NC InCK

NC INTEGRATED CARE FOR KIDS

Integrated Care Rounds: Talkspace for Youth Mental Health

November 13, 2025: 12:00-1:00 PM

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Agenda

- Welcome & Grounding
- NC InCK Updates
- Talkspace Overview & Discussion
- SNAP & Government Shutdown Updates
- A Look Ahead

Grounding for All InCK ICRs & Echos

- **Respect for All**: *There will be topics, situations, or maybe even resources that you as a person have various feelings about. We ask that in these spaces, we all show respect for all, by being supportive, caring, and professional.*
- **Take 2 and Pause**: *Discussion and hearing from you is so powerful, and what we strive for in these spaces. We ask that if you have shared twice, take a pause, to encourage colleagues to take the floor and share as well.*
- **Questions Encouraged**: *If you have a questions please ask, in most cases someone has the same one. Be BOLD and PROUD, ask it! You are always welcome to private chat questions to any member of our team.*
- **Play, Learn, Grow**: *Just like Fisher Price, we want you to enjoy this learning space, learn and grow from/with each topic!*



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NC InCK Updates

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Use Services

Getting Started with Talkspace

October, 2025

Gabriella Stajic, Senior Youth Programs and Partnerships 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.

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

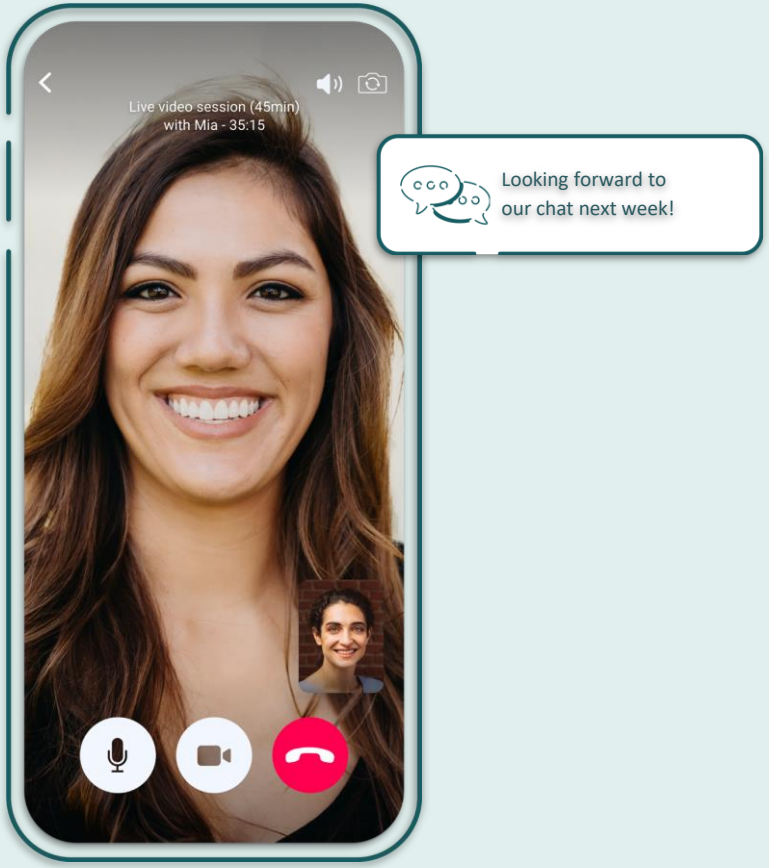
Moderated online peer support space within Talkspace where teens can connect, share, and support each other

Talkspace Go

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



Talkspace Therapy



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.
- No parental consent is require
- You do not need to have insurance for students to participate.

