



Behavioral Health



TEEN 311 APP PILOT PROJECT

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Section 1: Project Overview

County Name: San Bernardino

Project Title: Teen 311 App

BHSA Pilot Project Component: Behavioral Health Services and Supports

Total amount requested: \$2,010,494

Project Timeline: Fiscal Year 2026/27 - 2028/2029

Project Purpose

Abundant Living Mission HD Inc. is a well-established youth-serving organization based in San Bernardino County's High Desert community. In response to identified gaps in youths' awareness of local resources, the organization developed the Teen 311 mobile application. The concept was subsequently presented to the First District Supervisor, who authorized funding for its development and initial implementation. The Teen 311 application is designed to mitigate adverse outcomes by reducing barriers to mental health resource access and enhancing linkage to appropriate services.

Following the successful pilot in the First District and the positive feedback received from youth, community partners, and stakeholders, Abundant Living Mission HD Inc. seeks to expand this service throughout San Bernardino County. This proposal therefore requests Behavioral Health Services Act (BHSA) funding to support the countywide expansion of Teen 311 as an innovative pilot project under the Behavioral Health Services and Supports (BHSS) component upon Board approval of a DBH sole source contract with Abundant Living Mission HD Inc. The project directly complements the Department of Behavioral Health's BHSA goals by strengthening service navigation, increasing early connection to behavioral health resources, and advancing equitable access for youth.

The application will be promoted to youth ages 12–18 and will feature a secure and convenient Quick Response (QR) code to facilitate ease of use.

The Problem

A comprehensive look at youth mental-health indicators across San Bernardino County reveals significant challenges that highlight why innovative access solutions like Teen 311 are needed now more than ever.

The following countywide snapshot provides essential context regarding the behavioral-health needs of youth in San Bernardino County and underscores the importance of targeted early-intervention efforts.

San Bernardino County snapshot: Mental Health in Youth / Underserved Youth

- FY 2023/24, 21% (9,131 clients) of all mental health clients served were children/youth ages 12–17.¹
- San Bernardino County’s adolescent suicide rate (ages roughly 10–19) was approximately 8.2 per 100,000 residents in 2018–2020. The suicide rate among ages 10–19 in San Bernardino County increased fastest from 2019–2023 (estimated +33%). Between 2019 and 2023, the rate for this age group increased by an estimated 33%, making adolescent suicide the fastest-rising among all age groups in the county.²
- According to San Bernardino County education data, about 17.2% of high school students reported seriously considering attempting suicide in recent survey data.³
- 1 in 6 youth ages 6-17 experience a mental health disorder each year.⁴
- In San Bernardino County, about 17.5% of children under 18 live in poverty.⁵
- In the 2023–24 school year, approximately 28,266 K-12 students in San Bernardino County were identified as homeless or lacking secure housing, representing about 6% of total public-school enrollment. Many of these students are adolescents in the 12–18 age range. Among these students.
 - 88% were living in households with others due to economic hardship (“doubled up”).
 - 5% in motels, 5% in shelters, and 2% unsheltered (cars, parks, campgrounds)⁶
- County data shows that mental health services for children aged 12–17 have not increased significantly, highlighting ongoing challenges in early intervention and access to care.⁷

¹ *Behavioral Health*. (n.d.). San Bernardino County Community Indicators.

<https://indicators.sbcounty.gov/wellness/behavioral-health/>

² *Behavioral Health*. (n.d.). San Bernardino County Community Indicators.

<https://indicators.sbcounty.gov/wellness/behavioral-health/>

³ Mental Health Data - San Bernardino County Superintendent of Schools. (2024). Sbcss.net.

<https://www.sbcss.net/student-services/counseling-center/mental-health-data>

⁴ Mental Health Data - San Bernardino County Superintendent of Schools. (2024). Sbcss.net.

<https://www.sbcss.net/student-services/counseling-center/mental-health-data>

⁵ San Bernardino County. (2020). *County Profile - San Bernardino County Community Indicators*. San Bernardino County Community Indicators. <https://indicators.sbcounty.gov/county-profile/>

⁶ *Homelessness & Housing Insecurity*. (2023). San Bernardino County Community Indicators.

<https://indicators.sbcounty.gov/housing/homelessness-housing-insecurity/>

⁷ *Behavioral Health*. (n.d.). San Bernardino County Community Indicators.

<https://indicators.sbcounty.gov/wellness/behavioral-health/>

- Local mental health service use among ages 12–17 has remained relatively unchanged despite rising behavioral health needs.⁸

In response to rising concerns about teen suicide, the Teen 311 App includes direct access to the Suicide and Crisis Lifeline and the San Bernardino County Community Crisis Response Team hotline. By embedding these supports into a fully digital platform, the app helps underserved youth connect to mental health resources quickly and privately.

One firsthand experience that underscored the need for this project involved a foster youth student experiencing homelessness who routinely carried all their belongings to school while seeking temporary housing. Although multiple resources technically existed, none were immediately accessible to the student, who had no clear way of knowing what help was available, where to find it, or how to reach it in urgent moments. This painful gap between need and access illustrates the challenge many teens face: even when support exists, it is often too difficult to locate or navigate.

The Teen 311 App functions as a bridge between teens in crisis and county services. With a single scan, youth can reach vetted behavioral health and community resources. This approach reduces the effort required for youth to locate help and ensures that support is readily available when they need it most.

