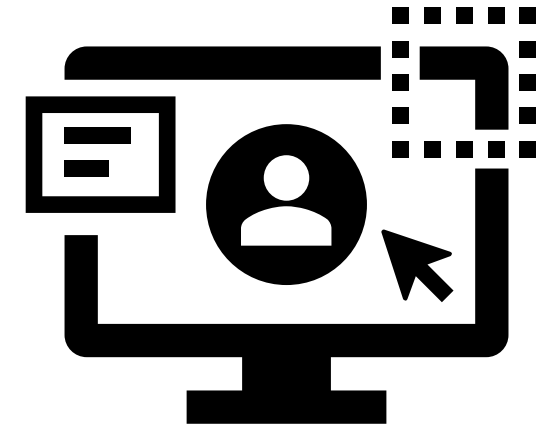


Technological Innovations for Social Change on Youth Mental Health

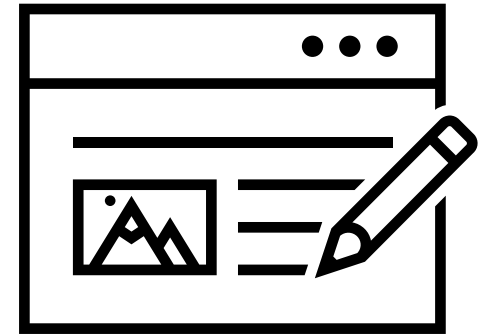
Tam, Kwok, Lee, et al. (2023)
Society for Social Work and Research
2023 Conference, Phoenix, AZ
January 11 – 15, 2023



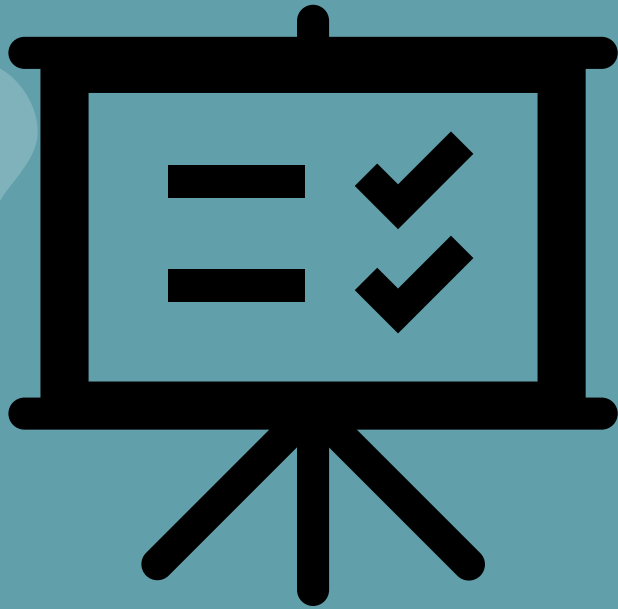
Co-authors

(part of Children and Youth Mental Health, CYMH, Project Team)

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- ❖ Devasish Joseph, Youth Volunteer
- ❖ Evan Hu, Consultant, Founding Partner & G7 Associate at Creative Destruction Lab



Focuses of the Roundtable



- 1) To examine the role of digital technology in health and social service provision specifically to address youth mental health;
- 2) To share a collaborative approach to develop a web-based application for the promotion and early intervention of youth mental health; and
- 3) To discuss ethical issues to balance youth's right on privacy, data security, and the need for safety in the cyberworld, but also attending to issues pertaining to accessibility and alternative modes of service delivery.

Outline of the Roundtable

1. Introduction and overview
2. Review of literature on role of digital technology in health and/or social services addressing youth mental health
3. Sharing of CYMH Web App co-creation focus group experiences
4. Discussion/feedback
5. Ethical issues in the use of digital technology to address youth mental health: CYMH Web App as an example
6. Discussion/feedback
7. Future outlook

Ethical Issues

Ethical Issues in the Web App Co-creation

Work Group Team Members:

Tara Collins, PhD

Candice Menzies, BSW

Siu Ming Kwok, PhD

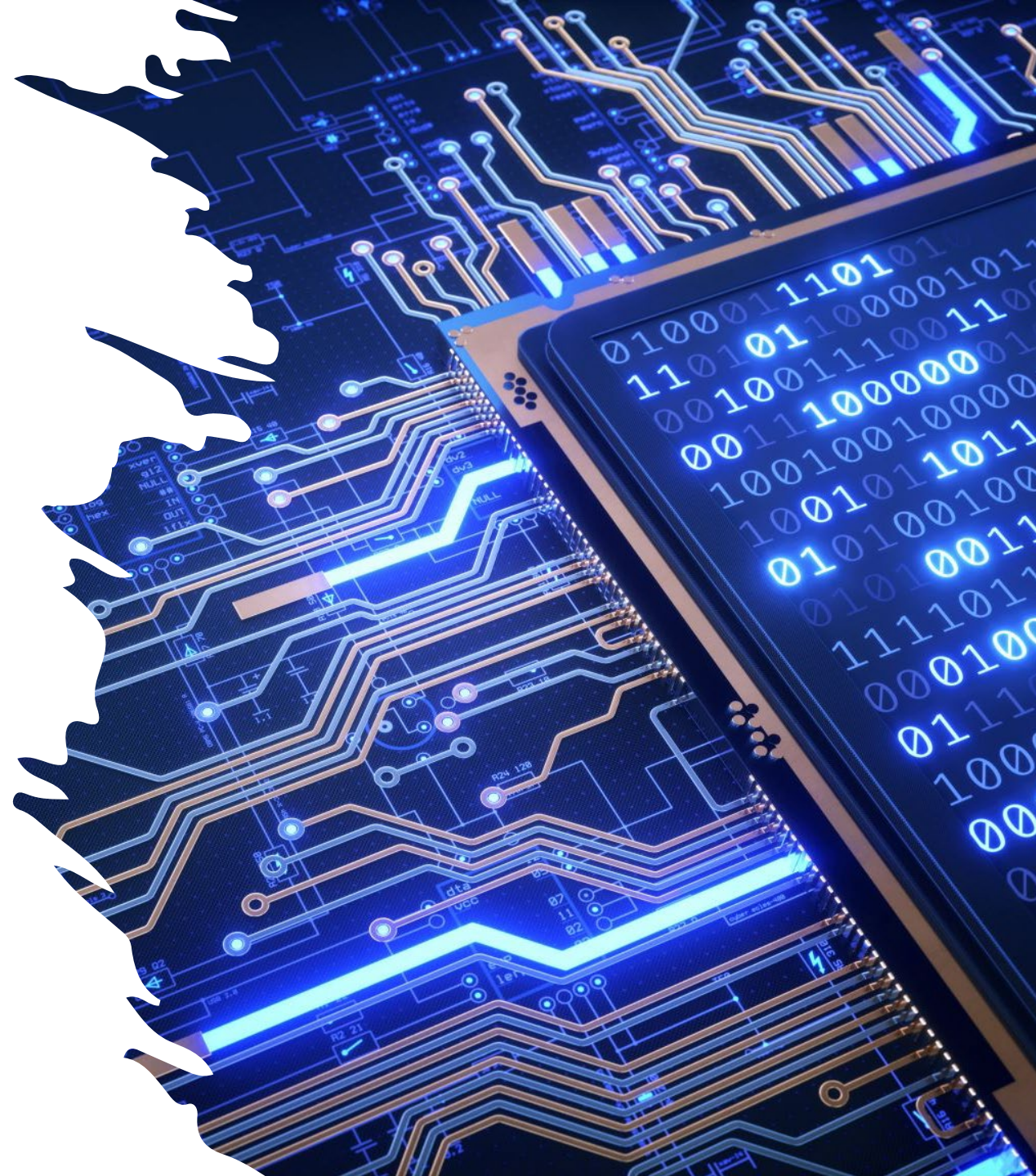
Evan Hu, Consultant



Issues to be Addressed

1. What ethical issues we had come across in the development of the CYMH Web App?
2. What ethical considerations in the facilitation of the CYMH Web App Co-creation?

- Youth are born in the technology era.
- A study by Grové (2019) suggested that adolescents were very comfortable with technological support, often more comfortable than face-to-face.
- However, with that popularity also comes risks. Ethical issues include balancing cyber safety, data security, and intellectual property.
- The use of focus groups to co-create the CYMH Web App also comes with some ethical considerations.





Ethical Issues Related to the Development of the CYMH Web App



A hand holding a smartphone displaying a financial chart with various data points and a green 'BUY' button. The background is blurred, showing a desk with a pen and a mug.

