



**August 2021 Stakeholder Webinar  
Q&A Submissions and Responses**

Question	Response
Will the slides be available after the webinar?	The slides and the recording will be uploaded on our website helpathandca.org. We will send a follow up email to all attendees who have registered once these are available.
Where can I find this recording after this event? Will it be sent to all the participants?	The slides and the recording will be uploaded on our website helpathandca.org. We will send a follow up email to all attendees who have registered once these are available.
How is this divided amongst these 3 funds?	\$75.2 M Funds Held at CalMHSA (\$35.5 M are designated local funds that are administered at the direction of each Counties/Cities that funds are held for; \$40.7 M are designated collaborative funds that are administered at the direction of the Collaborative); and \$26.3 M Funds Held by Cities and Counties at their local level. CalMHSA does not track these funds.
These are all MHSA Innovation funds, correct?	Yes, these are all MHSA Innovation funds.



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<p>How much was paid for product development for products that were never produced? And how are we talking about lessons learned from these failures?</p>	<p>As of June 30, 2021, \$10,440,145 has been spent all on product exploration, customization, demos, and pilots. This includes work involving Community Stakeholders and Peer stakeholders as well as work to establish public-private partnerships including trainings given by the Peer Manager on the Peer Wellness and Recovery movement and gaps between the public mental health system of care and private healthcare/ vendor target populations, which staff from product vendors attended. All product exploration, customization, demos and pilot work have allowed the Collaborative to determine what technology may be a good fit for their communities based on need and state/county regulations. These efforts have taken time and resources. Early learnings from the project are identified in Evaluation reports, Stakeholder Reports, and local city/county MHSA Annual reports delivered to the OAC. Collectively these learnings have influenced the course of the project and the activities counties are doing now to meet the needs of their stakeholder communities, including development of technology products to address gaps in the marketplace, such as Riverside's Peer Chat App, TakeMyHand.</p>
<p>The graph shows project ending April 2020 ... this is confusing.</p>	<p>The project timeline, as shown on slide #14, ends in 2024.</p>
<p>On the INN chart there is a notation that says “pending OAC approval” but there is nothing on the chart with an asterisk. What is pending approval?</p>	<p>The asterisk is located on the last layer of the timeline (slide #16) indicating a potential change to the end date for Mono County's participation.</p>



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<p>Please talk about the methodology being used to take a potential Food and Drug Administration Mobile Medical Device, such as Mindstrong, from its current experimental status to an approved FDA Mobile Medical Device.</p>	<p>CalMHSA recognizes that the FDA regulates medical devices. CalMHSA monitors FDA regulation and works only with partners who comply with its guidance. The FDA has not provided any recent guidelines on Mobile Medical Devices, the most recent guidelines provided on November 5, 2019 <a href="#">can be found here</a>. For further information on specific products please contact or email the County implementing that product. For example, for Mindstrong please contact or email Orange County MHSa (mhsa@ochca.com).</p>
<p>How many apps from the initial pilots are still being utilized? And what have we learned from that journey?</p>	<p>7 Cups and Mindstrong were initially explored by the project and Mindstrong is still currently being implemented in Orange County. Learnings are documented in the evaluation reports and have been applied to the project and processes. Counties are working on integrating relevant learnings in subsequent pilots and implementations. Since then, additional pilots have been planned and launched and are in various stages of completion. Learnings will continue to be shared in upcoming evaluation reports. Current evaluation reports can be found here: <a href="https://helphandca.org/project-updates/reports/helphand-evaluation-reports/">https://helphandca.org/project-updates/reports/helphand-evaluation-reports/</a></p>
<p>I was on the website the other day and very little is available on the site and one cannot access any products via the Help@Hand site. Will this change soon?</p>	<p>The products currently included in the Help@Hand project are linked on the website. Each City and County working with a product is leading their own pilot and outlining the process to share the limited amount of licenses they are making available to their community. Soon there will be individual County and City pages linked on the main <a href="https://helphandca.org">helphandca.org</a> website.</p>



