

NC Department of Health and Human Services

Division of Mental Health, Developmental Disabilities, and Substance Use Services

Talkspace Mental Health Therapy for Justice-impacted Youth

Overview and Demonstration

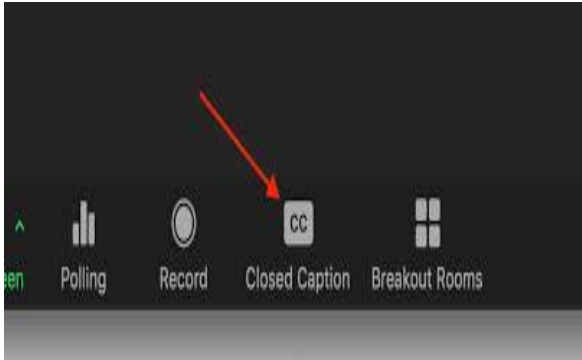
October 28, 2025

Housekeeping

- Reminders about the webinar technology:
 - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
 - Please make sure your microphone is muted for the duration of the call.
 - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel.



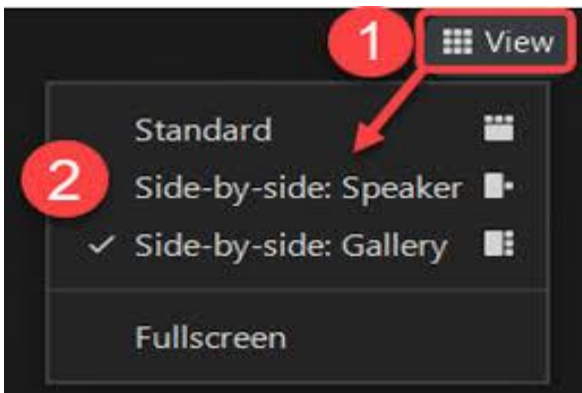
Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
 - ASL Interpreters and Closed-Captioning options will be available for today's event.
 - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes en lengua de signos americana (ASL) y subtítulos:

Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

1. Welcome and Introductions
2. Overview of Talkspace Partnership
3. Demonstration of Talkspace Platform
4. Panel Discussion

Kelly Shusko, MSW, Family Services Team Lead, NC DMH/DD/SUS



- 26 years of post-graduate experience in mental health services
- Multi-sector leadership experience:
 - non-profit, for-profit, government and payor
- Quality, compliance and performance improvement focused
- Passionate about increasing access to care and health equity
- Extensive history leading Therapeutic Foster Care programs
- Currently leading initiatives addressing
 - Mental health services for justice-involved youth and their families
 - Mental health residential treatment services for children and youth
 - First Episode Psychosis (FEP) Coordinated Specialty Care programs

Speakers

Gabriella Stajic

Senior Programs and Partnerships
Manager, Talkspace



Lire Jackson

Client Engagement Director,
Talkspace



Erin Mack

Clinical Quality Risk
Manager, Talkspace



Today's Objectives

- 1. Understand how the Talkspace initiative supports DMH/DD/SUS' strategic plan, its importance, and pilot goals.**
- 2. Identify the target youth population and how to connect them.**
- 3. Learn about three core components of the Talkspace partnership.**
- 4. Review the platform's privacy, security, and clinical safeguards for youth safety.**

DMH/DD/SUS Strategic Priorities 2024-2029

In September 2024, the Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) released a 5-year strategic plan to strengthen North Carolina's behavioral health system inclusive of mental health (MH), substance use (SU), intellectual/developmental disabilities (I/DD) and traumatic brain injury (TBI).



NC DHHS x Talkspace Partnership Overview

- 2-Year Pilot Program
- **FREE resource** funded through NC's \$835M investment in mental health transformation
- Designed to serve **up to 20,000 youth** impacted by the justice system
- **Target populations include:**
 - Youth at risk of or involved in the juvenile justice system
 - Youth who are victims of crime
 - Youth with incarcerated or detained family members



How You Can Help

We want to ensure that youth who would benefit most from the program have the information and access they need. Here's how community partners, agencies, and advocates can help:

1. **Refer eligible youth** directly to the platform.
2. **Share information** about the program with youth, families, staff, organizations, etc.
3. **Connect us** with relevant individuals, groups or organizations.
4. **Incorporate Talkspace** into existing outreach, marketing and engagement efforts.
5. **Provide feedback** to help improve access and effectiveness.



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Getting Started with Talkspace

October, 2025

Gabriella Stajic, Senior EDU Programs and Partnerships Manager

Erin Mack, Clinical Quality Risk Manager



Status of Youth Mental Health

42.3%

of high school students felt
sad or hopeless

1 in 3

Parents believe their
children's mental health is
worse than before the
pandemic began

50%

Of mental health conditions
present by age 14

Telehealth services can help overcome barriers and provide quicker
access to care for those who need it.

