

Youth Mental Health: A Case Study

Cope Notes' Mental Health Services Change Lives in Central Iowa

To the rescue

When a devastating tornado left rural communities anxious and traumatized, Youth & Shelter Services of Marshall County knew that providing scalable, preventative support for local families could change—and even save—lives.

COMMUNITY PARTNER

Youth & Shelter Services

"I graduated with a 3.0 GPA and Cope Notes really did help me. A lot. It made me feel less isolated. I needed courage, and it was there for me."

- Josie, teenage subscriber



96%

of subscribers reported improvements in their daily mental health



97%

of caregivers reported noticeable changes in their youth's behavior



100%

of youth reported no longer considering self-harm after Cope Notes

WHY COPE NOTES?

- Reduces Stigma
- Addresses ACEs
- Resonates with Youth
- Automates Engagement
- Accessible in Rural Areas
- Normalizes Help-Seeking

THE CHALLENGE

Responsible for rural communities impacted by a natural disaster at the height the COVID-19 pandemic, YSS of Marshall County was at an impasse: **How do we support the mental health of our underserved foster youth and families in the wake of this disaster?**

Serving demographically diverse families living with and without formal mental health diagnoses while navigating multiple crises is no small task. Many of these people felt anxious, isolated, and disconnected from traditional behavioral health services, but they still needed care. So YSS took action to bridge the digital divide.

THE SOLUTION

Instead of forcing residents to wait for months in a growing queue when they reached out for help, YSS was able to offer Cope Notes as an immediate support. "Time and time again, Cope Notes has been there to support our community in these dire times of need, when other services simply could not stretch to fill the gap or scale to meet the demand," said David Hicks, Director at YSS.

YSS soon began implementing Cope Notes in their aftercare programming. Shortly thereafter, surprised by the resource's versatility and early success, they quickly incorporated it into therapy programs, transitional (homeless) living services, family development and fatherhood initiative groups, and beyond.

"Cope Notes served as a turning point for our agency," Hicks continued. "Now, we're able to make a bigger impact on a daily basis and deliver on exactly what our families need. It's been nothing but beneficial for everyone involved."

THE OUTCOME

WATCH: YSS' presentation to the state of Iowa

