



TakemyHand™

2023 Impact Report



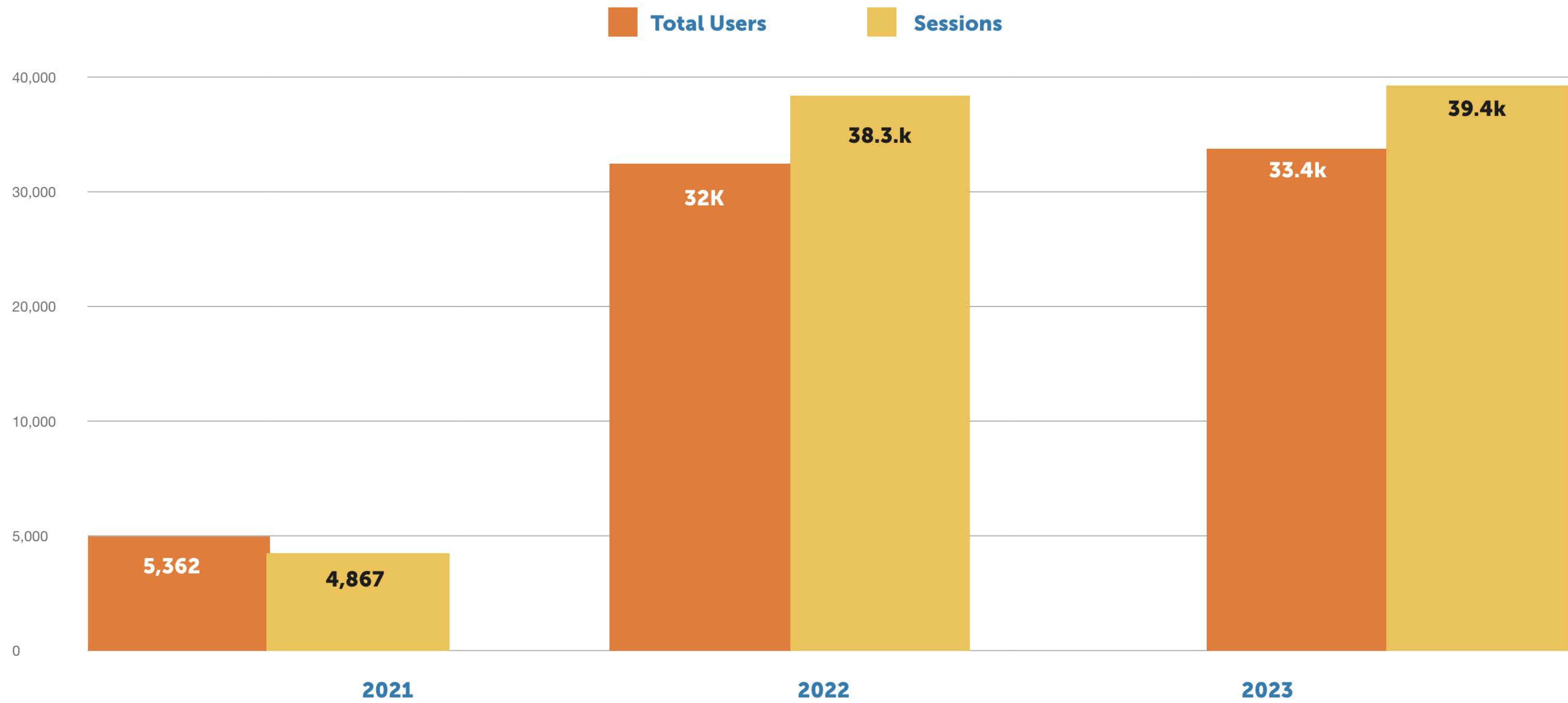
Welcome to TakemyHand™

TakemyHand is a peer-to-peer live chat interface operated by RUHS-BH Certified Medi-Cal Peer Support Specialists providing chat support using real-time conversations for people seeking non-crisis emotional support.