Addressing loneliness in teens and young people

Post-Pandemic Loneliness Epidemic:

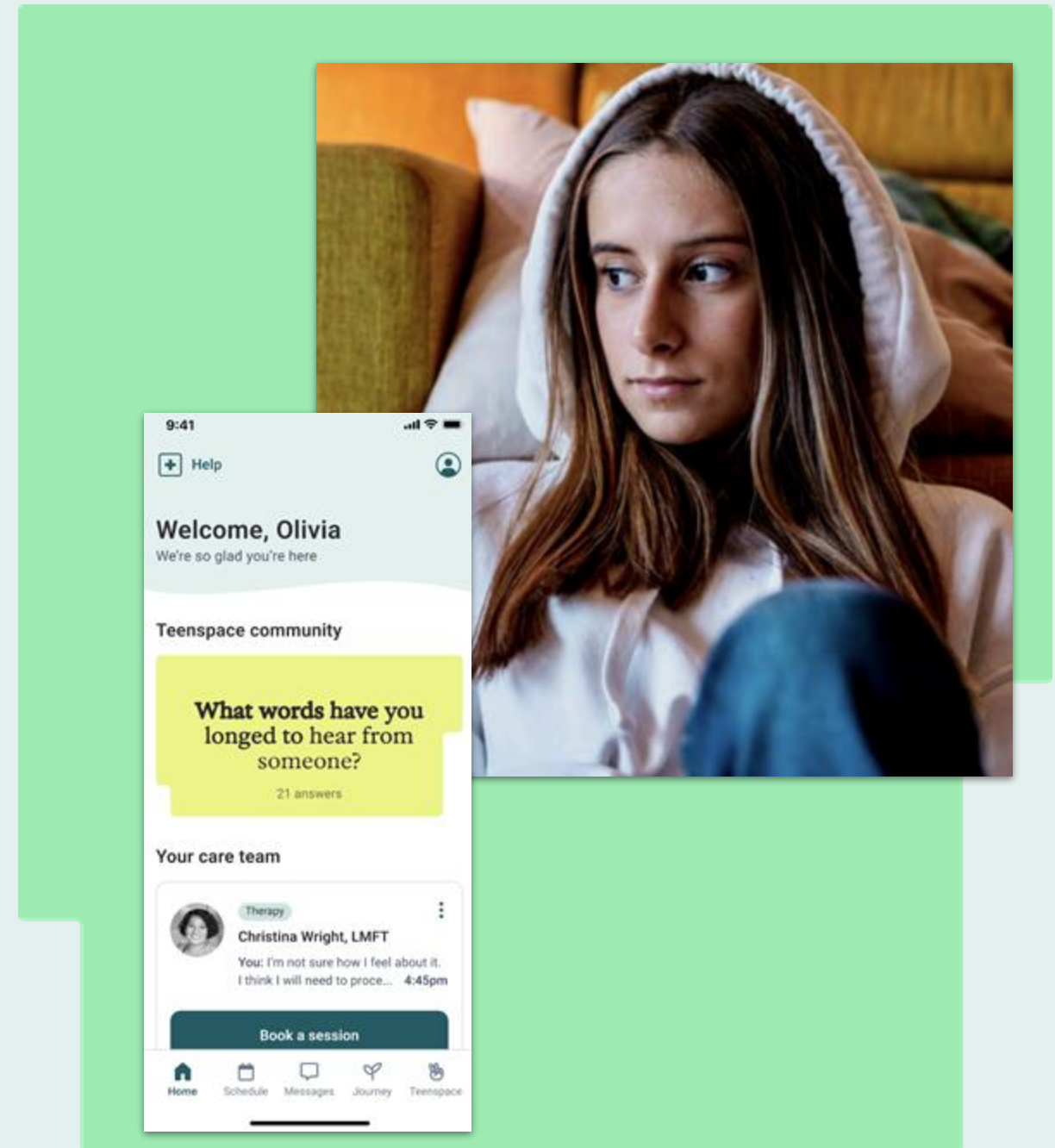
- Loneliness remains a *significant* public health crisis, disproportionately affecting Gen Z—the loneliest of all generations. ([U.S. Surgeon General's Advisory](#))
- Workers also report sometimes or always feeling alone, with Gen Z and adults 65+ most likely to cite loneliness as a top concern (Talkspace data).

Key Recommendation to Combat Loneliness:

- The MHA's Youth Policy Accelerator ([Trailblazing the Future of Youth Peer Support - August '24](#)) highlighted expanding peer support as the top recommendation for addressing loneliness in youth.

