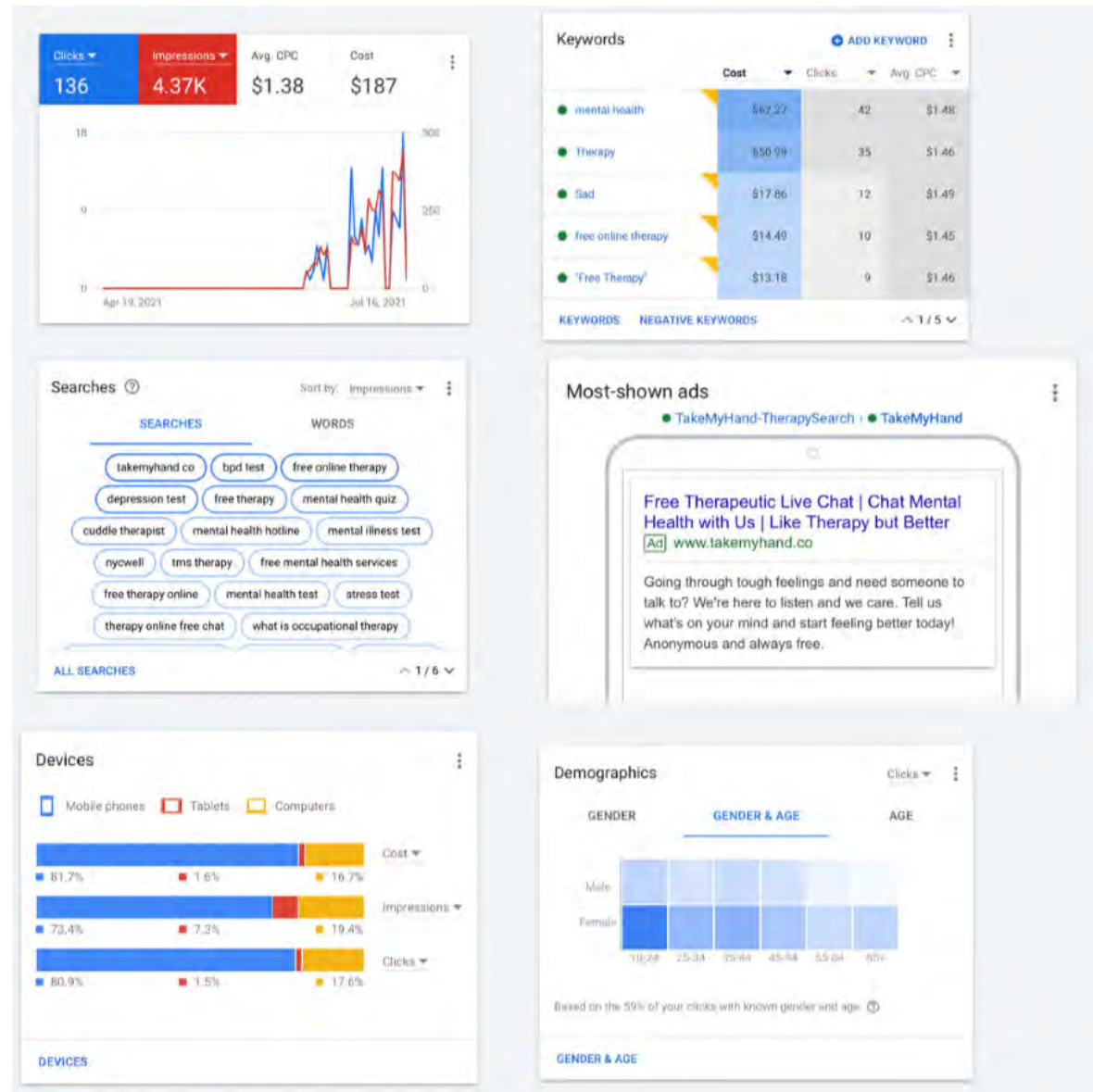
Visit [TakeMyHand.co](http://TakeMyHand.co) and receive chat support today!



# Google Analytics

## Takeaways

- Most searches happen on mobile
- People are searching later in the evening
- Mostly Female
- People over 45 are searching for mental health support
- People are searching for free form of therapy or mental health support
- Of known gender, female has the highest impressions. But click through rate is similar with both, meaning that men are interested in the service as well.
- There is a lot of need across the board, and those over 55 are searching for support.
- All income ranges are open to the support and increasingly amongst lower income populations.