The Solution

The Teen 311 App is a mobile application for teens that provides behavioral health support and local resources. The Teen 311 App resource center is designed to connect teenagers with essential support services quickly, privately, and without barriers. The resources are curated and vetted to tailor to the needs of youth. Available services include information on how to access housing shelters, behavioral health and public health services, as well as other community-based support services.

⁸ San Bernardino County Summary - Kidsdata.org. (2026). Kidsdata.org.
<https://www.kidsdata.org/region/366/san-bernardino-county/summary#27/emotional-behavioral-health>

The Behavioral Health Support, provided by the Teen 311 App, is designed to provide users with resources to comprehensive mental health and substance use disorder support. Inside the app, users will have access to:

- Daily Mood Tracking
- Access to the Resource Library with curated videos on mental health topics
- Complete mental health exercises
- Progress tracking
- Capability to find a licensed therapist

School Community Resource Fair

During the school year Teen 311 App will host Community Resource Fairs at predetermined high schools. The purpose of these fairs is to give students access to resources they might need during the school year and especially during summer break. For students who are underserved, summer breaks can be a crucial time because of lack of access to guidance counselors who are the conduit for assistance/resources.

During the resource fairs, mental health resources, backpacks, refreshments, and giveaways will be distributed to support engagement, accessibility, and inspire students to know they can access DBH resources while being on summer break. Teen 311 App identified schools with the most economically disadvantaged students in each district. Economic disadvantages in early stages of life are a key predictor of later mental health concerns. In the first year of the BHSA pilot project, four schools were selected to hold Community Resource Fairs with additional fairs to be planned as funds and resources allow:

- Victor Valley High School (67% economically disadvantaged students)
- Adelanto High School (84% economically disadvantaged students)
- Silverado High School (78% economically disadvantaged students)
- Lakeview Leadership Academy (83% economically disadvantaged students)

The Teen 311 App provides resources to crisis care that is local to the student, whether in the high desert or central valley. Inside of the app, users can access multiple mental health hotlines, the community crisis response team hotline as well as the suicide and crisis lifeline. Teen 311 App will provide directions to nearby 24/7 crisis walk-in centers.

Guidance counselors, teachers and administrators will also have access to the app to provide assistance to their students. The app has a built-in resource center, where users can click through available resources nearby like food pantries, housing shelters, health clinics, after school support, free programs offered by non-profits and San Bernardino County.

Population to be Served

The population for the BHSA Teen 311 Pilot Project was selected using a phased, district-based rollout designed to test, refine, and scale youth engagement strategies. The First District served as the initial test site, where Adelanto High School's engagement rate was 346 app clicks out of 2,222 enrolled students (approximately 16 %). This provides the baseline for projecting usage across the expansion districts.

Using this baseline, the following three districts were chosen for phased learning and represent increasing enrollment levels to evaluate scalability:

FY 26/27: San Bernardino County – First District

The Teen 311 App will support the schools below, which have a combined enrollment of 7,598 students and projected engagement of approximately 1,216 users.

School Name	Age	Number of Students
Adelanto High School	14-18	2,222
Victor Valley High School	14-18	2,166
Silverado High School	14-18	2,171
Lakeview Leadership Academy	12-18	1,039

Race/Ethnicity (Combined)	Number of Students
Hispanic	5,247
African American	1,385
More than one race	386
White	385
Asian	132

Gender (Combined)	Number of Students
Male	4,009
Female	3,589

FY 27/28: San Bernardino County – Fifth District

In addition to the First District, the Teen 311 App will support the schools below, which have a combined enrollment of 19,278 students and projected engagement of approximately 3,084 users.

School Name	Age	Number of Students
San Bernardino High School	14-18	1,475
Cajon High School	14-18	1,768
Pacific High School	14-18	1,218
Rialto High School	14-18	2,747
Eisenhower High School	14-18	2,152
Carter High School	14-18	2,027
Colton High School	14-18	1,768
Citrus Valley High School	14-18	2,206
Serrano High School	14-18	2,170
Grand Terrace High School	14-18	1,747

Race/Ethnicity (Combined)	Number of Students
Hispanic	16,174
African American	1,593
More than one race	305
White	2,013
Asian	404

Gender (Combined)	Number of Students
Male	9,937
Female	9,321
Non-Binary	7
Unknown	13

FY 28/29: San Bernardino County – Second District

In addition to the First and Fifth Districts, the Teen 311 App will support the schools below, which have a combined enrollment of 25,212 students and projected engagement of approximately 4,034 users.

School Name	Age	Number of Students
Fontana High School	14-18	2,455
Summit High School	14-18	2,626
A.B. Miller High School	14-18	1,961
Rancho Cucamonga High School	14-18	3,343
Los Osos High School	14-18	2,759
Alta Loma High School	14-18	2,400
Chaffey High School	14-18	3,223
Upland High School	14-18	2,905
Etiwanda High School	14-18	3,540

Race/Ethnicity (Combined)	Number of Students
Hispanic	16,468
African American	1,946
More than one race	915
White	4,447
Asian	1,705

**Race/ethnicity categories are non-exclusive; Hispanic students appear across race categories.*

Gender (Combined)	Number of Students
Male	12,915
Female	12,268

This phased approach allows DBH to refine outreach strategies, assess resource needs, and generate essential learning to inform a future countywide expansion.

