



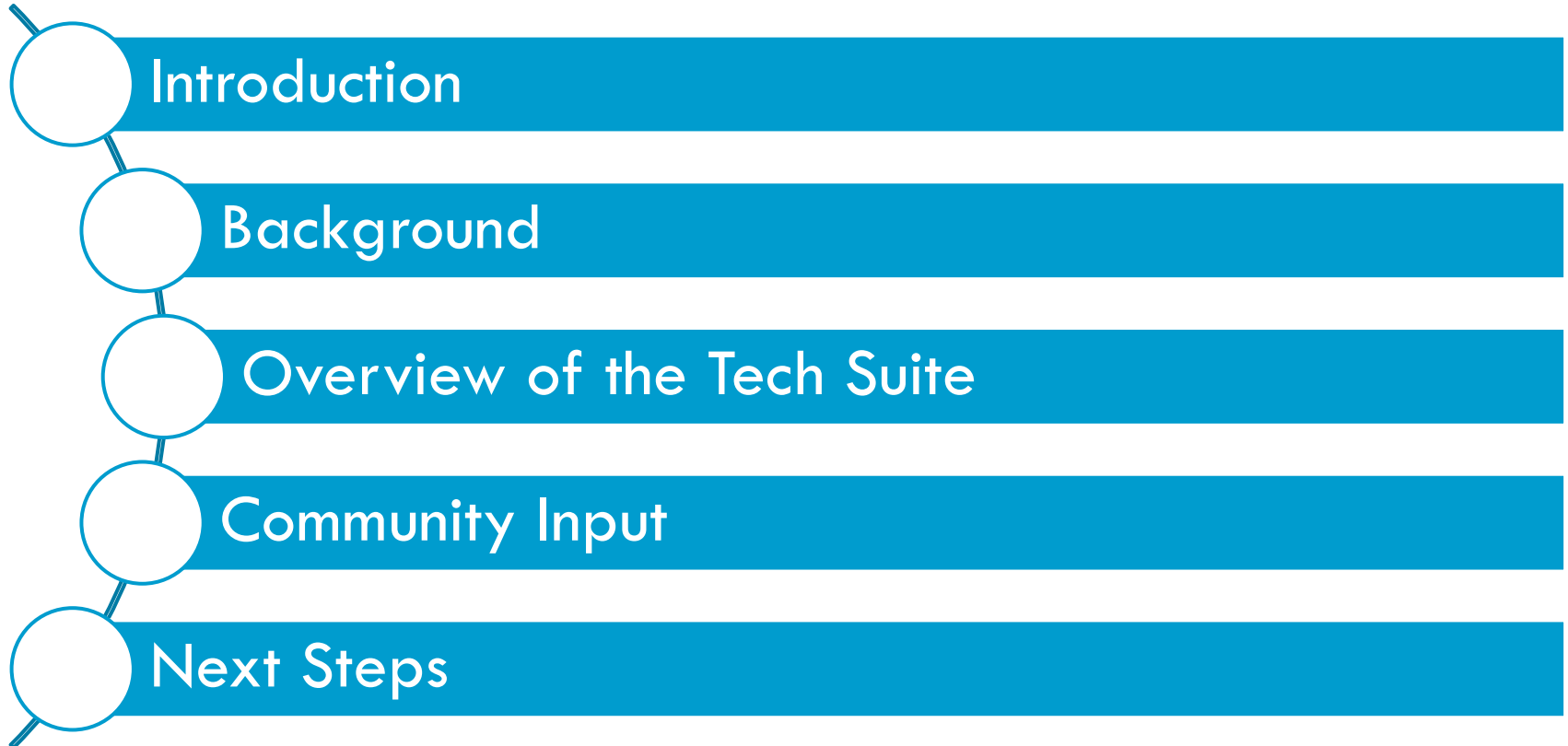
San Mateo Behavioral  
Health and Recovery  
Services

# SAN MATEO COUNTY INNOVATION PLAN TECH SUITE

INN Plan Development  
April - May 2018

# Agenda

2



# Introduction

3



**About RDA:** RDA is working with San Mateo County to develop its Tech Suite Innovation Plan.



**Check-in:** Please share your name and stakeholder affiliation.

# Goals

4



**Share information**  
about the Tech Suite



**Respond to**  
questions and  
concerns



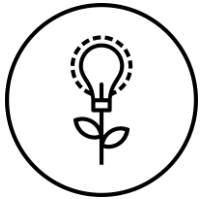
**Gather feedback**  
about how to refine  
the plan to meet San  
Mateo County's unique  
needs



**Discuss**  
**implementation**  
**considerations to**  
refine how the plan is  
rolled out

# MHSA Innovation Overview

5



**The Mental Health Services Act (MHSA) sets aside funding for counties to promote innovative projects to meet mental health needs in new ways.**

**Innovation projects...**

- ❑ Have never been done before or are modified to happen in a new setting



# Current Status

6



## **County Behavioral Health Technology Collaborative:**

Multi-county collaborative with several pre-qualified vendors ready to provide a variety of apps for mental health support.

