City of Santa Clara Challenge Team
November 8, 2017
Goals

1. Actively support the well-being of children and families in Santa Clara.

2. Nurture and facilitate valuable community relationships.

2. Engage community members.
   a. Connect
   b. Collaborate
   c. Discuss challenges
   d. Share resources
   e. Reduce duplication of services
Martha Gabaray

MarthaG@hkidsf.org

Visit the Challenge Team website!

www.hkidsf.org/our-programs/challenge-team
BAY AREA WILDERNESS TRAINING

HELPING YOU GET YOUTH OUTDOORS!
Mission and Vision

Mission
To create equitable access to outdoors experiences for youth of color and low income youth.

Vision
We envision a generation of social and environmental leaders, inspired by positive and meaningful experiences in nature, who reflect the diversity of our local community.

Values
Social Justice ○ Environmental Stewardship ○ Community Empowerment
What makes us unique?

We train the trainer!

We provide Bay Area youth agency and school staff with wilderness leadership training and comprehensive support so that they, along with the youth they serve, may explore the power and beauty of California's outdoors and natural spaces.
The Four Pillars of Support:

BAWT

Four pillars of support

TRAINING

GEAR

FUNDING

COMMUNITY
领导者培训：
- 野外领导力培训
  - 5天徒步旅行课程
  - 准备自己引导远超露营车的露营旅行
- 前方领导力培训
  - 2天露营课程，加上一个晚上
  - 准备自己引导有趣和组织良好的汽车露营旅行
- 洛杉矶领导力培训
  - 2天露营课程，加上一个晚上
- 徒步领导力培训
  - 1天徒步课程
- 雪鞋领导力培训
- 野外急救
- 定制课程

四根支柱的支持

The Four Pillars of Support
The Four Pillars of Support

GEAR LIBRARIES
Three libraries of amazing outdoor clothing and equipment to be used by the BAWT trained leaders and their youth. Oakland is the main gear library, there are also two smaller ones in the Milpitas and San Francisco.

FREE!
The Four Pillars of Support

FUNDING
Minigrants, Scholarships...
BAWT can also help with funding for trips, through the Richard Louv Minigrants program. There are also scholarships available for the trainings.
The Four Pillars of Support

COMMUNITY
The best support
- Listserve / Yahoo Group for peer support
- Facebook Page
- Alumni Meet Up Group
- BAWT Staff
- Events
- Volunteers!
In 18 years we:
trained 2500+ leaders, getting
59,000+ youth OUTDOORS!

(AND we’re just getting started!)
Now let’s get ready to go!
CRISIS TEXT LINE
Pamela Weiss, Bay Area Advisory Board Member / Crisis Counselor at Crisis Text Line
Who We Are
Crisis Text Line provides free, 24/7 support for people in crisis via text.
Who are Crisis Counselors?

Mothers
Veterans
College Students
Grandfathers
Grandmothers
Survivors
Deaf/Hard of Hearing
Fathers
Crisis Counselors Are Never Alone

Algorithm  Supervisor  Peers
Supervisor

Nancy Lublin:
5:27 Hi, can you check out my conversation? It may turn into an active rescue.

Nancy Lublin:
5:28 Sure! Let me take a look and I'll let you know.

Emma [started 20 minutes ago]

5:25 I feel so depressed and alone. I want to disappear. Everyone would be much better off without me here.

Nancy Lublin:
5:26 When you say you want to disappear, do you mean you’re thinking of suicide?

Emma:
5:26 Yes, I’m in so much pain. I want to die.

Nancy Lublin:
5:26 Thank you for your honesty. Do you have a plan for how you would do it?

Emma:
5:27 Swallow a bunch of pills. I have them next to me. I want to end this pain right now.
National & International Referrals

Showing 1 to 10 of 10 entries (filtered from 274 total entries)

**211**

anxiety depression personality disorder

www.211.org (English, Spanish and More)

211 more details

2-1-1 is a free and confidential service that helps people across North America find the local resources they need. Available 24 hours a day, seven days a week.