Implementation Plan

Access to the Teen 311 App will be facilitated through strategically placed QR code posters across educational campuses of San Bernardino County. Initial implementation will occur at three high schools, and one middle school in the high desert region of San Bernardino County. QR codes provide a familiar, touchless method for students to obtain information, allowing immediate access to the Teen 311 App and its full range of resources.

The Teen 311 App uses an “all in one” inclusive model designed to connect students directly to county and community resources. Implementation will begin in high schools and select middle schools and expand as the project scales its reach and partnerships. The Teen 311 App launched its independent testing phase in the First District (Hesperia, Victorville, and Apple Valley) during the week of March 3, 2026. The long-term implementation plan includes expanding into one new San Bernardino County District each fiscal year, with the objective of reaching at least three of the county’s five districts by June 30, 2029.

During Fiscal Year 25/26, Teen 311 tested the app at Adelanto High School, and built relationships for future implementation at Silverado High School, Victor Valley High School, and Lakeview Leadership Academy. Through campuswide QR code posters and school resource fair participation, the app was available to reach up to 7,598 students.

Teen 311 will track three types of youth interactions: QR code access, in-person engagement, and in-app activity. This information will guide the understanding of how students use the app and improve access to mental-health resources across the county. To establish a realistic utilization rate for future fiscal years, Teen 311 evaluated the pilot’s observed engagement alongside the anticipated increase in help seeking as the program becomes more familiar, more visible, and more widely implemented. This analysis resulted in a projected 16% utilization rate based on the engagement of the app in FY 25/26, reflecting expected cumulative engagement across expanding districts as Teen 311 strengthens school-based visibility, normalizes app usage, and increases student awareness of available support. This 16% rate is applied to district enrollment totals for future fiscal years to determine the projected number of students engaged.

Estimated Youth Engagements

Using a 16% utilization rate, the Teen 311 App estimates receiving a total of 8,334 QR code scans from youth from FY 26/27 through FY 28/29. As services expand into additional districts, estimated participation increases proportionally and reflects cumulative utilization gains over time.

Fiscal Year	Estimated Number of Youth Engaged	Cumulative Youth Engaged
2026/27	1,216	1,216
2027/28	3,084	4,300
2028/29	4,034	8,334

These cumulative engagement counts represent total QR code app scans across fiscal years and are not unduplicated youth served.

Fiscal Year 26/27

Fiscal Year 2026/27 marks the launch of the Teen 311 App as a Behavioral Health Services Act (BHSA) pilot project with the San Bernardino County Department of Behavioral Health. Teen 311 will provide continued services in the First District and is projected to engage 1,216 students. Access during this year includes 7,598 enrolled students, with the estimated number engaged derived from the 16% utilization model and preliminary FY 25/26 engagement.

Fiscal Year 27/28

In Fiscal Year 2027/28, Teen 311 will expand implementation to the Fifth District (San Bernardino, Rialto, Colton, and nearby unincorporated communities) while maintaining services in the First District. Expansion to Fifth District schools will extend access to 19,278 students. Based on

cumulative utilization across multiple districts, Teen 311 anticipates engaging an estimated 4,300 students.

Fiscal Year 28/29

Fiscal Year 2028/29 will include continued services in the First and Fifth Districts and expansion into the Second District (Fontana, Rancho Cucamonga, Upland, and the Mt. Baldy area). Combined access will extend to 25,212 students. With continued growth in awareness and engagement, Teen 311 estimates engaging 8,334 students in FY 28/29.

Section 2: Project Research

The Teen 311 App stands out from other mental health platforms by addressing gaps like student access. According to the Bureau of Home and Abroad Services, only 1 in 3 youth have reliable access to mental health platforms. Currently, finding mental health resources is challenging for youth.⁹

The Teen 311 App Pilot Project will integrate the app into schools and is available directly where students spend 8 hours of their day. According to the American Psychological Association, many of the triggers for student mental health crises—such as bullying and safety concerns—occur in the school setting, contributing to high rates of sadness, hopelessness, and distress among students.¹⁰

Research efforts focused on identifying existing mental health platforms and services available in San Bernardino County. While exploring services offered by the County, we identified gaps. One of the gaps identified was the lack of crisis care and deeper access to behavioral health issues for teenagers. Most mobile apps provide one or the other approach, where the app will either be heavily clinical with access to therapy or not clinical at all with access to peer coaching.

Both options can be difficult for young people to navigate and find what they need. Most mental health apps can't respond in real-time situations, because of waiting times and lack of crisis care. The Teen 311 App also researched what mental health access looked like for youth in California, as a baseline for what needed to be addressed. As referenced above, 1 in 3 youth in California

⁹ Born This Way Foundation. (2019, April 23). *BTWF California Youth Community Research* (Benenson Strategy Group, Research report). Born This Way Foundation. <https://bornthisway.foundation/wp-content/uploads/2019/06/BTWF-California-Youth-Community-Research-4.23.2019-BW-Version-3.pdf>

¹⁰ Weir, K. (2024, October 1). *Tackling Mental Health Issues in schools: What Will It take?* Apa.org; American Psychological Association. <https://www.apa.org/topics/schools-classrooms/mental-health-concerns>

report they do not have reliable access to mental health resources. Among youth with depression, 65% go without treatment, often due to lack of access.¹¹

The following is a gap analysis for a state operated mental health platform called Soluna. This comparative analysis between Soluna and Teen 311 App, focuses on core features such as crisis support, clinical depth, engagement, cultural relevance, educational partnerships, and user reach among California youth ages 13–25.

