



ALL HANDS ON DECK

Help@Hand

INNOVATIONS PROGRAM



Final Issue 2024



Help@Hand Innovations project
promotes the use of technology
by connecting and engaging
individuals with digital tools and
resources for emotional
wellness and support.



**Riverside
University
HEALTH SYSTEM**
Behavioral Health
MATTHEW CHANG, M.D.
DIRECTOR



**help @
hand**™
CONNECTING PEOPLE
WITH CARE
RIVERSIDE

What's happening?

At Help@Hand

Many exciting events took place during the last phase of the innovation project, and as we close and transition the various innovations of the program we are still focused on bringing mental health wellness to our community utilizing easy to access tools. From TakemyHand™ new features and TV Interviews and commercials, to digital literacy workshops, community outreach, La CLAVE integration and the HEARTHS A4i Pilot Showcase; this last season has been incredibly successful. Thank you to the Help@Hand team and all who offered support, guidance and dedication to serving our community members.



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Melissa Vazquez SCMPSS, TMH Senior Peer Chat Operator



Hello my fearless colleagues,

I would like to express my profound gratitude for the invaluable experience of being a part of this program. It has been a privilege to witness and contribute to the substantial personal and professional growth within the framework of exceptional leadership. My tenure with the H@H collaborative has afforded me a wealth of skills, opportunities, and insights that I believe are not readily accessible to many peers.

Throughout my four-year engagement with the H@H project, spanning a total of six years with the County, I have actively participated in various capacities, including the development of monthly social media campaigns, attendance at committee and board meetings, active participation in contract provider meetings, and providing constructive feedback on the enhancement of applications and websites. Additionally, I have represented our team at numerous outreach events throughout the county, where our peer voices have proven instrumental in making a meaningful impact.

For the past two years, I have had the honor of serving as a Senior on the project, collaborating with an exceptional team characterized by an unwavering passion for the consumers we serve. My journey began in Crisis, where I gleaned invaluable insights and lessons from supporting individuals through their most challenging moments. During this time, I played a pivotal role in developing and implementing a crisis protocol for the TakemyHand Peer Chat Operator Training Manual. Simultaneously, I provided support to team members during crisis chats, further solidifying my commitment to the welfare of those we serve.

Thank you for the enriching experiences and the privilege of contributing to the transformative work of the H@H project.





Meet our new TakemyHand™ Peers!



Hello! My name is Rob! I am a Peer Support Specialist with RUHS-BH. I have been in recovery from both substance use and mental health challenges for almost 7 years. Working in this field is my purpose in life and what keeps me going. Losing my freedom is where it all began. Now a full time father, student, and employee, in a career I love with an ever continuing journey.



Hi! My name is Gloria! I am an ASL Peer Support Specialist with RUHBS-BH. I am a survivor of domestic violence and mental health challenges. The TakemyHand.co allows me to share my experiences through communication access, empathy, validation, and mutual understanding in American Sign Language (ASL) with the Deaf and Hard-of-Hearing community is essential. I am full time employee as a Lead Advocate and love my career journey with the community!



Hi my name is Alana Campbell. I am an ASL Peer Support Specialist with RUHS-BH. I am a survivor of mental health challenges and a victim of sexual assault. This opportunity will allow me to provide my support and communication accessible in American Sign Language (ASL) with the deaf and hard of hearing community through LiveChat.



1

Start The Chat

Pick an anonymous name and tell us a little about you and the chat experience you'd like to have.

2

Share Your Truth

Our peers are trained to just sit with you and listen or provide resources and feedback if you'd like it.

3

Feel Heard

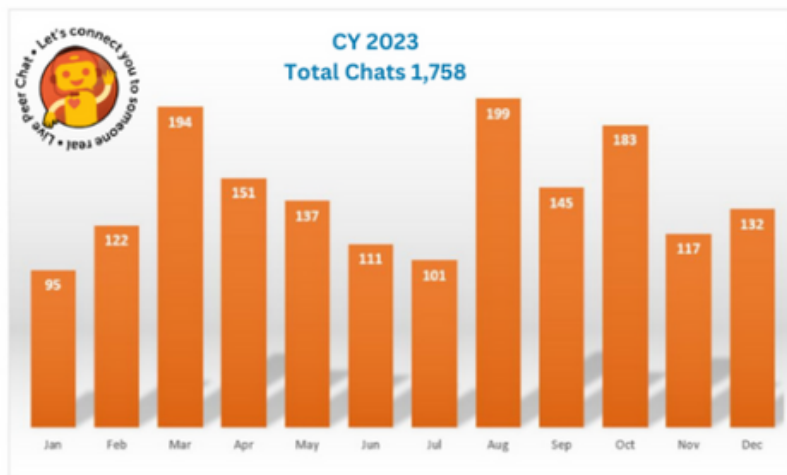
You can rest assured that everything is safe and anonymous, we're here to help you feel better. Always Free.



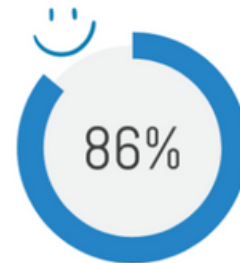
TakemyHand™ 2023 Peer Chats



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. The number of chats completed during CY 2023 was **1,758** and the team achieved an **86%** satisfaction rate.



Chat Visitors that the team made smile.



Support at your fingertips

Scan the QR code to download our App. and know we are within reach.



TakemyHand™ is always free, anonymous, confidential and ready to support you.

También hablamos español, visitanos en **TomamiMano.co**



Chat en Vivo



TakemyHand™ ASL Video Chat



A 3-Month Pilot



The ASL Video Chat is live!

We are proud to announce a new ASL Video Chat feature, especially available to better serve our Deaf and Hard of Hearing Community.

TM
Operated by two of our Help@Hand Deaf Live Peers

Total ASL Video Chats completed: 17

Decreasing the Digital Divide
Innovation - New Frontiers - Inclusivity

SPECIAL THANKS to the team for being committed to this pilot, particularly The Center of Deafness Inland Empire (CODIE) and Gloria Moriarty, CODIE Lead Advocate for the close collaboration in the Help@Hand Innovation program during this past five years.



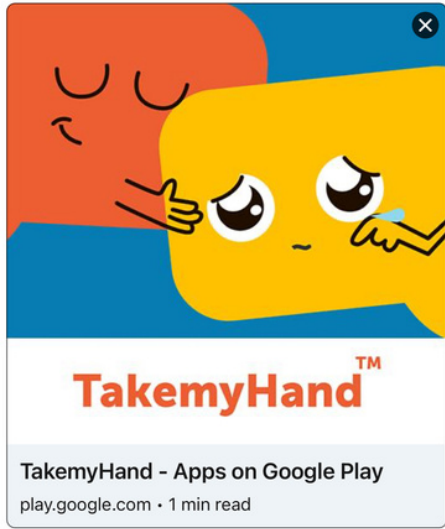
TakemyHand™



Android and iPhone



The Android version of TakemyHand™ was approved by Google Play on January 12, 2024! TakemyHand™ is now available in Android and iPhone mobile app versions.



About this app →

TakemyHand™ Live Peer Chat is an innovative technology solution born from the Help@Hand Riverside Program. It is a Peer-to-Peer Support Specialist live chat interface using the internet, where Live Peer Support Operators engage with individual chat visitor in real-time conversations about emotional wellness and help chat visitors build resiliency...

Updated on
Jan 12, 2024

Health & Fitness

Confidential & Always Free | Live Peer Chat Support | Chat About Your Feelings

What's new

TakemyHand™ Live Peer Chat is a one-on-one Peer-to-Peer Support Specialist anonymous live peer chat to help you communicate your feelings when things seem tough.

