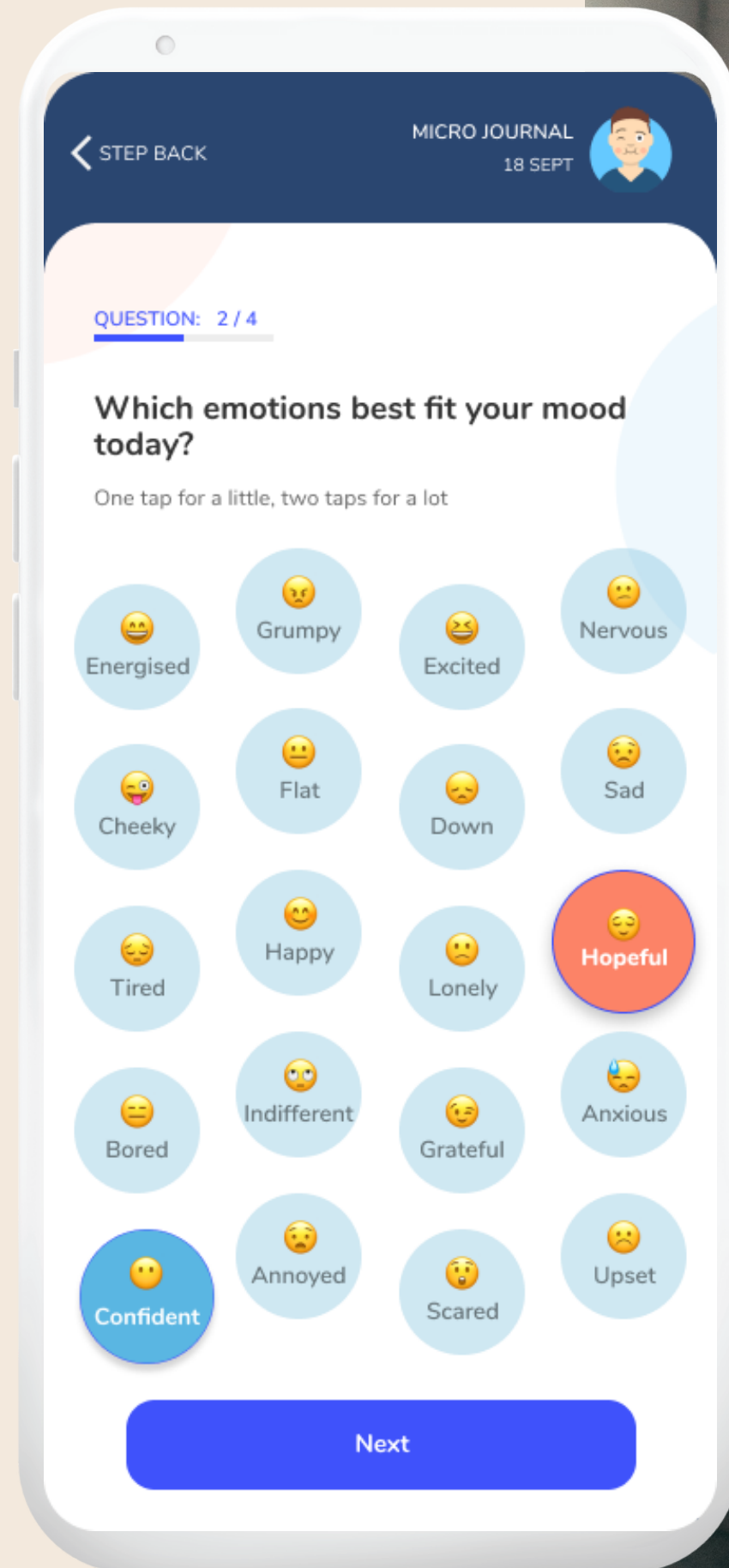


CUSTOMER STORIES

Harnessing the power of technology and data to amplify the impact of mental healthcare practitioners, providers and funders.



CUSTOMER CASE STUDY

open door 

Open Door Charity run dynamic community based programs for young people in the UK. A major part of their service delivery is utilising a volunteer support network of over 150 people. This network provides emotional support, shares their own lived experiences and help deliver structured intervention content.

Using digital content delivery, engagement and outcome measurement allows for Open Door to scale their offering to wider audiences while staying on top of all **risk management** and **moderating quality of delivery**.