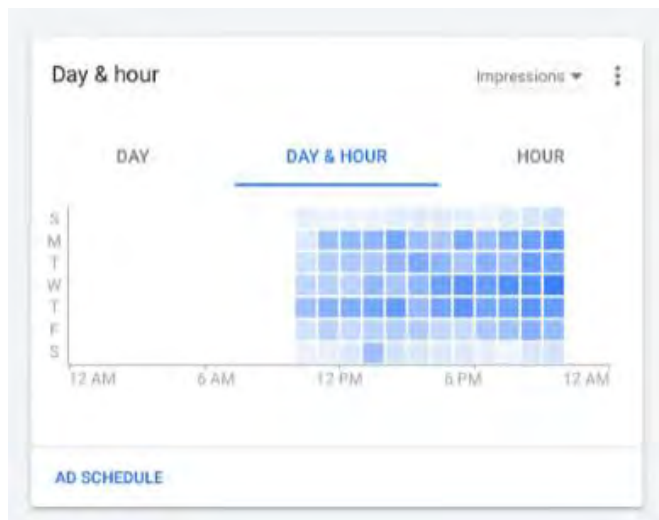
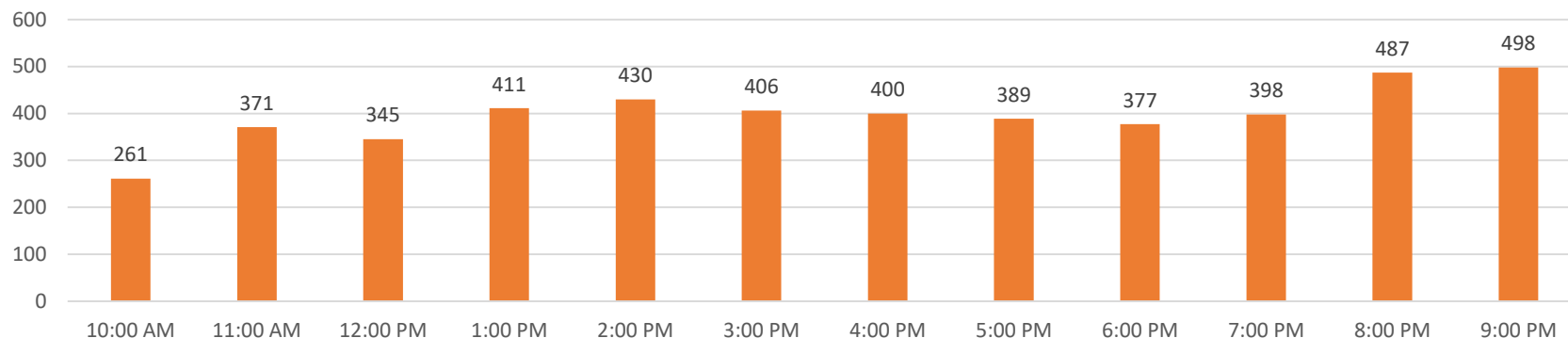


# Google Analytics

## TakemyHand™ Website Impressions by the Start Hour

Period: 4/19/2021-7/19/2021

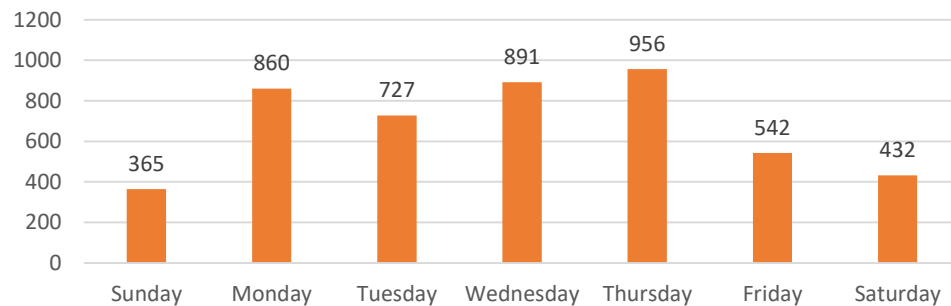
Google Analytics



## TakemyHand™ Website Impressions Day of the Week

Period: 4/19/2021-7/19/2021

Google Analytics



# Interactive Web Map

Allows community members to locate Kiosk locations: <https://arcg.is/0qnOuj>

Story Map: <https://arcg.is/00TuvL>



**Riverside County spans the Greater Los Angeles Area to the Arizona Border**

# Mobile App!

In Development