Data safety →

Safety starts with understanding how developers collect and share your data. Data privacy and security practices may vary based on your use, region, and age. The developer provided this information and may update it over time.

- No data shared with third parties
[Learn more](#) about how developers declare sharing
- No data collected
[Learn more](#) about how developers declare collection

[See details](#)

Games | Apps | Movies & TV | Books | Kids

App Store Preview

Open the Mac App Store to buy and download apps.

TakeMyHand Live Peer Chat (17+)
Your Anonymous Peer Support!
Riverside University Health System
Designed for iPad
Free

iPhone Screenshots

Live Peer Chat Support | Confidential & Always Free

Apps & games | Device

Visit us online at TakemyHand.co to speak with a caring Peer Support Specialist for free. Your journey to wellness starts here!

TakemyHand.co
We're here to listen and chat Monday through Friday 8am - 5pm

TakemyHand
TakeMyHand.Co

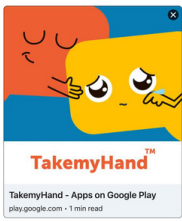
About this app →

TakemyHand™ is an one-on-one Peer-to-Peer Support Specialist chat experience.

Health & Fitness

Data safety →

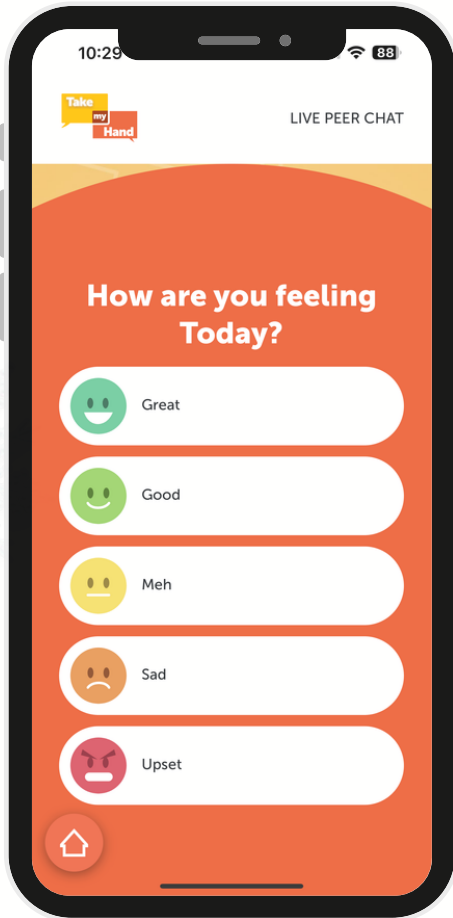
Safety starts with understanding how developers collect and share your data. Data privacy and security practices may vary based on your use, region, and age. The developer provided this information and may update it over time.



TakemyHand™

NEW

“Emotional Wellness Check-In”



A new “Emotional Wellness Check-In” feature is available in our TakeMyHand.co™ Live Peer Chat mobile app !

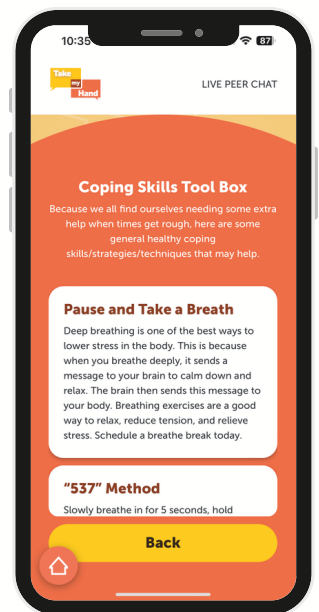
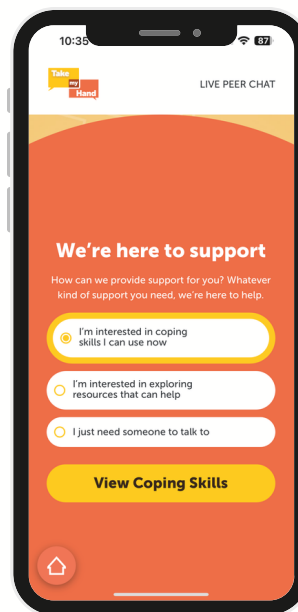
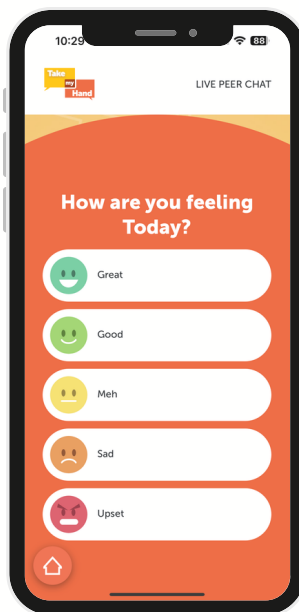
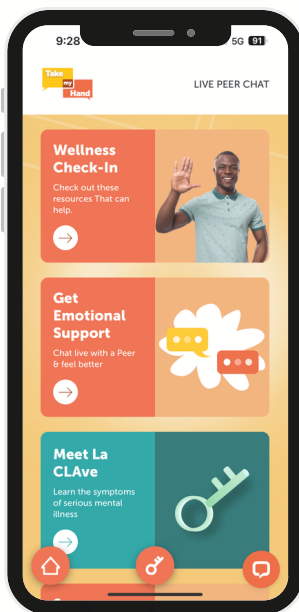
You can download the app from the

App Store:



Or

Google Play Store:



TakemyHand™

NBC UNIVISION/UNIMAS TV Campaign

Our energetic TakemyHand™ team participated in NBC Univision TV Interview segments. TakemyHand™ is a groundbreaking wellness digital solution that eliminates the distance gap in receiving emotional chat support. TakemyHand.co and TomamiMano.co landing websites are in both English and Spanish and our chat translator supports up to 40 different languages increasing access and support in our community. Our Medi-Cal Certified Peers Chat Operators also provide resources and connection to care. Check out the [English](#) or [Spanish](#) videos.





We are excited to announce La CLAVE integration is now live on the TakemyHand app!

La CLAVE content was integrated in an innovative way within the TakemyHand™ mobile app, the collaboration went live September 2023. Making this great resource even easier to access.

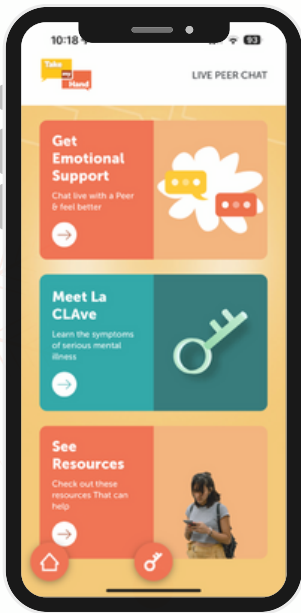
To get started:

- Tap on the arrow under “Meet La CLAVE”
- Tap the “Get Started in English” or “Comienza en Español” button

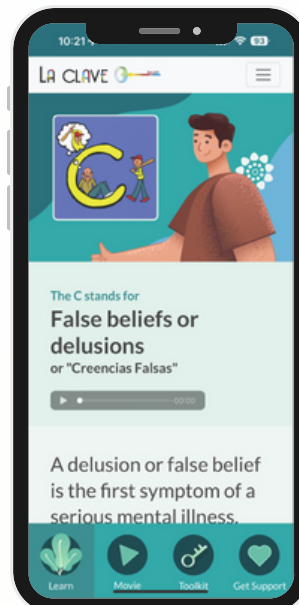
Select one of three roles:

- I am a caregiver
- I am experiencing symptoms
- I am a provider

Tap “Start Learning” and find your key to recognizing signs of a serious mental health challenge.