Category	Soluna	Teen 311 App
Crisis Support	Offers 1:1 coaching, guidance, and help connecting youth to crisis resources through care navigation.	Provides direct, in-app crisis access, including the Suicide & Crisis Lifeline, the SBC-DBH Community Crisis Response Team hotline, and directions to local 24/7 crisis walk-in centers built into the platform.
Clinical Depth	Provides coaching, care navigation, self-guided tools, moderated peer communities, and counseling availability in some regions.	Provides a local therapist directory, curated mental health resources, and county specific behavioral health information tailored to San Bernardino County youth.
Cultural Relevance	Offers bilingual access and content designed for diverse youth populations statewide.	Includes county specific culturally relevant materials, Spanish translated documents, and resource listings curated for the cultural and linguistic needs of San Bernardino County youth.

¹¹ California Ranks in Bottom Third of States in Child Well-Being as Youth Depression and Anxiety Jump By 70%. (2022, August 8). Children Now. <https://www.childrennow.org/news/2022-kids-count-data-book/>

Category	Soluna	Teen 311 App
School Integration	Accessible in school settings through state supported communications, educator kits, QR posters, and digital integration.	Features on campus implementation, QR code posters installed physically across school sites, and in-person student engagement through Community Resource Fairs and school-based outreach.
Non-Profit / Educational Partnerships	Works with state agencies, school systems, and community organizations through behavioral health initiatives and care navigation.	Maintains formal local partnerships with specific school districts and nonprofits, including weekly county resource verification.
Youth Engagement & In-Person Support	Provides digital engagement tools and moderated peer communities.	Conducts in-person youth engagement activities such as on-campus Community Resource Fairs, direct interaction with students, and real time navigation support by Community Resource Workers during resource events.

Section 3: Learning Goals/Project Aims

The Teen 311 App prioritized learning goals are as follows:

1. Determine whether the Teen 311 App increases student awareness and access to non-profit and county resources contributing to earlier intervention and improved access to care for teens and their families.
2. Determine how the demographics of Teen 311 App users affect engagement and service utilization, to inform equitable, targeted, and culturally responsive service delivery.
3. Examine the usability, accessibility and helpfulness of the Teen 311 App.
4. Examine changes in understanding and acceptance of mental health challenges.

These goals have been prioritized to enhance collaborations between the county and community partners specifically addressing underserved youth. The hope is to learn from these prioritized goals, if there will be an increase in the amount of access to mental health services provided to youth, decrease in stigma in youth receiving mental health services, an increase of awareness and services to the youth because of the collaboration between the county and community.

The learning goals reflect the pilot project's primary approaches and the shift toward direct collaboration with superintendents, directors of student services, principals, counselors, and teachers in each county district we reach. These stakeholders enable the Teen 311 App to connect directly with students who need assistance through a simple digital platform. Community resource fairs held during the school day allow access to hundreds of students simultaneously, with "1 Scan, 1 Piece of Pizza" serving as a new and unique engagement approach. This will immediately familiarize the students with the Teen 311 App and in a non-threatening way. This will also put the Teen 311 App on their phone for future use.

Learning Goals and Evaluation Framework

The Teen 311 App is owned and operated by Abundant Living Mission HD Inc. The San Bernardino County Department of Behavioral Health will receive de-identified app usage and in-person engagement data solely for the purpose of evaluating the pilot project's progress toward the goals outlined below. The Teen 311 App will operate independently from all DBH information systems and will not collect, store, or transmit any personally identifiable information (PII) from youth users. Engaged youth will not be required to enter PII into the application, and the platform is designed such that only non-identifiable, aggregate utilization data is captured. Any analytics shared with DBH will consist solely of de-identified, summary-level information related to engagement, resource access, and app usage patterns. Based on the absence of PII collection and the lack of system integration with DBH databases, there are no data security concerns associated with the Teen 311 App as proposed at this time.

Learning Goal 1:

Determine whether the Teen 311 App increases student awareness and access to non-profit and county resources contributing to earlier intervention and improved access to care for teens and their families.

Evaluation plan	Intended outcomes	Measurement
Identify users' ability to access resources (appropriate local mental health and support services) from non-profit and county agencies after using the Teen 311 App.	● Improved user awareness of programs. ● Improved user understanding of programs. ● Increase in programs accessed.	● Pre/post surveys
Identify which Teen 311 App resources are most frequently accessed.	● Increased understanding of resource utilization patterns and improved targeting of resources.	● App analytics summary; rank order of resource usage ● Disaggregated analysis of analytics data ● Optional survey rating scale ● Cross-tab analysis and reporting
Examine how collaboration with community resource workers and nonprofits increases resources and engagement with students.	● Increase the quantity and quality mental health resources. ● Improve student engagement with support services through direct connection and outreach.	● App analytics tracking resource clicks, referrals, and service engagement ● Number of nonprofit and community partnerships with established MOU's ● Student participation rates at resource fairs and outreach events ● Pre/post student surveys measuring awareness and confidence in accessing resources ● Referral tracking and follow-up data from community resource workers ● Feedback surveys from students, schools, and nonprofit partners

Learning Goal 2:

Determine how the demographics of Teen 311 App users affect engagement and service utilization, to inform equitable, targeted, and culturally responsive service delivery.