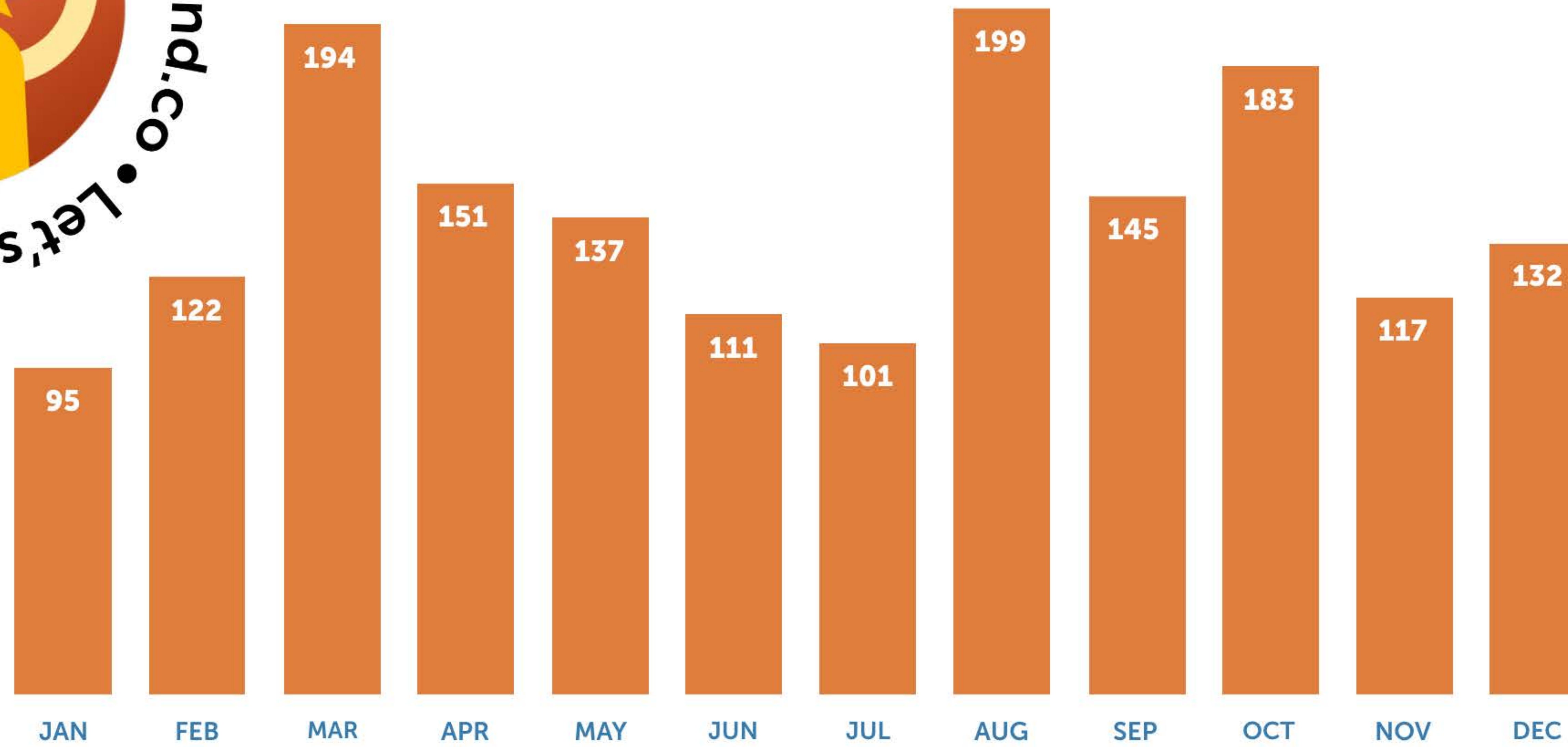
TakemyHand™

Total Users & Sessions



