

The California Department of Health Care Services needed a digital support for mental health needs during COVID-19

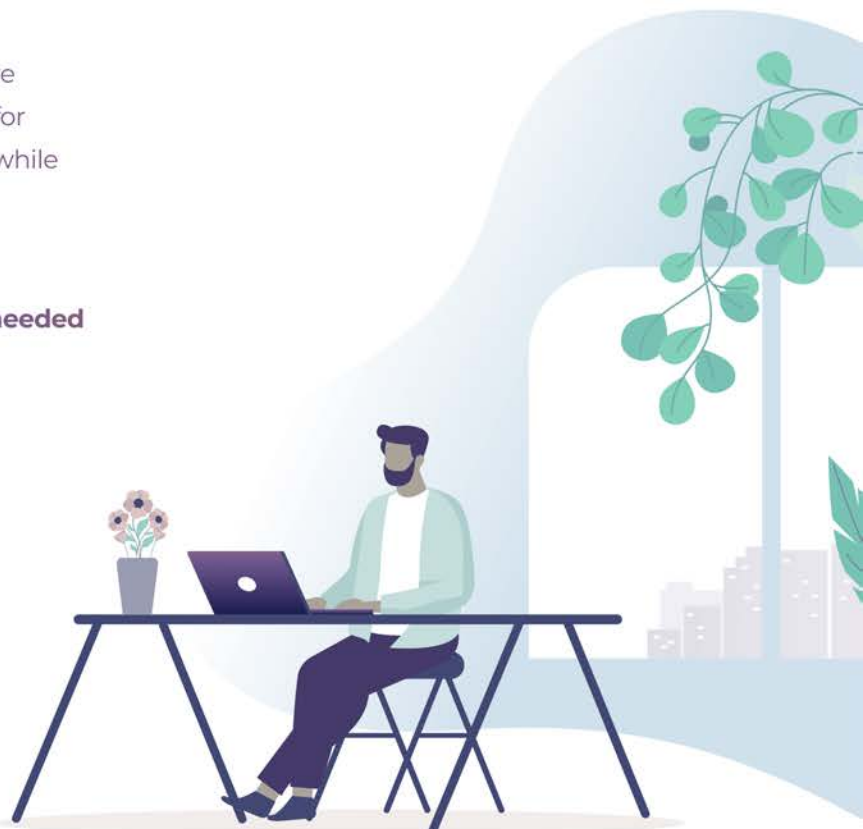
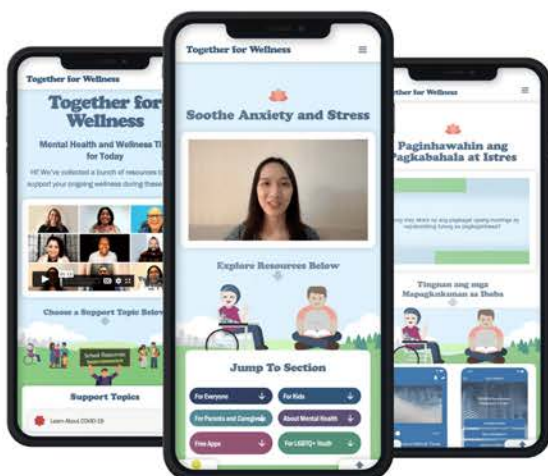
A rapid development platform, combined with extensive community engagement, resulted in a lightning-fast time to launch.