Privacy & Security

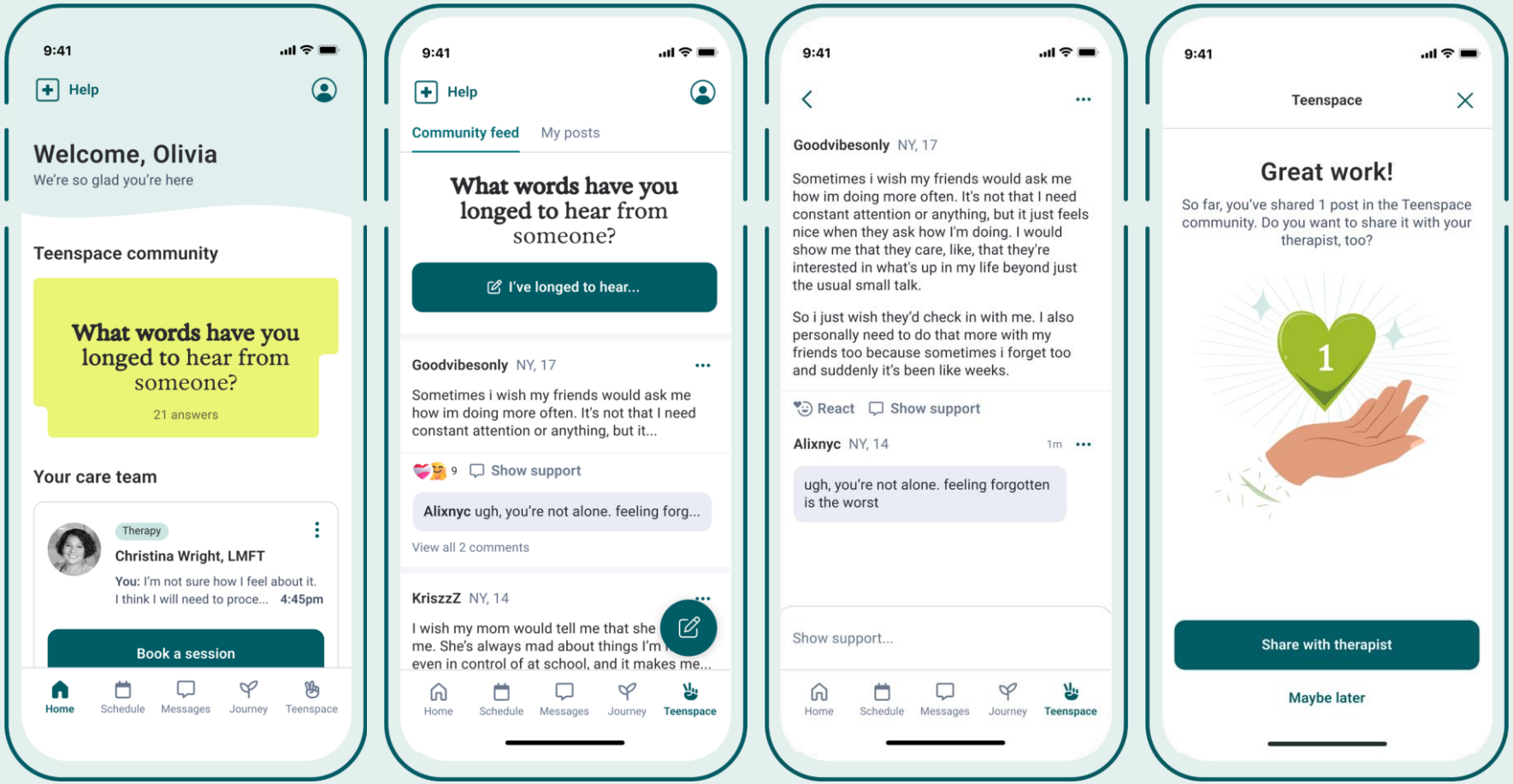
- Talkspace platform is designed to meet the requirement of the Health Insurance Portability and Accountability Act (HIPAA).
- Member data is encrypted both when sitting in the database or when being transmitted to a student’s device.

Talkspace

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.



