

# Spokane Teen Text Line

## Behavioral Health Advisory Board

### Presentation

**teen text**  
844-814-8336  
Substance Use & Mental Health Support



**Text to connect with someone who understands. We've been there.**

**call** ••• **text** ••• **connect**

844-814-8336 | MON - FRI | 9:00 am - 8:00 pm

Teen Text gives teens a safe place to chat with someone who understands. This free, confidential service gives youth experiencing mental health and/or substance use challenges someone to talk to, that has been in their shoes. If you are struggling and need someone to talk to, don't hesitate to call, text and connect with a peer who is here to help.



This free service is available to any teen or young adult, living within the Spokane Regional Service Area, which includes; Adams, Ferry, Lincoln, Pend Oreille, Spokane and Steven's counties.



available **5 DAYS** a week



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**Mental health or substance use challenges? We've been there.**

free ••• confidential ••• lived experience

Sponsored by:



Spokane Regional Service Area



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.



## Overview:

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

## Overview (continued):

### a. Works on the iCarol Call Platform

- i. 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.**
  - i. 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**  
(kayla.barringer@excelsiorwellness.org)
  - i. Scheduling direct contacts and visits with stakeholders in the six-county region now