Talkspace Initiatives:

- Talkspace launched a [Teenspace Communities](#), a **virtual peer support space** for teens to connect in a supportive, non-toxic environment.



A National Leader in Virtual Mental Health



Cared for
millions
of members



Thousands of
independently
licensed providers



50-state
network



180+
areas of
expertise



3 NIH
grants



25
research partners

Talkspace Plan Offers:



Talkspace Therapy

Messaging (text, audio, video) & live sessions (video, phone, chat) all with a licensed provider



Talkspace Communities

Moderated online peer support space within Talkspace where teens can connect, share, and support each other

Talkspace Go

Self-guided sessions with a two week mental health course designed specifically for teens



Talkspace Therapy



Looking forward to our chat next week!

What is it?

- Talkspace is an online therapy service that connects individuals to a dedicated, licensed mental health therapist through private messaging from the privacy and convenience of their computer or smartphone.
- Unlimited text messaging therapy + 1 live video session a month with a licensed provider.
- Not a crisis support resource.

Who can sign up?

- Any referred NC Youth aged 13-17 can sign up for Talkspace services.
- You do not need to have insurance for students to participate.

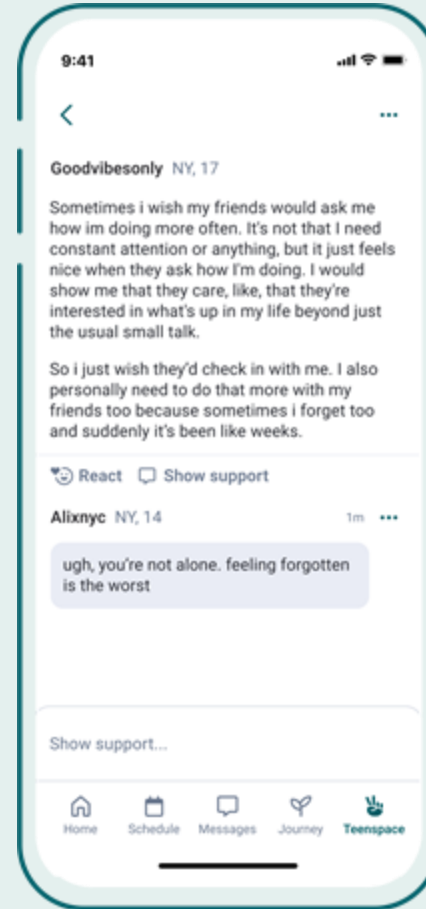
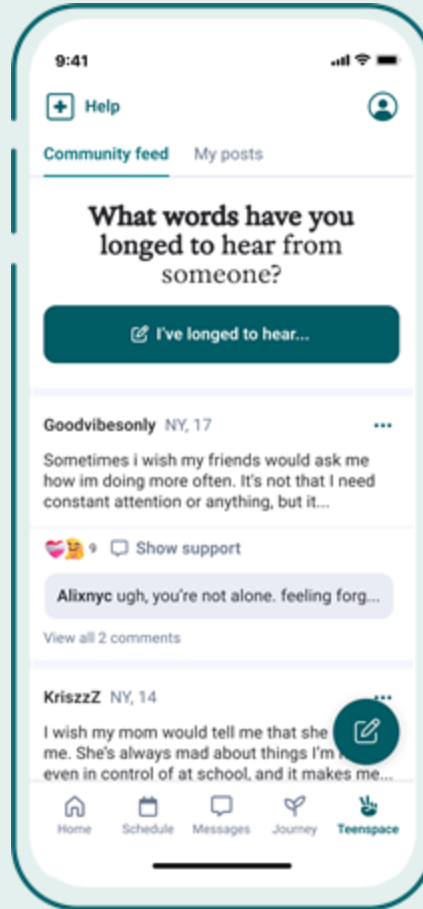
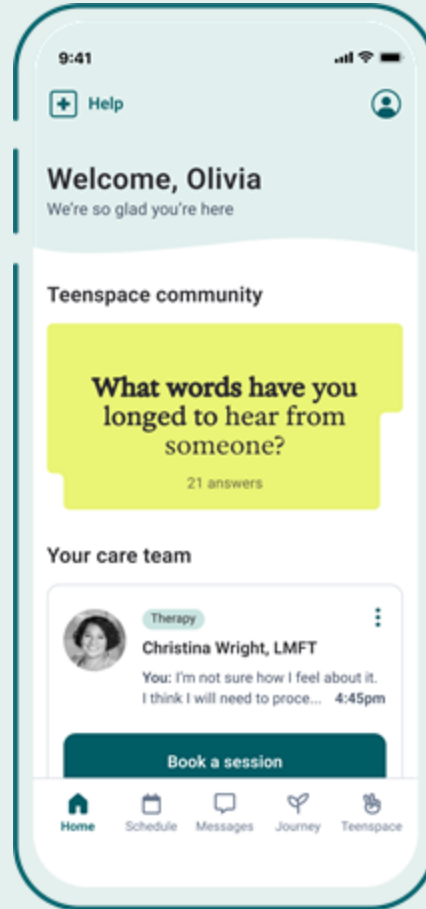
Privacy & Security

