CARE: Empowering Peer Counselors via Automatic Suggestion Generation

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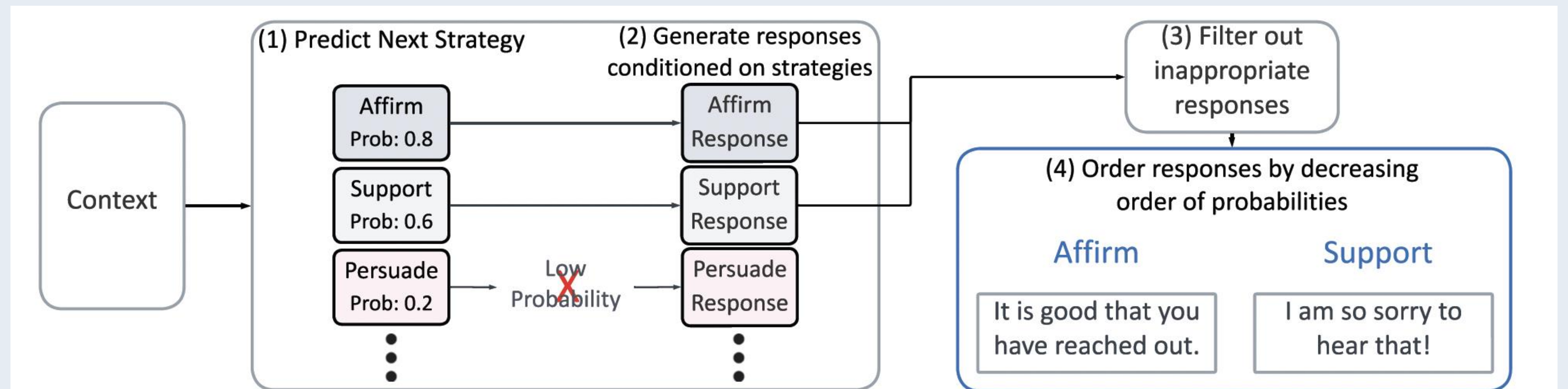Georgia Institute of Technology GT, Stanford University S

Motivation

- Structural and Cultural Barrier to obtaining Mental Health Support
- Most people affected by mental illness never access care
- Millions of people participate in Online Mental Health Communities peer-to-peer support-sessions and they are growing in popularity
- How do we <u>adapt training programs</u> to better empower peer counselors?

We introduce **CARE**: an interactive AI-based tool to empower peer counselors through automatic suggestion generation
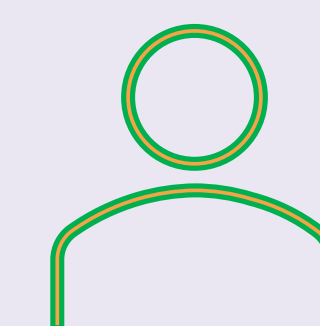
Data, Model & System

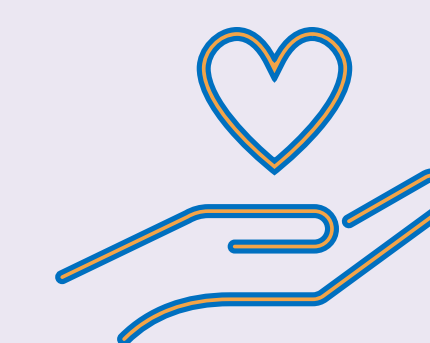| Abbreviation	Description	MI Strategy Annotations	# Utterances	Usage
7C-MI	From [74]	Annotated by humans	14,797	Evaluate models
7C-HQ	Highly rated	Labeled by classifiers from [74]	20,445,517	Train models
7C-HQ-small	Highly rated; 1 month	No	344,335	Select models