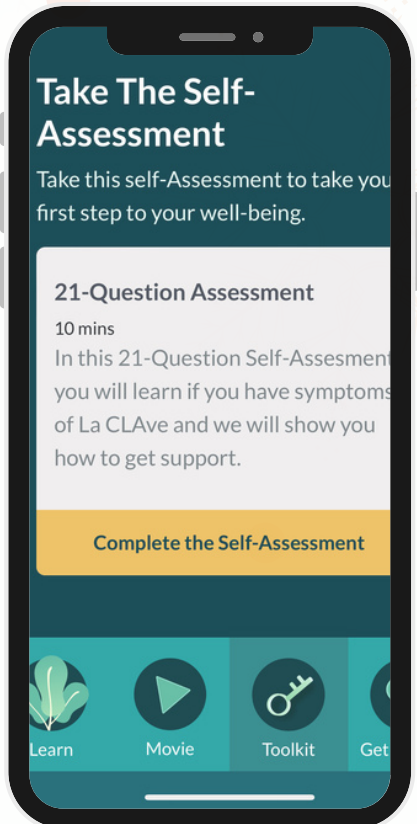





All of La CLAVE tools, educational information, and resources can be accessed in both Spanish and English. Each letter in CLAVE is an acronym thoroughly explained with audio clips, examples and ideas to start a conversation with friends, family, or loved ones who might be afflicted by a serious mental health challenge.



La CLAVE - Self-Assessment

The Prodromal Questionnaire Brief (PQB) on the TakemyHand™ app!

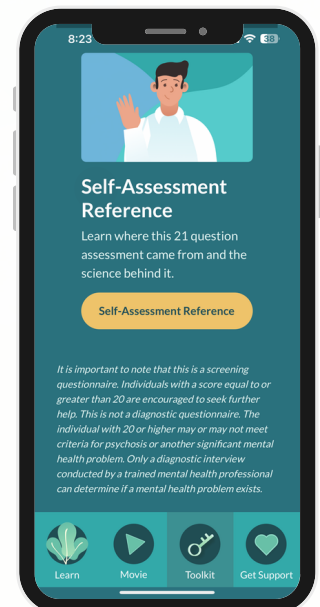
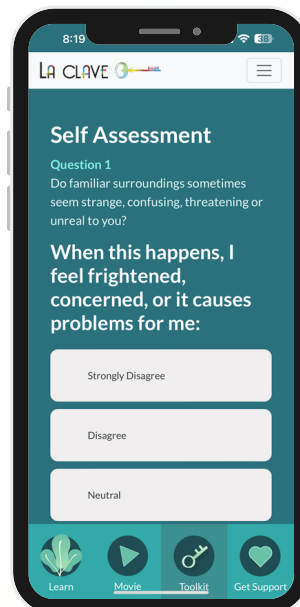
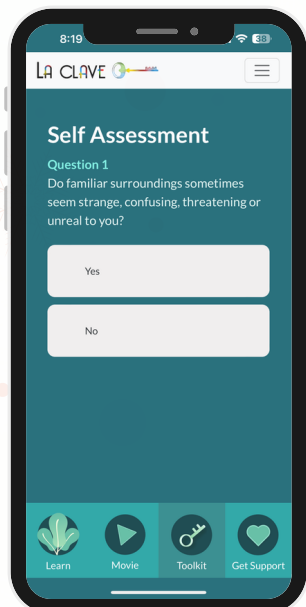
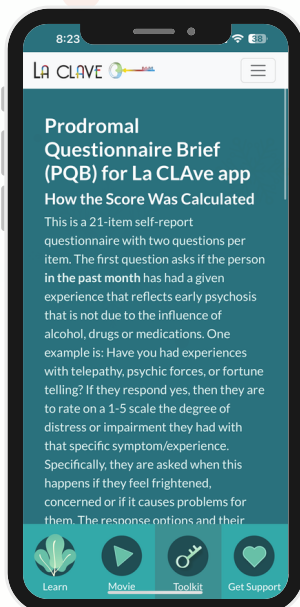


New feature! A self-assessment is available in the toolbox of "Learn La CLAVE"   in our TakeMyHand.co™ Live Peer Chat  mobile app!

About the self-assessment:

The Prodromal Questionnaire Brief (PQB) is a 21-item self-report questionnaire with two questions per item. The first question asks if the person in the past month has had a given experience that reflects early psychosis that is not due to the influence of alcohol, drugs or medications. One example is: Have you had experiences with telepathy, psychic forces, or fortune telling? If they respond yes, then they are to rate on a 1-5 scale the degree of distress or impairment they had with that specific symptom/experience.

Download the app for additional information:





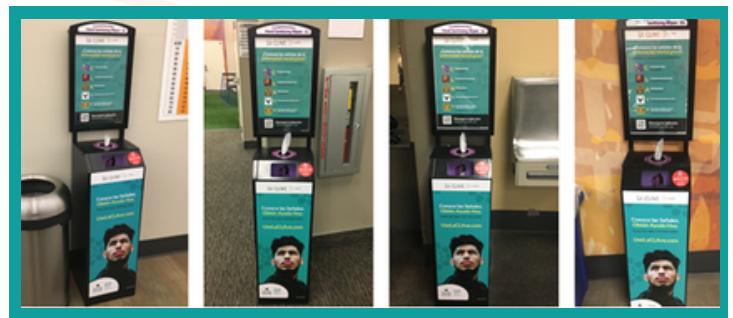
La CLAVE's mission is to inform and motivate the community to seek early treatment for serious mental illness. The goal is to help individuals and families recognize the symptoms of serious mental illness and obtain treatment as quickly as possible.

Riverside has implemented billboards and advertisement kiosks countywide to promote La CLAVE resources and reduce mental health stigma.



In a most recent deployment phase, the charging stations have both TakemyHand™ and La CLAVE branding. La CLAVE teaches about detecting the signs of a serious mental illness to motivate communities to seek early treatment. These charging stations were deployed to the community colleges campuses (Riverside, Moreno Valley, Norco), Coachella Valley Rescue Mission, Blindness Support Services, and Telecare CRTs. In Phase II, there were 15 charging stations delivered countywide.

Sanitation stations with information on La CLAVE and how to access the guide are strategically placed at locations such as gyms and shopping centers; this will target underserved community members throughout Riverside County.



As part of supporting successful utilization of the kiosk technology, due to consumers frequent need to unplug the kiosks so they can charge their phone devices, the help@hand program deployed charging stations in some of the clinic sites countywide. This implementation was a solution approach to the frequent unplug of kiosks at some high traffic clinic sites. The charging station has the TakemyHand™ branding and QR Code so individuals visiting the clinic lobby can quickly connect to a TakemyHand™ live Peer for emotional chat support.

LA CLAVE

Most recently, Univision en Español and NBC Palm Springs reached out to collaborate with Dr. Steven Lopez and Help@Hand on promoting La CLAVE in the Desert region to educate and help reduce stigma in the desert community, which has a large percentage of Spanish speaking residents.



Maria Martha Moreno, Help@Hand Program Manager, was interviewed by Univision Despierta Palm Springs to talk about La CLAVE integration in TomamiMano.co. She encourages the community to visit TomamiMano.co to learn the signs of a serious mental illness and seek early treatment.

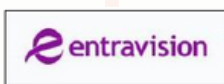
Marisela Gil, Medi-Cal Certified Peer Support Specialist is taking part of a .30 second La CLAVE commercial that is being featured in UNIVISION, MYTV, UNIMAS, and on TikTok, YouTube, CTV/OTT, and Geo-Video Pre-Roll."



Maria Martha Moreno sharing on TomamiMano the spanish equivalent to TakemyHand™ along with La CLAVE for the spanish speaking communities.