Evaluation plan	Intended outcomes	Measurement
Assess how demographics including, but not limited to: age, gender, race/ethnicity, school district, and other relevant characteristics – inform the selection of appropriate services.	● Gain a comprehensive understanding of user demographics. ● Reduction of service gaps in access or engagement. ● Improved equitable and culturally responsive service delivery.	● De-identified App registration data ● De-identified App data & public demographic data ● De-identified App usage logs & youth surveys ● Usage survey

Learning Goal 3:

Examine the usability, accessibility and helpfulness of the Teen 311 App.

Evaluation plan	Intended outcomes	Measurement
Track app functionality through user feedback.	● Improved app design, and navigation.	● Teen Focus Groups during campus resource fairs ● In-app surveys

Learning Goal 4:

Examine changes in understanding and acceptance of mental health challenges.

Evaluation plan	Intended outcomes	Measurement
Evaluate changes in participants' understanding and knowledge of mental health through pre/post surveys after usage of the app and during community resource fairs.	● Increase knowledge and stigma reduction of mental health.	● Pre/post survey knowledge assessment ● Likert-scale stigma questions in surveys ● Scenario responses and survey items ● Reflection prompts or focus groups

Contracting

Contracting for this project will be sole-sourced to Abundant Living Mission HD Inc., as the Teen 311 App is a proprietary product owned and operated exclusively by the organization. Their sole ownership and control of the platform necessitate contracting directly with them to ensure the integrity, continuity, and functionality of the application throughout the pilot project period. In addition, Abundant Living Mission HD Inc. will be responsible for monitoring, maintaining, and securing the application. Teen 311 App will employ staff responsible for the administration of the application and outreach via focus groups and community resource fairs. SBC-DBH will assist Abundant Living Mission HD Inc. in providing appropriate DBH mental health resources and support that align with the goals of the pilot project. Abundant Living Mission HD Inc. will be held to the appropriate regulatory compliance as contractually outlined in their agreements and SBC-DBH's policies and procedures.

Community Program Planning

The Community Program Planning process for the Teen 311 App Pilot Project included participation from stakeholders, representatives of unserved or underserved populations, and individuals who reflect the cultural, ethnic, and racial diversity of the County community. The CPP was accomplished through a series of presentations, which provided opportunities for public input and accountability, where project details were shared and stakeholder feedback to be actively solicited.

Below are the community planning and stakeholder engagement milestones for the Teen 311 App Pilot Project:

Meetings

Meeting Name	Date	Location
Abundant Living Family Church High Desert – Community/Church Meeting	2/1/2026	In-Person
Abundant Living Family Church High Desert – Women's Meeting	2/7/2026	In-Person
Cultural Competency Advisory Committee (CCAC) – Suicide Prevention Awareness Subcommittee	2/9/2026	Virtual
CCAC – Transitional Aged Youth (TAY) Awareness Subcommittee	2/18/2026	Virtual
Community Policy Advisory Committee (CPAC) Meeting	2/19/2026	In-Person
CCAC – Women's Awareness Subcommittee	3/18/2026	Virtual
Behavioral Health Commission (BHC) District Advisory Committee (DAC) Meeting – Fifth District	4/28/2026	In-Person
Behavioral Health Commission (BHC) District Advisory Committee (DAC) Meeting – First District	5/20/2026	In-Person

Behavioral Health Commission (BHC) District Advisory Committee (DAC) Meeting – Fourth District	5/20/2026	In-Person
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Community Resource Fairs

Community Resource Fair Name	Date	Location
Adelanto High School	3/3/2026	In-Person
Adelanto High School Mental Health Fair	5/7/2026	In-Person

Cultural Competence and Stakeholder Involvement in Evaluation

SBC-DBH understands and acknowledges that those who engage in evaluation do so from perspectives that reflect their values, their ways of seeing the world, and their culture. This culture can shape how evaluation questions are conceptualized, which in turn influences what data is collected and how data is analyzed and interpreted. To draw valid conclusions, the evaluation must consider important contributors to human behavior, including those related to culture, personal habit, situational limitations, assimilation and acculturation, or the effect that the knowledge of observation can have on the observed (Cultural Competence in Evaluation Task Force (2011) Public Statement on Cultural Competence in Evaluation. American Evaluation Association). Without accounting for how culture can affect behavior, evaluations can produce flawed findings with potentially devastating consequences.

Because of these concerns, SBC-DBH's Office of Equity and Inclusion (OEI) is a key partner in all pilot projects to ensure compliance with cultural competency standards and to ensure that the services provided address cultural and linguistic needs. OEI remains available for consultation and to support the SBC-DBH Housing Interventions and Pilot Project (HIPPP) team, who serves as the County lead for developing and implementing the pilot project in collaboration with Abundant Living Mission HD Inc. for the Teen 311 App and ensuring compliance with all program requirements.

Issues of cultural diversity and the social norms of a specific cultural group may present a barrier to an individual living with a mental illness in seeking treatment. These issues will be explored with OEI as they arise to provide services to the community in a culturally and linguistically meaningful and appropriate manner. In addition to working with the OEI, SBC-DBH Housing Interventions and Pilot Project team also partners with stakeholder subcommittees in an active way (beyond an advisory capacity) to further ensure effective, culturally sensitive interactions. These subcommittees are presented with evaluation questions and results to ensure the evaluation framework and outcomes are inclusive, foster learning across cultural boundaries, and respect different worldviews. Every effort is made to staff each pilot project with individuals who

are diverse and representative of the demographics of the Department's consumers. For these reasons listed above, SBC-DBH maintains a commitment to meaningful stakeholder participation in the evaluation process. This pilot project will be presented at meetings as needed to ensure the Community Planning Process includes the voices of individuals who reflect the cultural, ethnic, and racial diversity within San Bernardino County.

