soluna

a CalHOPE Program by Kooth

Community Information Guide

2024

Behavioral Health Virtual Services

Soluna
A service for 13 – 25 year olds, powered by Kooth Digital Health

Soluna is an innovative virtual behavioral health program, developed through a collaboration between the California Department of Health Care Services and Kooth (that's us!). Set to launch in January 2024, Soluna will provide youth and young adults (ages 13 – 25) with immediate access to a comprehensive mental health toolkit, community support, resources, journaling, and personal coaching – all at no cost to the user, their parents, or their school.

BrightLife Kids
A service for 0 - 12 year olds, powered by Brightline

The State of California chose Brightline out of 450 vendors to partner with Behavioral Health Virtual Services and serve children (ages 0 – 12) and their parents or caregivers. Their new program, called BrightLife Kids, launches in January 2024 and will provide a modern, digital experience that includes live and asynchronous support via coaches, personalized resources, peer communities, and referrals.

Who is Kooth?

Founded in 2002, Kooth is a pioneer in youth – focused digital behavioral health in the UK. Its platform is accessible to more than sixteen million teens and young adults, providing a welcoming place for support without barriers, waiting lists, or stigma. Kooth is the gold standard model of care for personalized, proactive and accessible digital support and offers self – therapy, peer support, and professional support.

In March 2023, Kooth was selected to partner with California Department of Health Care Services to support the delivery of equitable, appropriate, and timely behavioral health services to youth and young adults (ages 13 – 25) through our new program, Soluna.

In order to provide a seamless user experience, Kooth will also integrate with Brightline, who offer a range of services and support tailored for children (ages 0 – 12) and their parents or caregivers.

What is Soluna?

Soluna, a CalHOPE program by Kooth, is an innovative virtual behavioral health program developed by the California Department of Health Care Services in collaboration with Kooth.

Launching January 1st, 2024, the mobile app will be available on both iOS and Android, providing California's youth (ages 13 – 25) with immediate access to comprehensive mental health support in English and Spanish, with tele-coaching available in 19 languages.

What tools does Soluna offer?

Interactive Tools and Resources

Soluna comes fully equipped with a suite of complimentary tools and engaging content, empowering users to seek support in ways that suit them best. Whether it's de-stressing with creative doodles on the Starboard, releasing thoughts through the Thought Shaker, or exploring a wide array of topics including peer pressure, anxiety, and loneliness, Soluna provides diverse avenues for exploration and self - discovery.

Digital Journal

Journaling is a powerful means of self-expression and emotional tracking. Soluna's digital journal offers a personal, confidential space for users to write freely and reflect. Users have the flexibility to share their journal entries with a coach for guided insights or keep them as private thoughts.

A Vibrant Community

Soluna's community makes it clear to users: they're never alone. In our forums, users freely share experiences or effective coping strategies that they've worked for them. As a moderated and safe space, Soluna fosters open sharing and learning from others in similar life scenarios.

Flexible Coaching Options

Soluna caters to varying needs with both scheduled and drop - in coaching sessions. Users can effortlessly connect with our accredited, professional coaches to chat about any topic, big or small. In keeping with our commitment to accessibility, this professional support, like all features on the app, is offered at no cost.

What is Soluna's commitment to data privacy and user safety?

We strictly adhere to industry-leading standards such as HIPAA, designed to protect medical information, and COPPA, which ensures the privacy of children's data. Our unwavering commitment to not selling or sharing data for commercial purposes reflects our dedication to maintaining the utmost confidentiality. Data is never shared with external parties, and details of users' services are always kept safe.

Safety is always at the core of all we do at Kooth and we have a number of processes in place to support this. Our experienced team of clinicians are well trained to assess and manage risk and our platform supports the early identification and communication of risk to enable swift action where necessary. In addition to our processes within the platform, we also have robust information sharing and escalation procedures outside of the platform. We will always ensure that the relevant services/adults are alerted when significant safeguarding or risk concerns are identified.

How does Soluna integrate into the community?

Soluna's success relies on integrating within local communities through schools, colleges, community based organizations and other society groups to spread the word about the free, safe and confidential support available to young people. Our dedicated teams will work directly with these organizations to provide materials, give presentations and open discussions around mental health to encourage user adoption and educate stakeholders on the service available to the community.

Frequently asked questions

Are users anonymous on the app?

Soluna puts control over privacy in the hands of users. As a guest, they can explore tools and content by simply sharing their ZIP code and date of birth – just to confirm eligibility. To access the full experience, users create an account with an email address.

Who does Soluna share user data with?

User data is securely stored on Kooth's US servers. We uphold a strict policy of not sharing details or app activities with anyone – including parents, schools, or healthcare professionals - without the user's explicit consent. For service improvement, anonymous information may be utilized, but details are available in our privacy policy.

Can parents, schools, or doctors see user activity?

No. Activities on Soluna remain confidential. We are committed to user privacy and will not share data without express permission. However, significant concerns that indicate risk or harm will prompt notification to relevant services or adults.

How much does it cost?

It's totally free! Usage, tools, coaching and all platform features have no cost, thanks to funding by the California Department of Health Care Services. There are no ads or in – app purchases.

Is the app required for accessing support?

Not necessarily. Soluna offers a dedicated telecoaching service for phone-based conversations with a coach. More information about this service is available on our website – SolunaApp.com

What languages are available?

The app content is fully translated into English and Spanish. However, telecoaching sessions are accessible in 19 languages to accommodate diverse users.

Request More Resources

Request Soluna Resources

go.kooth.com/8Psh

Find out more about BrightLife Kids

go.kooth.com/wMtk

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