

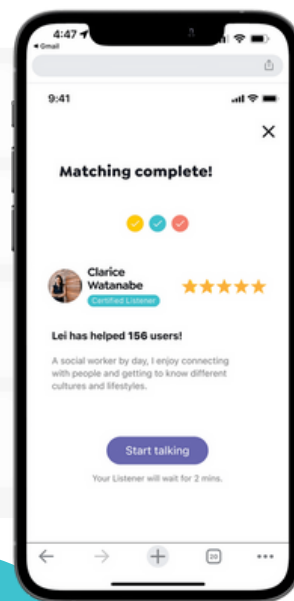


HearMe is an on-demand mobile application that connects members seeking an outlet for emotional and mental well-being to trained peer support specialists 24/7/365.

What if every time you wanted to get something off your chest, you could?

Now you can!

- connect with a peer listener in minutes, 24/7
- choose from a variety of topics
- mood tracking
- post-session journal to keep a log of your interactions



## HEARME SERVES YOUR MEMBERS

- HearMe alleviates three pain points in behavioral health: **affordability, accessibility and immediacy**.
- Listeners are matched to the demographics and backgrounds of members based on shared lived experience.
- Immediate warm-handoff protocol if imminent self-harm is detected.

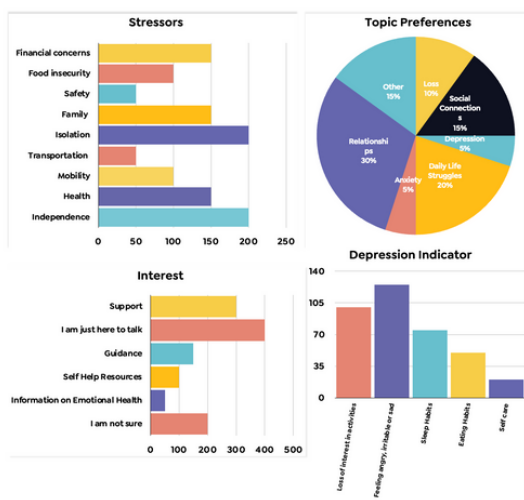
Peer support results in decreased psychotic symptoms, reduced hospital admission rate... longer community tenure, and decreases in substance abuse and depression.

Davidson, et. Al, 2012

## HEARME RETURNS VALUE TO YOUR ORGANIZATION



Data and Analytics Provide Actionable Opportunities



- Tailor recruiting to match the demographics of your population.
- Provide connections for those feeling socially isolated or needing emotional support.
- Receive customized reporting of actionable data to improve health outcomes.
- Rollout to entire population or segments by line of business or disease state.
- Experience easy implementation with no technology integration required.

Early intervention allows people to significantly improve from mild anxiety and hopelessness without the need for expensive clinical intervention (Taitz WSJ, Oct. 2022).



[hearme.app](https://hearme.app)



## HEARME PARTNERS WITH YOU TO DELIVER A SUPERIOR MEMBER EXPERIENCE



### 24/7 Mobile App

Trained peer support specialists are standing by any time of day or night to support your members in the moment of need.



### Special Event Support

Special events to provide support, gather survey information & promote peer support.



### Programming

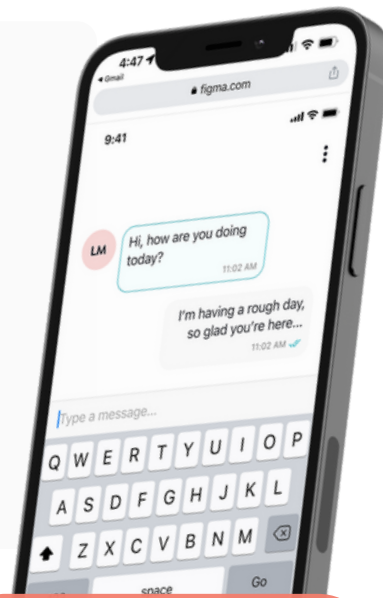
Wellness programs & content curated based on feedback from your members.

## HEARME WORKS

### 57% increase in mood

HearMe conversations resulted in a 57% increase in mood in a study analyzing 1,825 app sessions.

-Brinberg, Jones, Birnbaum, Bodie, Nam & Solomon,  
Stanford, Northwell Health, Penn State, Ohio State,  
Univ. Minnesota, Univ. Mississippi



## BY THE NUMBERS

**38M**  
messages  
exchanged

**1.5M**  
unique chat  
sessions

**11k**  
trained  
listeners

36 months ending 10/1/2022

"I've started using it and I love it. It enables me to express my emotions, issues, and concerns freely and I know that someone listens..."

## BE YOURSELF. WE'LL LISTEN.

HearMe Provides the Best Listener Experience for Every Member  
by Matching Them with Highly Trained Peer Supporters



### Diverse Listener Base

Our community is a culturally affirming group of peers that mirrors the diversity of our members. Every member gets matched with a Listener who has shared lived experiences.



### Robust Training

All Listeners go through our Foundations in Responsive Support Training (FIRST) and complete continuing education and recertification requirements.



### Quality Assurance & HIPAA Compliant

Our team monitors Listener feedback and performs chat audits to ensure that members are always receiving the highest standard of support. All data is encrypted and HIPAA compliant.

**>50%**

**Diversity.**

Listener demographics exceed the population benchmark (50% BIPOC).

BIPOC: Black, Indigenous,  
People of Color

**150**

**Experience.**

The average Listener has taken over 150 chat conversations.

**24/7**

**Availability.**

Our Listeners are available any time of day or night, 365 days a year.