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<p>How many consumers/clients have been served to date? Also, what about access to the Internet/Wi-Fi itself?</p>	<p>As of 8/23/2021, more than 74,329 consumers have utilized a Help@Hand technology product license. In addition to licensed users, consumers have been served by other Help@Hand resources such as Digital Mental Health Literacy education, App brochures curated and published by Help@Hand Peers, marketing and outreach activities to bring awareness to mental health services, and programs to support increasing access to devices. Currently the focus has been on identifying the right products and processes for implementing them within the city/county system of care. During full implementations, cities and counties will shift their focus to launching products more widely and increasing adoption/usage among target audiences.</p>
<p>How did you select which peers to work with? What is the diversity in race, age, disability, income levels, gender, sexuality, etc.?</p>	<p>Peers support Help@Hand at the local level. Each city and county selects and directs the Peers they work with. CalMHSA does not track the composition of the Peer group across the project.</p>
<p>Looks like Riverside County is creating their in house product rather than utilizing the tech products piloted by Help@Hand - it appears that this approach is more successful than utilizing external vendors? Would you agree?</p>	<p>Riverside County developed and launched an in-house product called TakemyHand, to address one of their OAC plan's approved components. They are also launching additional products sourced from the 2019 Help@Hand RFSQ. Other counties, such as Monterey and Los Angeles, are also developing a solution for implementation within their county. At this time, Help@Hand has not determined whether in-house developed products or products available in the marketplace are more successful.</p>



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How are counties ensuring clients have access to computers, data, Wi-Fi etc. to support these efforts?	Access is not a component or goal of the Help@Hand innovation project. However, many cities and counties are exploring if and how they can mitigate this issue and the impact it may have on participation in the project.
Where are the numbers of users for these programs?	As of 8/23/2021, more than 74,329 consumers have utilized a Help@Hand technology product license.
Riverside’s TakeMyHand sounds like a great model. However, if there are only 137 callers, it’s questionable.	It varies from day to day. The Riverside Peer team has the belief if one person reaches in for support and assistance, it is one more person we may not have previously reached through traditional avenues.
Hello! Will the website include more information on outcomes (usership to date) of each new program/app, county, and the project overall? I think this is a great way to capitalize on “lessons learned” if that data is publicly visible. Thank you!	Lessons learned are identified in the evaluation reports which are publicly available on the Help@Hand website under the "Evaluation Reports" section.



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How is client data protected from third party vendors such as google analytics?	This is dependent on each product's policies. Help@Hand developed a Digital Behavioral Health Questionnaire (DBHQ), which identifies product factors such as data use. As a part of the product exploration and selection process, each city and county reviews the product and vendors privacy and security policies. Then cities and counties must determine if they are comfortable with the policies and procedures or if they'd like to discuss further with the vendors. The project is also leveraging Digital Mental Health Literacy (DMHL) to inform communities about third-party data collection and similar practices.
I assume TmH is offered free of charge, but I didn't see that noted on the collateral materials	Yes - it is free to any member of the community accessing it.
There was some discussion at the OC MHSa Steering Cmte meeting regarding funding for Help@Hand. Funding was agreed upon based on 3000 participants but only about 200 have actually participated. What are the plans to market and scale up?	Please contact Orange County MHSa ( <a href="mailto:mhsa@ochca.com">mhsa@ochca.com</a> ) for more details on this question.



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<p>It appears that the two Counties held up as a model are not utilizing any of the digital apps piloted and developed by the Help@Hand project - rather both counties explained unique approaches needed in their county - but still not using any of the piloted</p>	<p>Help@Hand has several completed, in-progress and planned pilots. Both Riverside and Santa Barbara are working with technologies piloted within the Help@Hand project. Help@Hand is very proud of the progress both Riverside and Santa Barbara have made, and we greatly appreciate them presenting at the Stakeholder webinar. Their presentations represent a sample of the learnings across the Help@Hand project but should not yet be interpreted as a preferred "model".</p>
<p>Similarly, it sounds like Riverside County and Santa Barbara County may have encountered other digital products that fit the FDA Mobile Medical Device category, but the products haven't been approved by the FDA as a Mobile Medical Device. It sounds like Help@Hand needs criteria for what might be an FDA Mobile Medical Device (but not approved), digital literacy training about the risks of unapproved Mobile Medical Devices, and a feedback loop back to the FDA to report these unapproved Mobile Medical Devices to the FDA to reduce the risks presented to the general public.</p>	<p>Thank you for this feedback. Help@Hand continually monitors our policies and practices based on an evolving technology landscape. CalMHSA recognizes that the FDA regulates medical devices. CalMHSA monitors FDA regulation and works only with partners who comply with its guidance. The FDA has not provided any recent guidelines on Mobile Medical Devices, the most recent guidelines provided on November 5, 2019 can be found here: <a href="https://www.fda.gov/regulatory-information/search-fda-guidance-documents/policy-device-software-functions-and-mobile-medical-applications">https://www.fda.gov/regulatory-information/search-fda-guidance-documents/policy-device-software-functions-and-mobile-medical-applications</a> For further information on specific products please the County implementing that product.</p>