The La CLAVE segment will air and circulate on UNIVISION and UNIMAS. Audio Files of Mary's segment will play in La Suavecita 94.7, Fuego 103.5, Audio Engage, CTV/OTT, Geo-Video Pre-Roll, as well as the following social media platforms: Instagram, Tik Tok, Youtube, and Univision's Facebook page













A series of interview segments and “Break Stigma. Get Help” commercial stories were broadcasted to educate and urge the community to learn la CLAVE and, if needed, get early treatment for serious mental illness. Check out the [English](#) or [Spanish](#) videos.







Learn La CLAVE





Breaking Stigma. Get Help



Aprende La CLAVE









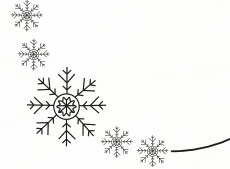



Rompiendo el Estigma. Obtén Ayuda.

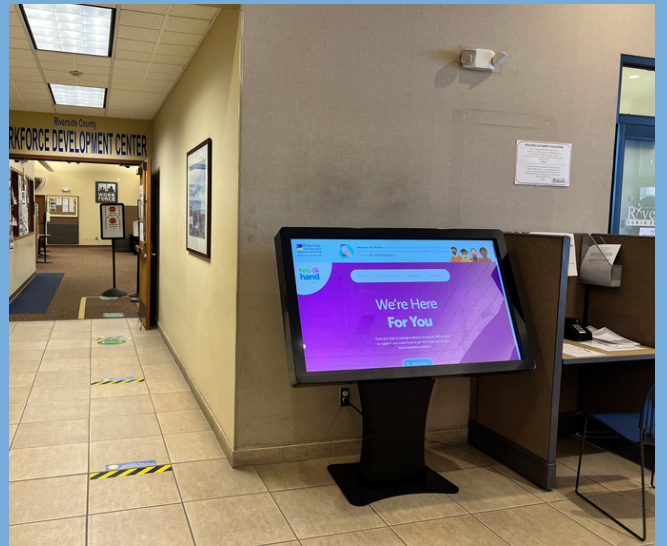




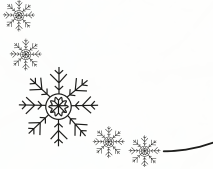

Kiosks Technology



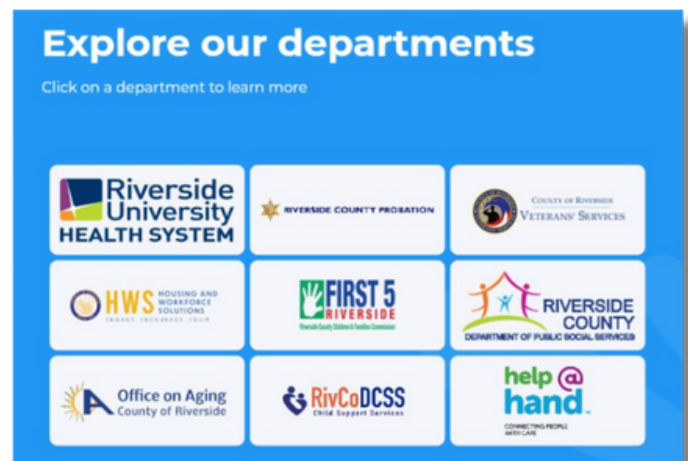
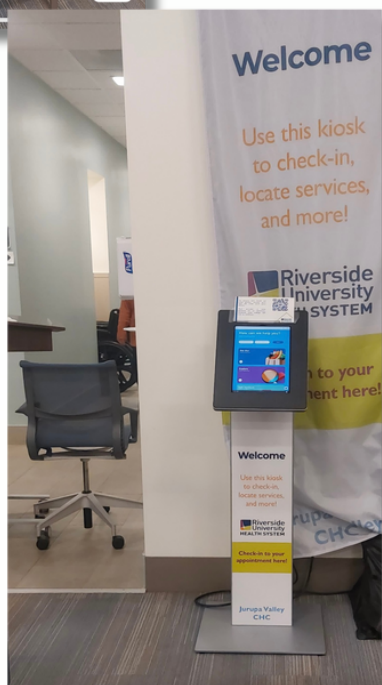
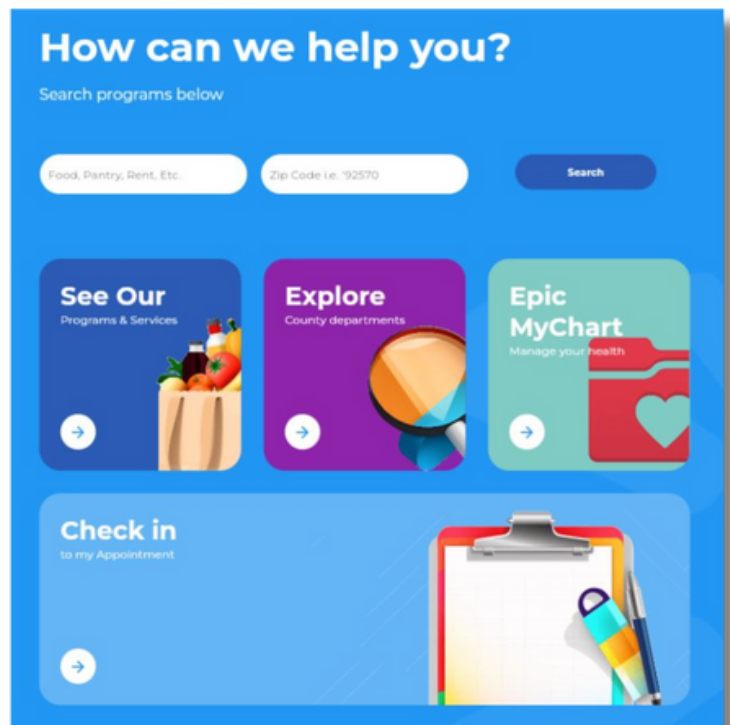
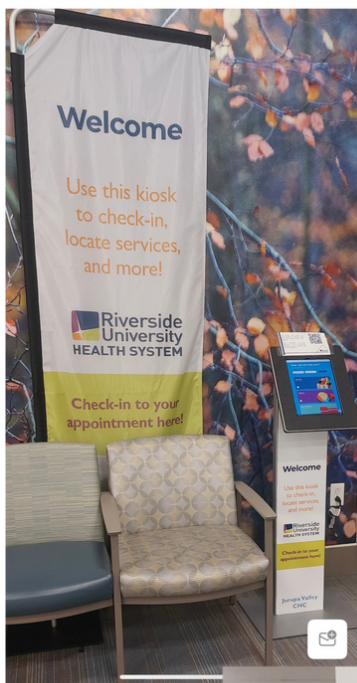
77 Kiosks have been installed in waiting areas throughout Riverside County and serve as points of service navigation and education. There are 10 additional kiosks to be placed in key colleges or community organizations throughout Riverside County. THE KIOSK EXPERIENCE (<https://riversidehelppathand.org>) is a great way to locate useful resources and support at your fingertips. Some of the recent kiosk install locations include Molina in Indio, Telecare Crisis Residential Treatment Centers, Riverside Community College -Riverside & Moreno Valley Campuses, JFK Memorial Foundation and the Blindness Service Center in Riverside. Community members can locate a kiosk via this kiosk map locator: <https://arcg.is/0qnOuj>.