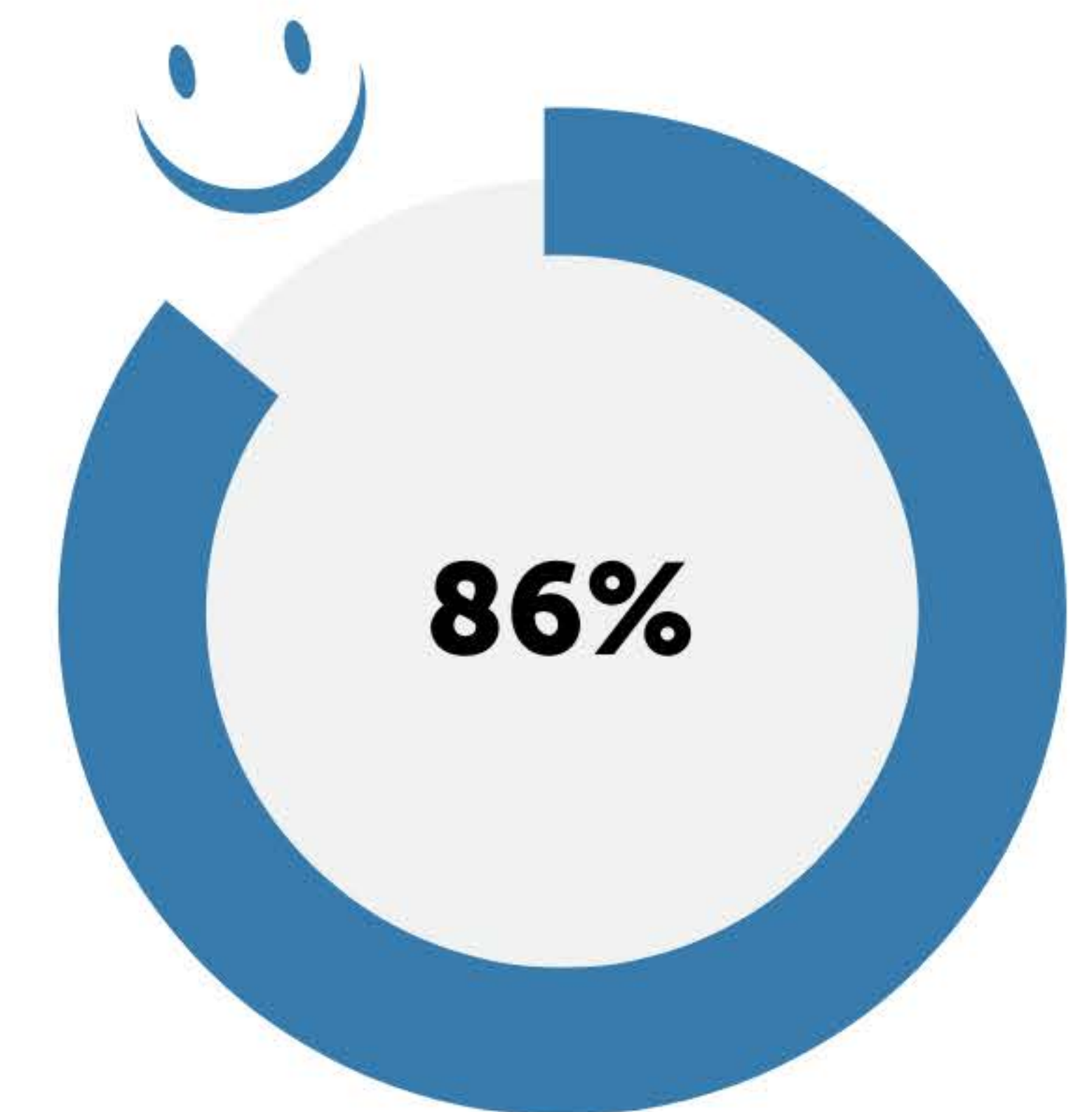


TakemyHand™ 2023 Peer Chats



