

# Transformational Advocacy Collaborative Genius

**Best Practices in Peer-Driven, Tech-Based  
Behavioral Health Transformation**

# MHSA Innovation Project Intent

# Written into the Proposal

- Community Stakeholder Feedback
- Staffing Pattern
  - Peer Leadership
  - Diversity within the Team
- Collaboration with Counties Participating

# Community Stakeholders

Adults

Mature Adults

Children's

Criminal Justice

Housing

Legislative

Veterans

Workforce Education & Training Steering Committee

Prevention & Early Intervention

Cultural Competency Reducing Disparities

African American Wellness Group

Asian American Task Force

Advisory on Gender & Sexuality

Nosotros Community Settlement

Spirituality Initiative

Native American Council

# The Data Collected Told a Story

Riverside County Population is 52% LatinX

- Migrant Workers
- Monolingual Families
- Rural Areas

Riverside - Largest Deaf Community in the State

Riverside – Address Early Detection & Suicide Prevention

- TAY
- Men Over 45

Riverside – Improve Outcomes for Re-Entry Population

# Necessary Staffing Pattern

- Peer Support Specialists – Leaders of the Process
  - ✓ Nothing is Decided Without the Voice of Lived Experience
  - ✓ Exploring Technology They Might Use
  - ✓ Unveiling Mysteries of Tech
  - ✓ Explore the Recovery Skill of Gentle Curiosity
- Diversity Within the Team
  - ✓ Program Manager – LatinX, Parent, Community Member
  - ✓ Peer Program Manager – Consumer, Parent, Family, LGBTQ
  - ✓ Senior Peer – Co-Occurring Recovery
  - ✓ Peer – Co-Occurring, LatinX, Mature Adult
  - ✓ Peer – DHH, LGBTQ, MH Recovery, Family
  - ✓ Peer – MH Peer

help @ hand™

CONNECTING PEOPLE WITH CARE

# Brainstorming & Dreaming





# Real Peer Support & Emotional Wellbeing



# Sharing the Idea



# Prototype



# Pandemic Era Urgency

March 4, 2020 – Press Release



The screenshot shows the top navigation bar of the Office of Governor Gavin Newsom website. It includes social media icons for CA.gov, Home, Facebook, Instagram, TikTok, Twitter, and YouTube. Below this is the main navigation menu with icons for Home, About, Newsroom, and Appointments. The main content area displays a press release titled "Governor Newsom Declares State of Emergency to Help State Prepare for Broader Spread of COVID-19" with a publication date of "Published: Mar 04, 2020".

**April 20, 2020 – “Let’s Do It!”**

# What is TakemyHand™ Live Peer Chat?

- TakemyHand™ is one of those innovative technology solutions born from the [Help@Hand Riverside](#) Program.
- 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

[www.takemyhand.co](http://www.takemyhand.co)



# Are you overwhelmed? Are you feeling sad?

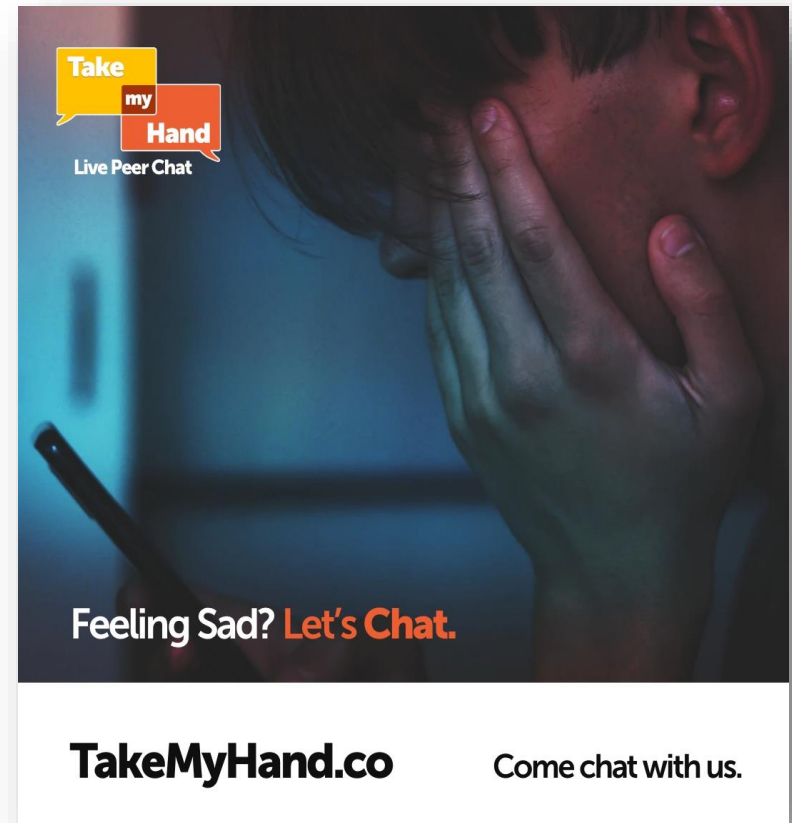
We are here to be your support when you feel alone, overwhelmed and drowning in the emotions and stresses of life. Trust us, you are not alone! We all need support and we are here for you when you need us.