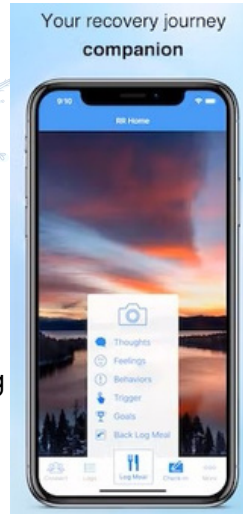
Kiosks Technology



In addition, the Help@Hand Innovation Program collaborated closely with RivCo ONE, a countywide initiative for Integrated Service Delivery, coordinated by Dr. Kumar, Chief Health Information Officer to develop and design a special kiosk landing web page (<https://thrive.ruhealth.org/#/home>) that is being utilized in the two kiosks delivered and installed in the Jurupa Health Care Clinic. Funding, knowledge and technical expertise from the Help@Hand Innovation program were critical components to the launch of the RivCo ONE ISD Jurupa Kiosks Landing Page. The specially designed kiosk landing page provides links with access to Programs and Services (IConnect), Epic my Chart, Other Department and Programs, and Check In appointments for Jurupa Health clinic patients.



The Recovery Record app is a leading global product for eating disorder management. Recovery Record is a tool that helps implement eating disorder treatment best practices by empowering the user to monitor their own well-being. Features include check-ins, CBT self-monitoring, DBT and ACT skills, outcome tracking, meal monitoring, clinical goal review, and motivation enhancement. RUHS-BH recognizes that Eating Disorders are known to be an especially challenging issue. The H&H pilot program has consumers utilizing the app and offer staff members access to the Recovery Record clinical license. The goal is to improve outcomes for our Eating Disorder Consumers- a high-risk population in our system of care.



38
Consumers have
linked with
Recovery Record!

&

66
Care Team
Members with
Clinical Dashboard
Access!



RUHS-BH acknowledge the importance of making ED treatment more accessible, productive, and effective through hallmarks for good quality of care such as addressing cognitions, emotions, behaviors and the relational approach.

The digital tool supports key components of quality care which include:

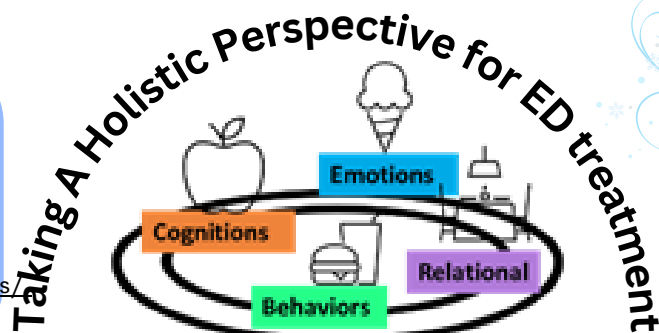
increasing self-monitoring (cognitive) such as enhancing a person's awareness of patterns, **increasing care collaboration and engaging with data (relational)** such as gathering information and sharing with support team, **increasing access to support (emotion)** such as using positive reinforcement, personal reminders of motivation and individualizing a plan, which encourages **implementing learned skills (behavior)** such as outcome evaluation and applying the ability to identify patterns in behavior, emotions, thoughts, etc). Putting it all together, Recovery Record acts as an exceptional helper for the person in treatment and the support system, *which is what an innovation project is meant to do.*

The UCI evaluation report is posted at [Help@Hand Evaluation Report Year 5 Quarter 1&2 \(PDF\)](#)

Follow the link for full article highlighting Riverside's focus on Recovery Record!

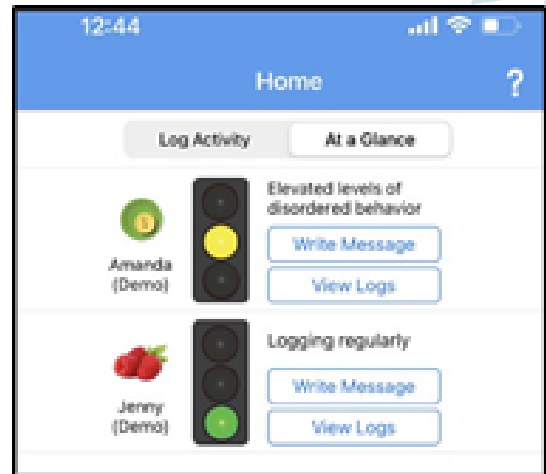
**SPOTLIGHT
ARTICLE on
page 102!**

<https://helpathandca.org/project-updates/reports/helpand-evaluation-reports>





The use of remote monitoring and mobile engagement leads to improved quality of outpatient care, and a strengthened relational approach which offers more efficient care coordination.



One clinician said, **“I am finding that we have much more time to focus on intervention work in session”**



CLIENT FEEDBACK:

Least like of the app: “logging emotions because I have very little insight of my feelings” as it pertains to eating habits

Most like of the app: “the awareness created by visualizing my eating habits” as it pertains to logging in meals

Clinician to do more of: “check in on my entries more often” and notify client at least weekly with follow up

Overall feelings about app: “I like it” even though “I’m not consistent with my entries” and “it’s pretty good” when struggling

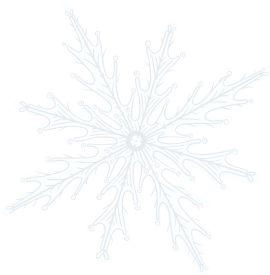
CARE TEAM FEEDBACK:

Least like of the app: there’s a bit too much to choose from resulting in feeling overwhelmed with what to work on with clients

Most like of the app: the menu of items to choose from are relevant (although many) and my clients have found it beneficial to create their own platform

Clinician to do more of: in agreement with the client, I could benefit from checking the clients’ entries more frequently

Overall feelings about app: the ability to communicate with the client about difficult topics becomes less daunting and intimidating with this shared app



The HEARTS event, a showcase of App 4 Independence (A4i) and RUHS-BH took place November 15, 2023. This showcase featured testimonials from A4i consumers and staff members who participated in making this pilot a success.



A4i Care team members



"It reminds me of a mental health Facebook, kind of. It's cool because everybody who's on this app has some mental health challenges, and we're here to see that people are doing good. It makes me feel better about myself knowing that if they can get through it, I can too."

- A4i participant



A4i participant panel

The following staff members have been recognized and earned a A4i Care Team Digital Therapeutics Certificate:

- Audrey Hernandez
- Elizabeth Bernal
- Lisabeth Black
- Robert Bishop
- Angelica Terrazas
- Gail Leavitt
- Lorne Carter
- Romena Summers
- Beatriz Rodriguez
- Ilene Galvan
- Maria Martha Moreno
- Samuel Murillo
- Brian DeOliveira
- Jasmin Sajjadi
- Maria Teresa Diaz-Rodarte
- Stephanie Archer
- Caitlin McDermott
- Josephine Perez
- Marisela Gil
- Valerie Musielak
- Candida Angel
- Juan Koontz
- Melissa Vasquez
- Victoria Rodriguez
- Carmela Gonzalez-Soto
- Karrene Stanard
- Pamela Norton
- W. Eddie Brown
- Chris Galindo
- Katie Vasquez
- Pauline Youlin-Bartlett
- Yetunda Mitchell
- Christiany Chan
- Kayla Henry
- Rhonda Taiwo
- Diana Rodriguez
- Krista Dewindt
- Richard Yarbrough



CONGRATULATIONS GRADUATES!

We celebrate the six months pilot completion of participants as an important milestone and achievement. Data from participants will be used to help change the lives of others with similar challenges.



Way to go A4i Pilot Grads!



CONGRATULATIONS GRADUATES!



Our A4i Pilot Participants are true heroes in their recovery and in helping shape a better future for people living with a similar mental health condition.



Brenden, one of the A4i Pilot participants, expressed words of gratitude during his ceremony:

"I just wanted to say I really appreciate all your guys' time. A lot of people are dealing with a lot in mental health and there are a lot of things in this app that can help a lot of people. Some people don't have anybody to talk with and some people don't want to talk to people. So, if they have this (looks down to the A4i app on his phone), this might help them a lot more. I just wanted to say thank you and I appreciate everything"



Way to go A4i Pilot Grads!