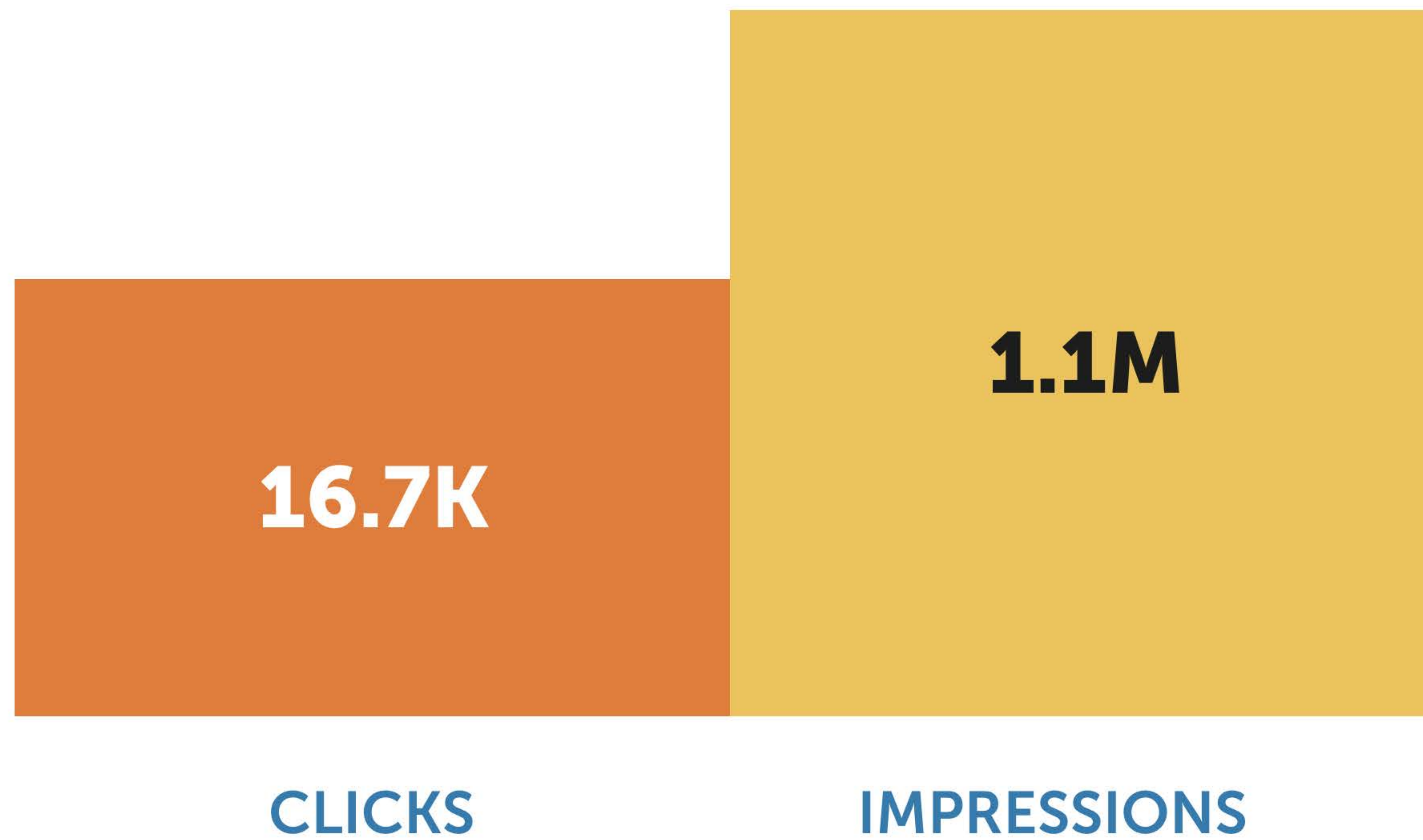
The number of chats completed during CY 2023 was 1,758