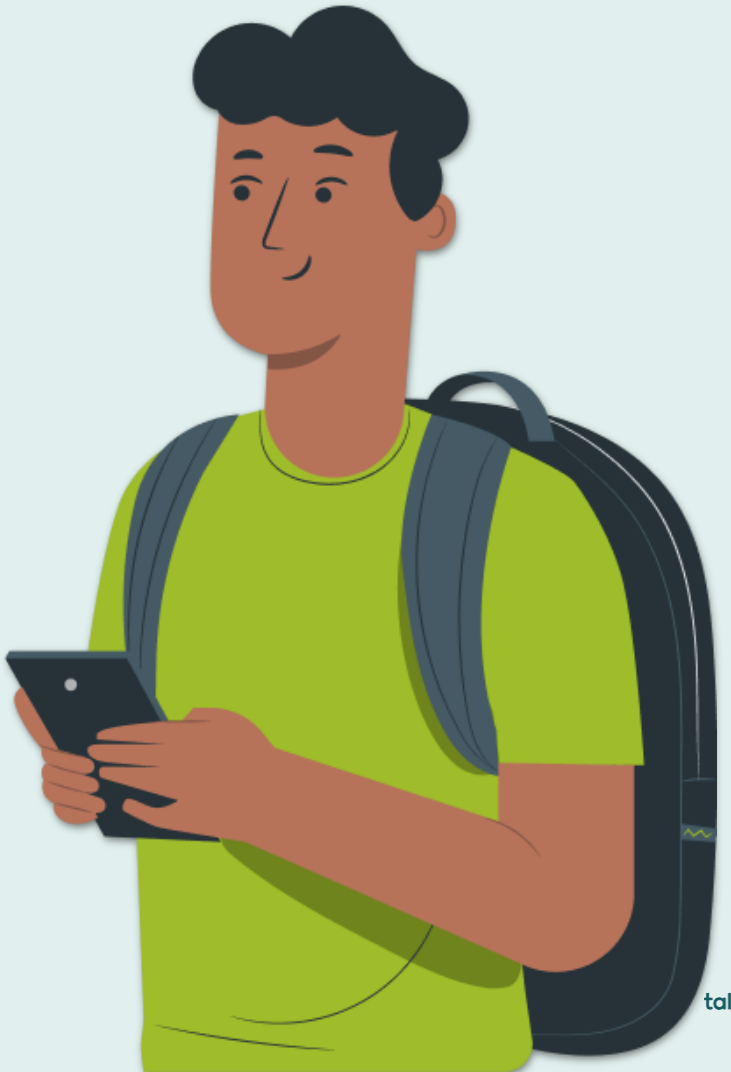
Talkspace Go

- **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




Julia,
Teen Talkspace Member

DHHS NC + Talkspace Landing Page

talkspace.com/ncyouth



Talkspace

Services Coverage For clinicians For organizations Log in Find a therapist

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

Free, confidential online support and therapy for NC youth

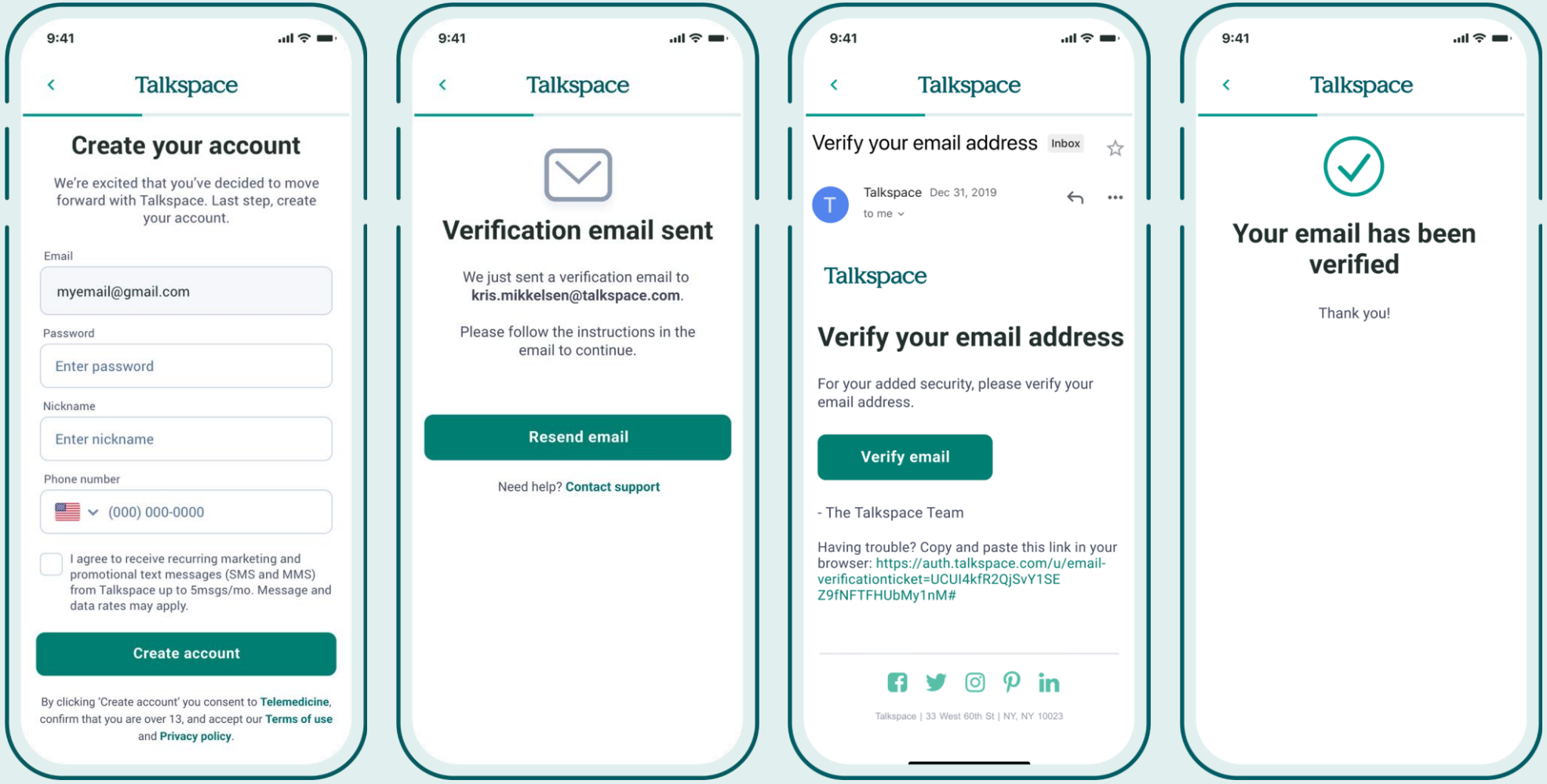
Navigating the teen years can be a lot, especially if you have been impacted by the legal system. That's why North Carolina Department of Health and Human Services (DHHS) is stepping up to give young people (ages 13-17) access to Talkspace therapy and Teenspace communities support at no cost.

