

Category	Question	Response
Access	What happens if I can't sign up for the App on my own?	For some Apps, consumers must be referred by a wellness provider that will provide an access code to sign up for services.
Access	Why is product access ending?	Access to a product through the Help@Hand Innovation program is for a limited time and must be discontinued when the program reaches its completion date.
Access	Will I still have free access to the product after the program ends?	No. The free product services provided through the Help@Hand Innovation project are limited to the County/City program timeline. Once the timeline ends, free access to the program ends.
Policy	Where can I find information on the product privacy policy?	Information on the product's privacy policy can be found on their site: Headspace MindLAMP Mindstrong myStrength iPrevail TakemyHand
Evaluation	Where do I find information about the evaluation of a product as a part of Help@Hand project?	All current and future Help@Hand Evaluation reports are made available on the website: https://helpathandca.org/project-updates/reports/helpand-evaluation-reports/
Help@Hand Project	What is the Help@Hand project/innovation program?	Help@Hand is a California City and County Collaborative created to determine if and how technology fits within the behavioral health system of care which is learned through the program.

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Help@Hand Project	Why was this program offered?	The vision of Help@Hand is to save lives and improve the wellbeing of Californians by integrating promising technologies and lived experiences to open doors to mental health support and wellbeing.
Help@Hand Project	Where can I learn more about the findings of the program?	Findings for the Help@Hand Innovation project are included in evaluation reports. All current and future Help@Hand Evaluation reports are made available on the website: https://helphandca.org/project-updates/reports/helphand-evaluation-reports/
Other Resources	What other resources are available to me?	To learn about potential services that may be provided outside of the program, please visit your local county website for more information.