For the reasons listed above, SBC-DBH remains committed to meaningful stakeholder participation in the evaluation process. The Teen 311 App team has hired a competent evaluator with experience in writing and evaluating county, state and federal programs. The evaluator has knowledge of the County's mission to be culturally responsive, and that meaningful stakeholder participation is essential. In addition, the evaluator has experience identifying stakeholders necessary to evaluate this behavioral health project.

Proposition 1 Alignment

The Teen 311 App Pilot Project will align with Proposition 1 priorities and components once implemented.

Housing Interventions

While the Teen 311 App Pilot Project does not provide direct housing interventions, it brokers services that include housing. Through the pilot project's unique approach, a community resource worker will be responsible for vetting housing resources on a weekly basis to make sure "actual beds" are available in housing programs. Most programs just list the resources but never verify if actual housing is available. This is what makes Teen 311 App unique, as there will be real time verification.

Behavioral Health Services and Supports

The Teen 311 App Pilot Project will have the ability to support early intervention programs or approaches to prevent mental illnesses and substance abuse disorders from becoming severe and disabling because it can be used as a "tool" by teens to be able to address their mental health issues at the onset. The pilot project will be a key support to early intervention programming as it will provide outreach to youth ages 12-18 and be key in improving access and linkage to services through referrals. One of the pilot project's goals is to reduce the amount of time it takes for a user of the app to receive an intervention by immediately accessing help and resources prior to a mental health crisis. If teens have access to necessary services and support early on or during a crisis, the situation may be less likely to become severe or disabling due to lack of treatment or access to care. One in three youth ($\approx 33\%$) in California report they do not have reliable access to mental health resources. (Bureau of Home & Abroad Services) This can

contribute to problems becoming severe and disabling, as they often go untreated until it is too late.

COMMUNICATION AND DISSEMINATION PLAN

Throughout the duration of the pilot project, the SBC-DBH and the Teen 311 App team will disseminate information about the Teen 311 App Pilot Project through a multi-channel, phased approach to reach community stakeholders including teens, parents/caregivers, educators, and community partners:

- a) **School & Youth Settings:** Presence at school resource fairs, back-to-school nights, after-school programs, and youth centers—supported by turnkey materials (posters, flyers, QR codes, classroom announcement scripts, and slide decks).
- b) **Community Touchpoints:** Community forums hosted with CBOs, libraries, faith-based partners, and neighborhood associations; special presentations for PTA/PTOs, school staff meetings, and youth advisory councils will also be available upon request.
- c) **Digital & Social Media:** Coordinated social campaigns on County and partner channels (short videos, story posts, text-only templates), a content calendar, and links that drive to a Teen 311 App landing page and app download.
- d) **Countywide Communications:** Alignment with the County’s editorial calendar and newsletter processes to ensure consistent messaging across departments; coordination of distribution timing and key messages through the recurring County Update and other DBH communication channels.
- e) **Professional Networks:** Briefings for school districts, health/behavioral health collaboratives, probation and youth justice partners, and 2-1-1/311 operators to integrate Teen 311 App into routine referrals.
- f) **Established SBC-DBH Community Program Planning (CPP) communication:** Engagement and pilot project updates will be presented to community stakeholders at the Community Policy Advisory Committee (CPAC), Behavioral Health Commission (BHC), and District Advisory Committees (DAC).

Timeline

The Teen 311 App Pilot Project is expected to operate as a BHSA BHSS pilot project from fiscal year 2026/27 through 2028/29. The Teen 311 App completed an independent test phase of their app beginning March 2026. Below is a proposed BHSA pilot project timeline that specifies key activities, milestones, and deliverables. The project’s actual implementation schedule will be dependent on final project approval and the establishment of the contract’s effective dates with DBH and the participating schools.

Quarter		Key Activities, Milestones, Deliverables
Q1 FY 26/27	July - September 2026	● Installation of Teen 311 App Posters in the First District ● Collection of student data for baselines
Q2 FY 26/27	October - December 2026	● Coordinate with all THRIVE programs in the school district to evaluate deeper concerns of the Foster Student community and make necessary adjustments for the Teen 311 App. The THRIVE program supports foster and housing-insecure students with daily academic, mental health, and basic-needs assistance.
Q3 FY 26/27	January - March 2027	● Resource Fairs conducted at First District Schools
Q4 FY 26/27	April - June 2027	● Repeated Resource Fairs conducted in First District schools ● End of the year data collection
Q1 FY 27/28	July - September 2027	● Begin installation of Teen 311 App posters in Fifth District schools ● First Resource Fairs conducted in Fifth District schools
Q2 FY 27/28	October - December 2027	● Expansion of Resource Fairs conducted in Fifth District schools
Q3 FY 27/28	January - March 2028	● Continued expansion of Resource Fairs conducted in Fifth District
Q4 FY 27/28	April - June 2028	● End of the year data collection ● Repeated Resource Fairs for First and Fifth District schools
Q1 FY 28/29	July - September 2028	● Installation of Teen 311 App Posters in Second District schools ● Resource Fairs conducted in Second District schools ● Summer Break and App evaluation and necessary updates if needed ● Post Survey end of year data collection

