



SAFEHOUSE

WHAT'S UP? SAFEHOUSE

Operation SafeHouse

Summary Report (March 2018)



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The “What’s Up?” SafeHouse Crisis Text App

Created with the help of LEAD, a Chicago-based company that already was using their own crisis texting line, the *What’s Up? SafeHouse Crisis Text App* is a crisis counseling tool that allows youth and young adults ages 11-24 in Riverside County to communicate with a Licensed Marriage and Family Counselor or Marriage and Family Counselor Trainee 24 hours a day. The texter is also offered the option to call and speak directly with a therapist if needed. Texters may also be referred to other community mental health services for additional support.

Program Goals

The goals of Operation SafeHouse in implementing the *What’s Up?* app are as follows:

1. **Provide support, crisis intervention, and counseling by text to a minimum of 725 district youth over the three-year period of the grant.**
2. **25% of the youth will receive referrals for services such as counseling, rape crisis, domestic violence, substance abuse help, LGBTQ support, and personal wellness.**
3. **Outreach will be provided to a minimum of 8,000 youth per year through community presentations, social media, brochures, and advertising.**

Data collected from the text sessions are the basis for the evaluating goals #1 and #2, while outreach logs are used to assess whether goal #3 was achieved.

The Purpose of This Report

This brief report summarizes data collected in 2017 to determine the extent to which Operation SafeHouse accomplished its stated goals. Much of this data has been produced in other reports and presentations. With changes expected in the way the data are collected and stored for 2018, this report is likely to be more succinct and less detailed than subsequent reports.