- Talkspace platform is designed to meet the requirement of the Health Insurance Portability and Accountability Act (HIPAA).
- Member data is encrypted both when sitting in the database or when being transmitted to a student's device.

Teenspace Communities

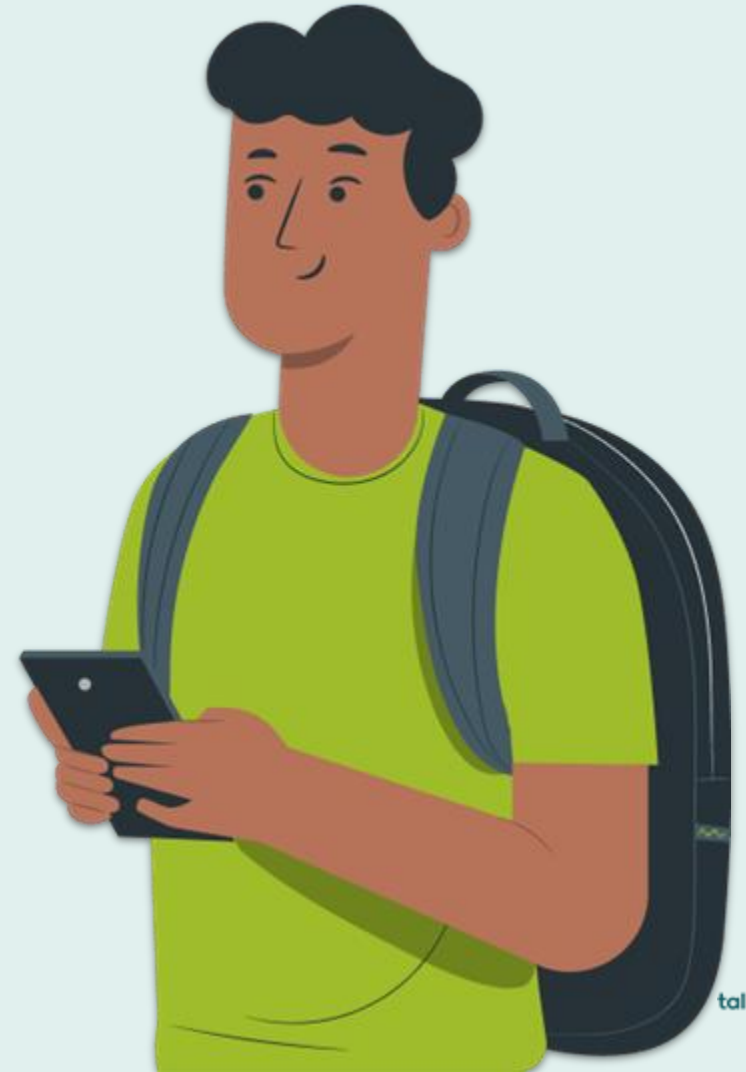
A safe, anonymous online space where teens explore their thoughts and feelings with peers and provide mutual support.

Anonymity encourages honesty and vulnerability while clinical moderation ensures safety and positive experiences.



Talkspace Go

- **A two-week mental health course designed for teens**
 - Self-guided sessions of engaging micro-learning, reflection, and journaling
 - Pre and Post-assessments
- **Students can reduce anxiety symptoms and increase self-awareness in just 5 minutes a day**
- **Upon completion, users will take their assessment again to see their progress**
- **Engaging content to maintain mental health**
 - Students receive daily reflections via push notifications
 - Access to elective micro-learning courses





Juho,
Teen Talkspace Member

DHHS NC + Talkspace Landing Page

talkspace.com/ncyouth



NCDHHS
Division of Mental Health,
Developmental Disabilities,
and Substance Use Services

Free, confidential online support and therapy for NC youth

Navigating the teen years can be a lot, especially if you have been impacted by the legal system. That's why North Carolina Department of Health and Human Services (DHHS) is stepping up to give young people (ages 13-17) access to Talkspace therapy and Teenspace communities support at no cost.