MAN THERAPY

In partnership with RUHS-BH we are promoting Mantherapy.org to combat mental health stigma among men. Man Therapy provides serious behavioral health information in a light-hearted manner and encourages site visitors to take a “head inspection,” a free, anonymous, scientifically-validated, on-line self-assessment.

GET STARTED →

scan the QR code

“ Take a **18-point head inspection** where you get a run down of how you are excelling and where you can improve your mental health. ”

Spanish website coming in January 2024!

•••••

¡El sitio web en español estará disponible en enero de 2024!

MANTHERAPY
Therapy. The way a man does it.

Help@Hand California / Riverside University

6X'ed
State Head Inspections in Riverside County alone

21/22 California HI	1,719
23/24 Riverside HI	12,753
23/24 California HI	26,691

Nov 21 - Dec 22 vs. Jan 23 - Feb 24

Event + Swag + QR code

99 Head Inspections Completed at one in-person event.

Powerful Testimony

First-hand, life altering Man Therapy experience was shared directly with an in-person team.

With the support of paid digital add advertisement, there has been a consistent increase in self-assessments completed on mantherapy.org for Riverside county. From January 2023 through February, 2024 there has been a total of 12,753 self-assessments completed in Riverside County.

The impact beyond Riverside County is illustrated with the 26,691 self-assessments completed in California. Communications plan and media delivered in Riverside County ONLY

2023 HI Completed by State
National analytics data: January 1, 2023 - October 1, 2023

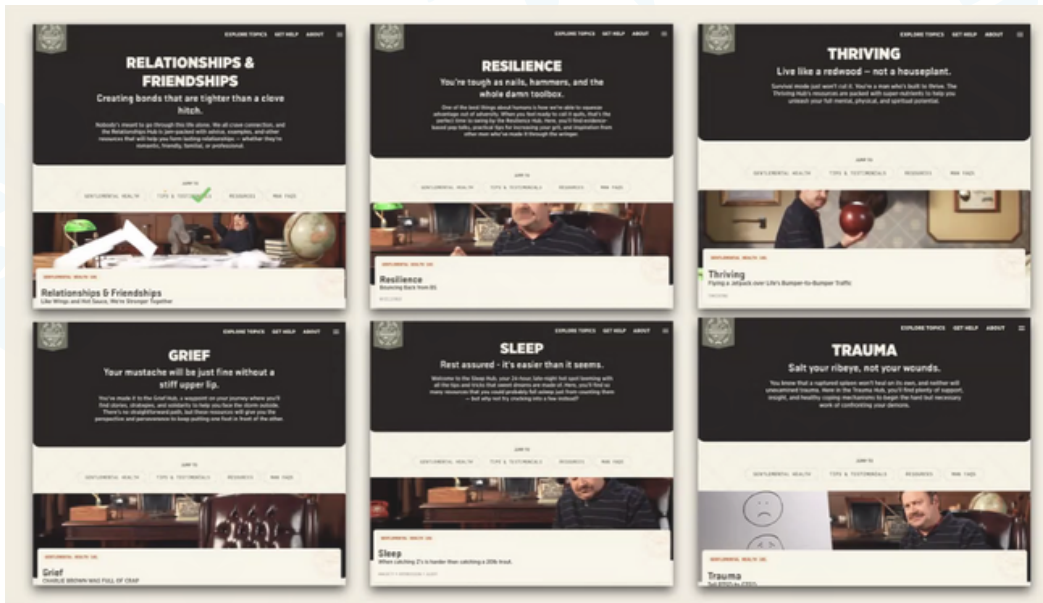
1. Colorado: 10,386	14. Ohio: 839
2. California: 7,916	15. Montana: 836
3. Michigan: 5,893	16. Utah: 698
4. Kansas: 4,211	17. Oregon: 667
5. Missouri: 2,979	18. Pennsylvania: 664
6. Texas: 2,658	19. North Carolina: 661
7. Virginia: 1,744	20. Wisconsin: 635
8. Illinois: 1,561	21. Oklahoma: 595
9. Arizona: 1,233	22. Idaho: 592
10. Washington: 1,173	23. New Mexico: 579
11. New York: 981	24. Minnesota: 527
12. Georgia: 968	25. Indiana: 518
13. Florida: 907	

The data above from January 1, 2023 to October 1, 2023 illustrates the impact the Man Therapy campaign has in relation to head inspections completed. Current target markets are illustrated in bold.



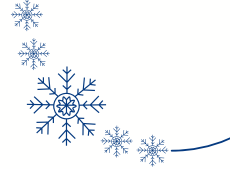
MAN THERAPY 3.0

MANTHERAPY 3.0 is now live on mantherapy.org, the redesigned web page features sleeker, more streamlined access to resources, exploring topics, wellness tips and overall an easier to navigate experience.



In addition to all the new features in Version 3.0, a Spanish language transcreation to Man Therapy, Terapia de Hombre will soon launch. Terapia de Hombre will target the spanish speaking male population in an aim to reduce suicide rates among this group of men. Terapia de Hombre is expected to go live January 2024.

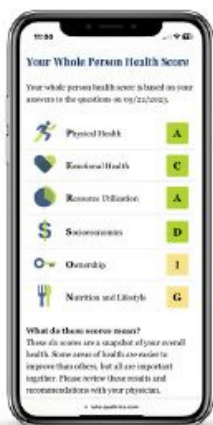




The Whole Person Health Score

The Whole Person Health Score. This health score gives Riverside University Health System (RUHS) patients and their care team an overall health assessment that is accessible and easy to understand. The goal is to help individuals take interest in improving their overall health by looking at six domains of health: Physical Health, Emotional Health, Resource Utilization, Socioeconomics, Ownership and Nutrition and Lifestyle. In collaboration with Dr. Leung Geoffrey, Public Health Officer; Dr. Vikram Kumar, Chief Health Information Officer; and Bijan Sasaninia, WPHS Program Coordinator, the Whole Person Health Score assessment tool was digitized and incorporated with a cloud-based Qualtrics platform with the goal to automate the distribution of the assessment tool to consumers via text and email. The cloud-based Qualtrics platform and Dashboards was configured into separate cohorts: Behavioral Health, Community Health Clinics, Outreach & Navigation and RivCo ONE to allow the ability for staff members from each department to have access to their own department caseload's information. Behavioral Health, Community Health Clinics, Outreach & Navigation cohorts went live in early 2023. Behavioral Health Pilot started with the Corona Wellness Clinic. RivCo ONE, a countywide initiative for Integrated Service Delivery, joined the cloud-based Qualtrics platform in December 2023. To date, the total number of invites sent via text to complete the WPHS, for the four cohorts, is 12,098 and from those invites 978 WPHS assessment completed. The WPHS is also available via an anonymous QR Code. The QR Code is one of the options in the kiosks and via our digital literacy workshops. From this channel, the Behavioral Health Cohort has completed 1,089 WPHS assessments!

Available in Spanish!