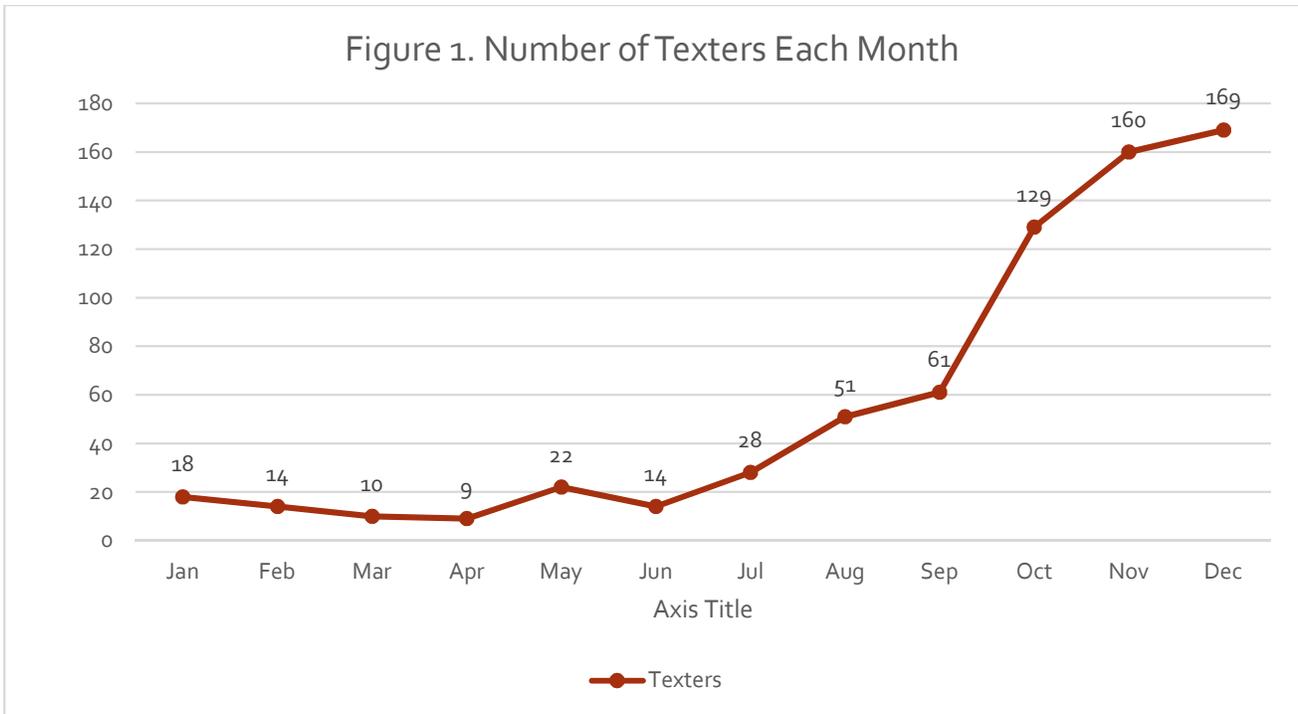
Text Data

Below is a summary of the text data collected for 2017. Two of the three goals stated for the program were measured by texting data.

Number of Texts and Texters

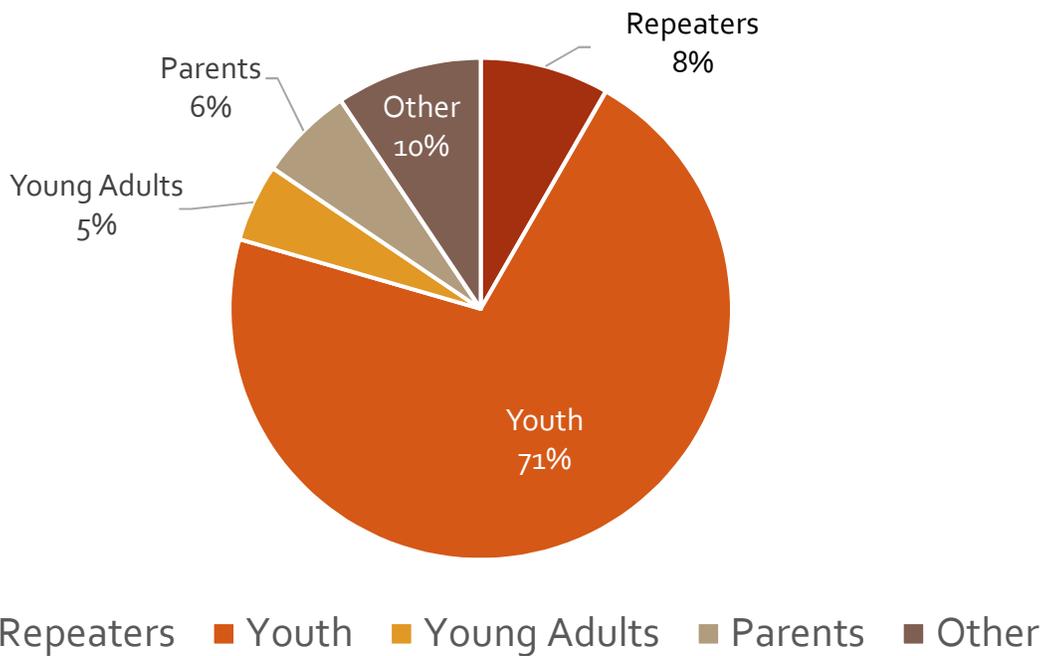
From January through December 2017, Operation SafeHouse received 16,663 texts from 685 unique texters. The number of texters spiked significantly after September, as seen in **Figure 1** below. From January through September the average number of texters per month was 25, from October through December, the average number of texters was 152 per month.

The average number of texts per texter for the year was 24.3 texts



A majority of the texters (71.1%) were youth. About 8% were repeat texters. A breakdown (excluding those texters where this information was not known) is shown in **Figure 2**.

Figure 2. Type of Texters with "Unknown" Excluded (n=180)



Nearly all the texters (91%) were texting about an issue they had. About 9% were texting for a friend or loved one.