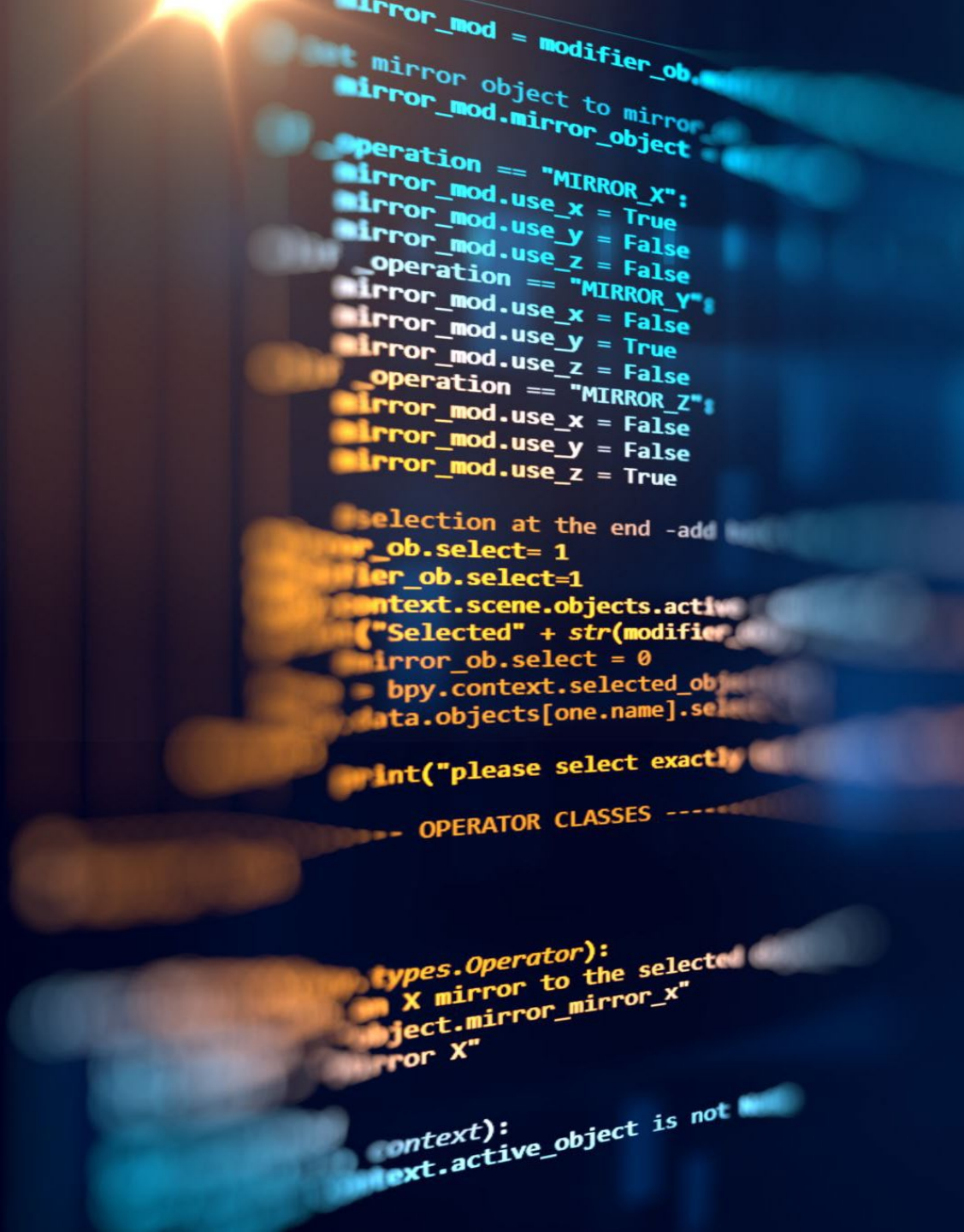
Cyber Safety Concerns

Safety concerns - If there is a crisis situation, they may not access the needed professional support outside of the online application (Cosgrove et al., 2017).

- Question of too much disclosure may arise.
- Example, journalling and safety concerns being divulged. How will the concerns be addressed?
- Another example includes documenting their feelings in the mood tracker. What if the young person is always saying they are sad.
- Child Welfare Legislation and duty to report