This is not possible without the additional signals captured through online interaction.





Ella Holland

Program Development Lead

“

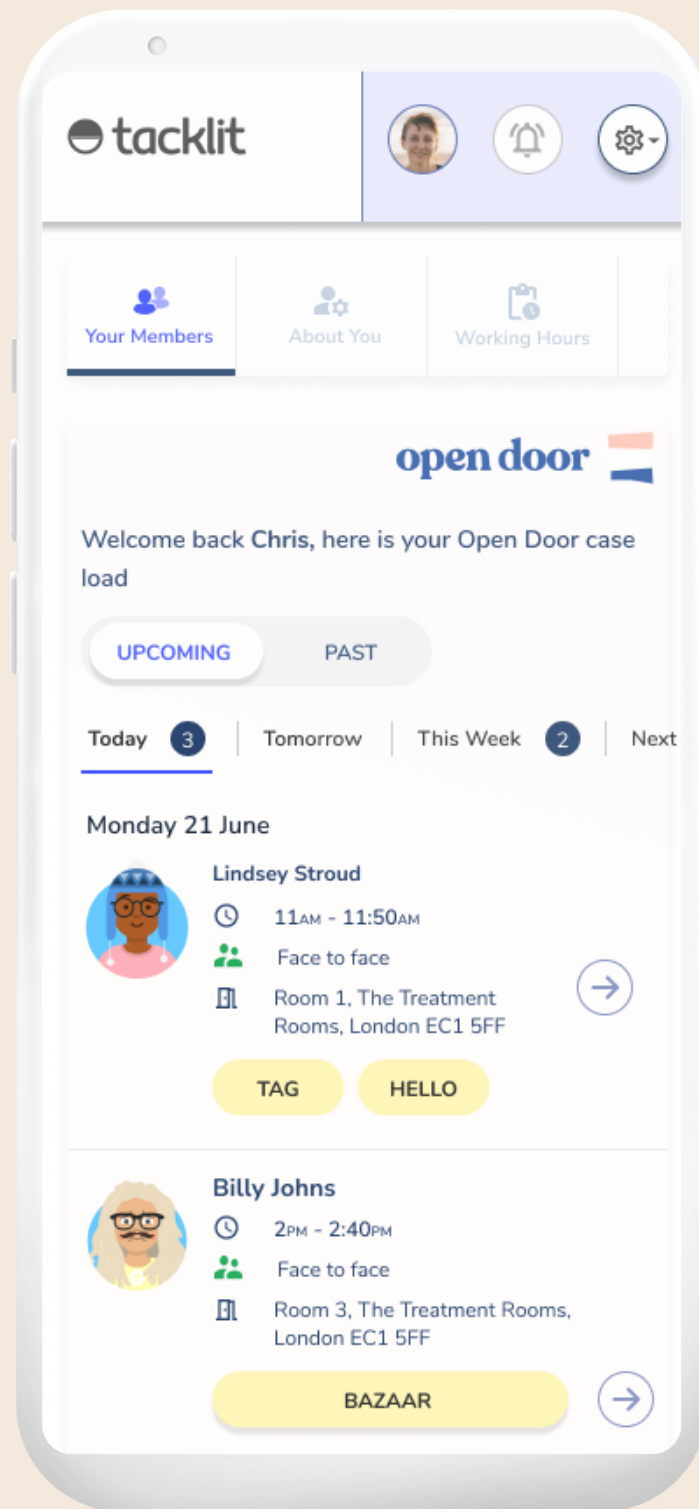
Not only does Tacklit streamline our processes, but it enhances our core offer and the impact this intervention provides to our community.

The Tacklit team have been the most innovative, forward-thinking, responsive and understanding I have ever dealt with. I cannot recommend Tacklit enough to any organisation that wants to be at the top of its game.