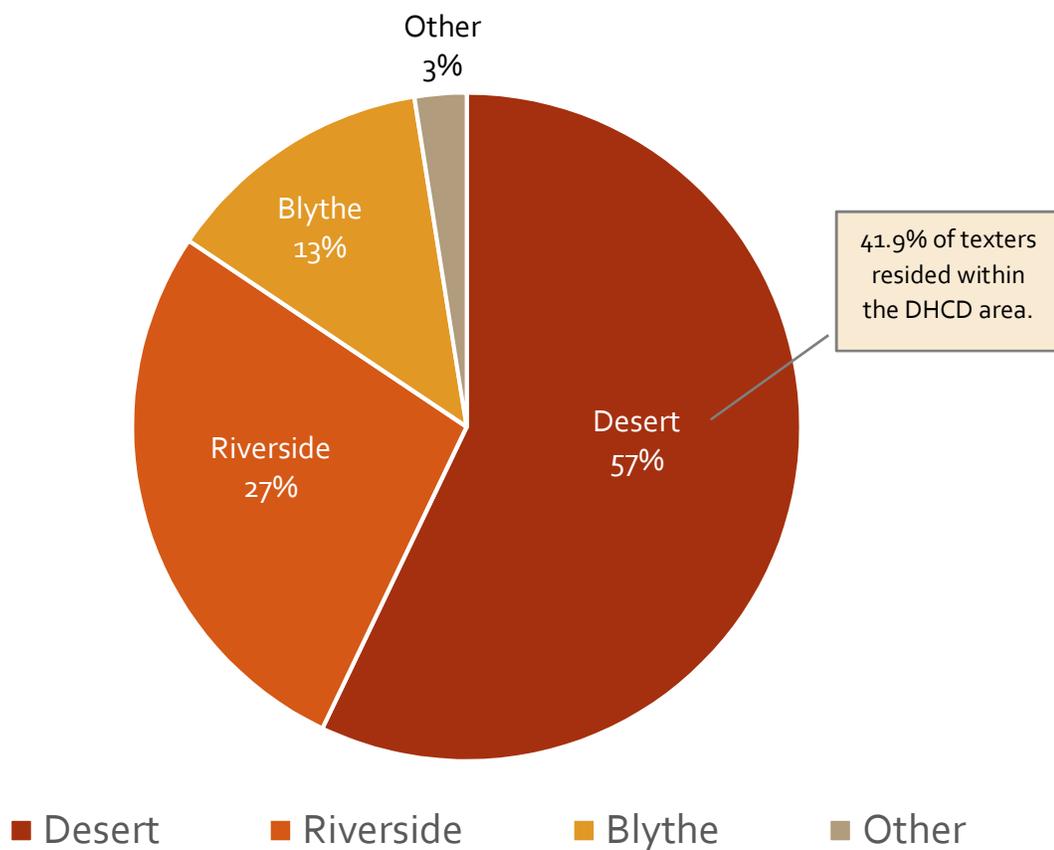
Goal Status. The first objective states that at least 725 youth would be reached over the three-year grant period. In the first year alone, this objective was nearly met. Because Operation SafeHouse is not able to capture the age of all texters, we don't know what percent of the 685 texters were youth, but it is likely that SafeHouse will easily exceed 725 youth by 2018.

It is expected that the program will reach this goal before the 2nd quarter of the year.

Geographical Area

When possible, staff tried to determine the geographical area where the texter lived. This was done about 29% of the time (198 out of 685). The Desert region, of which the DHCD service area is a subset; Riverside, Blythe, and other areas were identified (see **Figure 3**).

Figure 3. Geographical Area of Texters
("Unknown" Locations Excluded)



From those texters where location could be determined, 41.9% resided within the DHCD area.

City

Staff were not able to determine the location of most of the texters. A majority (71%) of texters did not reveal or hint at the city in which they resided. **Table 1** below shows the breakdown of texters by city.

