

For the Statewide Help@Hand Collaborative, Riverside County developed TakemyHand™ Live Peer Chat, a live virtual chat interface that utilizes the practice of mutual peer-to-peer supportive relationships that are welcoming and inclusive, to engage community members in real time conversations about wellness, building resiliency when life is difficult, and exploring the recovery process for those who may struggle with emotional difficulties and/or substance use challenges. Visit TakemyHand.co to begin chatting.



TakemyHand™ Reporting Phase:

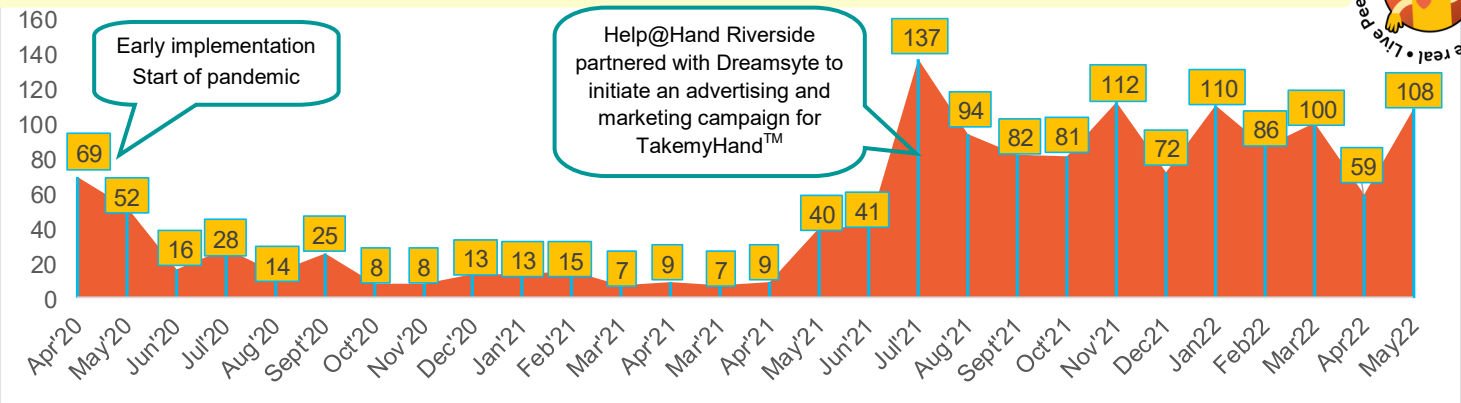
April 17, 2020 to May 31, 2022

The TakemyHand™ Live Peer Chat application entered a public testing phase beginning April 17th, 2020 as a rapid deployment in response to the pandemic national health crisis and was made available 24/7. The chat is now M-F from 8am-5pm with 2-3 trained peers and an additional clinician for crisis support. In addition the live chat continues to offer information assistance by having two cyber bots for after hours.



1,399 Total chats (Headset icon)
 937 First time visitors (1st icon)
 10 Crisis transfers (Double arrow icon)
 17 min. Average chat duration (Clock icon)
 86% Found chat helpful (Thumbs up icon)

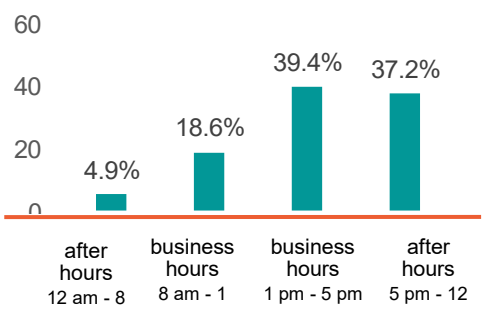
Chat Frequency per Month (n=1,399)



2020

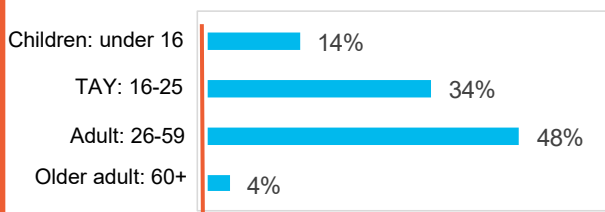
2021

Chats Initiated by Time of Day

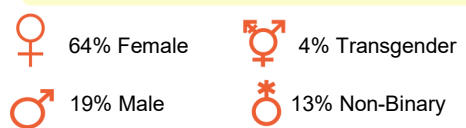


Summary: TakemyHand™ has been live for 25 months and has had a total of 1,399 chats with 67% of those chats coming from first-time visitors. Approximately 10 chats were tagged and transferred to Crisis Intervention where a clinician continued services. In general, chats occurred between 8am and 1pm with an average duration of 17 minutes per chat. Peers are predominantly linking Riverside County residents with internal behavioral health services; and assisting with anxiety and depression. Once each chat ends, the participant is asked to complete a satisfaction survey along with an optional demographic questionnaire. From voluntary demographic responses, about half of those participating in chats have been adults 26-59 years of age, majority being females and most-often identified as Hispanic/Latinx.

