

Spokane Teen Text Line Behavioral Health Advisory Board Presentation















Brochures and Business
Cards are out for first
print run now. We are
currently pricing
options for promotional
products to enhance
brand and service
awareness.













- 1. The Teen Text program is Certified Peer led support line:
 - a. Focus on supporting 13-17 years old SUD/MH inquiries
 - b. Offers Text, Chat and Voice availability supported by Twilio; one-line accesses all
 - c. (844) 814-8336 (TEEN)
 - d. Supervised and supported by multiple clinical and professional staff
 - i. One (1) Substance Use Disorder Professional (SUDP)
 - ii. Care Coordinator
 - iii. Three (3) Mental Health Professionals (MHPs)
 - iv. Five (5) CPC

e. Excelsior's Peer Plus Training program

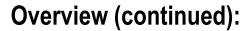
- 1. ASIST
- 2. Motivational Interviewing
- 3. Trauma Sensitivity
- 4. Crisis Awareness
- 5. Co-Occurring Disorders Training
- 6. Care Coordination and Management











EXCELSIOR WELLNESS

- a. Works on the iCarol Call Platform
 - Used by a substantial percentage of call center and crisis center facilities
 - ii. Cost Effective; easily sustainable
 - iii. Allows for cloud-based access
 - iv. iFrame available for call center access through chat which insert directly into stakeholder websites
- b. Securing and developing a program website (TeenTextSpokane.org), which will house:
 - i. Access to Chat
 - ii. Fully maintained community resource database for the six-county region (one of the add-ons purchased with iCarol)
 - iii. Program News
 - iv. Teen Interest Content
- c. Crisis Resource direct access system integration
 - i. 911 voice integration with MOU for Warm Handoff relationship
 - ii. Intention to MOU with Regional Crisis Line Provider for Warm Handoffs











Community Stakeholders and Education

- a. Resource Partners Community Resources available to receive referrals in the database
- b. Referral Partners Partners involved in communicating with and bringing awareness to the target population
- c. Phased Community Education Rollout
 - i. Spokane County School Districts Currently underway
 - ii. Agency/MCO Partners Currently underway
 - iii. Six (6) County School Districts Beginning within thirty (30) days
 - iv. Six (6) County First Responders and Agency Partners Beginning within sixty (60) Days
 - v. Instagram streaming content Beginning 90 to 120 days
 - vi. Local community news and information case by case in conjunction with community partners
- d. Branding, printed product, etc.
 - Finalizing Branding and printed content this week and going to print first of next week
 - ii. Going to production with marketing products within two (2) weeks
- e. Outreach and Education Coordinator Kayla Barringer

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 Scheduling direct contacts and visits with stakeholders in the six-county region now