Quarter		Key Activities, Milestones, Deliverables
Q2 FY 28/29	October - December 2028	• Expansion of Resource Fairs conducted in Second District schools • Teen 311 App Overall App Evaluation Begins and data collection
Q3 FY 28/29	January - March 2029	• Continued Evaluation and Analysis • Final Resource Fairs conducted in First, Second, and Fifth District schools with student surveys
Q4 FY 28/29	April - June 2029	• Disseminate Final Project Findings and Evaluation Report • Continued Evaluation and Analysis

Section 4: Pilot Project Budget and Source of Expenditures

Budget Narrative

The Teen 311 App was able to begin operations in January 2026 by securing discretionary funding through San Bernardino County First District Supervisor Lt. Paul Cook's office, approved by the Board of Supervisors. Upon approval, the Teen 311 App will commence as a BHSA Behavioral Health Services and Supports (BHSS) component pilot project. The project is estimated to utilize a proposed budget of \$2,010,494, averaging an annual cost of \$670,165. Below is an explanation of the pilot project's costs.

Operating Costs

Direct Costs

The project's direct costs will total \$50,702 over a three-year term, averaging \$16,901 annually. These costs are related to delivering project services which include posters, school-based resource fairs, and marketing materials.

Indirect Costs

The project's indirect costs total \$43,000 over a three-year term and \$14,333 annually. These funds will cover facility rental costs for the duration of the project. In the final year of the project, the Teen 311 App team will consult with an external evaluator at a cost of \$25,000. The external

evaluator will independently assess the effectiveness and impact of Teen 311 App and provide recommendations for improvements.

Non-recurring Costs

The project will incur \$23,440 in non-recurring/one-time costs to assist with the initial equipment and technological needs associated with the project. These costs will assist with the early expansion of resource fair efforts in the First and Fifth Districts.

Personnel Costs

The Teen 311 App pilot project's personnel costs will total \$1,893,352 over three years, averaging \$631,117 annually. As the project expands annually, key staff will be hired to meet the increase in staffing demands. The key personnel for this project are as follows:

Position	Description
Executive Director – 1.0 FTE	Leads the overall strategy, operations, and growth of the Teen 311 App. Oversees staff, programs, and partnerships to ensure effective resource access for youth. Manages budgets, funding, and community relations while driving the organization's mission and long-term vision. The Executive Director will also oversee all data capturing and provide data analysis alongside a contracted external evaluator. Host all resource fairs, countywide.
Regional Director – 1.0 FTE	Oversee Teen 311 App operations across the First, Second, and Fifth Districts, ensuring smooth launches and consistent program implementation. Manages district teams, monitors progress, and coordinates with local partners to maintain quality and alignment with organizational goals. The Regional Director will also oversee all MOU contracts with Mental Health provider.

Position	Description
Operations Director – .25 FTE	Oversees daily operations, ensures program efficiency, and manages administrative, financial, and staffing functions. Coordinates with departments to improve systems, track performance, and support strategic goals that advance Teen 311 App's mission.
Staff Supervisor – .40 FTE	Supervises and supports staff to ensure effective program delivery and team performance. Oversee scheduling, training, and evaluations while fostering a positive, productive, and mission-driven work environment.
Community Resource Worker (First District, Second District & Fifth District) – 1.8 FTE per district	Vets, audits, and maintains community nonprofit resources to ensure accuracy and quality. Responsible for updating and loading verified resources into the Teen 311 App, keeping all information current and reliable for youth users. Provide assistance at all resource fairs, countywide.
Bookkeeper – .625 FTE	Responsible for maintaining accurate financial records, processing invoices and payments, reconciling accounts, and preparing financial reports. Support budgeting, grant tracking, and payroll to ensure compliance and transparency in all Teen 311 App financial operations.
External Evaluator – Contracted timeline of 6 months	Conducts independent assessments of Teen 311 App programs and app effectiveness. Collects and analyzes data, evaluates outcomes, and provides objective reports and recommendations to support program improvement and demonstrate impact.
BHSA Staffing: • INN Program Manager I – .15 FTE • INN Program Specialist II – .15 FTE • INN Program Specialist I – .15 FTE • Senior Office Assistant – .10 FTE	Provides administration of project, monitoring, and reporting.
Research, Analysis and Development Business Systems Analyst II – .10 FTE	Data analysis, development of reporting tools and outcomes, facilitating data collection including key informant interviews, surveys and other outcome metrics.

Position	Description
Public Relations and Outreach Services (PROS) Staffing: • Administrative Manager – .10 FTE • Mental Health Specialist – .10 FTE	Assist with the administration and outreach of the pilot project.

Below is a brief explanation of the project’s staffing goals and utilization for each fiscal year of the project.

FY 26/27

During the first year of implementation, the pilot project will service the First District of San Bernardino County through the Victor Valley School District at Silverado High School, Adelanto High School, Victor Valley High School, and Lakeview Leadership Academy. The project will utilize a bookkeeper that will be responsible for handling the accounting for the schools serviced in the First District. In addition, Community Resource Workers will be utilized to provide outreach support during Community Resource Fairs and assist students with navigation of the Teen 311 App resources.

FY 27/28

During the second year of implementation, additional Community Resource Workers will manage the Fifth District community resources, non-profits and high schools. In addition, the bookkeeper will be responsible for handling the accounting for both districts. There will also be an increase in marketing as a result of new schools served in the Fifth District. Additional funding will be allocated for marketing materials that will be placed schools for student access and to host new campus resource fairs.

