

Computer Assisted Counseling: Using the Internet to Provide Reach Out

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Computer Assisted Counseling: What Is It?

- **Self Help**

- **Information Seeking**

- **Resource Seeking**

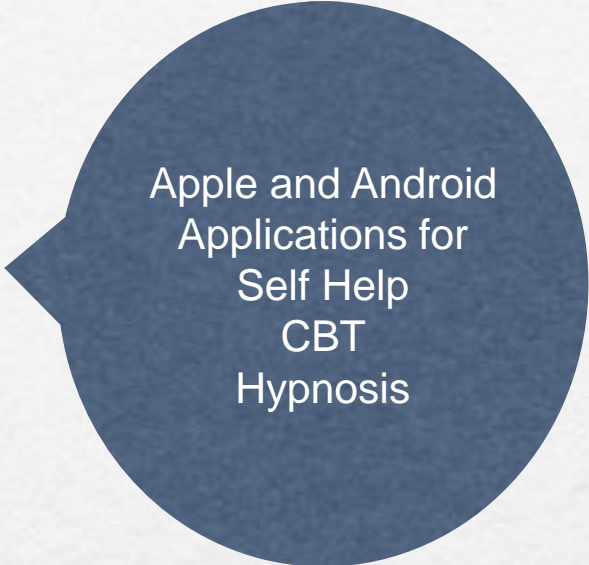
- **Self Assessment/Self Healing**

- **Email**

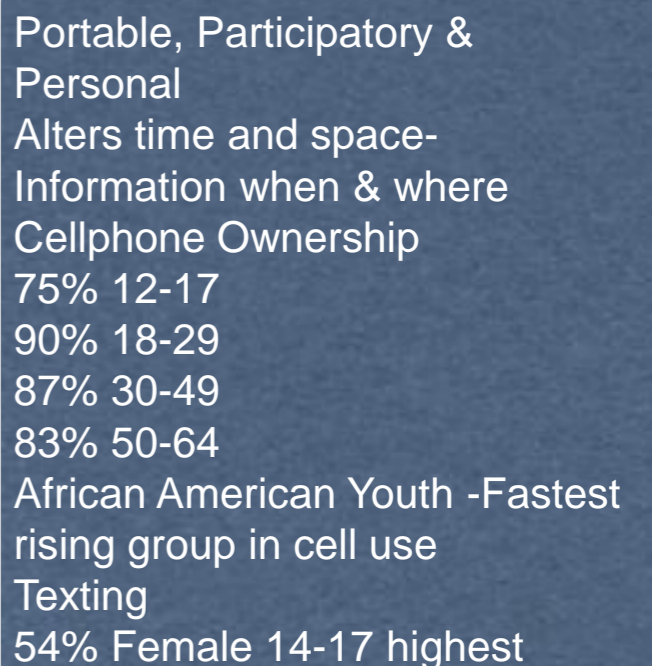
- **Texting**

- **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 Counseling: 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
, but with adults. Youth not
showing much interest.
Increasing

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 Counseling: Research

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

- **Online Psychotherapy**

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

- **Web-based substance abuse**

Pew Internet
Youth and Mobile Use
Social Networking
Future Oriented

- **Pew Internet Life**

- **Online Crisis Intervention**

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 Counseling: Design

- **Identify Needs**
- **Infrastructure**
 - **Diagramming**
- **Partnerships**
- **Structure/Configuration**
 - **Technology Platform**
 - **Protocols**

Logic Modeling
Best practices and research

Diagramming 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

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	Outputs		Outcomes -- Impact		
	Activities	Participation	Short	Medium	Long
<p>Human Capital Paid Staff Volunteers</p> <p>Technology Partnerships iCarol- Technology Platform and System Management Comcast- Wired ATT- Wireless Apple- Mac/iPad/iPhone Dell- PC/Laptop/Netbooks Logix-Telephonic System Facebook-Social Networking WebInk- Webpage Development & Maintenance</p> <p>National Leadership Contact USA Lifeline</p> <p>Research Partnerships Pew Research University International Research Partner Student Interns</p> <p>Funding Partnerships Federal Grants Galore State Health Service Grant Foundation Grants Galore Corporate Sponsorship</p>	<p>Infrastructure Analysis Team: Identify and diagram general agency infrastructure and organizational operations Identify and diagram agency technology infrastructure</p> <p>Strategic Planning Team: 1) Develop and strengthen partnerships with state and local community partners Identify consistent and long term funding streams 3) Facilitate bi-monthly strategic planning & committee meetings</p> <p>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.</p> <p>Research & Evaluation 1) Develop Program Evaluation Model and support tools.</p>	<p>List of partners identified and regularly engaging in networking and committee "meetings" and online dialogue.</p> <p>Developing sustainable partnerships and securing additional funds for programs.</p> <p># of committee meetings & outcomes</p> <p>Existence of a system that enables partners voice into decision-making</p> <p>A variety of advocacy and implementation tools are developed to guide the integration of programs/services.</p> <p># of trainings conducted</p> <p># of learning communities held, # of participants & KSA evaluation</p> <p>Documented EBP with evaluation tools.</p>	<p>Agency infrastructure analysis report completed and disseminated to partners.</p> <p>18 Month Strategic Plan approve by board of directors.</p> <p>Developed procedures and protocols for crisis services, staff training, and technology management.</p> <p>White paper on internet based services.</p> <p>Evaluation methodology with tools.</p> <p>Submission of foundation, state and federal grants.</p>	<p>Design of internet based program structure. Technology Platform Organization Revisions Web Interface</p> <p>Training of staff and volunteers. General Crisis Intervention Technology Utilization Online Communication</p> <p>Implementation of internet based services. Pilot Testing Proprietary Processing Limited use roll out Full roll out</p>	<p>Reductions in suicide attempts & completions. 1) Increase protective factors including coping, stress reduction skills, optimism. 2) Decrease substance use. 3) Increase identification and treatment of mental disorders.</p>

Assumptions

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

External Factors

Technology advancing rapidly, individual adjust much quicker than organizations
Shrinking financial resources
Technology cheaper
Wireless and mobile services increasingly predominate
Predatory Services
Liability and Legal intervention (Laws preventing internet crisis intervention)

Whats the Internet coverage like?