TABLE 1. CITY OF RESIDENCE (WHEN KNOWN)

CITY	NUMBER	PERCENTAGE
COACHELLA VALLEY	110	55.6%
<i>Coachella</i>	1	0.5%
<i>Cathedral City</i>	3	1.5%
<i>Desert Hot Springs</i>	4	2.0%
<i>Indio</i>	10	5.1%
<i>Palm Desert</i>	26	13.1%
<i>Palm Springs</i>	44	22.2%
<i>Thousand Palms</i>	3	1.5%
<i>Desert</i>	19	9.6%
<i>Riverside</i>	57	28.8%
Blythe	29	14.6%
Other	2	1.0%

Referrals and Mental Health Category

In 2017, SafeHouse offered referrals to 30.7% (n=210) of texters, which exceeds the standard set forth in the proposal of 25%.

Among the primary mental health issues addressed during the text session were (1) Relationships, (2) Depression, and (3) Anxiety/Stress. Multiple issues could be selected for a single texter.

TABLE 2. MENTAL HEALTH CATEGORY (N=1,011)

CITY	NUMBER	PERCENTAGE
Relationships	295	29.2%
Depression	285	28.2%
Anxiety/stress	280	27.7%
Suicide	61	6.0%
Abuse	31	3.1%
Homelessness	26	2.6%
Other	25	2.5%
Psychosis	8	0.8%

Data on the type of referrals made in 2017 are incomplete and won't be reported. Several months were missing data.

Perception that the Session Helped

Another measure that is important to track is how helpful texters perceive the service to be. Unfortunately, due to the nature of the interaction, it was not always possible to collect this information. However, 71.4% (n=489) of texters stated on their own that the help they received was beneficial to them

Outreach Data

Another goal of the program for the Desert Health Care District grant is to reach at least 8,000 youth per year through outreach. Outreach primarily involves informing youth about the *What's Up? App* through presentations, social media (i.e., Facebook, Instagram, and Twitter), brochures, and advertising). **Table 3** shows the totals for the year broken down by outreach method.

TABLE 3. OUTREACH DATA FOR 2017

CATEGORY	NUMBER	PERCENTAGE
District Youth Reached Through Community & School Presentations	4,957	12.9%
District Youth Reached Through Marketing Material	4,850	12.6%
District Parents, Caregivers, Teachers & Community Partners Reached	7,333	19.0%
Social Media Marketing Reach	21,430	55.6%
TOTAL	38,570	