**Adolescent Self-Injury Foundation**

self harm injury

http://www.adolescentselfinjuryfoundation.com/

adolescentselfinjuryfoundation@gmail.com

more details

A non-profit organization whose mission is to raise awareness about adolescent self injury. By providing education, prevention techniques, resources, and research ASIF aims to increase understanding of the self injurious adolescent and family in the journey towards wellness and recovery.

**Alternatives to Self-Harm & Distraction Techniques**
A Crisis to You = A Crisis to Us

School “I’m so overwhelmed I can’t sleep - I feel like I have to get all A’s.”

Anxiety “My so-called friends are bullying me – no one does anything about it”

Eating Disorders “I’m always stressed at meals.”

Depression “I feel down. I’m not interested in doing things I used to love.”

Substance Abuse “I keep blacking out...I think I might have a problem”

Worried about a Friend “My friend said she wants it all to end...how can I help her?”

Something happened “Something happened and I don’t know how I feel”
Top Issues
Anxiety & Depression, Suicide, Self-Harm, Family, Relationships

Time of Day
⅔ of conversations in ⅓ of the day (8pm - 4am)

Demographic
Young, low-income, rural

Immediate
Mention “today” 6x as often as any other time period

Third Party Texters
People seeking advice about how to help a friend
Data & Partnerships
# We Use Data to Make Us Better

## Stack Ranking

<table>
<thead>
<tr>
<th>Name</th>
<th>Message</th>
<th>Waiting Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aman</td>
<td>&quot;Sad — I’m suicidal and depressed.&quot;</td>
<td>waiting a few seconds</td>
</tr>
<tr>
<td>Aman</td>
<td>&quot;Hello — I want to kill myself.&quot;</td>
<td>waiting a few seconds</td>
</tr>
<tr>
<td>Aman</td>
<td>&quot;Hey — I’m just really sad right now.&quot;</td>
<td>waiting 3 minutes</td>
</tr>
<tr>
<td>Aman</td>
<td>&quot;Go — feeling really lonely and sad.&quot;</td>
<td>waiting 2 minutes</td>
</tr>
<tr>
<td>Alex</td>
<td>&quot;Hello — I want to cut again.&quot;</td>
<td>waiting 1 minute</td>
</tr>
<tr>
<td>Maria</td>
<td>&quot;Help — I need to talk to someone.&quot;</td>
<td>waiting 1 minute</td>
</tr>
</tbody>
</table>

## KPI Slack Channel

`stats` BOT 4:00 AM

-- KPIs (1 day / 28 days) --

- **Counselors:** 538 / 2197
- **Texters:** 2030 / 32517
- **Quality:** 88% / 86%
- **Wait Time (<5 min):** 91% / 88%

KPI Slack Channel

Updated daily at 7am
We Use Data to Make The World Better

CrisisTrends.org

Open Data Collaborations
Corporate Partnerships
How Students Can Get Involved

• Add CTL to their own phone’s contact list – it’s just another tool
• Tell friends about 741741
• Organize a “sticker/flyer” campaign (we can provide links)
• Advocate to add “Text BAY to 741741” to your school, church, youth organization websites
• Student newspaper – suggest an article
• Make it a part of morning announcements
• Post on social media
• Recommend a CTL visit for a school assembly
• Start a club around mental health awareness (BC2M)
Need Help Now?
Text "Bay" @741-741
24/7 Support Free Service

Area school campaigns

Crisis Line
Text Bay 741741
Free 24/7
National campaign

www.speckproducts.com
WHAT’S THE DEAL WITH 13RW?

HOW DID TEXTERS FEEL THE NIGHT OF THE NOVEMBER NATIONAL ELECTION?

HOW DID THE TERRORIST ATTACK AT AN ORLANDO DANCE CLUB EFFECT US?

“ME, TOO” - HOW DID PEOPLE RESPOND OVER THIS SOCIAL AWARENESS CAMPAIGN?

