

Talkspace

Talkspace for Teens

Meeting the urgent need for
teen mental health support.

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 communities can play a vital role in improving youth mental health by offering teens high-quality support with no barriers to entry. Making therapy and well-being tools available to all teens at no cost 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

By making therapy and mental health support rapidly available on teen-friendly terms, Talkspace increases access to care and measurably benefits teens.

- ✓ **Increased access and reach**
Virtual programs are inclusive for teens who might not otherwise seek help due to geographical constraints, scheduling conflicts, or stigma associated with in-person counseling.
- ✓ **Reduced time 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.
- ✓ **Affirming, culturally competent care**
Our provider network is racially and culturally diverse, includes providers with expertise in LGBTQ needs, and can offer therapy in 25+ languages.
- ✓ **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 can easily consent to their children's care online.
- ✓ **Private and secure**
All therapist-teen communications take place over the secure, encrypted, HIPAA-compliant Talkspace platform.



How Talkspace supports today's teens

Therapy (Ages 13+)

- 1-on-1 therapy with a licensed therapist matched to the teen's needs
- Unlimited messaging therapy, including text, audio, or video messages
- Live virtual sessions, over video, audio, or live chat
- Support for everyday challenges, like school stress and relationships
- Care for mental health conditions, including anxiety, depression, OCD, and more

Teen self-guided support

- The Talkspace Go app puts support in teens' hands
- Customized digital mental health courses
- Topics include Mental Health Foundations, Relationships, Identity, and more
- Exercises that increase mental fitness and reduce stress
- Live and recorded classes on teen-centered topics
- All created by licensed clinicians & curriculum developers

Teenspace Community

Optional addition to Talkspace therapy

Peer support in a safe environment

Teens will have a supportive place to connect 24/7 with peers who are verified teens also participating in Talkspace therapy.

Anonymity encourages honesty

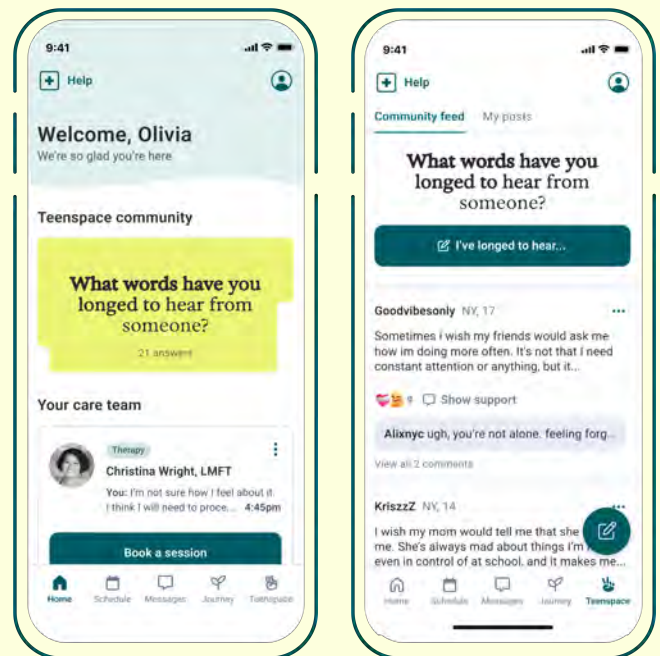
Anonymous participation fosters genuine and vulnerable interactions and open, honest discussions.

Clinical moderation

Clinicians post a daily question to create reflection and connection, and moderate to ensure safety and positive experiences.

Augments therapy

When teens answer the question of the day they have the option to share their answer with their therapist with one click, which can enhance the therapeutic process.



Topics teens discuss with Talkspace therapists

SCHOOL STRESS

RELATIONSHIPS

BULLYING

FAMILY CONFLICT

UNCERTAINTY ABOUT THE FUTURE

MENTAL HEALTH SYMPTOMS



The Talkspace care team

Our leadership in research, best-in-class virtual platform, and dedication to quality of care allows Talkspace to attract and retain the very best providers. Talkspace therapists possess an average of ten years post-licensure experience, have obtained at least a Master's degree, and are licensed, insured, and verified according to NCQA standards.