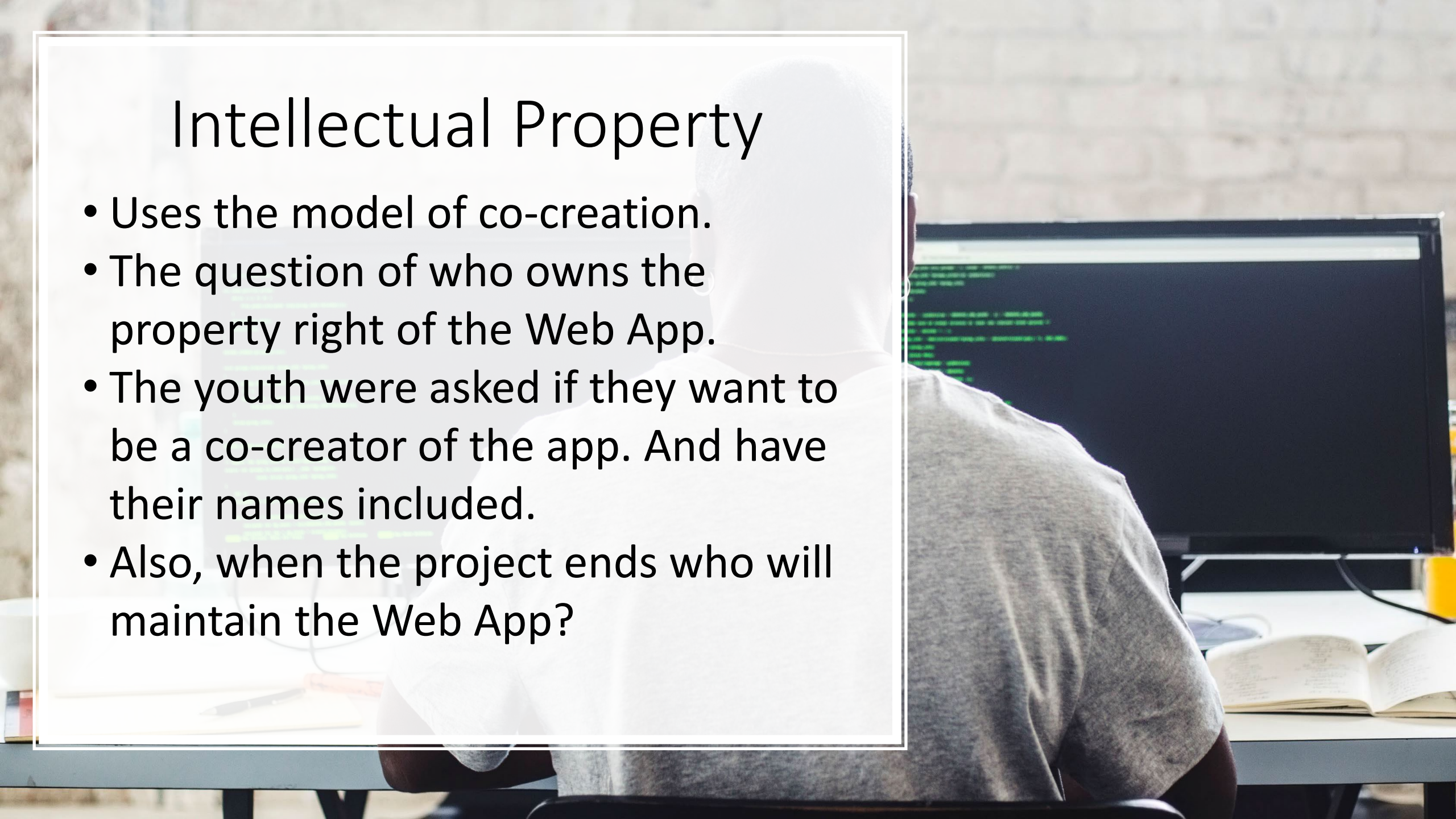
Data Security


- Protection of personal data cannot be guaranteed through web-based applications (Iwaya et al., 2023).
- Example, young people are asked to create a profile. Question of how much information to be asked.
- Can others access personal journal?
- Originally, we included a question on age with an intent to screen out non-targeted users (e.g., youth); but practically this does not work.



Intellectual Property

- Uses the model of co-creation.
- The question of who owns the property right of the Web App.
- The youth were asked if they want to be a co-creator of the app. And have their names included.
- Also, when the project ends who will maintain the Web App?



A focus group room with teal chairs arranged in a circle. A person is standing in the background. The text is overlaid on the image.

Ethical Considerations in Facilitating the CYMH Web App Focus Group



Group Safety

- Emotional and physical safety - vital that participants' voices were heard and ideas landed in a safe space.
- One of the focus groups conducted embodied majority of the members from the LGBTQ+ community a safe space was created by setting ground rules and reviewing confidentiality with the entire group.
- Addressing confidentiality within groups and adapting language helped the tone and lower anxiety (Collins et al., 2013).
- All the concerns were addressed in group. For example, youth had a choice in terms of what they disclose.

Confidentiality and Consent

- Some of the youth did not know one another before. We facilitated icebreaker activities to build rapport, and discussed ground rules and confidentiality.
- We did take some pictures for those who provided consent. Pictures were posted on our website for those who consent.
- At times youth were divided up into smaller groups which created a supportive environment for members to share.
- It was important for the facilitators to be present to support and navigate discussions to ensure their self-disclosure was appropriate.



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Hull Services in Calgary

Wood's Homes in Calgary

Center for Young Parents in Grande Prairie

Big Brothers Big Sisters of Lethbridge and District

McMan Youth, Family and Community Services Lethbridge and areas

Dept. of Family and Community Support Services in the County of Grande Prairie