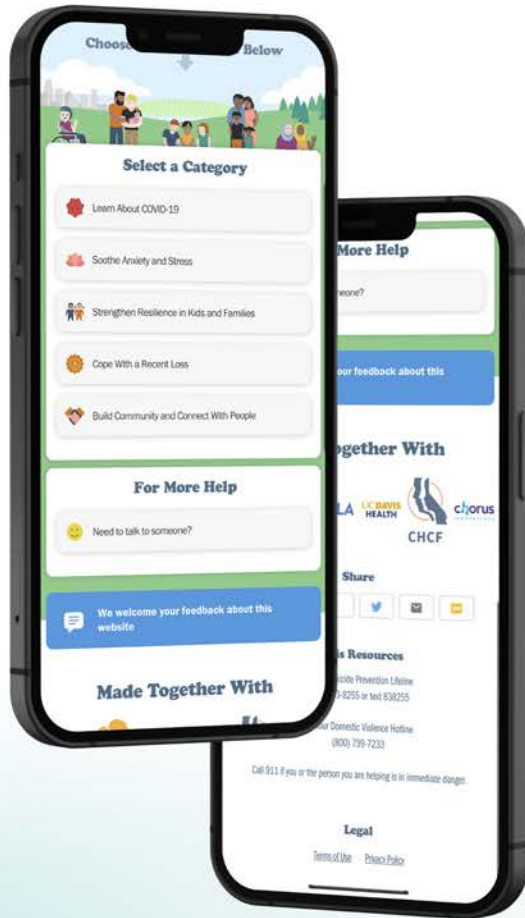


Background

An initiative of the California Department of Health Care Services, CalHOPE's mission is to deliver crisis support for California communities impacted by national disaster while building resiliency through outreach, counseling, and supportive services.

With the rapid onset of COVID-19, CalHOPE knew it needed to act fast.





Challenge

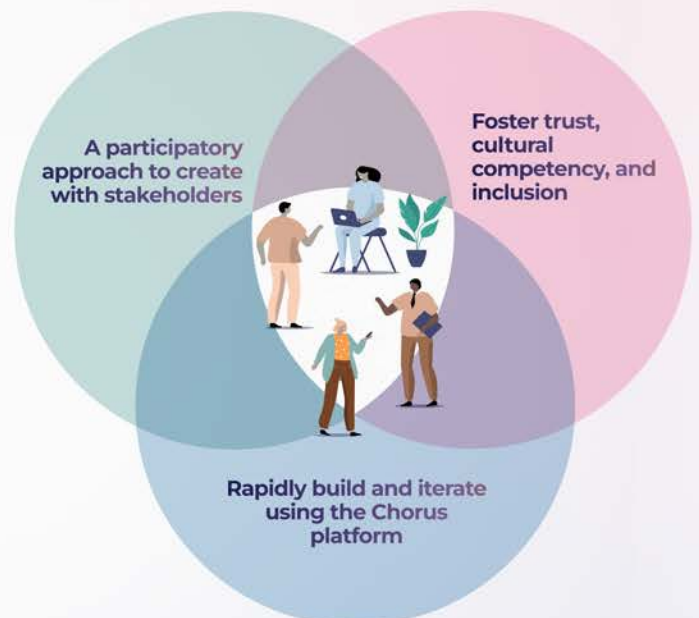
To help Californians **navigate stress, isolation, and increased mental health difficulties** during the COVID-19 pandemic, CalHOPE sought to develop a state-wide, multi-language web application that could provide connections to digital mental health resources and associated warmlines.

The application needed to be **relevant to diverse communities** and the **user experience needed to be intuitive** for users with less technology experience.

Strategy

A team was quickly formed to build *Together for Wellness*. Drawing upon **community-based participatory best practices**, the team was a partnership of experts from UCLA, UC Davis, California Health Care Foundation, California Department of Health Care Services, multiple community organizations and Chorus, a health technology company with deep experience in public health.

The Chorus platform was specifically selected because of its ability to **facilitate rapid development, closely integrating community feedback** throughout the development process.



Solution

Launched in March 2020, *Together for Wellness* enables users across California to access **digital mental health resources** such as videos, apps and articles, translated in 10 languages.

The digital resources are **curated by community and health experts** and cover topics including supporting resiliency, coping with loss, addressing isolation and community connection, and finding someone to talk to in a crisis or for other support.

Impact

Based on its early success, additional funding and expanded scope was supported by the California Department of Health Care Services to expand content, functionality, and provide customized resources across age groups.



500K+
Users



:40s
Avg. Session Duration



24K+
Social Shares

Note: Data as of April 2023

About CalHOPE:

CalHOPE, an initiative of the California Department of Health Care Services, delivers crisis support for California communities impacted by disasters and builds community resiliency through free outreach, crisis counseling, and support services.

About Chorus:

Chorus is a rapid development platform and participatory design approach that aims to put people at the center of digital health innovation.

The Chorus platform powers digital applications to meet the needs of health agencies, organizations, and the communities they serve.

Let's Talk

Interested in exploring how Chorus can leverage a community partnered approach and rapid development platform to bring immediate benefit to your organization?

Email us at info@joinchorus.com