FY 28/29

The objective for the third year of the pilot project is to continue servicing the First District, Fifth District while adding the Second District, which includes youth and students in the cities of Fontana, Ontario and Rancho Cucamonga. This expansion to the Second District will add Fontana High School. There will be a third community resource worker hired to manage the Second District community resources, non-profits and High Schools coming online. The bookkeeper's hours will expand due to handling accounting for an additional district. There will also be an increase in marketing to correspond with expansion into new schools, which will include school posters for student access. Additional funding will be allocated to host new campus resource fairs in the Second District. Before the project concludes, a part-time external evaluator will be hired to conduct an independent assessment of the pilot’s outcomes and overall effectiveness, funded as a one-time cost.

Pilot Project Budget

BUDGET BY FISCAL YEAR AND SPECIFIC BUDGET CATEGORY*					
EXPENDITURES					
	PERSONNEL COSTS (salaries, wages, benefits)	FY 26/27	FY 27/28	FY 28/29	TOTAL
1	Salaries	\$487,792	\$627,957	\$777,603	\$1,893,352
2	Direct Costs	\$0	\$0	\$0	\$0
3	Indirect Costs	\$0	\$0	\$0	\$0
4	Total Personnel Costs	\$487,792	\$627,957	\$777,603	\$1,893,352
	OPERATING COSTS*				
5	Direct Costs	\$24,095	\$17,387	\$9,220	\$50,702
6	Indirect Costs	\$6,000	\$6,000	\$6,000	\$18,000
7	Total Operating Costs	\$30,095	\$23,387	\$15,220	\$68,702
	NON-RECURRING COSTS (equipment, technology)				
8	Equipment/Tech	\$23,440	\$0	\$0	\$23,440
9	-----	\$0	\$0	\$0	\$0
10	Total non-recurring costs	\$23,440	\$0	\$0	\$23,440
	CONSULTANT COSTS / CONTRACTS (clinical, training, facilitator, evaluation)				
11	Direct Costs	\$0	\$0	\$0	\$0
12	Indirect Costs	\$0	\$0	\$25,000	\$25,000
13	Total Consultant Costs	\$0	\$0	\$25,000	\$25,000
	OTHER EXPENDITURES (please explain in budget narrative)				
14	-----	\$0	\$0	\$0	\$0
15	-----	\$0	\$0	\$0	\$0
16	Total Other Expenditures	\$0	\$0	\$0	\$0

	BUDGET TOTALS				
	Personnel (total of line 1)	\$487,792	\$627,957	\$777,603	\$1,893,352
	Direct Costs (add lines 2, 5, and 11 from above)	\$24,095	\$17,387	\$9,220	\$50,702
	Indirect Costs (add lines 3, 6, and 12 from above)	\$6,000	\$6,000	\$31,000	\$43,000
	Non-recurring costs (total of line 10)	\$23,440	\$0	\$0	\$23,440
	Other Expenditures (total of line 16)	\$0	\$0	\$0	\$0
	TOTAL INNOVATION BUDGET	\$541,327	\$651,344	\$817,823	\$2,010,494

BUDGET CONTEXT – EXPENDITURES BY FUNDING SOURCE AND FISCAL YEAR (FY)					
ADMINISTRATION:					
A.	Estimated total mental health expenditures for <u>administration</u> for the entire duration of this Pilot Project by FY & the following funding sources:	FY 26/27	FY 27/28	FY 28/29	TOTAL
1	BHSA Innovative BHSS Pilots and Projects	\$541,327	\$651,344	\$792,823	\$1,985,494
2	Federal Financial Participation	\$0	\$0	\$0	\$0
3	1991 Realignment	\$0	\$0	\$0	\$0
4	Behavioral Health Subaccount	\$0	\$0	\$0	\$0
5	Other funding	\$0	\$0	\$0	\$0
6	Total Proposed Administration	\$541,327	\$651,344	\$792,823	\$1,985,494

EVALUATION:					
B.	Estimated total mental health expenditures for EVALUATION for the entire duration of this Pilot Project by FY & the following funding sources:	FY 26/27	FY 27/28	FY 28/29	TOTAL
1	BHSA Innovative BHSS Pilots and Projects	\$0	\$0	\$25,000	\$25,000
2	Federal Financial Participation	\$0	\$0	\$0	\$0
3	1991 Realignment	\$0	\$0	\$0	\$0
4	Behavioral Health Subaccount	\$0	\$0	\$0	\$0
5	Other funding	\$0	\$0	\$0	\$0
6	Total Proposed Evaluation	\$0	\$0	\$25,000	\$25,000
TOTALS:					
C.	Estimated TOTAL mental health expenditures (this sum to total funding requested) for the entire duration of this Pilot Project by FY & the following funding sources:	FY 26/27	FY 27/28	FY 28/29	TOTAL
1	BHSA Innovative BHSS Pilots and Projects	\$541,327	\$651,344	\$817,823	\$2,010,494
2	Federal Financial Participation	\$0	\$0	\$0	\$0
3	1991 Realignment	\$0	\$0	\$0	\$0
4	Behavioral Health Subaccount	\$0	\$0	\$0	\$0
5	Other funding*	\$0	\$0	\$0	\$0
6	Total Proposed Expenditures	\$541,327	\$651,344	\$817,823	\$2,010,494
* If "other funding" is included, please explain within budget narrative.					

Attachments

PLACEHOLDER

DRAFT