



January 22, 2021

Lyra Health
205 Park Road
Burlingame, CA 94010

Letter to the Telehealth Committee
California Board of Behavioral Sciences

Lyra Health is grateful for the opportunity to join the first Telehealth Committee meeting of the California Board of Behavioral Sciences (BBS). We hope this opportunity will afford us the chance to learn from BBS and from our colleagues and experts in mental health, to explore new ideas and potential collaboration. Representing Lyra today:

- Danielle Cottonham, PhD, is Lyra’s Clinical Manager for DEI&B, leads initiatives across all clinical programs focused on training and educating therapists on culturally-responsive care, and recruitment and retention of a diverse therapist network.
- Lisa Caccavo, an experienced healthcare attorney, is Lyra’s General Counsel.
- Alex Epps is an Operations Manager, leading the growth of Lyra’s network of Blended Care Therapists across the country.

What is Lyra Health?

Lyra was founded in 2015 to solve a problem affecting millions of people - in the United States, 50 million people suffer from mental health issues every year, but less than half receive care. Our mission is to transform behavioral health through technology with a human touch and to increase access to high-quality care. Lyra connects companies and their employees to a comprehensive suite of mental health care that is effective, convenient, and personalized to their needs, covering over two million members. One of Lyra’s core offerings, Blended Care Therapy (BCT), offers fully remote, evidence-based care through a [network of therapists](#) across the country, all of whom are Lyra employees.

Lyra is committed to working towards solutions that address the systemic barriers to greater diversity of licensed therapists. BBS has also identified this as a priority, aiming to “increase the diversity of mental health practitioners to better serve California’s diverse population,” and acknowledging the challenge around access to care ([CA BBS Strategic Plan, 2018-2021](#)).

We value high-quality care that delivers measurable clinical outcomes. We use [evidence-based treatments and clinically-validated measures](#) (e.g. PHQ-9 and GAD-7) to prioritize durable symptom improvement. A study exploring the efficacy of the fully-remote BCT model was recently [published](#) and demonstrated large effect sizes and reliable reduction in anxiety and depression.

Culturally-Responsive Mental Health Care through Remote Care and Supervision

Lyra's clients come from a multitude of different backgrounds, and we strive to meet their varying needs and abilities. We aim to offer accessible mental health care to all clients, recognizing that Black people and People of Color disproportionately lack access to mental health treatment. As such, Lyra continues to build an increasingly diverse network of therapists - 42% of BCT therapists self-identify as non-white. We also take a [strong Anti-Racist](#) stance in our approach to providing culturally-responsive care and cultivating a work environment that honors the diversity within our network of therapists.

Lyra utilizes telehealth to expand access to care. Remote arrangements can also serve to address systemic barriers that contribute to the shortage of therapists of color licensed in California. As one example, broadening the availability of remote supervision for associates fulfilling their requirements for licensure could help expand training opportunities, making licensure accessible to a broader, more diverse group of people.

We are enthusiastic about policies that, anchoring on best practices in clinical care, facilitate increased access to mental health care, including BBS' exploration of telehealth and related remote arrangements. We are grateful for this seat at the table with the Telehealth Committee to uplift these urgent challenges.