Take my Hand  
Live Peer Chat

Feeling Overwhelmed? **Let's Chat.**

**TakeMyHand.co** Come chat with us.



Take my Hand  
Live Peer Chat

Feeling Sad? **Let's Chat.**

**TakeMyHand.co** Come chat with us.

[www.takemyhand.co](http://www.takemyhand.co)

# To Feel Heard



A lot of times we are taught to be strong and pick ourselves up. Do it all on our own. Shove down what we are really feeling.

Sometimes we don't even tell the people closest to us what we are going through because we don't want to feel like a burden.

We know how important it is to feel heard, validated and understood. Our Peer Support Specialists are here to uplift you and help you find hope again.

Your Journey to Wellness Starts Here!

[www.takemyhand.co](http://www.takemyhand.co)

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# What is being said about the TakeMyHand™ Live Peer Chat from those we serve?

These comments were left by actual chat visitors after their interaction using the post chat survey

"Lifted my spirits, gained some confidence.. Thank You"

"hes nice and he understands how i feel"

"Extremely helpful and helped me turn my mood around. I really appreciate her."

"Very helpful and so sweet <3"

"Amazing and truthful, helped me out a whole lot!"

"easy to talk to and she really pays attention to every expression, like it really shows she cares"

"Super sweet, big help"

'Amazing so sweet and kind and made me feel much better about myself'

"So uplifting"

"Very supportive and nice! Thanks"

[www.takemyhand.co](http://www.takemyhand.co)