# Tech Suite Description

7

**The Tech Suite is a collection of innovative apps from different vendors that support wellness and recovery.**

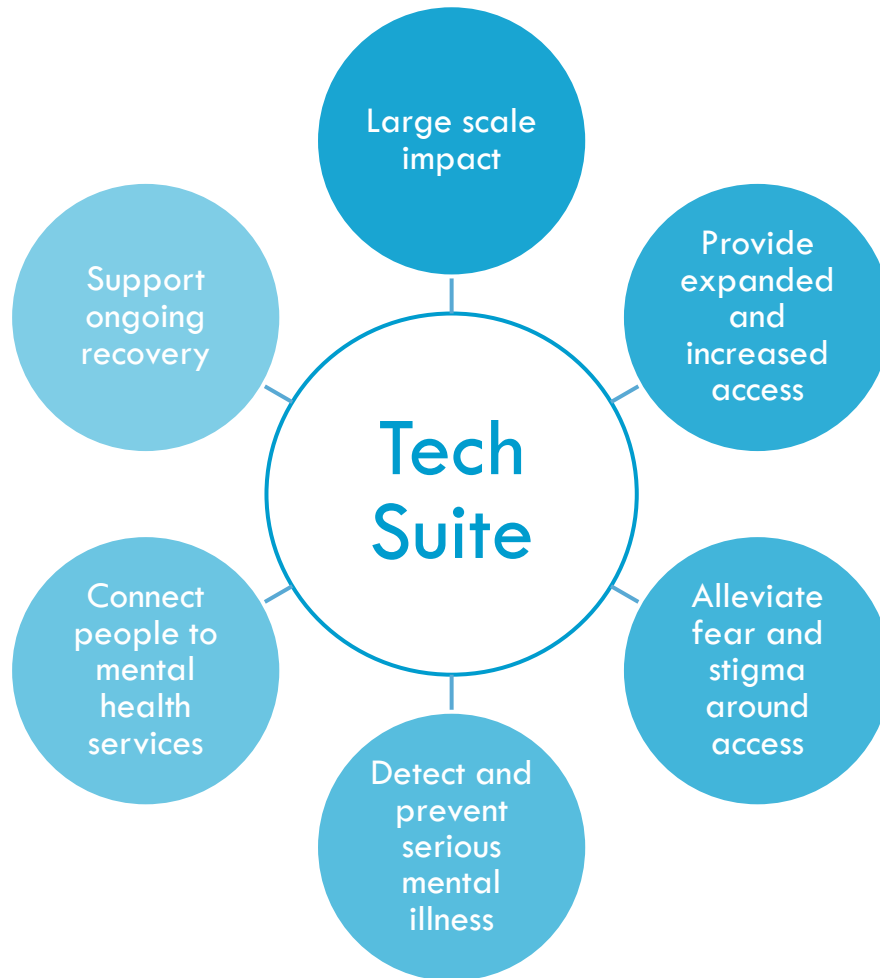


## **The apps are designed to:**

- ❑ Engage people who are disconnected from services
- ❑ Remind clients to engage in wellness and recovery
- ❑ Increase socialization through online platforms
- ❑ Support ongoing mental health recovery

# Tech Suite Benefits

8



- ❑ Utilizes commonly used devices like smartphones to expand access to services
- ❑ Makes it easy for youth to connect mental health services
- ❑ Promotes connection for isolated adults and older adults
- ❑ Increases language accessibility (Apps can be modified to provide services in clients' preferred language)



