

# How Talkspace powers teen mental health initiatives

To address the youth mental health crisis, cities and school districts including New York City and Baltimore County Public Schools partner with Talkspace to provide evidence-based mental health support on teen terms.

TALKSPACE MEMBER

RUBY

Many teens today are not okay. 42% of high school students reported feeling very sad or hopeless and 22% seriously considered attempting suicide, according to CDC data. But it's not easy for teens to get mental health support. School counselors are often seriously overstretched, therapy is financially out of reach for many teens, and even those who can pay for therapy find that therapists have months-long wait lists due to a nationwide shortage.

Schools and municipalities can play a vital role in improving youth mental health by offering teens high-quality mental health support with no barriers to entry. By making therapy and other support available to all teens ages 13 and up at no cost they can both help those who are struggling with mental health challenges and help the broader population build mental fitness and resilience to prevent problems from developing.

**“Mental health challenges in children, adolescents, and young adults are real and widespread...**

**The future wellbeing of our country depends on how we support and invest in the next generation.”**

**Vivek Murthy, MD**  
United States Surgeon General

## The Talkspace Solution

- ✔ **Quick access to care**  
Our network of licensed therapists who specialize in teens spans all 50 states, so teens can be paired with a dedicated therapist within days.
- ✔ **Teen-friendly virtual options**  
Teens send their therapists unlimited text, video, or voice messages, and therapists respond five days per week. They can also schedule virtual sessions with their therapists, over video, audio, or live chat.
- ✔ **Simple parent consent**  
Parents and guardians consent to their children's care online based on state regulations.
- ✔ **Private and secure**  
All therapist-teen communications take place over the secure, encrypted, HIPAA-compliant Talkspace platform.
- ✔ **Elevated risk detection**  
Although not a crisis line, the Talkspace platform uses machine learning technology to scan de-identified student messages for signs of self-harm risk and, if detected, sends an urgent alert to the teen's therapist.



## Baltimore County Public Schools



In Maryland, 39% of teens report having felt sad or hopeless within the past year, and 20% have seriously considered suicide. Baltimore County Public Schools (BCPS) recognized that their school counselors didn't have the capacity to meet the demand for mental health support among students who require ongoing 1-on-1 therapy or care for more acute or complex needs.

They also recognized that many students would benefit from care when it's most convenient, outside of the school setting and on weekends. Here's how they partnered with Talkspace:

- BCPS provides unlimited Talkspace messaging therapy and the Talkspace Go self-guided app to up to 32,000 high school students 13+.
- Talkspace complements and bolsters existing district mental health services, allowing counselors to refer students in need of more frequent or acute care.
- Talkspace created a micro-network of Maryland-licensed Talkspace clinicians to support BCPS, and to meet the language and translation needs of their student population.
- Talkspace partnered with BCPS to raise awareness of the program and its benefits to students and all stakeholders through a marketing package delivered to individual schools, webinars for educators and parents, and promotion on student portals.

## New York City Department of Health



To support the diverse mental health needs of its 450,000 teens, the New York City Department of Health sought a mental health solution that wouldn't rely exclusively on schools. The city's teens are spread across public, private, parochial, charter, and alternative education programs, and many schools' counselors don't have the capacity to support students who would benefit from ongoing 1-on-1 therapy or care for more acute or complex mental health needs. The city partnered with Talkspace to create a first-of-its-kind citywide program called NYC Teenspace:

- Any teenager 13-17 living in New York City can access Talkspace therapy free of charge, regardless of their income or where they attend school.
- Enrolled teens receive 1-on-1 messaging therapy as well as one live virtual session per month with a dedicated, New York-licensed therapist.
- Talkspace created a Spanish-language version of the NYC Teenspace landing page and provides therapy in 30 languages as well as translation support for 120 different languages.
- Talkspace has promoted the NYC Teenspace program through webinars for educators and parents, tabling at schools, street teams, and paid marketing initiatives.



### Learn more

To learn more about these initiatives or how Talkspace can support the mental health of teens in your community.

<https://business.talkspace.com/employers/education>

