Using the Internet to Provide Crisis Intervention Services

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Computer Assisted Crisis Intervention: What Is It?

- Self Help
- Information Seeking
- Resource Seeking
- Self Assessment/Self Healing
- Email
- Texting
- Mobile Services
- Instant Messaging

Apple and Android Applications for Self Help
- CBT
- Hypnosis

Portable, Participatory & Personal
Alters time and space - Information
when & where
Cellphone Ownership
- 75% 12-17
- 90% 18-29
- 87% 30-49
- 83% 50-64

African American Youth - Fastest rising group in cell use
Texting
- 54% Female 14-17 highest
Computer Assisted Crisis Intervention: What Is It?

- Chat
- Instant Messaging
- Chat Rooms
- Message Boards/Social Networking
- Video Conferencing
- Web-Cams
- Virtual Reality
- Second Life

Youth
Significant decrease
Done through Social Networks
If use tend to have many chats

Social Networking
82% 18-29
73% 12-17

Video is relatively new use
Increasing, but with adults. Youth not showing much interest.

Virtual Reality also rather new, accessibility is of issue.
Second life is time consuming, most second lifers are 18-29.
Mobile phone chat still
Computer Assisted Crisis Intervention: Research

- Online Psychotherapy
- Web-based substance abuse
- Pew Internet Life
- Online Crisis Intervention

Documentation in literature starting in early 1990’s.
Creation of research group
Meta Analysis in 2000’s
No difference between f2f and CMC

Alcohol and tobacco self help in early 2000’s.
Comparison studies in 2005
Meta Analysis in 2010
Small size effect for reduction in alcohol use, but significant impact

Several Comparison Studies- International
Miscommunication
Disinhibited Communication
Cultural Competence
More time less words in chat
Direct, raw, intense
Increased well being
Decreased problem seriousness
Computer Assisted Crisis Intervention: Design

- Identify Needs
- Infrastructure
- Diagraming
- Partnerships
- Structure/Configuration
- Technology Platform
- Protocols

- Logic Modeling
  - Best practices and research
  - Diagraming Infrastructure as way to understand resources

- Lifeline
  - Crisis Chat
  - Contract USA
  - Other Centers

- Written protocols for both telephone and online
- Research Technology
  - Basis Understanding of Technology

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Program: Internet Based Crisis Services Logic Model (Planning Phase)

Situation:
Suicide is the 10th leading cause of death in the United States. Between 2008-2009 there were 36,547 successful suicides, with 4,341 in the 15-24 age group. Youth 15-24 are at high risk for emotional crisis and psychological distress for a variety of reasons. However, they are the least like group to access crisis intervention services via telephone. Research shows that over 80% of youth age 15-24, due mobile technology to communicate with other. Additionally when in crisis, they are more inclined to reach out using an internet based service.

**Inputs**

**Human Capital**
- Paid Staff
- Volunteers

**Technology Partnerships**
- Comcast - Technology Platform and System Management
- ATT - Wireless
- Apple - Mac/iPad/iPhone
- Dell - PC/Laptop/Netbooks
- Logix - Telephonic System
- Facebook - Social Networking
- Weblink - Webpage Development & Maintenance

**National Leadership**
- Contact USA Lifeline

**Research Partnerships**
- Pew Research
- University
- International Research Partner
- Student Interns

**Funding Partnerships**
- Federal Grants Galore
- State Health Service Grant
- Foundation Grants Galore
- Corporate Sponsorship

**Outputs**

**Activities**

**Infrastructure Analysis Team**
1) Identify and diagram general agency infrastructure and organizational operations
2) Identify and diagram agency technology infrastructure

**Strategic Planning Team**
1) Develop sustainable partnerships with state and local community partners
2) Identify consistent and long term funding streams
3) Facilitate bi-monthly strategic planning & committee meetings

**Policy, Procedure, Practice & Funding Integration**
1) Develop and disseminate advocacy materials on principles, strategies & evidence
2) Advocate and provide tools for agencies, organizations, programs & collaboratives to integrate principles and strategies into their policies, procedures, guidance, etc.

**Research & Evaluation**
1) Develop Program Evaluation Model and support tools

**Participation**

List of partners identified and regularly engaging in networking and committee “meetings” and online dialogue.

Developing sustainable partnerships and securing additional funds for programs.

Existence of a system that enables partners voice into decision-making

A variety of advocacy and implementation tools are developed to guide the integration of programs/services.

# of training conducted

# of learning communities held, # of participants & KSA evaluation

**Outputs -- Impact**

**Short**
- Agency infrastructure analysis report completed and disseminated to partners.
- 18 Month Strategic Plan approved by board of directors.
- Developed procedures and protocols for crisis services, staff training, and technology management.
- White paper on internet based services.
- Submission of foundation, state and federal grants.

**Medium**
- Design of internet based program structure.
- Technology Platform
- Organization Revisions
- Web Interface
- Training of staff and volunteers.
- General Crisis Intervention
- Technology Utilization
- Online Communication
- Implementation of internet based services.
- Evaluation methodology with tools.
- Documented EBP with evaluation tools.

**Long**
- Reductions in suicide attempts & completions.
- Increase protective factors including coping, stress reduction skills, optimism.
- Decrease substance use.
- Increase identification and treatment of mental disorders.

**Assumptions**
1. Internet based interventions are pervasive
2. Youth primarily communicate via mobile devices and internet
3. Adults 18-29 using IM, email and social networking
4. No difference in telephone and f2f related to outcomes
5. Internet - changes time and space factors (when, where, how receive info)
6. Opportunities for miscommunication (misunderstanding, disinhibition, cultural)

**External Factors**
1. Technology advancing rapidly, individual adjust much quicker than organizations
2. Shrinking financial resources
3. Technology cheaper
4. Wireless and mobile services increasingly predominate
5. Predatory Services
6. Liability and Legal intervention (Laws preventing internet crisis intervention)
What's the Internet coverage like?

Each person represents a coverage area. What percentage of coverage, and what are demographics of service area.

Type of broadband line? Is it shared by anyone else? Does the ISP overload backbone connection?

What are the operating system specifications and job roles associated with the devices?
Basic Information Technology Primer

- Types of Access
- Dial-Up
- Broadband
  - DSL
  - T-1
- Wireless
- Cellular (3G/4G)
- Satellite

Access Map - Know what your broadband coverage is before starting:
http://www.broadbandmap.gov/technology

Dial Up- Can't do P2P
DSL- Can do P2P but dependent of physical link, service provider backbone, users of incoming line.
FCC required min 4mbps/1mbps
T-1- Lease line and can provision bandwidth much easier, also have blocks of static IP addresses (important for servers and remote users)
Wireless- 2-50x slower than DSL, due to use of radio lines as data carrier.
Cellular- Similar to wireless (WiMax-4G)
Satellite- Slowest of all and P2P is very difficult.
Computer Assisted Crisis Intervention: Implementation

- Staff Training
- Cultural Diversity
- Online Communication Etiquette
- Piloting
- Solidification
- Roll Out

Manualized training specific to technology based interventions.

Hours of Operation may want to consider modified hours and see what demand is.

Website Agency Website Design
Computer Assisted Crisis Intervention: Users

- International
- National
- Local Centers
Questions?

Additional Information
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