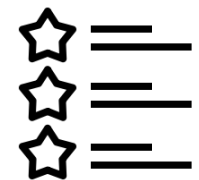
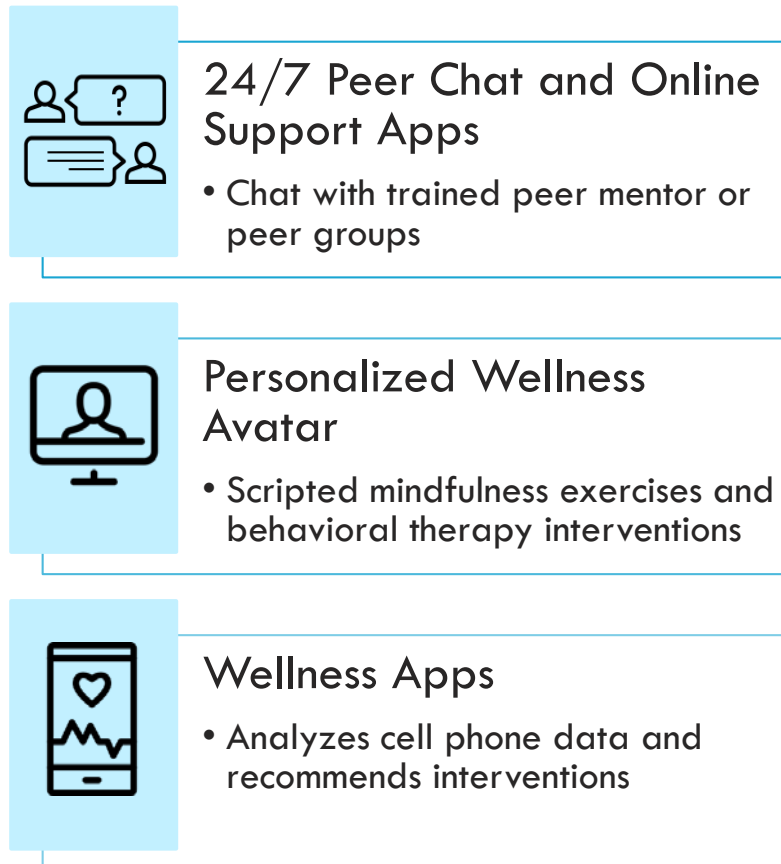
# Overview of Tech Suite Components

9

## Tech Suite Interventions



**Outreach**  
to connect  
people to  
tech suite  
services



**Evaluation**  
to determine  
effectiveness  
and adjust  
services

# 24/7 Peer Chat and Online Support

10



**Clients or their loved ones can chat with support groups or peers with lived experience, online or via text**

## **How do they work?**

- Anyone can join an online chat group with trained peer listeners on topics such as depression or anxiety
- Individuals can chat one-on-one with a peer with similar lived experience
- Family members of people with mental health issues can engage in support groups online

## **Who can these apps benefit?**

- Youth and clients comfortable with text and chat
- Isolated individuals
- Individuals who prefer anonymity or have fear/stigma around seeking support
- Clients with limited access to in-person support groups/peer support

# Personalized/Wellness Avatar

11



**Clients can sign up to receive reminders to engage in wellness activities such as mindfulness exercises**

## **How do they work?**

- ❑ Clients can sign up to receive regular notifications about wellness activities to support their recovery and wellbeing
- ❑ Clients can interact with an online avatar that recommends wellness activities based on how they interact with the app

## **Who can these apps benefit?**

- ❑ Youth and clients comfortable with communicating by text
- ❑ Isolated individuals
- ❑ Individuals who prefer anonymity or have fear/stigma around mental health
- ❑ Clients with limited access to in-person support groups/peer support

# Wellness Apps

12



**Clients can give permission to use their cell phone data to identify changes in behavior that might identify the need for additional support**

## **How do they work?**

- ❑ Clients can opt in to allow the app to identify patterns in their text behavior that may indicate changes in mental health
- ❑ The app interacts clients with via text or chat to increase their understanding of their thoughts and feeling states

## **Who can these apps benefit?**

- ❑ Individuals who prefer to interact with virtual technology
- ❑ Isolated individuals
- ❑ Individuals who need ongoing recovery support

# Community Input

13



**What questions do you have about the Tech Suite components or planning process?**



**What would you want the County to consider before implementing these innovative interventions?**



**What are the needs that these apps can help meet?  
What components do you think would be most helpful to you/your community/ the community you serve?**



**What do you want to learn from the pilot process?**

# Next Steps

14

April/May

- Gather community feedback and input

May

- Post plan for 30-day public comment period

June

- Mental Health Board public hearing

June

- Board of Supervisors for approval

July

- Submit to MHSOAC for approval

# Thank you!

For further information, please contact:

Kelechi Ubozoh, Senior Associate

[kubozoh@resourcedevelopment.net](mailto:kubozoh@resourcedevelopment.net)