TakemyHand

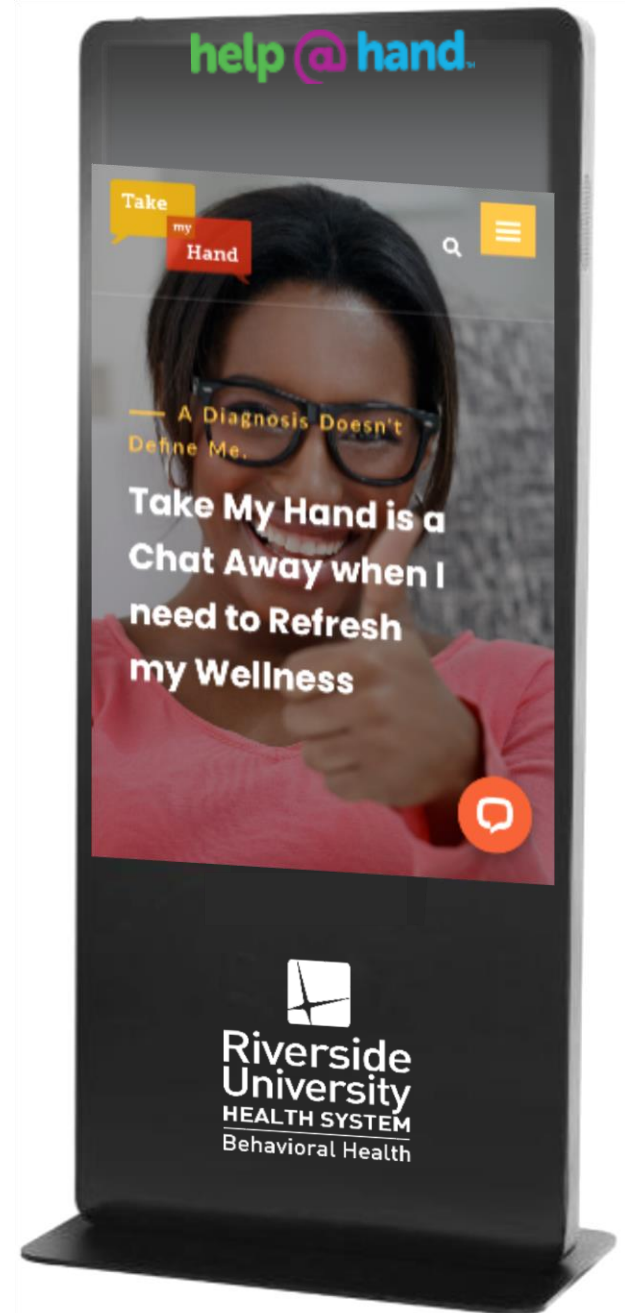
is available

at 40 Kiosks

in County

Clinics

Desert: 11  
Mid-County: 11  
Western: 18



# Kiosk Landing Page!

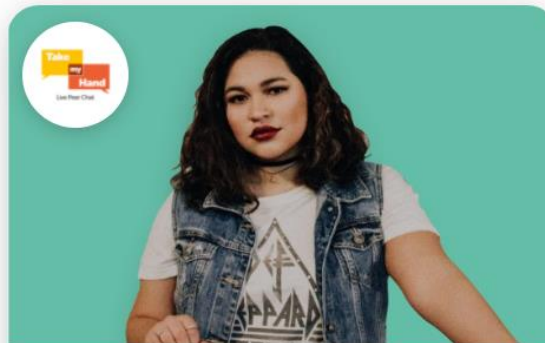
Connect to Care Whenever. Wherever.



## 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!

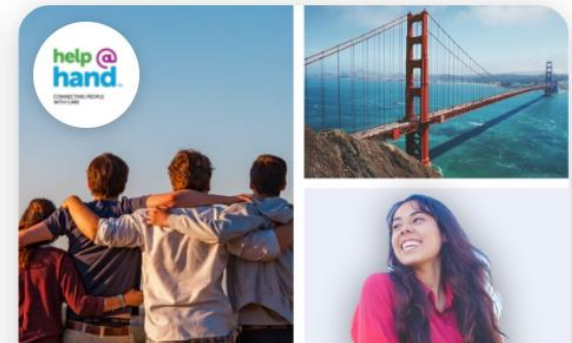
[Chat with us](#)



## 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](#)



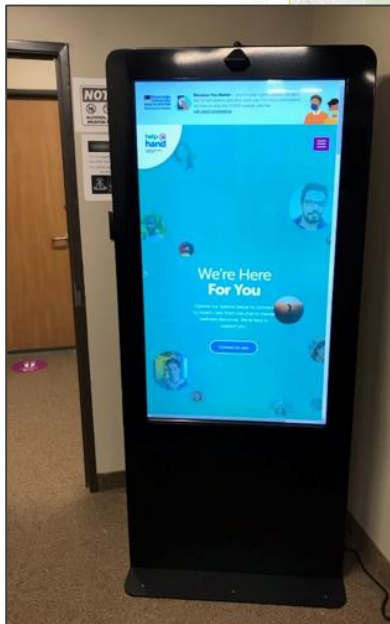
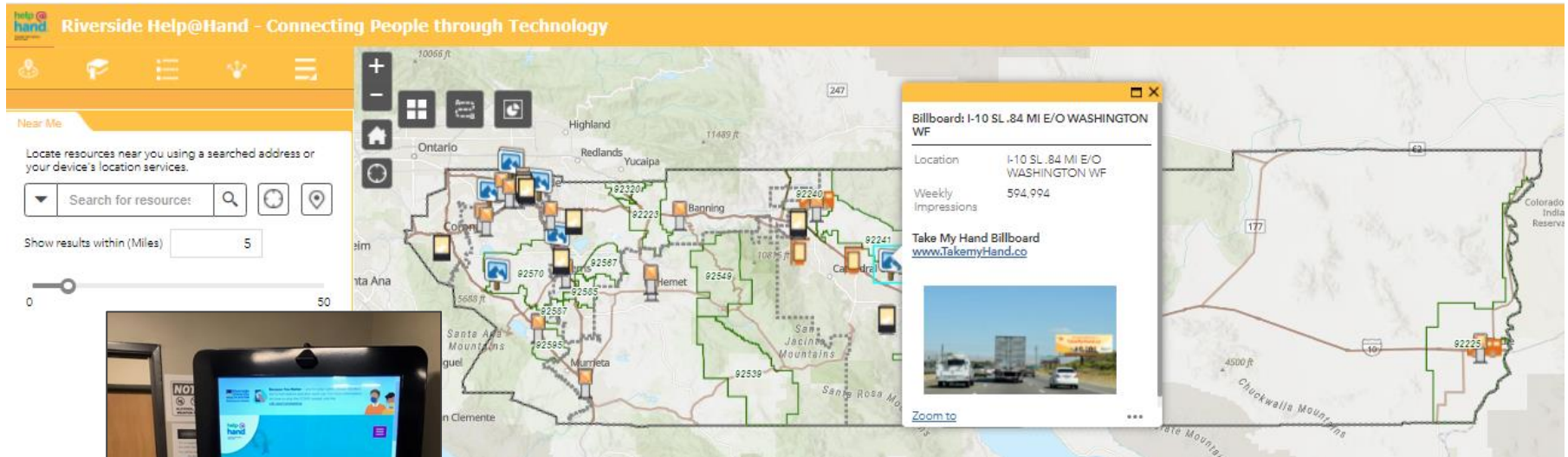
## Help @ Hand–Connecting People With Care