CARE

Key Takeaways

Perception: Peer counselors think **CARE** is **helpful** and would **use** the tool when provided.
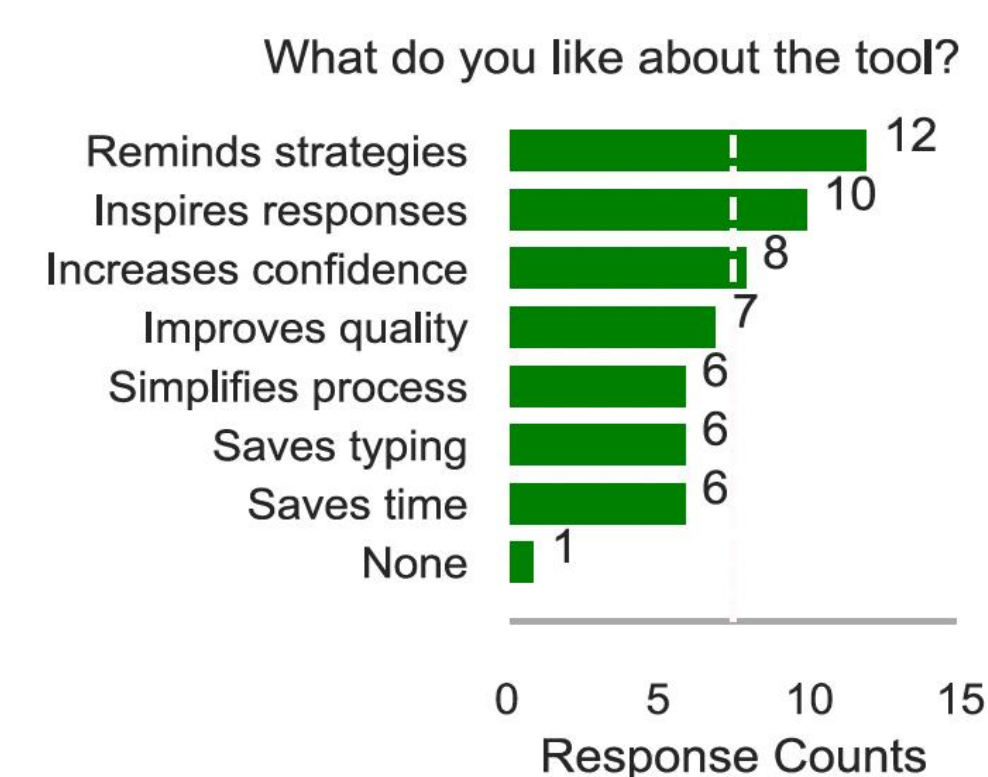
Situations where CARE helps: Beginner counselors gain **confidence**, Helps with **new and difficult topics** of conversation.
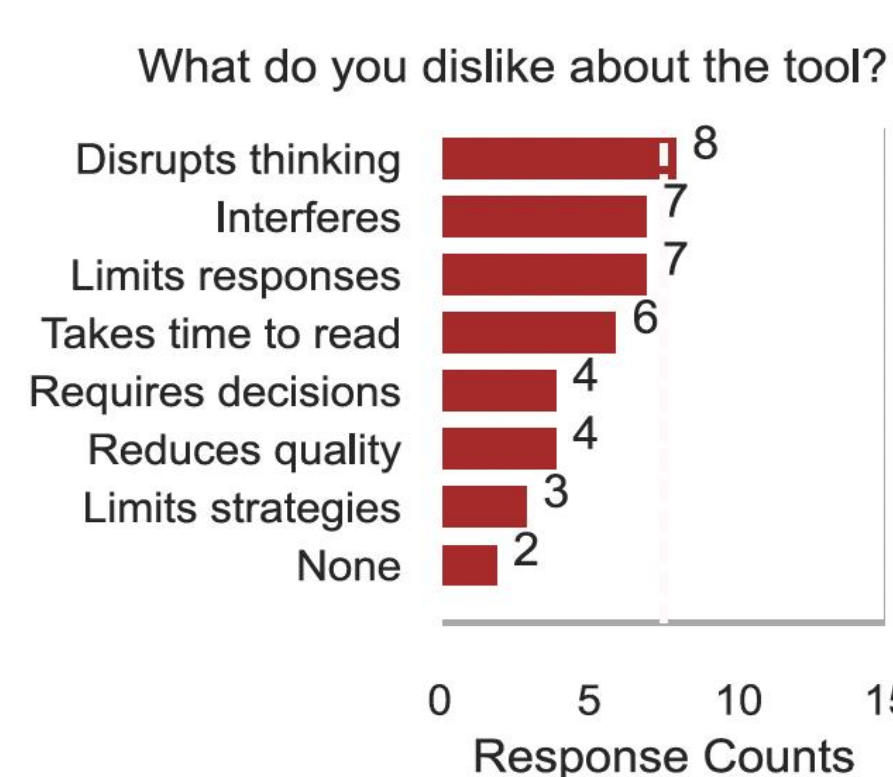
Minor concerns: Maybe **distracting** from the conversation.
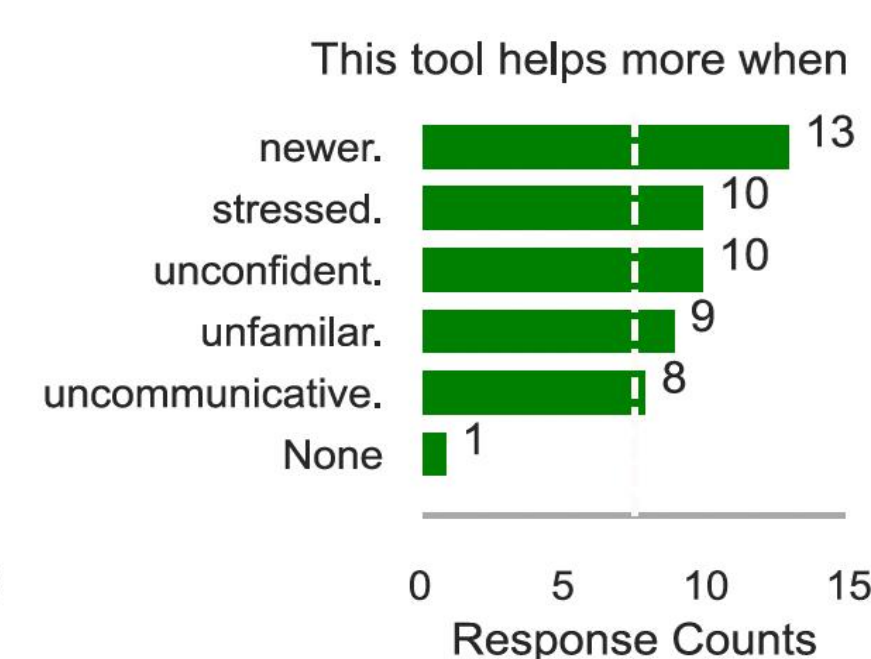
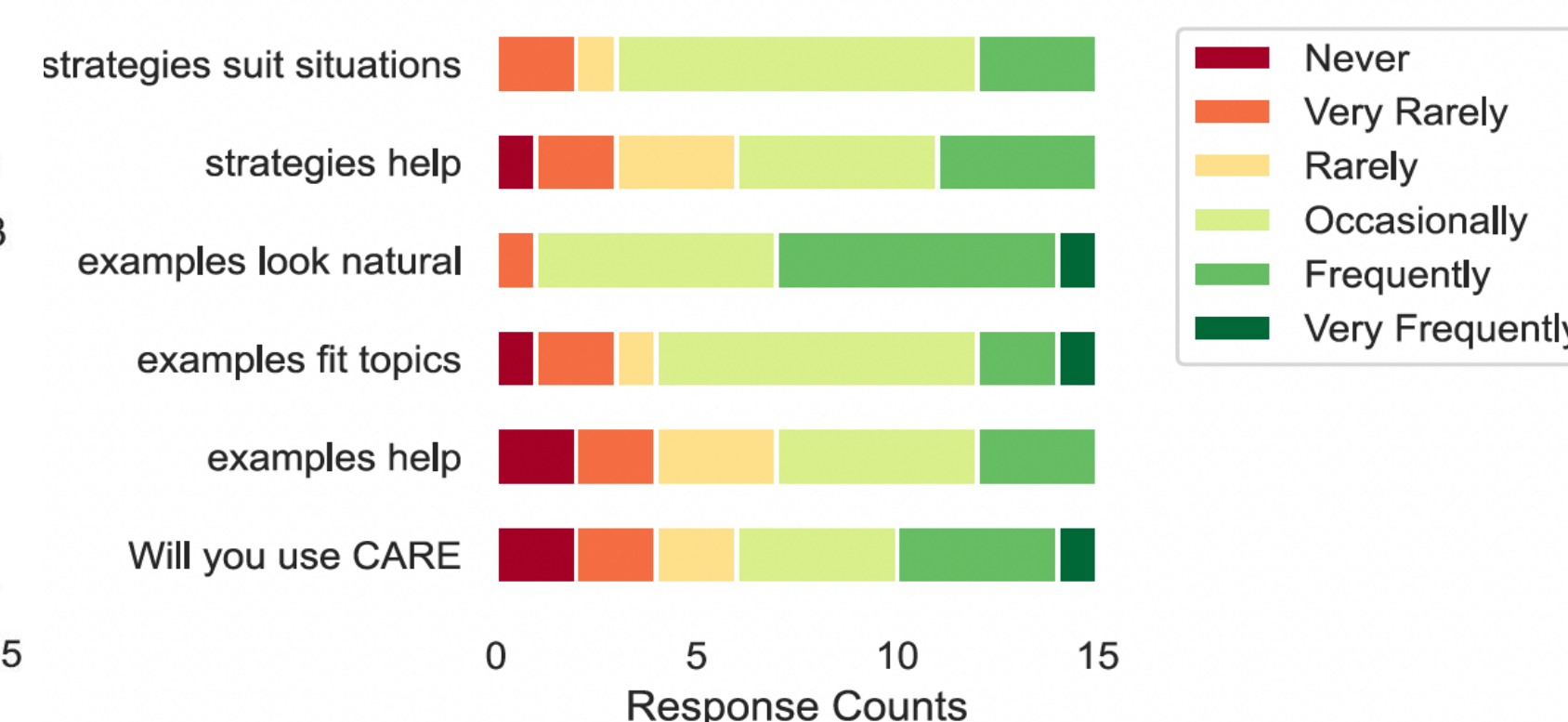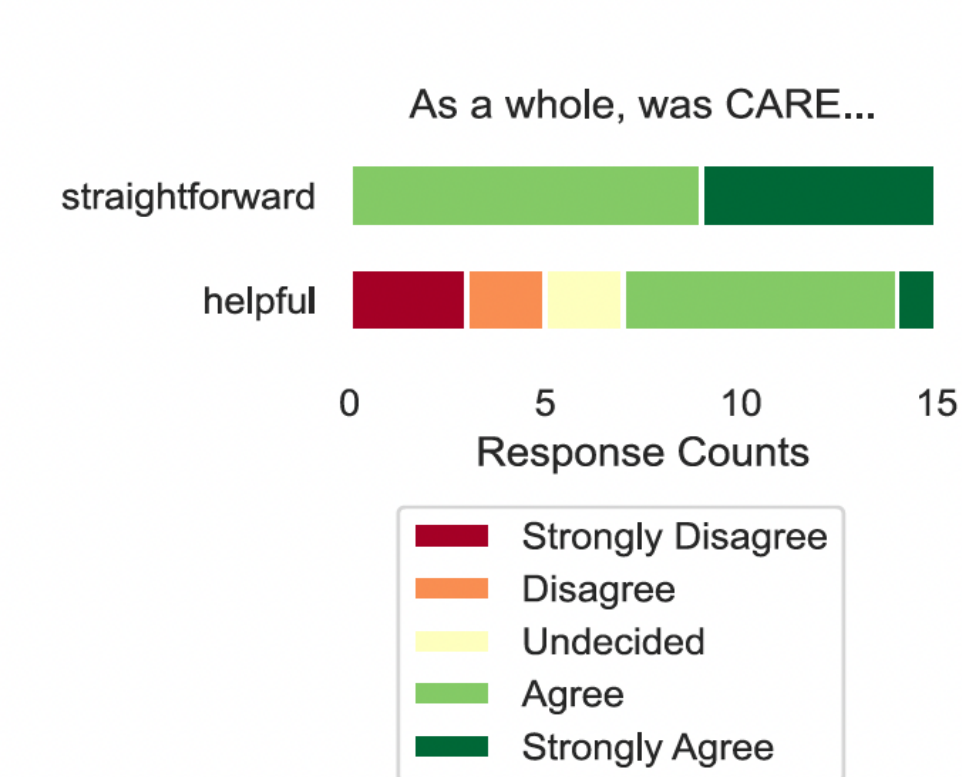## User Perception about CARE

(a) Like Aspects

(b) Dislike Aspects

(c) Helpful Occasions

(a) Perceptions of Models and Future Usage

(b) Perceptions of CARE

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