- ✓ **6000+ licensed providers across 50 states**
- ✓ **35%+ identify as BIPOC, 30% experienced in LCBTQ+ needs**
- ✓ **High therapist satisfaction: 90% of members stay with their first match**
- ✓ **Expertise in 150+ mental health conditions, specializations, and types of care**



Nikole Benders-Hadi, MD
Chief Medical Officer



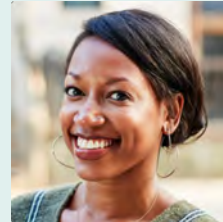
Jill Daino, LCSW
Licensed Talkspace
therapist



Bisma Anwar, LMHC
Licensed Talkspace
therapist



Famous Erwin
Licensed LMHC, LPC
Talkspace therapist



Janelle Corrie, LCSW
Licensed Talkspace
therapist



Neal Bauer, PsyD
Licensed Talkspace
therapist

Talkspace outcomes and impact

Through dozens of studies and over a decade of innovation, Talkspace has become a leader in peer-reviewed research into efficacy and best practices in virtual therapy. We prove the quality and validation of our treatment methods through measurable clinical outcomes.

30

published studies

4

NIH grants

70%

see significant
symptom improvement
in less than 12 weeks¹

¹ <https://bmcpsy psychiatry.biomedcentral.com/articles/10.1186/s12888-020-02721-x>



Elevated risk detection and referrals

Although not a crisis line, the Talkspace platform uses machine learning technology to scan de-identified messages for signs of self-harm risk and, if detected, sends an urgent alert to the teens's therapist.

Our S.A.F.E crisis protocol

- 1 Send a mandatory clinical protocol script
- 2 Assist and assess immediately
- 3 Find local help when needed
- 4 Expedite a client safety plan

Referrals to higher levels of care

- ✓ Best practice procedures are in place when a provider believes their client requires a higher level of care than Talkspace is able to offer.
- ✓ Talkspace can coordinate within public school and district systems for high-risk and acute cases.
- ✓ Talkspace clinicians will collaborate and communicate with teen's outside healthcare team.

The benefits of a Talkspace partnership

Account services



- Fast implementation, with dedicated website welcome page
- Dedicated team
- Detailed reporting
 - Visibility into utilization rates, demographic data and engagement metrics
 - Trend tracking to inform strategy and goals
 - Track clinical outcomes and provide efficacy insights

Marketing & communications



- Onsite and virtual program support through workshops, webinars, and presentations
- Collaborating with student orgs and other school and youth-related services
- Marketing assets at your fingertips to inform and educate
- Email, social media kits, blog content, and other communications are shared to drive awareness of the benefit

Customized support available



- Critical incident stress debriefing
- Management trainings, including Mental Health First Aid certification
- Custom solutions to serve your team, individuals and community as needed



What real teens say about Talkspace



"As a teen you go through so much, from your school to your life, to your relationships. So the emotional support that therapy gives definitely helps."

Md, 17



"They're here to help you, not to tell you what's wrong or tell you what you should do. They're here to help guide you."

Ruby, 17



"When I talk to my therapist I'm able to tell him things that I don't really want to tell my mom... I'm able to tell him some of the things I overthink about and let them go."

Julie, 13



"Talkspace is always going to be there. There's always someone on the other end, so I would definitely recommend it."

Rory, 17







Talkspace partner spotlight

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, and Baltimore County Public Schools 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 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.

The teens receiving care through NYC Teenspace are from diverse backgrounds and come to the program with a range of needs, from intervention to prevention.

65%

of teens report improvement (of those who've completed follow-up surveys)

~70%

of participants are female

81%

are BIPOC and 61% are Black or Hispanic

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>

