



## THE PROBLEM

# Mental healthcare was not designed for everyone.

- Clinical approaches are built on decades of research lacking representation from people of color and diverse communities.
- Providers are traditionally not equipped with tools to effectively address the psychological and sociological impacts of culturally diverse experiences in society and in the workplace.

Typical Therapy	Hurdle
No training in culturally responsive care	Expertly trained
Reluctant to self-disclosure	Stronger therapeutic relationships
Early termination resulting in sub-optimal clinical outcomes	Sustained engaged in therapy and meaningful clinical outcomes

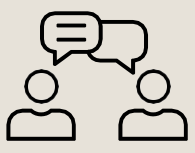
# 50%

of ethnic minorities drop out of therapy prematurely

**vs.**

# 33%

in the general population



## THE SOLUTION

# Hurdle's Culturally Responsive Model

Best-in-Class Specialty Network

- 1 Recruitment**
  - Licensed masters & doctoral level provides
  - Sourced for experience in proven treatments for target populations
- 2 Training**
  - Extensive proprietary live + asynchronous program
  - Self-directed trainings
  - Demonstration videos
  - Role-playing
  - Case conceptualization
- 3 Growth**
  - Clinical rounds
  - Case reviews
  - Quality assurance measures
  - Professional development opportunities

## The Four Pillars of Hurdle's Provider Community



Sense of Purpose & Community



Professional Development



Predictability



Administrative Ease



## OUR MEMBERS

# Who Hurdle Serves

Hurdle members have unique, intersectional cultural identities that shape their experiences and, as a result, their counseling and treatment needs. *Hurdle members are...*

# 86%

people of color

# 70%

female

# 17%

from the LGBTQIA community

# 43%

make less than \$50,000 annually



## BABS-C RESULTS

# Clinical Outcomes

**11.8 sessions** on average completed by Hurdle Members

**40%** of Hurdle members complete at least 10 therapy sessions

**Only 11%** of Hurdle members drop off after their first session, compared to historical rates between 20–57%, showing more engagement and satisfaction with their providers.

**77%** of members who screened as mildly anxious or worse saw a clinically significant improvement in their anxiety symptoms.

**85%** of members who screened as mildly depressed or worse saw a clinically significant improvement\* in their depression symptoms.

Satisfaction

# 80%

see a clinically significant improvement by their 8th session



average satisfaction score of 4.82 on a 5-star system

# 70

NPS Score

"Strongly Agreed" or "Agreed"

# 90%

"My mental health provider's openness to discussing race, ethnicity, and culture with me, strengthened our counseling relationship"

"Strongly Disagreed" or "Disagreed"

# 93%

"My mental health provider blamed me for some of the struggles I was having that were related to race, ethnicity, and culture"