Spokane Teen Text Line
Behavioral Health Advisory Board Presentation
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