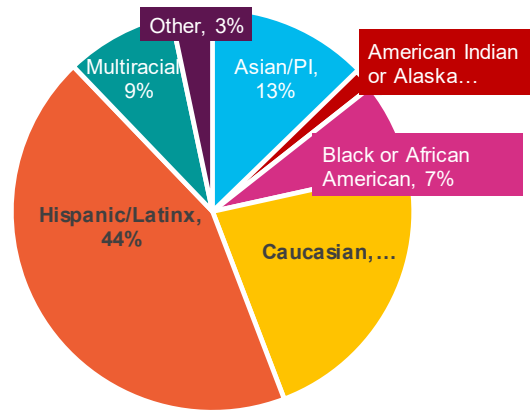
Age Distribution (n=1,134)



Gender (n=207)



Race/Ethnicity (n=181)



TakemyHand™ Website: The live peer chat website not only provides a safe and anonymous space for community members to receive mental wellness support and resources, it also breaks down stigma around mental health. The website features Veterans, LGBTQ+, People of Color, and our Older population to encourage anyone and everyone to engage with the anonymous chat. The website is also published in Spanish, offering Spanish speaking peers.

15,000
Website Visits
Last 6 Months



Click on icon for the
TakemyHand™
StoryMap

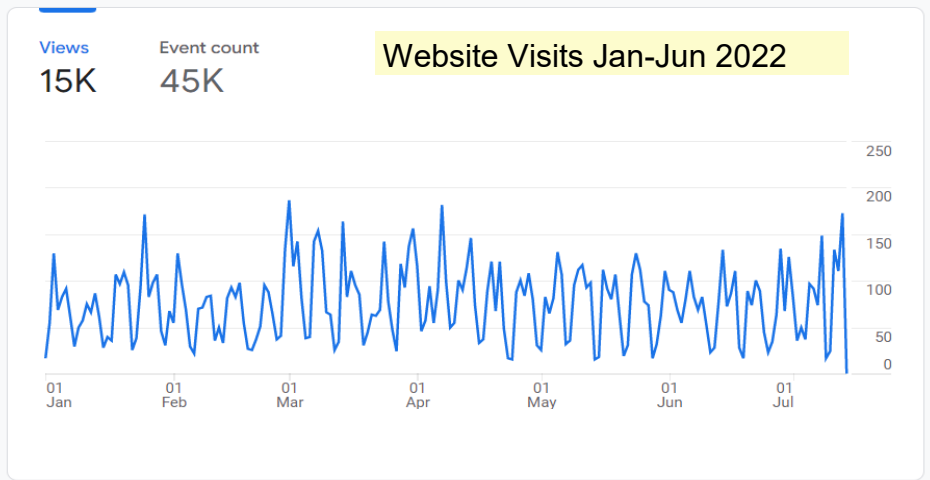


TakemyHand™ Testimonies

Staff name was wonderful to talk to. She knew what I was going through and went above and beyond her duty to help me out. -Chat comment

"Really helped me calm down after my anxiety started getting out of control. Feeling much better now. Thank you!"-Chat Comment

"Really turned my day around. Thank you so much"-Chat Comment



Additional TakemyHand™ Chat Satisfaction Data

85%
Reported the Chat fit their needs.

68%
Reported additional resources were provided.

76%
Reported the Chat experience was what they Expected.

Outreach Efforts: To inform the community, a wide advertising and marketing campaign was put in place. The billboards target commuters on popular highways and streets; there are both English and Spanish billboards to serve more residents and visitors. The bus wraps and bus shelters have been outfitted to provide an outreach channel for people using public transit in more rural areas. The large and small Kiosks offer "Help@Hand" resources all through Riverside County. The Google Ads help reach users searching online and the radio advertising is also being utilized for rural areas, such as Anza.

Marketing Efforts throughout Riverside County

- Large Kiosks (n=8)
- Small Kiosks (n=34)
- Bus Wraps (n=4)
- Bus Shelters (n=3)
- Billboards (n=7)
- Radio Ad (n=1)
- Online Ad Impressions (size relative to volume)
- Rural Areas (n=13 target areas)