Figure 4. Outreach By Category

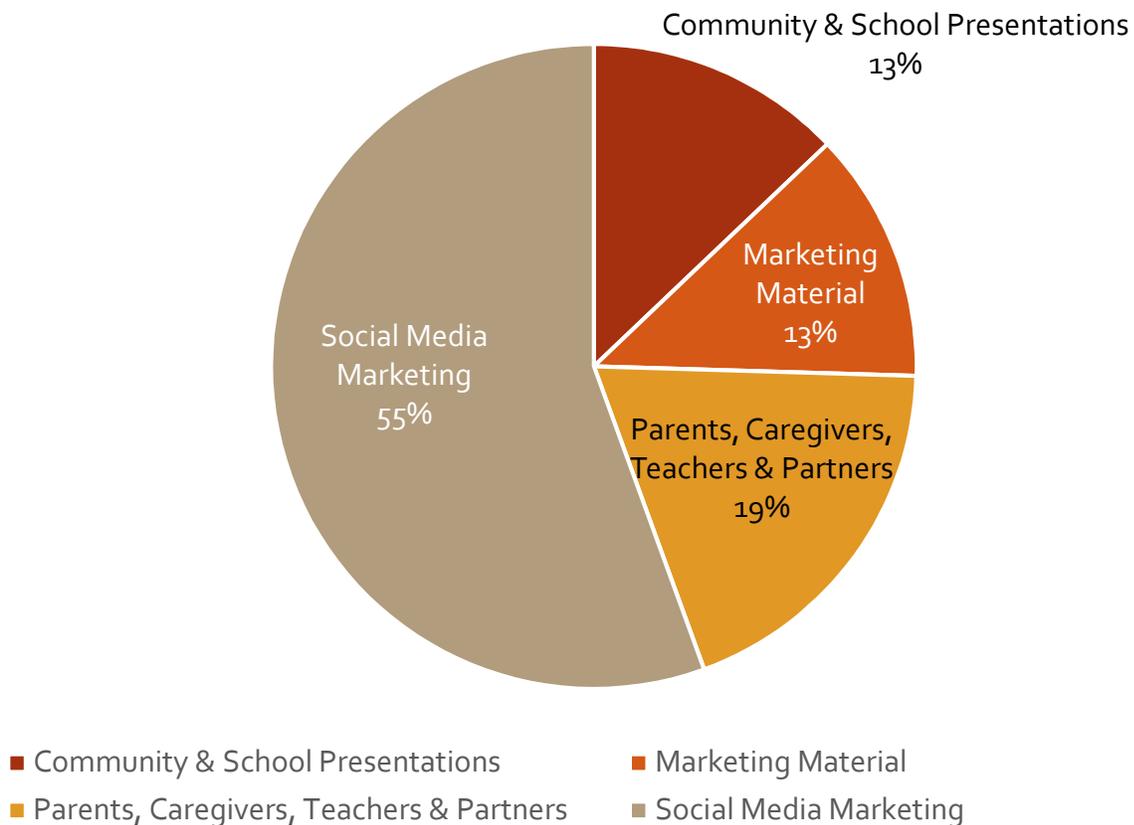


Table 4 shows that the goal of reaching 8,000 youth per year was easily met for 2017.

TABLE 4. OUTREACH BY AGE GROUP

CATEGORY	NUMBER	PERCENTAGE
Youth	9,807	25.4%
Other	28,763	74.6%
TOTAL	38,570	

Database Development

Operation SafeHouse is implementing an online tracking and reporting tool to be used in 2018. Up to this point records on text sessions have been maintained on spreadsheets. Data on text sessions, location, etc., have been aggregated making it difficult to isolate and analyze data for specific areas, mental health categories, and populations.

Among some of the key benefits and features of using the Apricot database include the following:

1. The ability of all staff to generate and view reports at any time.
2. The ability to generate session-level data instead of aggregated data. This will permit a deeper analysis of the data – for example, by geographic area.
3. The ability to generate and share reports immediately. Report templates for the text sessions are already prepared. The end-user needs only to select the appropriate filters and date range and run the reports. Tables and figures will be immediately available.
4. Reducing the likelihood of missing information. When the data are entered directly into the online system, it will be immediately apparent when data are missing. In 2017, for instance, data on referrals were not consistently collected by the therapists, with some months missing data. This will be less likely to happen when a data entry template is used, and results are available immediately and can be inspected by several staff members.

As of this writing (March 2018), an Apricot online database has been developed and is ready to use.

Summary

The table below summarizes the extent to which Operation SafeHouse achieved their goals in 2017.

TABLE 5. PROGRESS TOWARD GOALS

Goal	Progress	Comments
Provide support, crisis intervention, and counseling by text to a minimum of 725 district youth over the three-year period of the grant	Not yet achieved. 617 texters within the DHCD were recorded.	A total of 685 texters were recorded, but we know that 68 were residing outside the DHCD, leaving 617 texters residing or likely residing within the Desert Health Care District. The term “youth” in this goal may be too limiting and will be a difficult goal to evaluate because we won’t always know if the texter was a youth.
25% of the youth will receive referrals for services such as counseling, rape crisis, domestic violence, substance abuse help, LGBTQ support, and personal wellness.	Met. 30.7% of texters received referrals	Data on the services to which clients were referred was incomplete this year. The term “youth” may be too limiting and will be a difficult goal to evaluate because we don’t always know if the texter is a youth.
Outreach will be provided to a minimum of 8,000 youth per year through community presentations, social media, brochures, and advertising.	Met. Outreached to over 9,800 youth in 2017.	The program provided outreach through various methods and reached different age groups. The program made the decision to focus on reaching people that have direct contact with youth (e.g., teachers, parents, etc.).