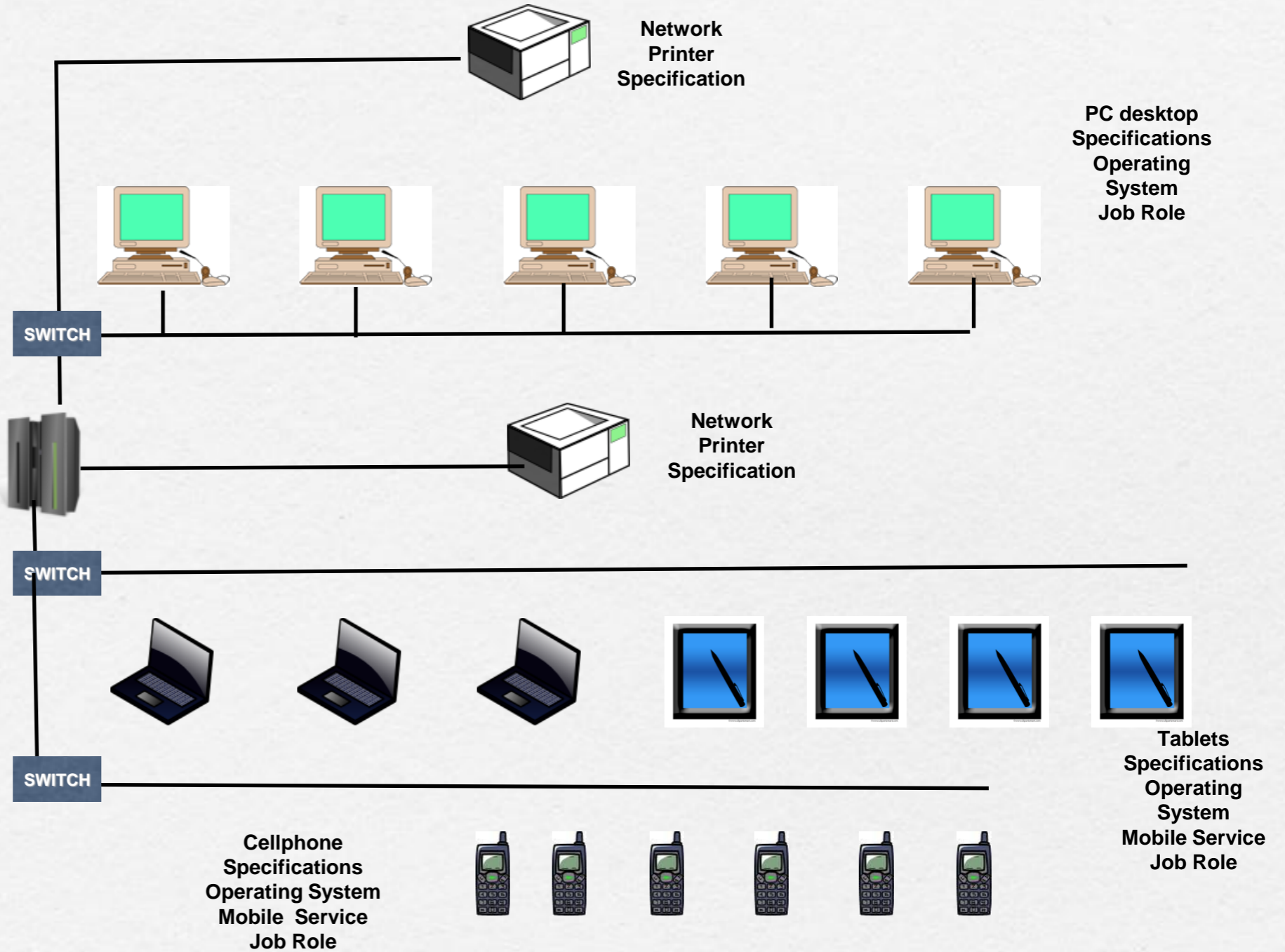
Each person represents a coverage area. What percentage of coverage, and what are demographics of service area.

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

Internet

Agency Server Specifications
Operating System

Laptop Specifications
Operating System
Mobile Service
Job Role



Basic Information Technology Primer: Access

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

<http://www.broadbandmap.gov/technology>

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 Counseling: 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 Counseling: Funding

- **Grants & Contracts**
- **Insurance**
- **Medicaid & Medicare**
- **Private Pay**

Computer Assisted Counseling: Examples

- **Web Searches**

www.liveperson.com/experts/professional-counseling

www.addictionrecoveryguide.org/treatment/online

- **Counseling** www.etherapistonline.com

- **Substance Abuse** www.egetgoing.com

- **Self Help** www.ocdchallenge.com

- **Crisis Intervention** www.crisischat.org

- **Case Management** www.securetelehealth.com

Questions?

**Additional
Information**

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