Get started





NCDHHS
Division of Mental Health,
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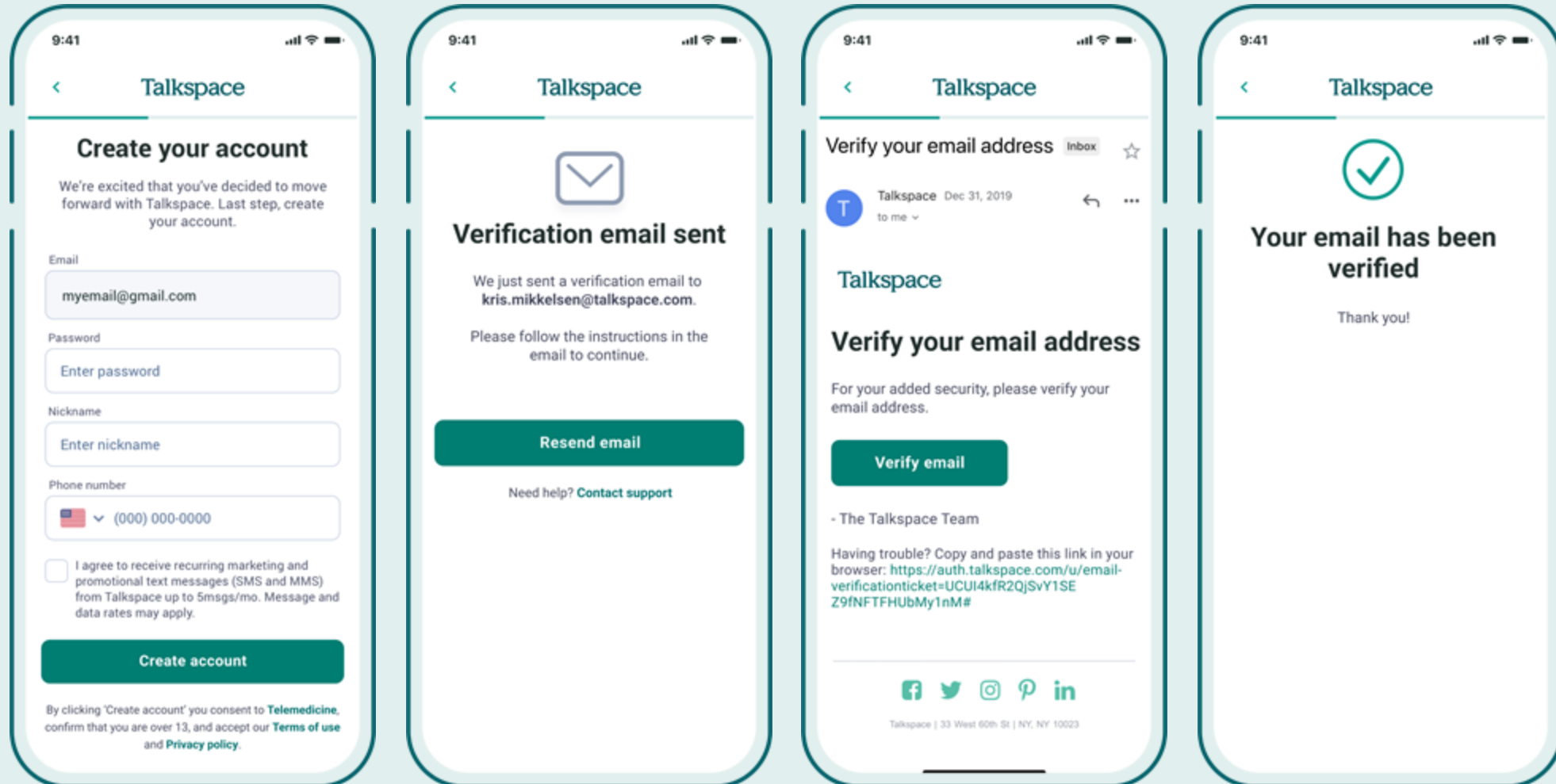