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

[Learn More](#)

# Kiosk Map Locator

Allows community members to locate a kiosk:  
<https://arcg.is/0qnOuj>



Take my Hand

We're here **for you**

Riverside University HEALTH SYSTEM Behavioral Health

Take my Hand

We're here **for you**

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Take my Hand

We're here **for you**

Riverside University HEALTH SYSTEM Behavioral Health

Take my Hand

We care about **our Vets**

Riverside University HEALTH SYSTEM Behavioral Health

Take my Hand

We're here **for you**

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**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.

Take my Hand

We're here **for you**

Riverside University HEALTH SYSTEM Behavioral Health

Take my Hand

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**Request our Infographics!**  
**Reaching out...**  
**To our Diverse Community**

- ✓ 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.

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

**help@hand**

# Follow Us in Social Media!

 **Riverside University Health System - Behavioral Health** 6d · 🌐


Did you know that you can chat with us at [TakeMyHand.co](https://www.takemyhand.co) at anytime, about anything you may be feeling or going through?

We're your mental wellness resource for when you're feeling down, afraid, anxious, overwhelmed or just plain lost on what to do next.

It's completely free and anonymous, and brought to you by RUHS – Behavioral Health to help br... See More




The graphic features a yellow background with a white diagonal line. On the left, a woman with dark hair is smiling and embracing a young man with dark hair who is also smiling. In the top left corner, there is a logo that says 'Take my Hand' with 'Take' in a yellow box, 'my' in a red box, and 'Hand' in a red box. To the right of the image, the text 'Mental Wellness Within Reach' is written in blue and red.

 **Riverside University Health System - Behavioral Health** 5d · 🌐

Today and everyday, remember you are valuable, important and courageous. We love hearing you share your stories, and your stories matter.

Chat with a peer today. We're here for you.  
[TakeMyHand.co](https://www.takemyhand.co)

[#TakeMyHand](#)  
[#TakeMyHandLivePeerChat...](#) See More



The graphic features a yellow background. On the left, there are two speech bubbles: a yellow one saying 'I am' and a red one saying 'Strong'. To the right, there is a portrait of a young woman with short, wavy blue hair, smiling. She is wearing a colorful, rainbow-colored top and a necklace.

# How to use TakemyHand™?

Or Watch Video!  
<https://youtu.be/et1sJcGmRYM>

Scan code (with camera) Click link  
and start chatting!



1. Scan the code with your phone camera and click the blue **Got it!** button to accept cookies.



2. Tap the chat bubble and fill in some basic info, and hit **Start the Chat!**



3. Our friendly Chatbot matches you with a real live Peer who cares and is ready to listen and help.



Don't forget to tell us how we're doing after the chat by filling out a short survey!

Take  
my  
Hand  
Live Peer Chat

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

Bienvenido a TomamiMano™

# Un Compañero De Apoyo Está Aquí Para Animarte

Cuando estés listo, expresa lo que tienes en mente en un espacio seguro con alguien que te entienda para que puedas comenzar a sentirte escuchado y de mejor ánimo.

 ¡Chatea Ahora!

*TomamiMano no es un servicio de crisis. Si tiene pensamientos suicidas, llama al 911 y solicita un Equipo Móvil de Respuesta a Crisis.*



Me enfado mucho y no se porque...

RB51 at 3:23pm



Si, así es, a muchos de nosotros se nos ha dicho que escondamos nuestros sentimientos

Peer at 3:23pm

Take  
my  
Hand

We're here

for you



Riverside  
University  
HEALTH SYSTEM  
Behavioral Health





# TakeMyHand Live P...

Your Anonymous Peer Su...

GET

Live Peer  
Chat Support



Chat About  
Your Feelings



Confidential  
& Always Free



Today



Games




Apps



Arcade



Search



Be here, be you, belong.

# Questions?



## **CONTACT:**

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