Learn about your overall health and identify your strengths and areas of need



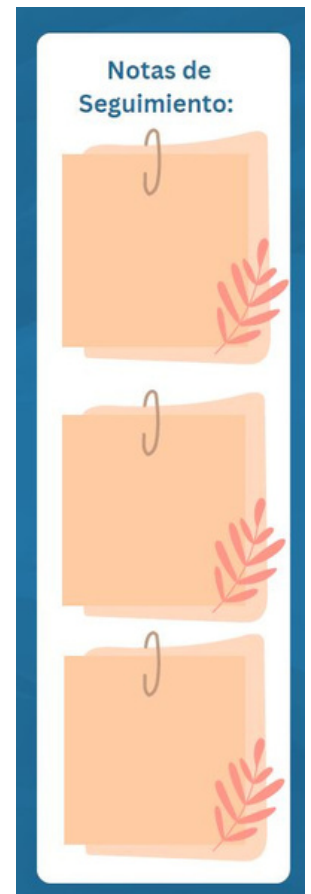
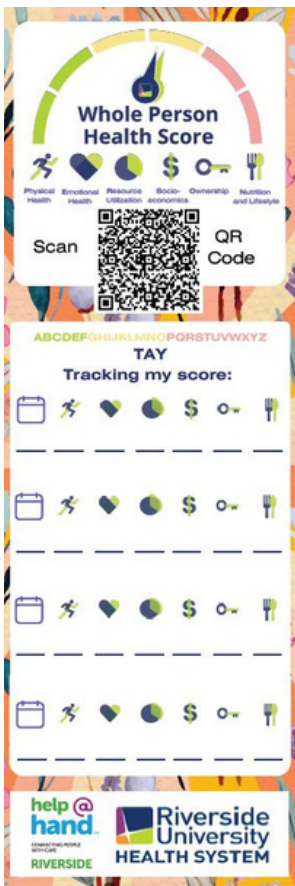
A Care Team member can assist in finding services and resources





The Whole Person Health Score

Bookmarks designed to allow consumers to keep track of their WPHS score and some other WPHS swag was distributed during the “Learn & Earn” digital literacy workshops activities countywide. The workshops were facilitated by our Help@Hand Peer Team.



DIGITAL LITERACY WORKSHOPS

Learn and Earn Consumer Workshops

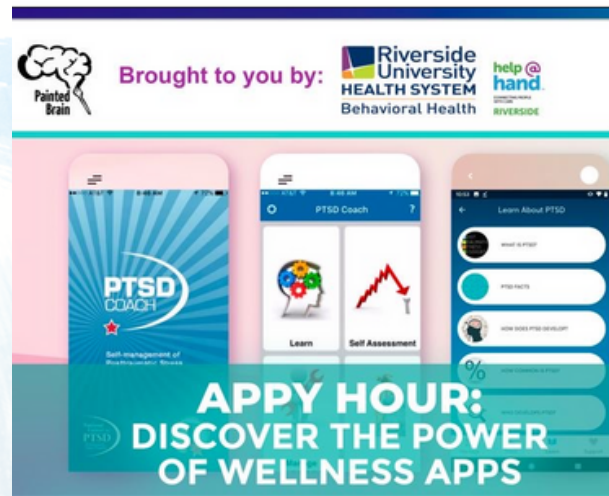
Help@Hand started facilitation of Learn and Earn digital literacy workshop sessions countywide to provide consumers education and training on how to navigate their consumer portal “myHP” and the Whole Person Health Score Assessment tool. A “Reduce Stigma Backpack” is distributed to each consumer who participate in this 1.5 hour digital literacy workshop. The “Reduce Stigma Backpack” contains a T-Shirt with an inspirational TakemyHand™ reduce stigma message specially designed by our Help@Hand Peer Team, TakemyHand™ socks, blanket, hand sanitizer and notebook journal. It also contains a Whole Person Health Score bookmark, tissue and lip balm. In addition, a \$100 e-Gift card incentive is also distributed upon completion of the workshop. In addition as part of expanding digital literacy activities among consumers, a \$60 e-Gift card incentive is offered to consumers who activate their myHP consumer portal, and an additional \$60 e-Gift Card if they complete Whole Person Health Score Assessment. Verification on status of myHP account and WPHS completion is verified by Help@Hand staff prior to distributing the incentive. As of Feb 26, 2024, the number of myHP accounts enrolled is 730 and the number of WPHS Assessments completed is 1,089. SPECIAL THANKS to all the staff members who contributed to make this outstanding outcomes possible!



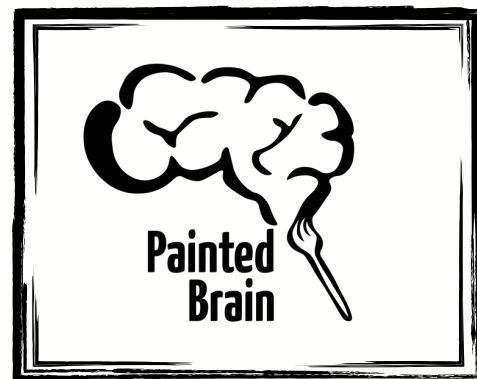
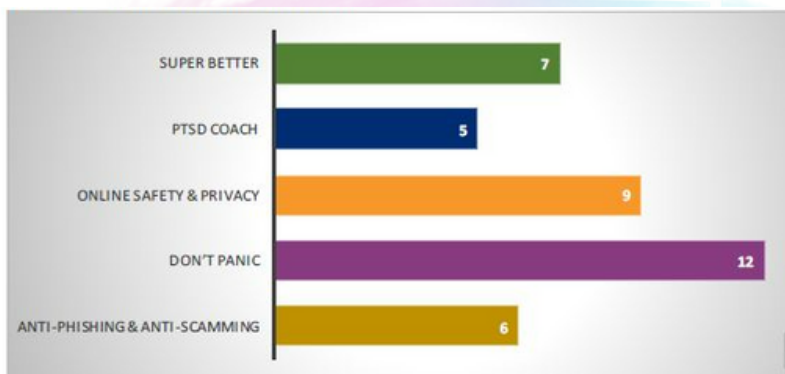
DIGITAL LITERACY WORKSHOPS

Appy Hour Consumer Workshops

RUHS-BH and help@hand partnered with Painted Brain, a leader in Peer-driven digital literacy training to bring "Appy Hour" sessions to our consumers. Our BIGGEST APPRECIATION to the Executive team, Managers, Supervisors and staff members for your support in hosting "Appy" hours sessions for your consumers! 39 group sessions completed (Western Region: 16, Mid-County: 17, Desert: 6). A \$50 e-Gift Card incentive was provide to participants along with TakemyHand™ shirts.



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).



WORKSHOP CONSUMER TESTIMONIALS

WHAT DID PARTICIPANTS THINK OF THE DIGITAL LITERACY WORKSHOPS?

"That I can journal about my problems, and I can reach a chat room when things are caving in and when clinic is closed."



"Today's class made the more aware of online scams, and how to best stop them."

"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."



"I liked knowing that there is an app that is accessible when I am feeling mentally emotion and overwhelmed."

"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."



"I liked the warmth in the room. People shared and respected everyone's opinion."

OUTREACH ACTIVITIES



APPY HOUR-RUSTIN



RIVERSIDE PRIDE



MORONGO THRIVE



BREAKFAST WITH SANTA



M.V.C MENTAL HEALTH EVENT



RECOVERY HAPPENS



MORONGO OUTREACH



HEARTHS PRESENTATION



APPY HOUR-TEMECULA

Help@Hand Innovations 5-Year Program

Closing Remarks



Our Help@Hand program has come to the conclusion of its Five-Year Term. During these past five years our department adopted highly innovative digital solutions to increase access to mental healthcare, promote early detection of mental health symptoms, and predict the onset of mental illness. Technology, Peer, Clinical and Evaluation teams came together to accomplish the learning objectives outlined in the state approved Help@Hand Tech INN Plan.