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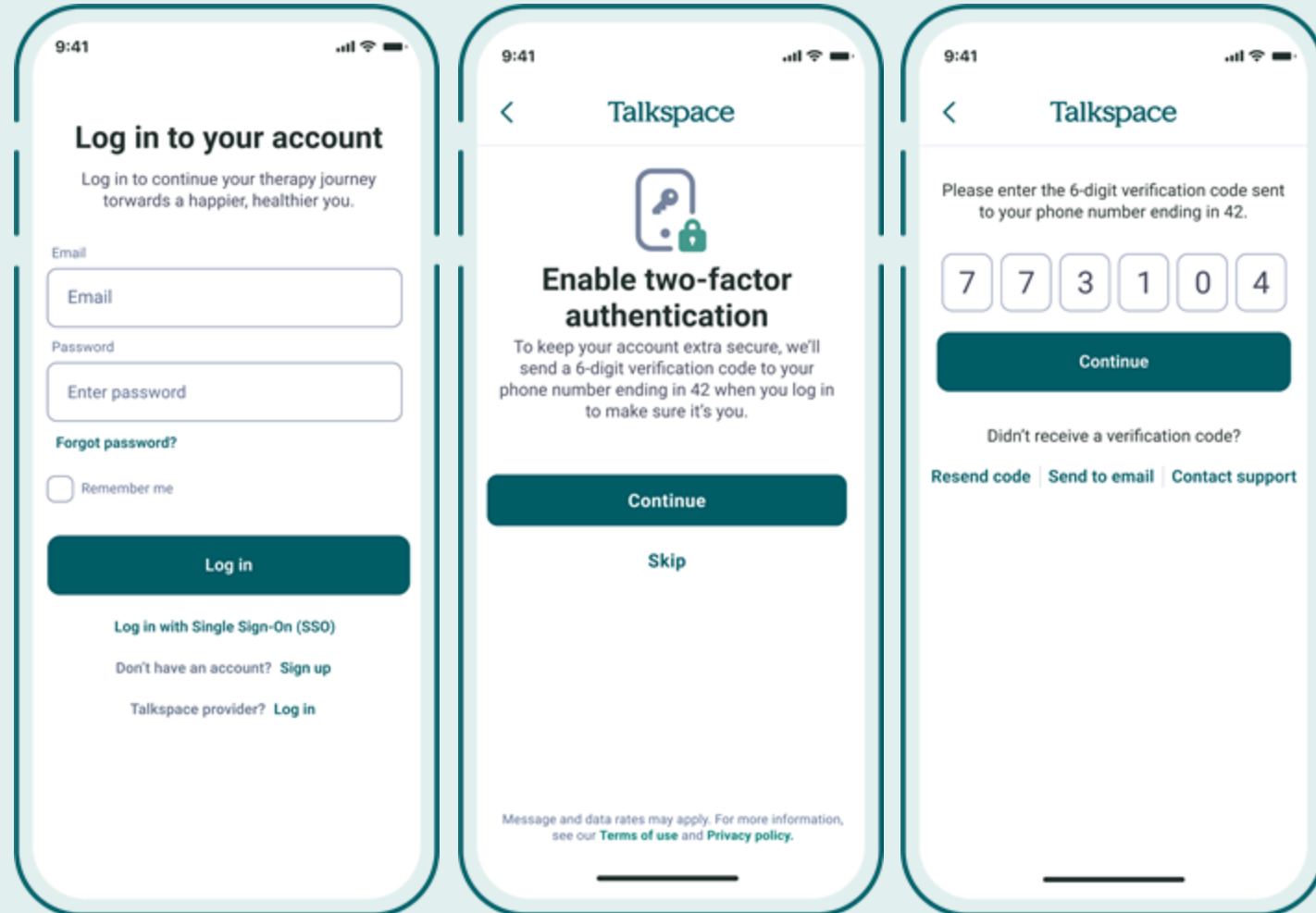
Simple Sign-up



