THE

NEED

HOW ARE TEENS CONNECTED?

- On average, children are 12.1 when they receive their first mobile device.
- 91 percent of teenagers, ages 13 to 17, access the internet on cell phones, tablets and other mobile devices.
- 53 percent of teenagers, ages 13 to 17, say most of their calls last four minutes or less.
- 33 percent of teenagers, ages 13 to 17, list texting as their favorite form of communicating with their friends.
- A typical teen sends and receives 30 texts per day.
THE NEED

ELEMENTS OF ASSESSMENT

- Hotline Calls
- Available resources
- Programs being utilized
- Teen focus group
- School clubs
- Trends
IMPLEMENTATION

We began with an assessment of our agency and what resources we had readily available.

- Hotline
- Email
- Advocates
- Therapists
- H.E.A.R.T. (Access to teens)
TELEHEALTH

Telehealth is a collection of means or methods for enhancing health care, public health, and health education delivery and support using telecommunications technologies. Telehealth encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services.

H.E.A.R.T. CHAT

Utilizing email as a readily available resource
heartchat@laurashousr.org

H.E.A.R.T. HEALTH

Interfacing with a therapist over Skype after initial contact and intake via H.E.A.R.T. Chat
IMPLEMENTATION

- STAFF MEETINGS
- MARKETING
- INSTRUCTIONAL VIDEO
- LOG
- EVALUATION
Finding A Platform

Bold Chat

- SMS/Text
- Live Chat
- User Friendly
- App/Remote Response
- Security Features
- Canned Messaging
DIGITAL ADVOCACY STAFFING

PHASES FOR CAPACITY

- Prevention Education Department
- Interns
- Volunteers
- Hotline Advocates
WHAT ARE TEENS ASKING?

SOME THINGS WE HAVE ADDRESSED ON H.E.A.R.T. CHAT

- Concern about abuse from family member's partner (parent, sibling, etc.)
- Struggling with abuse from previous partner in their current relationship
- Asked if their relationship is healthy
- Wanted to talk to someone on the phone, so we provided the hotline number
BARRIERS & CHALLENGES

- AGENCY CAPACITY
- ACCESS TO INTERNET OR PHONE
- RESPONSE TIME
- ACCESSIBILITY
- LIMITED RESOURCES
BEST PRACTICE

- Find a platform that works with your needs
- Reach out to other agencies for guidance
- Maintain confidentiality
- Screen for safety
- Utilize outside resources
- Prepare to safety plan and refer
- Reinvent the wheel
- Worry about offering 24 hours if you are not able
HEART Chat Line

STEP 1: Visit our teen website, laurashouse.org/lhteen to chat with an advocate online or text "HEART" to 949-484-8440. You can also get help by sending an email to heartchat@laurashouse.org.

STEP 2: Receive a reply with answers to your questions and next steps.

STEP 3: Connect with Laura’s House advocates/counselors to address your concerns.

STEP 4: You are on your way to a healthier relationship!

IT'S FREE AND CONFIDENTIAL
LAURA'S HOUSE
H.E.A.R.T.

I TOOK THE PLEDGE

Questions or Concerns?
heartchat@laurashouse.org
text / chat line: 949.484.8440
laurashouse.org/lteen
ADDITIONAL TRAINING & RESOURCES

- Break the Cycle
- Loveisrespect.org
- National DV Hotline - training opportunities for digital advocacy
CONTACT

FOR MORE INFO
JENNIFER PONCE, CHES
PREVENTION & EDUCATION MANAGER
jponce@laurashouse.org
(949) 361-3775 ext. 213

VISIT US!
www.laurashouse.org
www.laurashouse.org/lhteen

LAURA'S HOUSE
Inspiring Hope and Empowering Change to End Domestic Violence