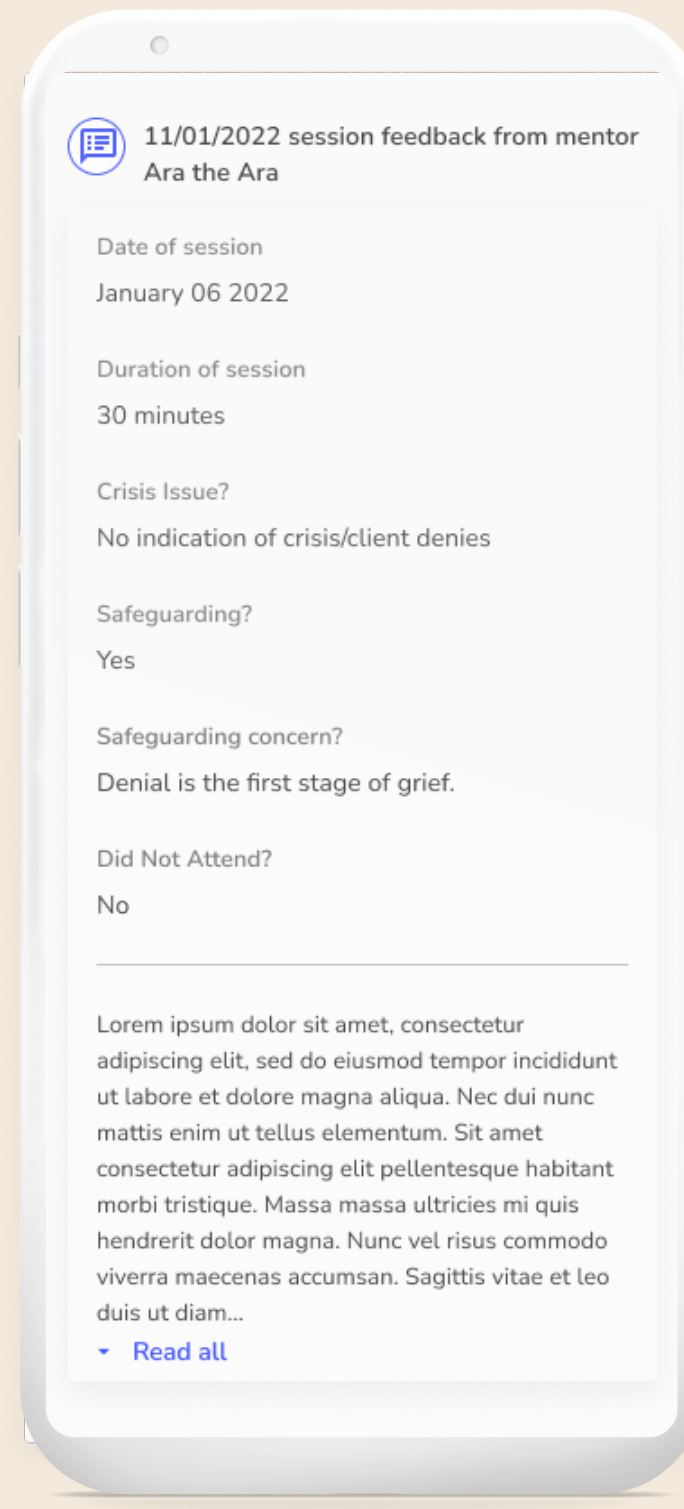
”