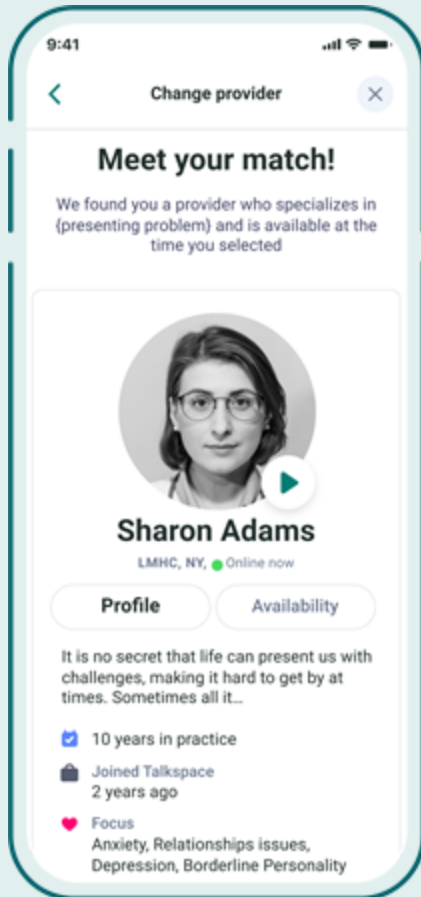
Secure & Safe

Enable two-factor authentication

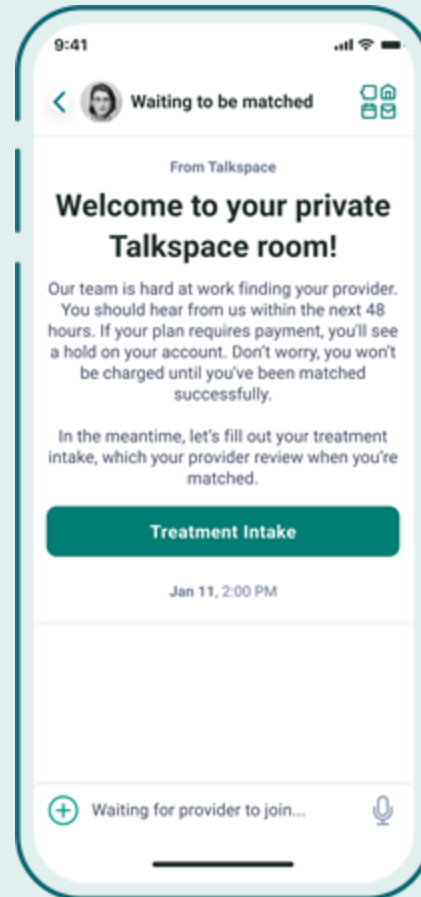
We use two-factor authentication to keep members accounts safe and secure



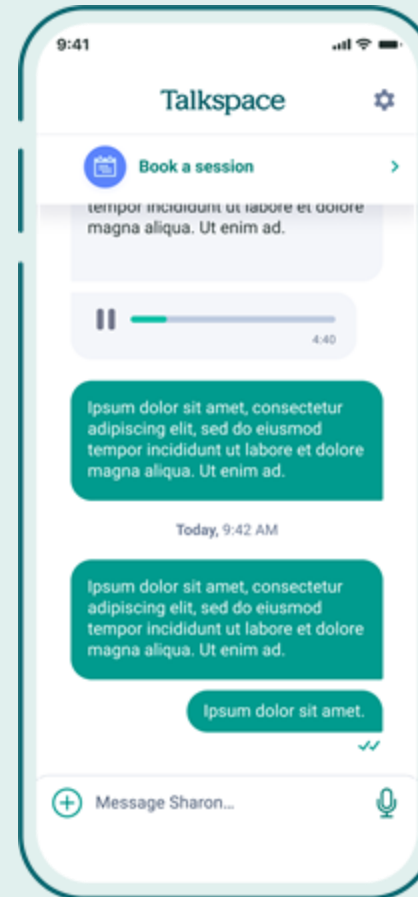
The teens provider and communication



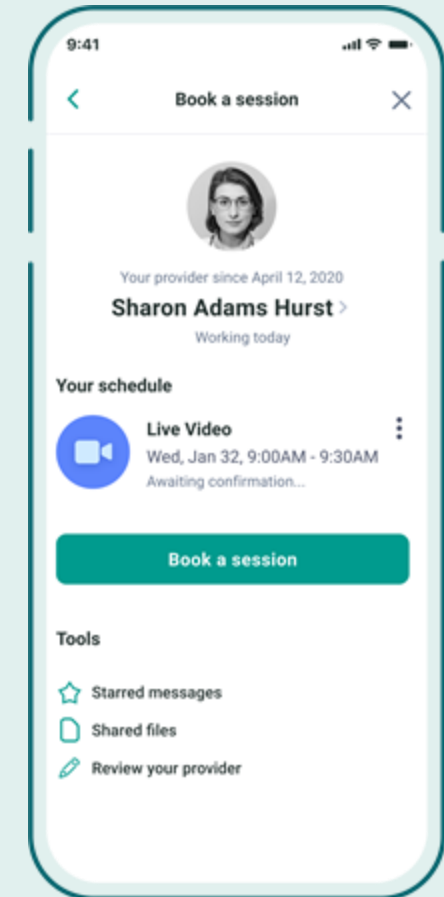
Read your therapist's profile or watch their introductory video to get to know them



Access your private room and answer intake questions




Start messaging your therapist right away



Book a live session based on your communication preferences

Talkspace Go Sign-Up

go.talkspace.com



We need some details to get started

First name

Date of birth

Address

(e.g. home, shelter, or most recent address)

City

State


Zip code

Country

9:41

Welcome!

We'll help you gain confidence, connect with the important people in your life, and achieve your personal goals.



Continue

Log In

9:41

Here's how you're doing

Based on your answers, we've identified your current level of anxiety and depression symptoms. Next, we'll show you the path forward.

