

Mental Health Services Act (MHSA)
Annual Innovation (INN) Project Report
Fiscal Year 2022-2023



INNOVATION (INN)

INN projects are novel, creative, and/or ingenious mental health practices and approaches that contribute to learning, and that are developed within communities through a process that is inclusive and representative, especially of unserved, underserved, and inappropriately served individuals.

In Innovation project is defined, for purposes of these guidelines, as one that contributes to learning rather than a primary focus on providing a service. By providing the opportunity to “try out” new approaches that can inform current and future mental health practices/approaches in communities. To clarify, a practice/approach that has been successful in one community mental health setting cannot be funded as an INN project in a different community even if the practice/approach is new to that community, unless it is changed in a way that contributes to the learning process. Merely addressing an unmet need is not sufficient to receive funding.

INN: Help@Hand

Help@Hand is a three-year demonstration project funded and directed by counties, with the primary purpose of increasing access to mental health care and support, promoting early detection of mental health symptoms, and predicting the onset of mental illness.

California Mental Health Services Authority (CalMHSA) administers Help@Hand on behalf of participating member counties. Through the utilization of multiform-factor devices — such as smart phones, tablets, and laptops — as a mode of connection and treatment to reach people who are likely to go either unserved or underserved by traditional mental health care, this project focuses on prevention, early intervention, family, and social support to decrease the need for psychiatric hospital and emergency care service.

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.

TEHAMA COUNTY HEALTH SERVICES AGENCY – BEHAVIORAL HEALTH (TCHSA-BH)

Population	Square Mileage	Population Density (Population/Square Mileage)	Percent who Speak Non-English Language at Home	Percent of Population in Urban Region	Percent of Population in Rural Region	Median Household Income
65,829	2,949	22.3	20%	43%	57%	\$59,029

Source: U.S. Census Bureau. (n.d.). U.S. Department of Commerce. Retrieved February 11, 2024, from <https://data.census.gov/>

Description of any changes that the County/City made to the Innovative Project during the course of its implementation and evaluation and the reasons for and impact of the changes, including any changes in the timeline.

	Change (Year Change Occurred)	Reason for Change	Impact of Change
Change in Core Audiences	Pivoted from TAY and men at risk of suicide to individuals experiencing homelessness and TCHSA-BH clients as core audiences in myStrength pilot (2020)	Increased demand for mental health services for individuals experiencing homelessness and TCHSA-BH clients at onset of COVID-19	Served core audiences needing services
Change in Technologies	Pivoted from virtual services and digital phenotyping to other technologies (2019)	Virtual services and digital phenotyping did not fit core audiences	Had to find technologies that better fit core audiences
Change in Project Approach	Pivoted from receiving feedback from a steering committee of clients and family members to receiving feedback from Peers (2021)	Limited resources to convene a large steering committee	Received rich Peer insights/feedback
	Pivoted to test/pilot technologies (2020)	Learned of the importance of such an approach	Delayed timeline, but allowed TCHSA-BH to improve fit and workflows on a smaller scale
	Broadened project to include digital literacy and device access efforts (2022)	Learned core audiences had limited access to devices and differing level of digital literacy	Improved engagement in the project
Change in Timeline	Delayed timeline (2019-21)	<ul style="list-style-type: none"> • Pivot from virtual services and digital phenotyping (2019) • Pivot to explore/pilot products (2020) • Need to review data sharing agreements (2021) 	Delay in technology selection and pilot
Other County/City Specific Changes	Change in contracting staff	Staff turnover	Delayed timeline

Whether and how the County/City will continue the Innovative Project, the reason for the decision, how the County/City involved stakeholders in the decision, and the source of ongoing funding, if applicable

Completed Technology/Activity	Status	Primary Reason for Decision	Stakeholder Engagement in Decision	Funding Source to Sustain Technology/Activity
myStrength	Will not continue	Poor fit for core audiences	Involved staff and Peers in decision	Does not apply
Device Access	Incorporated in County operations	Had key staff and technology to support effort	Peers expressed enthusiasm to continue	Operational funds
Digital Literacy Trainings	Will sustain until June 2024	Community members attend trainings Had key staff and technology to support trainings	Peers expressed enthusiasm to continue	Operational funds

Description of how the County/City disseminated the results of the Innovative Project to stakeholders, and if applicable to other Counties/Cities

Report	x
Website	
Social Media	x
Meetings	
Presentations	
Community Events	
Academic Journal Article	

The beginning of the report will include a timeline of milestones from all Counties/Cities. Below are the key dates for your County/City. Please let us know if you have any edits and/or would like to add any other milestones.

Year 1 (2018-19)

- Sept 2018: Tehama Help@Hand project approved by OAC.
- Jan 2019: Tehama Help@Hand project started.

Year 2 (2020)

- February 2020: Tehama explored Happify.
- May 2020: Happify left the project due to COVID-19.
- May 2020: Tehama explored myStrength and began planning myStrength pilot.

Year 3 (2021)

- Jan-Feb 2021: Tehama executed contract with myStrength.
- Mar-Apr 2021: Tehama launched myStrength pilot and paused.
- Dec 2021: Tehama began planning about device access.

Year 4 (2022)

Year 5 (2023)

- Mar 2023: Tehama began planning digital literacy trainings.
- May 2023: Tehama resumed planning myStrength pilot.
- Oct 2023: Tehama began hosting digital literacy trainings (e.g., Computer Club).
- Oct 2023: Tehama began allowing access to devices.
- Nov-Dec 2023: Tehama launched and completed myStrength pilot.
- Dec 2023: Tehama Help@Hand participation ended.