DELIVER A FIRST CLASS USER EXPERIENCE

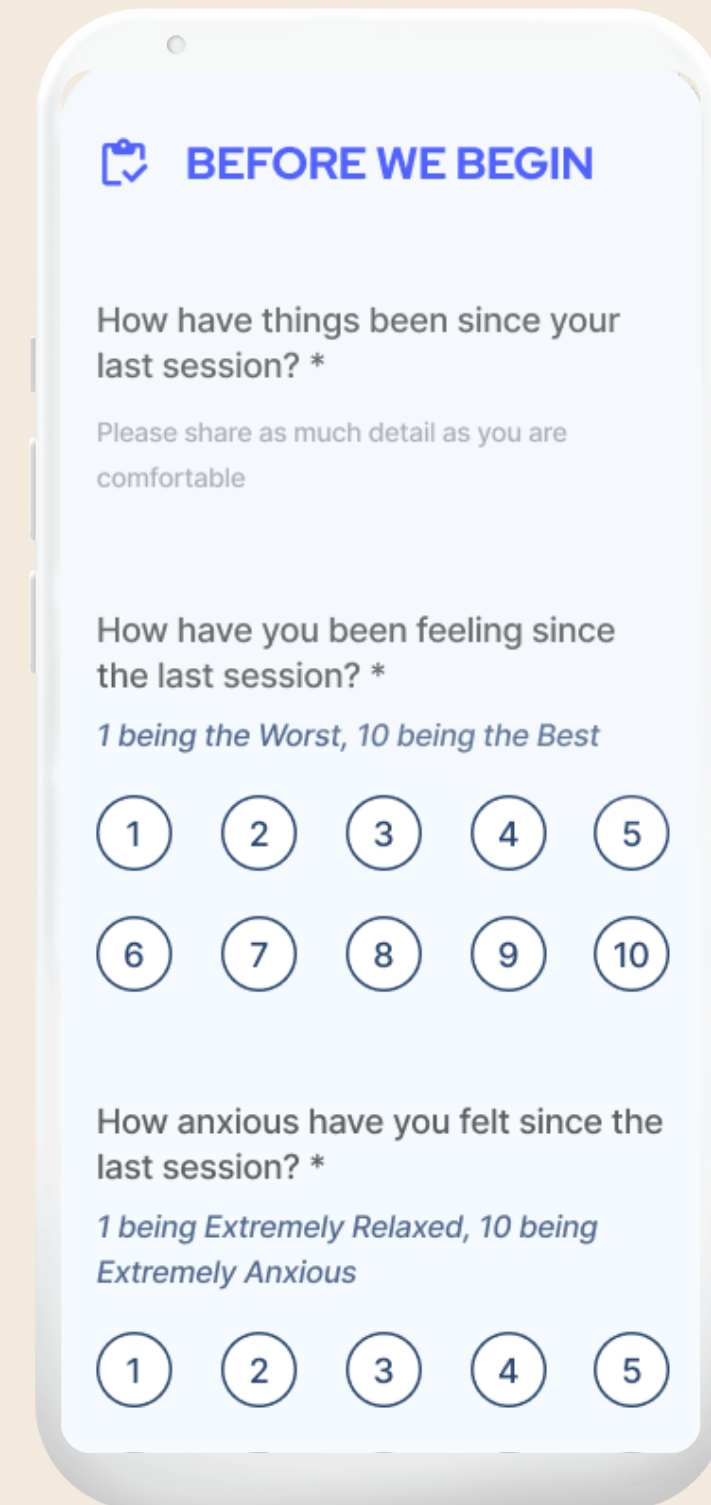
Both Peer to Peer support workers and Clients get a clean, simple set of bespoke tools. Mobile first, accessible design



Easy scheduling and documentation



Fast, simple capture of key information



Client rich data capture



CUSTOMER CASE STUDY

**Kick
start**

Kick the habit, start over.

Kickstart by Caraniche is a program to help young offenders live a life free from substance use and the criminal justice system.

Tacklit has enabled them to completely digitise their delivery, supporting structured programs via Telehealth. This digitisation means all activities are done through Tacklit so we can measure **completion, engagement and effectiveness**.

Using digital engagement tools means aspects of the program can be self-guided and thus reduce cost of facilitation without impacting the quality of the service delivery.





Jacinta Pollard

CEO Caraniche

“

Tacklit allows us to re-imagine how we deliver core aspects of our services.

