



Tech Suite Frequently Asked Questions

Peer Chat and Online Support

Will clients/consumers be able to chat with a real person?

Yes, clients/consumers will chat with real people who have lived experience and are trained to listen and provide support through chat.

Are the peers/support group moderators certified?

Depending on the app, the peer listeners and support group moderators are trained and may either be paid or volunteers.

Is it confidential?

Depending on the app and service, clients/consumers may choose to share their name or remain anonymous. Personal information is never shared with the listeners or anyone else.

How much does it cost?

Depending on the app, peer chat and online support groups are free. Some apps offer free peer chat and support groups, but may also offer additional services for a fee.

Are there peers/support groups available in other language?

Depending on the app, some services are available in multiple languages.

Therapy/Wellness Avatar

Will users be able to talk with a real person?

Depending on the app, users will be able to engage with an “avatar” that uses artificial intelligence to gather information about how they’re doing and recommend wellness activities to meet their needs. The avatar will communicate with users in a way that is similar to a real person, but is a program designed to understand information they provide and suggest ways to engage in wellness, such as remembering to take medication or practicing meditation or self-care.

Will the avatar replace a human connection with a real person?

No, these apps are designed to provide users additional support when they need it, not replace other wellness activities like talking with a therapist or other professional.



How will the avatar know whether someone is in a crisis situation or connect them to additional crisis services in the community?

The avatar uses advanced technology that can analyze information they share when they interact with it to determine whether they are experiencing certain challenges or symptoms. The County will work with vendors who can modify apps to provide information about local resources.

Are there apps that provide services in other languages?

Depending on the app, some services are available in multiple languages.

Wellness Apps

How do the apps work?

Depending on the app, users can choose to allow their phone to review data about usage, such as whether they have left their home that day or the words and ideas they type in texts. The app will monitor that data to identify signs that might mean they are not feeling so great. For example, if their phone hasn't left the location of their home in over 24 hours, the app might suggest actions they can take to make sure they connect with their support network such as calling a friend. If their text behavior changes, such as if they start using different words or communicating different ideas than they usually do, the app may prompt them to check in with how they are feeling or remember to take their medication as scheduled. If they choose to do so, some apps may send this information to a provider users know and trust so the provider can check in.

What information will the app collect?

The information varies depending on the app and what options users select. Generally, apps will collect data about their phone usage, such as whether they have left their home or the words and ideas they type in texts.

Who will have access to information my phone collects?

User information will not be shared with anyone unless they choose to share it with a qualified health professional they already know.

Will the app record information about me or listen in on my phone conversations?

No, the app will not record any data users do not want it to and does not allow their phone to record conversations.



Will the government have access to my data?

No, the app will not share any information with anyone unless users want to share it with a qualified health professional they already know.