

## Case-Study

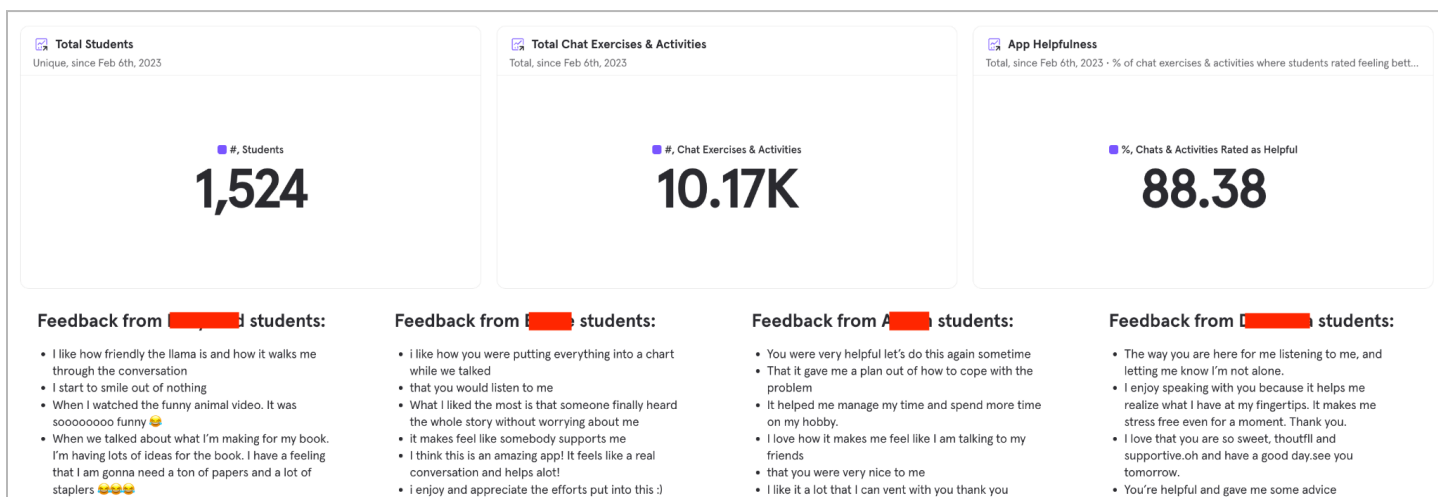
**A school district quickly rolls out Alongside to provide every student the 24/7, tier 1 mental health support they urgently want and can't get from overburdened counselors**

In Winter 2022, a school district in the Dallas suburbs (Irving ISD) began looking into additional resources to help with students' mental health. They know their kids are suffering (via [CDC data](#) and qualitative feedback from their community) and it's impossible for counselors and staff to reach everyone.

To that aim, they found Alongside – an app where students use a chatbot to talk to the llama and get personalized support developed by our team of clinicians. The llama makes it comfortable for students to open up about their specific challenges for 80+ issues. Students learn skills to solve their own problems and commit to concrete goals to take action in real life.

The Director of At-Risk and Responsive Services, with sponsorship from the Chief of Schools and Middle School Principals, decided to pilot the app for the remainder of the school year with four (4) middle schools and students accessed the app with their school issued email address via the iOS app, the Android app, or any browser.

Over the next few months, 1,500+ students completed 10,000+ mental health chat exercises and activities, rating 88% of what they did as helpful.



## Program Description

Alongside provides every student the 24/7, tier 1 mental health support they urgently want and can't get from overburdened counselors. The app is designed for middle and high school students, and the company works exclusively with schools.

Too many students are anxious or depressed, and every student struggles with issues that affect their mental health. Overburdened counselors and staff are stretching as far as they can, but it's impossible to meet the need. With Alongside, schools can provide 24/7 mental health support for every student and save counselors time to focus on tier 2 and 3.

Using our app, students use a chatbot to talk to the llama and get personalized support developed by our team of clinicians. The llama makes it comfortable for students to open up about their specific challenges for 80+ issues. Students learn skills to solve their own problems and commit to concrete goals to take action in real life. Severe issues are escalated to counselors during school hours and 24/7 resources after hours; silent students missed by screeners now get help.



### Key Benefits of Alongside:

- **Reduce emotional distress (anxiety, stress):** Activities and a chatbot help all students feel validated and build resilience. 90% of middle and high school students feel better after just one exercise on the app.
- **Maximize instructional time:** The Alongside app improves students self-regulation, reducing the amount of time that they are disrupting and coming out of class, which is losing them educational time.
- **Save counselors time to focus on tier 2 & 3 support:** Alongside provides foundational support so counselors can focus on students with the highest needs. Students, especially frequent flyers, become more independent with 24/7 real-time access to the Alongside app, freeing up counselor time to focus on other issues that need to be addressed.
- **Help silent students with severe issues that screeners just don't catch:** Alongside's safety protocols are designed in consultation with experts in adolescent suicide and use the Columbia Protocol (C-SSRS) to determine severity of suicidal ideation. Severe issues are escalated to counselors during school hours via email and text, and schools can opt in to after hours support for students at no additional cost.
- **Access real-time data reporting:** Alongside includes a live dashboard that provides building and district specific insights on what students are dealing with and what resources and activities are being used.
- **Provide staff access as well:** Students are not the only individuals struggling with mental health challenges in school buildings. The Alongside app is free for staff to use as well.