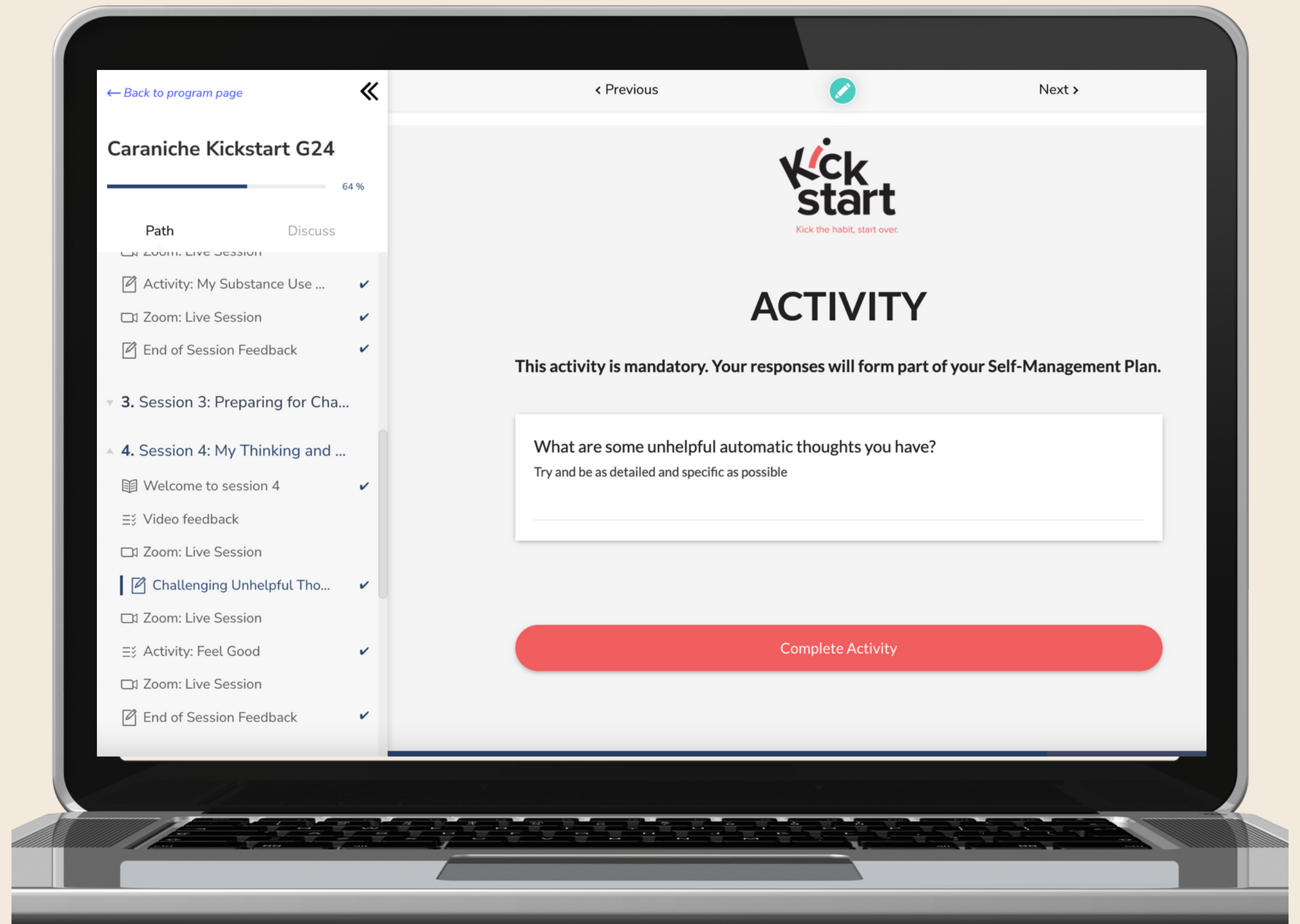
This enhances the experience of our delivery team - making it easier for them. Gives management more information to understand efficacy and opportunities to improve. And most importantly gives a fantastic experience to our clients.

”



NEW ENGAGEMENT MODELS

- Digitised inventions
- Self-guided and facilitated segments
- All data captured online, creating new valuable signals



CUSTOMER CASE STUDY

Fast digital check-ins

Using our digital messaging and engagement capabilities practices and services are now able to monitor client lived experience pre-engagement (when on waitlist or bridging support), between sessions and post intervention.

This data capture utilises a combination of psychometrics (for empirical evidence on severity of presenting conditions), surveys for deep, rich background and micro-journaling (an ongoing series of checkins to monitor trends and triggers faced by clients in the real world).

These tools put the **clients at the centre**, capture a number of **valuable signals** to deepen the therapeutic alliance and provide further insight for clinical decision making.





My clients found it easy to use and I now have valuable real time information provided between sessions to discuss when we meet. If you are looking for an interactive modern approach to therapy, this is it.

Tessa Saunders

Psychotherapist



The micro journaling has made a massive impact. I can monitor my clients and also they also know they are not alone in between sessions. I got into this industry to really make a difference and Tacklit has been a pivotal part of that for me and my practice.

Jean Langford

Clinical Director



I now am able to engage clients between sessions and use those insights to help inform where I focus the next time we meet.

David Bakker

Clinical Psychologist

Thank you for your time

We'd love to answer your questions and have a conversation about how we can support you in achieving your goals

Contact our Customer Success team today



michelle@tacklit.com



0468 862 868



www.tacklit.com

THANK
YOU