Your anxiety symptoms

12
Moderate


Your depression symptoms

16
Moderate

Next

If you are in a life threatening situation, **don't use this app.** Call 988 or +1(833) 929-1721 or use [these resources](#).

9:41



You've made progress!

Some of your symptoms have decreased. The time you've invested in your mental health shows. Great work!

Your anxiety symptoms

12 Moderate

8 Mild

1st assessment 2nd assessment

Talkspace Toolkit: Empower Teens

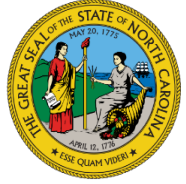
Talkspace Resources

- [NC Youth Talkspace Resources](#)
- [Talkspace Help Center](#)
- [Talkspace Blog](#)
- [Mental Health Conditions Library](#)
- [Emergency Resources](#)

How to Promote Talkspace

- **Kick Off with a Vibe Check -**
 - Start club meetings, group hangouts, or class time with a quick mental health check-in.
 - → Try: “One word to describe how you're feeling today” or “Highs and lows of the week.”
- **Lead with Empathy -**
 - Make it cool to care. Create a chill space where people feel safe opening up.
 - → Normalize talking about mental health — no shame, no stigma.
- **Talkspace Takeover -**
 - Put Talkspace front and center!
 - → Hang posters in hallways, the cafeteria, or near lockers.
 - → Pass out flyers where people gather



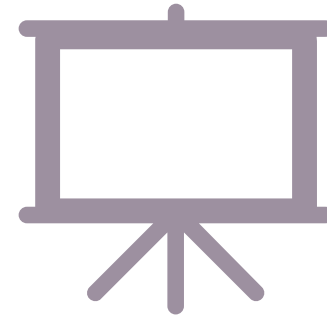


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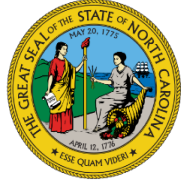
Stay Connected with DMH/DD/SUS



Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



The recording and presentation slides for this
webinar will be posted to the [Community
Engagement & Training](#) webpage.



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Webinars



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Mailing List

Appendix



CTA: Talkspace Resources for You

[NC Youth Talkspace Resources:](#)

a collection of printable and digital materials to share with teens

[Talkspace Informational Request Form:](#)

request presentations or webinars to help your organization learn more about the program



Talkspace Toolkit: Empower Teens

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 - → Hang posters in hallways, the cafeteria, or near lockers.
 - → Pass out flyers where people gather — think: student lounge, school office, or at events.
- **Bonus Tip:** Make it your own. Let student leaders or peer ambassadors lead the charge — when teens share, teens listen.



Privacy & security

We meet or exceed all regulatory standards to ensure that our members' health information and communications are secure.



Protecting personal health information (PHI)

- HIPAA/HITECH/NYC
- FERPA
- SOC Type 1 & 2
- Best in class third-party audited (ex., Latham & Watkins, Ernst & Young, Meditology Services, Compass IT)

Securing communication

- End-to-end encryption
- Secure desktop and mobile device access
- Continuous monitoring for vulnerabilities

Accessible health records

- In "room" documentation of chat history
- Medical records and treatment plans
- Consultation with general practitioners and partnering therapists

Talkspace suicide risk algorithm

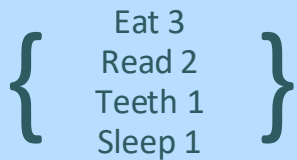
Talkspace's machine learning model helps identify elevated client risk of self-harm with an algorithm that scans messages every 30 minutes to to detect language consistent with risk.

If any is identified, the therapist receives an urgent notification.

Language representation

King = [0.0031 0.0225 0.7415]

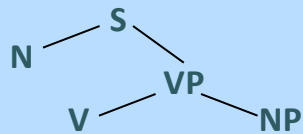
Word embeddings



Word counts



N-grams



Parts of speech



Bag of words



Talkspace Therapy

- 1:1 dedicated care with licensed therapist
- Begin messaging within days of registration
- Available to people 13+
- Modalities include asynchronous messaging and scheduled live sessions (video, audio, or live chat)
- 9 out of 10 members stay with their first therapist
- Proven to be as effective as face-to-face therapy

Virtual therapy benefits

- People with inflexible work schedules
- Parents and caretakers
- People facing shame or stigma around therapy
- Introverts
- People with accessibility issues

“One of the beautiful things about Talkspace that I've enjoyed is the messaging. Having her constantly sort of available to process things as they're actually happening has been wonderful. I'm able to tell her exactly what I'm feeling right at that moment and have her respond, but also being able to look back on that and sort of reflect has been really helpful too.”

APRIL H, TALKSPACE MEMBER

Q&A