**Chat visitors that
the team made
smile!**





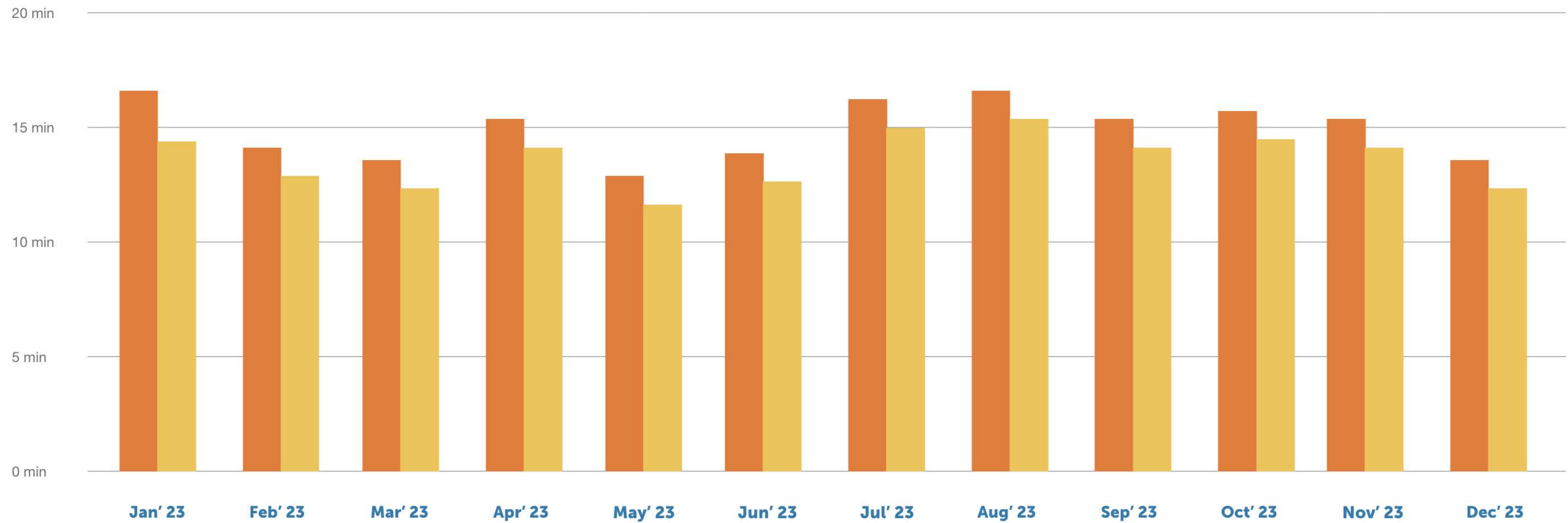
TakemyHand™ 2023 Google Ads Performance





TakemyHand™ Chat Duration

Chat duration **15min 10s**
Agent Chatting Time **13min 46s**





But the real impact comes from our caring peers

Caring testimonials from our Chat Patrons

I've been wanting to write you an email and introduce myself. And tell you what I think and feel about the Take My Hand App on my phone that I currently use a lot to chat with real Peer Supports. I can even name a few of them so I will, Ilene, Lisa, and Juan have been super mental health peer support specialist.

They deserve a raise too. All that they have heard from me has been possibly hard to hear, and I want them to know that I really appreciate them! This is one of those many moments when you hope you meet them one day. They have said I am very resilient and that I would be a great mental health peer support.

"My point in writing this email has been because I want to you to know that the peer supports on the Platform Take my Hand need and should be recognized for their hard work. That they do to support us all on a daily. They have said they are not AI bots. I hope they really aren't also." 12/28/2023



But the real impact comes from our caring peers

Caring testimonials from our Chat Patrons

"I just want to say that I spent about an hour talking with Christopher and I have not left feeling a conversation in my entire life with so much growth as I did with him. Christopher listens, is empathetic and just very mature. I give him 100 stars out of 10—he was that great to me! Thank you so much and I hope to talk with you soon!" 5/23/2023



Thank You