Learn More at <https://helpathand.info>



MH Services Program Manager
RUHS BH - Research & Technology/
MHSA Help@Hand California
Collaborative of Digital Solutions

Learning Objectives

1. Detect and acknowledge mental health symptoms sooner
2. Reduce stigma associated with mental illness by promoting mental wellness
3. Increase access to the appropriate level of support and care
4. Increase purpose, belonging, and social connectedness of individuals served
5. Analyze and collect data to improve mental health needs and service delivery

Help@Hand Design

- Bring interactive technology-based mental health solutions into the public mental health system
- Provide people across California with free access to mobile technologies designed to:
- Provide education on the signs and symptoms of mental illness, including emotional/behavioral destabilization.
 - Connection to help in real time.
 - Access to mental health services when needed.
- Peer Inclusion at Every Level



Help@Hand Components

Technology Investment

Virtual Evidence-Based Therapy:
Utilizing an Avatar
Digital Phenotyping: Using Passive Data for Early Detection and Intervention
Peer Chat and Digital Therapeutics: Using Technology-Based Mental Health Solutions to Intervene and Offer Support

Community Engagement and Outreach

Engaging Users and Promoting Use of Technology Based Mental Health Solutions

Outcome Evaluation



Help@Hand Innovations 5-Year Program

Closing Remarks



Riverside

Target Areas/Populations

The plan aimed to enhance support and care to following service areas and populations:

- Early Detection for the Transitioning Age (TAY).
- Suicide Prevention for Men over the age of 45, Adults over the age of 65 & TAY.
- Improve Outcomes for High Risk Populations for Full Service Partnership (FSP), Re-Entry & Eating Disorders consumers.
- Improve Service Access to Underserved Communities and for Rural Regions: Deaf and Hard of Hearing, Mid-County & Desert Regions, Ethnic Cultural and LGBTQ+.




help@hand
CONNECTING PEOPLE WITH CARE
RIVERSIDE

Help@Hand Innovations Program

TakemyHand.co LIVE!
Improve Service Access to Underserved Communities and for Rural Regions. Mid-County & Desert Regions, Ethnic Cultural, LGBT & Deaf and Hard of Hearing (Video Chat). Promote services through outreach activities countywide with focus on rural communities.
Mobile App - available at the App Store! 
Visit www.TakemyHand.co

Expanding TakemyHand with collaboration with San Francisco County WIP

DHOH Survey Needs Assessment LIVE!
Identify Mental Health Needs and Improve Service Access to Underserved Communities with implementation of ASL Videos Survey using a Qualtrics platform.
Deaf and Hard of Hearing Community.

A4i App for Independence LIVE!
Improve Outcomes for High Risk Populations. FSP Consumers living with schizophrenia.
A digital health platform with a range of features that were co-designed with people living with schizophrenia, clinicians and family members. Learn More at www.a4i.me/

Kiosk Technology and Mobile Devices LIVE!
Improve Outcomes for High Risk Populations by promoting the use of technology to connect and engage individuals with the use of digital emotional wellness tools and resources and free access to mobile technologies and charging stations from various county healthcare facilities. Population of focus: Deaf and Hard of Hearing, Mid-County & Desert Regions, Ethnic Cultural and LGBT.
Phase II Deployment - WIP Visit our [Kiosk Map Locator](#)

Recovery Record LIVE!
Improve Outcomes for High Risk Populations. Eating Disorder Consumers
RR App is a leading global product for eating disorder management. Features include check-ins, CBT self-monitoring, DBT and ACT skills, outcome tracking, meal monitoring, clinical goal review, and motivation enhancement. Learn more at www.recoveryrecord.com

Man Therapy Marketing Campaign LIVE!
Suicide Prevention. Men over the age of 45.
The Man Therapy marketing campaign is an evidence based approach to help reduce suicidal ideation and depression among working-age men. Learn more at www.mantherapy.org

Whole Person Health Score (WPHS) LIVE!
Improve Outcomes for High Risk Populations. FSP, Mid-County & Desert Regions, Ethnic Cultural, Adults over the age of 65.
A Patient-Focus Assessment Tool to Measure Nonmedical Determinants of Health. Learn more at [WPHS Research Publication](#)

Digital Literacy - Painted Brain & Tech Ambassadors LIVE!
Improve Outcomes for High Risk Populations. FSP, TAY, Re-Entry, Mid-County & Desert Regions, Adults over the age of 65.
Peer Tech & Digital Empowerment. Learn more at www.paintedbrain.org

La CLAVE - Learning the signs of a SMI LIVE!
Improve Outcomes for High Risk Populations. FSP, Mid-County & Desert Regions, Ethnic Cultural, TAY, Adults.
La CLAVE's mission is to inform and motivate the Latinx community to seek early treatment for serious mental illness. Their goal is to help individuals and their families recognize the symptoms of serious mental illness and obtain treatment as quickly as possible. Learn more at: www.uselaclave.com

Maria Martha Moreno, MS CIS, MH Services Program Manager
Find out more at:
<https://HelpatHandCA.org/Riverside>





Help@Hand Innovations 5-Year Program

Special THANK YOU Notes

RIVERSIDE

RUHS

RUHS Staff who participated in hosting “Appy Hour” and “Learn and Earn” Digital MH Literacy Group Sessions.
A4i RUHS Care Team Members.

Rick Wright - Application Developer TakemyHand™ web and mobile apps.

Ursula Lewis - Kiosk Technology coordination and deployment.

Melissa Vasquez - TakemyHand™ Senior Peer Operator, Digital Literacy Trainings Lead.

Chris Galindo - Tech Ambassador, Outreach Lead, Digital Literacy Trainings.

Marisela Gil - Peer Lead Outreach, Digital Literacy Trainings.

Kayla Henry, CT II- TakemyHand™ Crisis Support, A4i, Recovery Record & WPHS digital therapeutics liaison.

Josephine Perez, Senior CT - TakemyHand™ Crisis Support, A4i, Man Therapy, La CLaVe & Recovery Record.

Kristen Duffy, Peer Manager - Peer Team Administrative Supervision.

Josie Hernandez, Administrative Support, Outreach and e-Gift Cards distribution.

Suzanna & Yuniar, RUHS BH Evaluation.

Dr. Vikram Kumar, Dr. Geoffrey Leung, Bijan Sasaninia - RUHS Medical Center, Whole Person Health Score Team.

Abu Sufiyan - Whole Person Health Score Qualtrics Implementation support.

Patrice Shephard - Kiosk Map Locator, GIS Solution.

Misty Heyden, Danny Norman, Nichol Edwards - myHealthPointe 2.0 Rapid Implementation for DMHL Activities.

Christopher Coloso - Video recording for TakemyHand™ App Store approval/ MyHP Staff Training Video.

Marketing Team - Dylan Colt, Andrea Putnam, Robert Youssef.

Partners

Jeff Blood and CalMSHA Team

Gloria Moriarty, Center of Deafness Inland Empire CODIE

Dreamsyte, TakemyHand™ and La CLaVe Creatives and Marketing

George Hoanzl, Johnnie Williams, Jaguar IT

Dr. Steven Lopez, Dr. Alex Kopelowicz, Cristina Lopez, - La CLaVe Team

Thomas Vossler - Man Therapy

UCI Evaluation-Dara Sorkin, Stephen Schueller, Bessie Mathew, Kristy Palomares, Biblia Cha, Rachel Varisco.

Hailey, Red Pepper - ASL Deaf and Hard of Hearing Qualtrics Survey.

Carasoft/Accenture/Qualtrics- WHPS digitation.

Sorenson - ASL Needs Assessment Survey videos production, ASL Terms of Service, ASL DMHL Videos.

Elissa Chakoff, Jenna Tregarthen - Recovery Record mobile app for Eating Disorder.

Rewards Genius

Painted Brain - “Appy” Hour Workshops

Dr. Christopher Fairburn, Department of Psychiatry, University of Oxford -EDE-Q Tool

BASIS-24@ McLean Hospital

Josie Huerta, Univision/NBC - La CLaVe & TakemyHand™ TV, Digital, & Radio Promotion

RUHS Management & Executive Team

THANK YOU Management, Administrators and Executive Team for your ongoing support in the various Help@Hand Innovative initiatives during this past five years!