Get started

HIPAA SECURE SSL

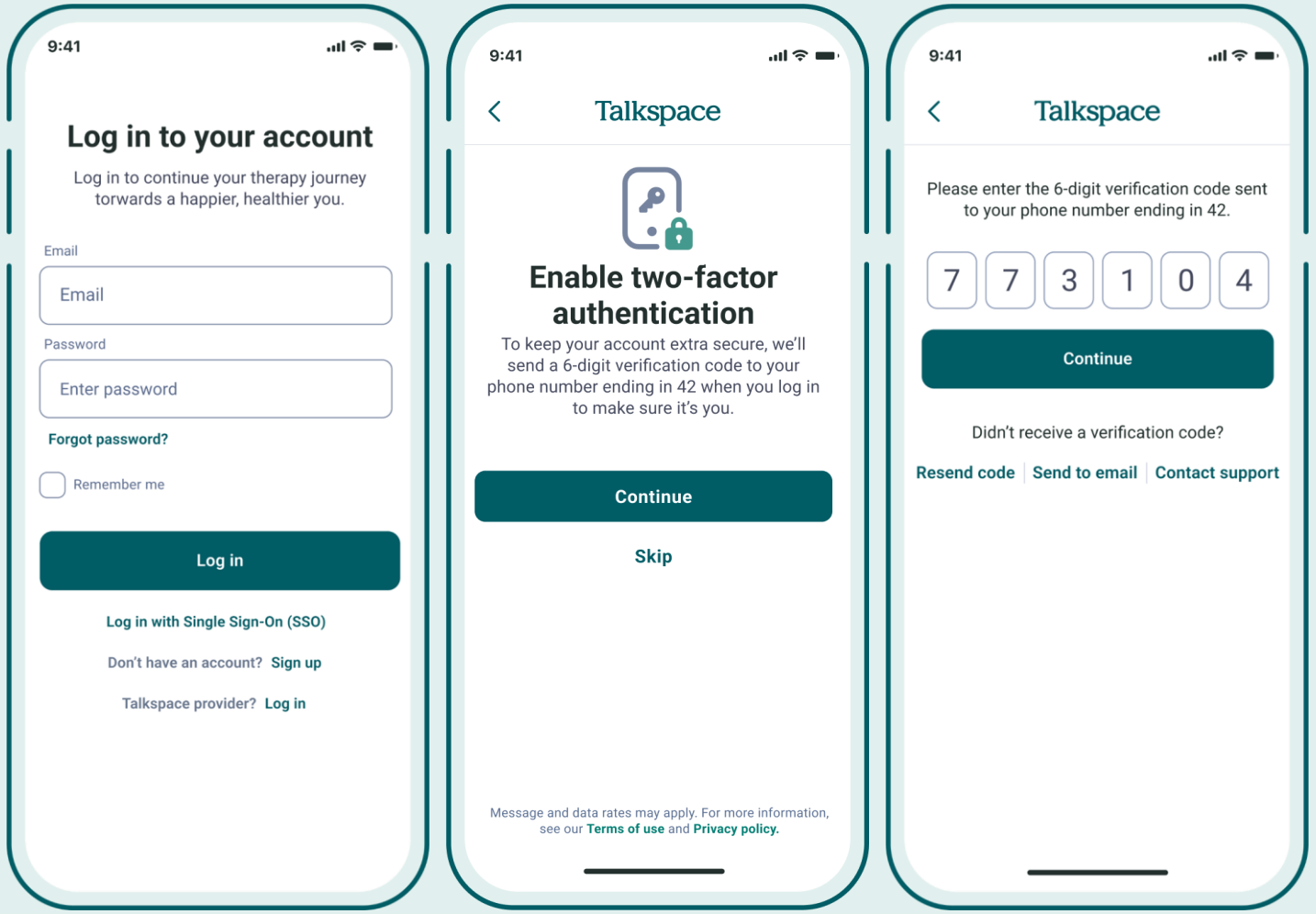


Simple Sign-up

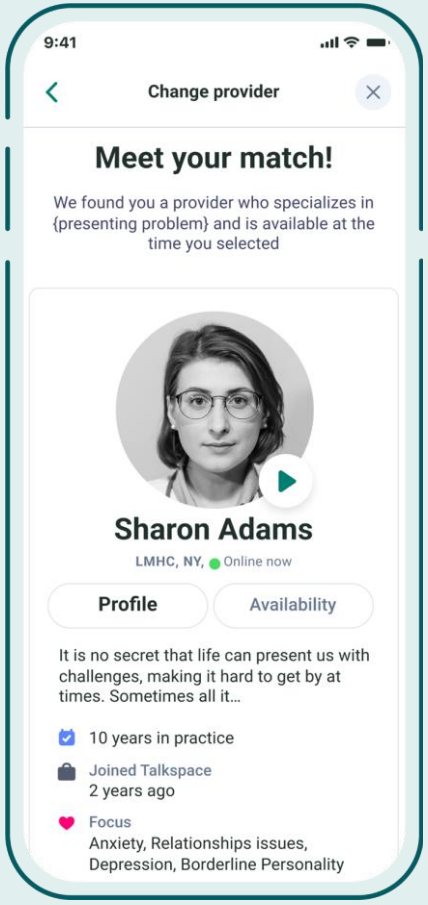


Secure & Safe

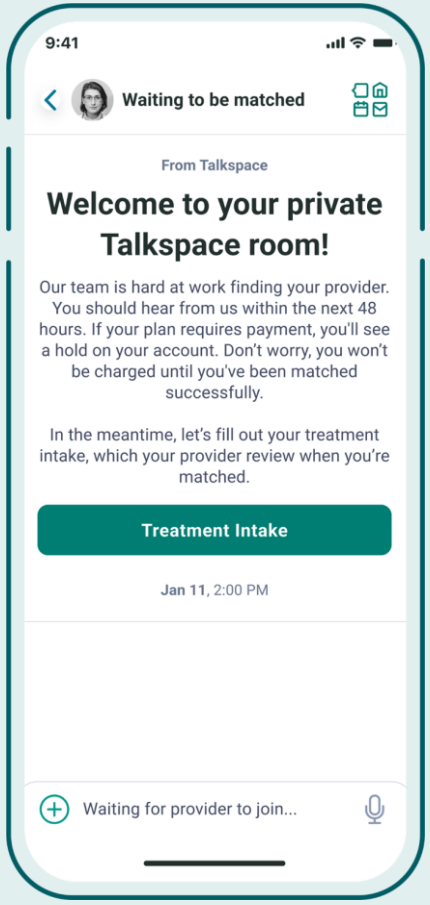
Enable two-factor authentication