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<p>What about TAY who aren't in college—who are mostly POC and lower income?</p>	<p>The Santa Barbara Department of Behavioral Wellness has a TAY co-op with the Department of Rehab. TAY clients receiving services are connected with a DOR TAY specialist, the Help@Hand team is connected with the TAY DOR specialist and present on digital tech, digital literacy and apps such as Headspace.</p> <p>Vocational Rehabilitation - Santa Barbara County Mental Health CO-OP Program Reference: <a href="https://www.countyofsb.org/behavioral-wellness/adultservices.sbc">https://www.countyofsb.org/behavioral-wellness/adultservices.sbc</a> A collaborative program between Behavioral Wellness and the California State Department of Rehabilitation (DOR), the Mental Health CO-OP offers consumers a variety of employment support services, resulting in an opportunity to successfully obtain and maintain employment. Region: All Ages Served: Adults/TAY Programs Capacity: 200 Provider: Mental Health CO-OP</p> <p>The local Santa Barbara Help@Hand team is also working with organizations such as Casa De La Raza, Transitions Mental Health Association and the Youth Opioid Response grant team to reach POC who are lower income.</p> <p>Casa De La Raza: <a href="https://lacasadelaraza.org/">https://lacasadelaraza.org/</a> Transitions Mental Health Association: <a href="https://www.t-mha.org/">https://www.t-mha.org/</a> Youth Opioid Response Grant Reference_ <a href="https://opioidsafetysb.org/">https://opioidsafetysb.org/</a></p>



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<p>What about TAY who aren't in college—who are mostly POC and lower income? (continued)</p>	<p>Youth Opioid Response Grant Awarded to Fund Services in Lompoc County Alcohol and Drug Programs (ADP) was awarded a Youth Opioid Response (YOR) grant to open a youth drop-in center in Lompoc to provide Screening, Brief Intervention and Referral Services (SBIRT) to youth ages 12-25 and their families or significant others. A focus of outreach and intervention efforts will be on providing services to Latinx clients who are overrepresented in our substance use disorder (SUD) treatment system.</p> <p>Services will be located adjacent to the Family Service Agency at 646 N. H Street and expected to begin on or around July 1, 2021.</p> <p>The local team works with the regional BeWell TAY clinics to offer Headspace, Digital Literacy and connections to Smartphones via the Lifeline grant.</p> <p>Reference: <a href="https://www.countyofsb.org/behavioral-wellness/tay-home.sbc">https://www.countyofsb.org/behavioral-wellness/tay-home.sbc</a></p> <p>Thank you for the question and for your care of TAY POC that are lower income. It is important for you to ask these questions to ensure that as we build we do not leave out marginalized communities.</p>
<p>In the evaluations online, it indicated that a few of the counties left the project. Can you provide some context as to what happened? And why San Francisco's project is currently on hold?</p>	<p>San Francisco's implementation of Headspace is currently on hold due to the County's decision to review further their plans to use the product.</p>
<p>Also, can you speak to how tech vendors handle PHI and PII?</p>	<p>Vendors are required to adhere to HIPAA standards for handling on PHI and PII. If data is to be shared for the purposes of the project, Business Associate Agreements (BAAs) are in place.</p>



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How do you ensure your users' privacy and confidentiality?	Users are informed of a vendor's policies about privacy and security prior to downloading and using an app. Additionally, some counties have incorporated an informed consent into their outreach and engagement process.
Great presentations - as cities that attract many visitors (Riverside e.g.) can visitors access your mobile units and resources?	<p>TakemyHand Visitors get the resources needed and, if needed, are provided with the closest clinic address and phone number. Also, one of the main numbers they are being directed to is the Riverside County CARES Line phone number for BH screening and referral.</p> <p>To access Riverside County Behavioral Health services call the central access phone line at CARES Line Community Access, Referral, Evaluation and Support 800-499-3008.</p> <p>The team has created a comprehensive document of local resources that it is available to Peer Operators to utilize when needed and applicable.</p>
Is Orange County going to be involved with this project?	Please contact Orange County MHSA ( <a href="mailto:mhsa@ochca.com">mhsa@ochca.com</a> ) for more details on this question.
Sorry, one more question! Some of these apps are expensive. How will counties fund the use of apps after the project ends?	Innovation programs aren't intended for continued use beyond the innovation project timeframe. However, cities and counties who wish to extend use of their products beyond the innovation project will address funding and sustainability in a transition plan and final report.
Is there talk about getting this started in Orange County?	Please contact Orange County MHSA ( <a href="mailto:mhsa@ochca.com">mhsa@ochca.com</a> ) for more details on this question.



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