We track analyze data to help us understand the impact of everything from a national election to a television show, to a natural disaster to a terrorist or other significant event.
CRISIS TEXT LINE

Contact: Libby Craig, Bay Area Director
Libby@crisistextline.org

Pamela Weiss
Pamelaweiss@hotmail.com
Announcements
**DESCRIPTION**

An important part of school is the social aspect of making friends and learning how to keep them. Children, tweens, and teens also come across bullies, enemies, and foes at school.

Our Parent Educator, we will teach parents how to nurture positive friendships while staying clear of potential bullies and "frenemies."

For Adults ONLY

This program is sponsored by the Santa Clara City Library Foundation and Friends and Parents Place.

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**DATE AND TIME**

Tue, November 14, 2017
7:00 PM – 8:30 PM PST
Add to Calendar

**LOCATION**

Northside Branch Library
695 Moreland Way
Santa Clara, CA 95054
View Map
DESCRIPTION

Due to popular demand, Osmo is BACK! Come and play with Osmo’s three iPad educational games (Newton, Tangram, and Words) at Northside Branch Library. Time Magazine named Osmo one of the best inventions for 2014. Top educators from over 2000 schools nationwide, including the Bay Area’s best preparatory institutions, have been raving about Osmo’s natural ability to foster creative, social, and emotional learning.

Osmo was invented by young parents out of Stanford and Google. Engineers at heart, the founders are personally committed to innovating new technologies that nurture positive play experiences for kids.

DATE AND TIME

Wed, November 15, 2017
4:30 PM – 5:30 PM PST
Add to Calendar

LOCATION

Northside Branch Library
695 Moreland Way
Santa Clara, CA 95054
View Map
DESCRIPTION

Thanksgiving is a good time to be thankful and also a good time to eat delicious food. Join us to learn how to cook Thanksgiving dishes that we will eat after.

For Grades 7-12 ONLY

Eventbrite registration required.

DATE AND TIME

Thu. November 16, 2017
4:00 PM – 5:30 PM PST
Add to Calendar

LOCATION

Northside Branch Library
695 Moreland Way
Santa Clara, CA 95054
DESCRIPTION

**NOTE:** Due to our limited space in each class, please register under your child’s name for only one session - either 11/20 or 11/21. The curriculum will be the same for each class. Any duplicate registrations will be removed.

Our Chess Wizards instructor will teach your kids from ages 6-8 years old how to play chess through a series of interactive lessons and high-energy curriculum. We recommend this class for kids who want to improve decision making, strategic thinking, concentration, and emotional development.

For Ages 6-8 ONLY

DATE AND TIME

**Chess Academy for Ages 6-8**

Tue, November 21, 2017
4:00 PM – 5:30 PM PST
Add to Calendar

LOCATION

Northside Branch Library
695 Moreland Way
Santa Clara, CA 95054
View Map

DATE AND TIME

**Chess Academy for Ages 9-11**

Mon, November 20, 2017
6:00 PM – 7:30 PM PST
Add to Calendar

LOCATION

Northside Branch Library
695 Moreland Way
Santa Clara, CA 95054
View Map
Parenting Program: Hitting, Biting, Pushing: Managing Aggressive Behavior in...

by Santa Clara City Library

Free

DESCRIPTION

Hitting, biting, and pushing are all emotional responses for young ones. This is their coping mechanism because they lack the language skills to express their feelings. As a parent, it can be frustrating and embarrassing, especially if it is done in public.

Learn from our Parent Educator how to manage and tame those aggressive behaviors and possibly turn them into teachable moments.

For Adults ONLY.

DATE AND TIME

Tue, December 5, 2017
7:00 PM – 8:30 PM PST
Add to Calendar

LOCATION

Northside Branch Library
695 Moreland Way
Santa Clara, CA 95054
View Map

This program is sponsored by Parents Place and the Santa Clara City Library Foundation and Friends.