We use two-factor authentication to keep members accounts safe and secure



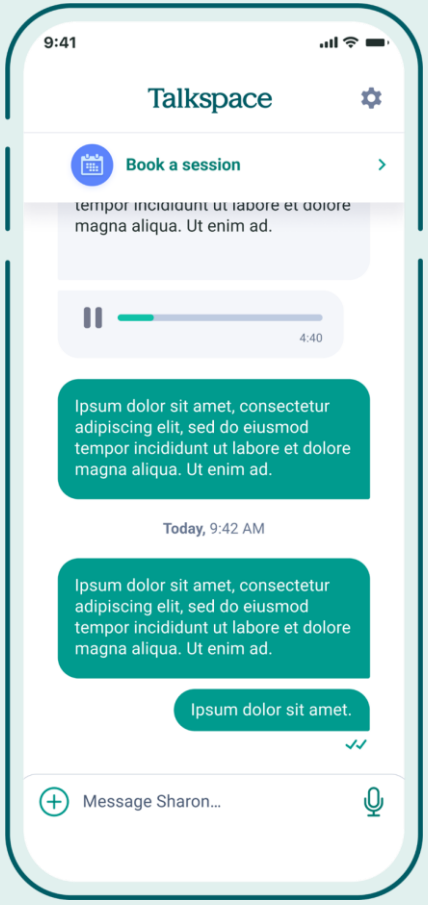
The teens provider and communication



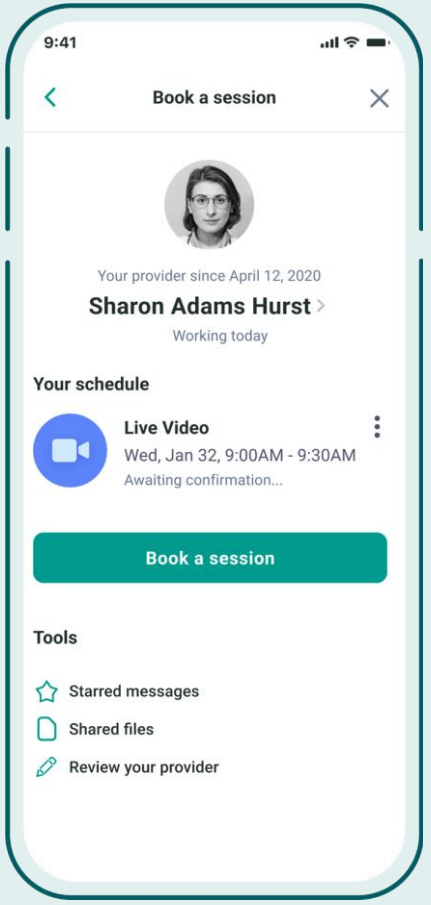
Read your therapist's profile or watch their introductory video to get to know them



Access your private room and answer intake questions

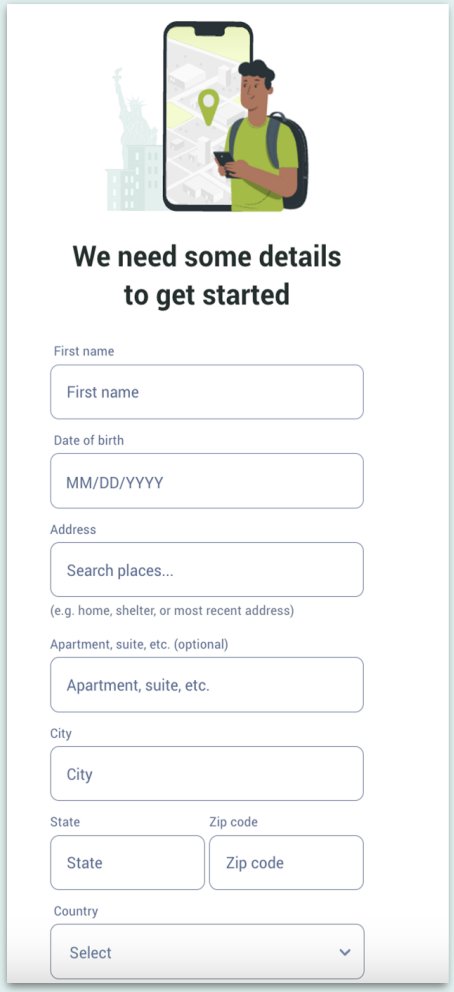


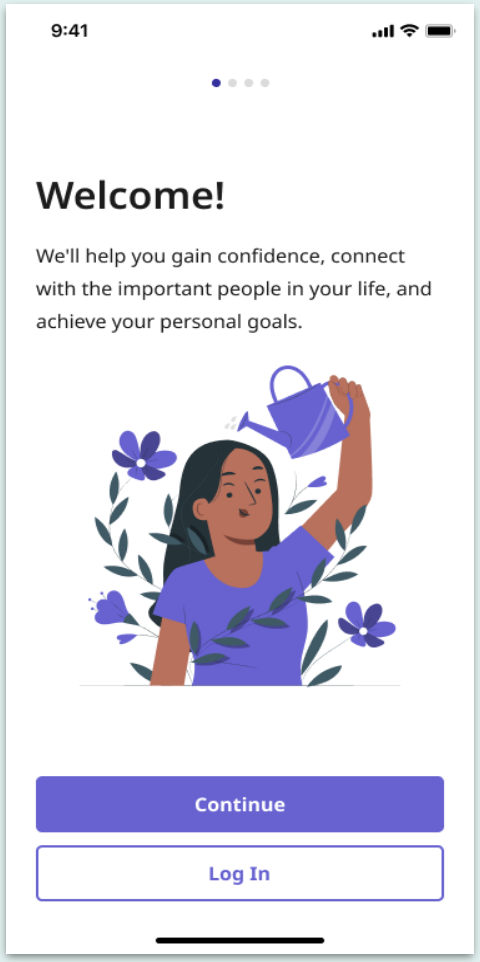
Start messaging your therapist right away

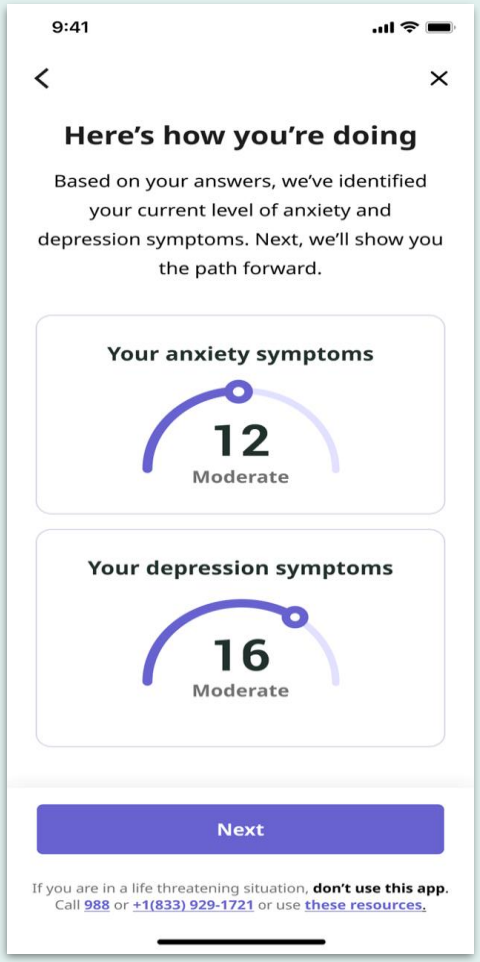


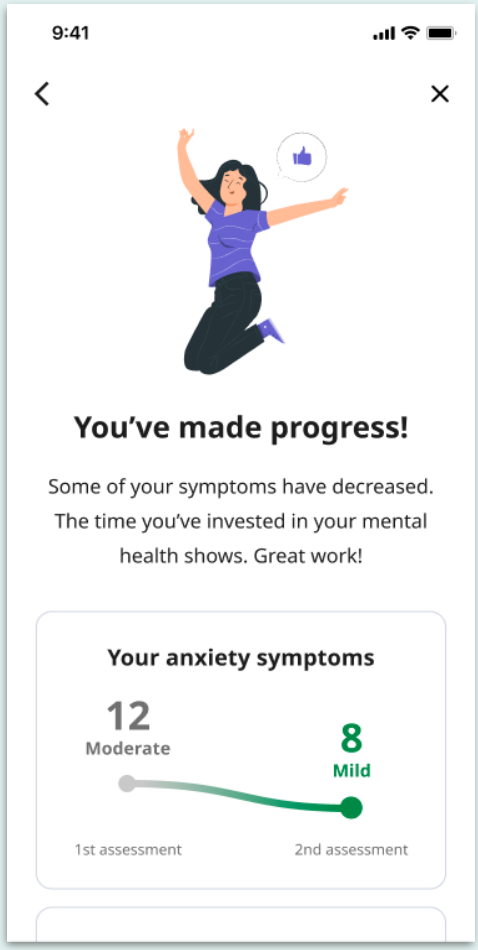
Book a live session based on your communication preferences

Talkspace Go Sign-Up
go.talkspace.com









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 gathe

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

Q&A



A Look Ahead

Reminder: Request a certificate of attendance for today's ICR at this link

Upcoming NC InCK Events:

Integrated Care Rounds:
Thursday, January 8, 12-1: Supporting Healthy Eating Behaviors

Please contact Josie Hatley if you need the invitation for the ICR/Echo series.

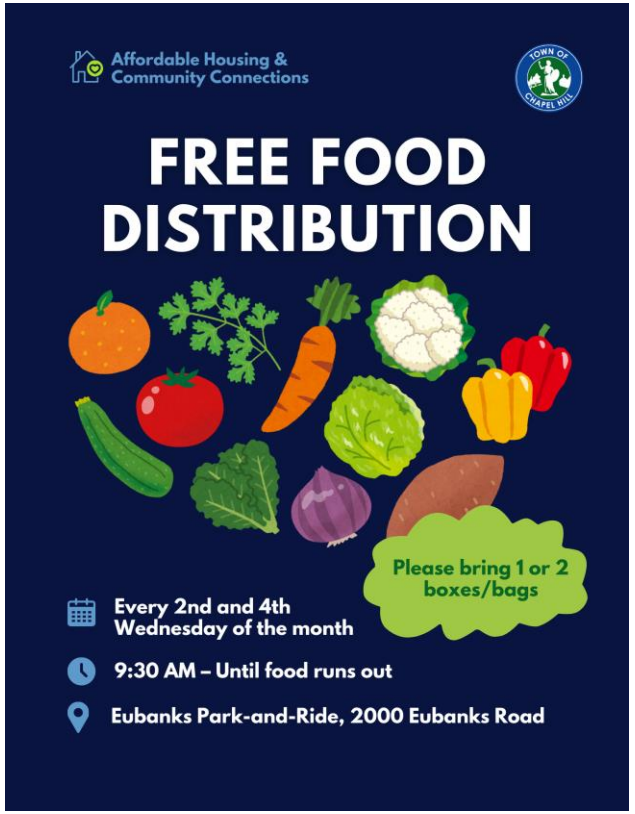
Upcoming Winter Events:

- **Children's Clothing Giveaway** | 3218 N. Roxboro St, Durham
  - Tuesday, November 18th, 4-6pm
- **Winter Coat Giveaway** | 812 N. Anthony St, Burlington
  - Thursday, November 20th, 1-3:30 pm
- **Ripe for Revival Food Markets** | Butner & Oxford| **Every Tuesday** including before Turkey Day!
  - 416 Central Ave, Butner, 12-1:30 pm
  - 210 Main St, Oxford, 3-4:40 pm
- **Chapel Hill Food Distribution** | Eubanks Park-and-Ride Lot, 2000 Eubanks Rd, Chapel Hill
  - 2nd & 4th Wednesday of every month, 9:30 am until food runs out
  - Next distribution: Wednesday, November 26th


THE SALVATION ARMY
Winter
COAT GIVEAWAY
When:
November 20th, 1:00-3:30
Pick Up Location
812 N Anthony Street,
Burlington
One coat per person
(336) 227-5529


ripe for revival
MOBILE MARKET
MERCADO MÓVIL
Granville County / Condado de Granville
Butner
Every Tuesday / Todos los Martes
12 - 1:30 PM
416 Central Avenue, Butner, NC 27509
Oxford
Every Tuesday / Todos los Martes
3 - 4:30 PM
210 Main Street, Oxford, NC


TUESDAY, NOVEMBER 18TH 4-6PM
CHILDREN'S CLOTHING GIVEAWAY
3218 N. Roxboro St.
For families in need of clothing, we invite you to visit our drive-through clothing closet.
- Families can receive clothing once per season.
- Available clothing items may vary, but typically include several donated outfits, new underwear and socks, as well as seasonal essentials.
For more giveaway and yard sale events, follow us on Facebook at Children's Clothing Closet Ministry-Durham.


Affordable Housing & Community Connections
FREE FOOD DISTRIBUTION
Please bring 1 or 2 boxes/bags
Every 2nd and 4th Wednesday of the month
9:30 AM – Until food runs out
Eubanks Park-and-Ride, 2000 Eubanks Road

Appendix

Talkspace Toolkit: Empower Teens

Talkspace Resources

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- *Talkspace Blog*
- *Mental Health Conditions Library*
- *Emergency Resources*



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- **Talkspace Takeover -**
  - Put Talkspace front and center!
  - → 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.

Talkspace

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

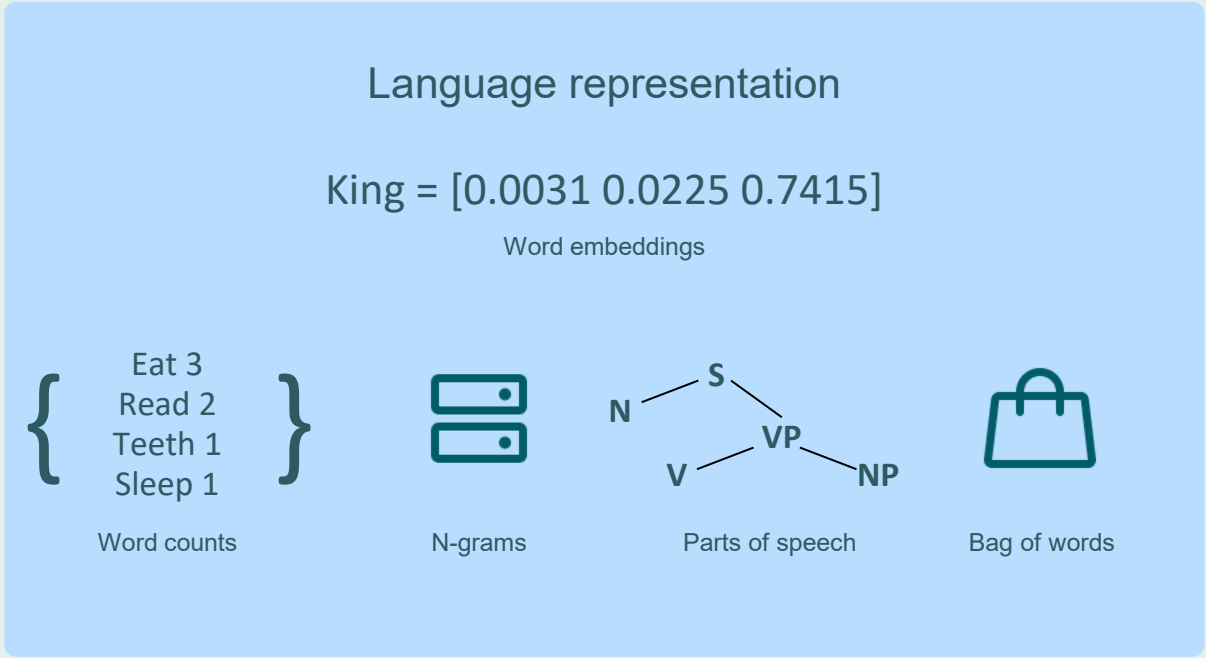
- In "room" documentation of chat history
- Medical records and treatment plans
- Consultation with general practitioners and partnering therapists

Talkspace

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.





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