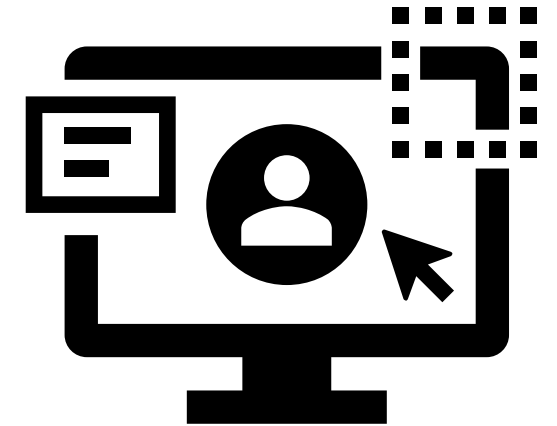


Technological Innovations for Social Change on Youth Mental Health

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



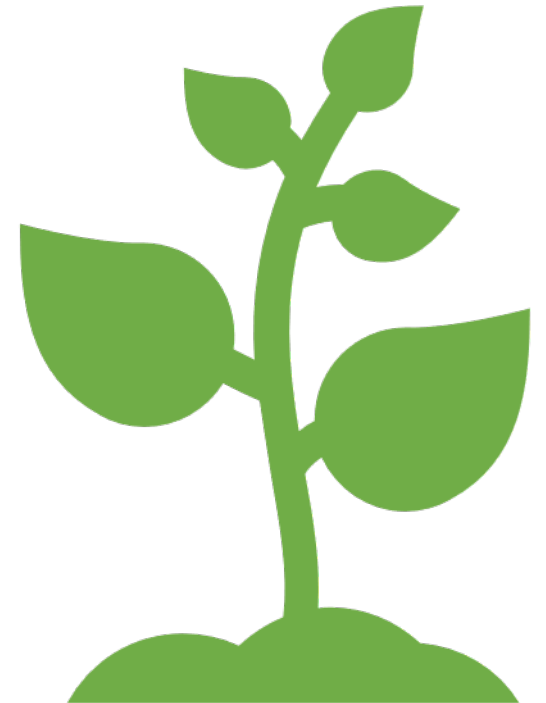
Outline of the Roundtable

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

CYMH Web APP Co-Creation Focus Groups

Presentation Work Group Members

- Dora Tam, PhD
- Louise Ng, MSW
- Candice Menzies, BSW
- Jensyn Wallan, Project Assistant
- Julia Kao, Project Assistant
- Devasish Joseph, Youth Volunteer



CYMH Web APP Co-Creation Focus Groups

Objectives

- To co-create a web app with youth for promoting mental wellness and providing early intervention on youth mental health concerns
- To engage youth through participation in fun and meaningful activities
- To empower youth by listening and ensuring that their voices are heard

YOUTH IDEAS X WEB APP

Promote Mental Wellness

Join our Co-Creation Focus Group to develop a web application to promote child and youth mental wellbeing

Children and youth ages 12-17 who live in Calgary are welcome to join at no cost on either day:

Date & Time:
Tuesday, July 19, 2022
5:00pm – 7:00pm

Location:
Central Library, Meeting Room
(800 3 ST SE)

OR

Date & Time:
Wednesday, July 20, 2022
1:30pm – 3:30pm

Location:
Village Square Library Meeting Room
(2623 56 ST NE)

To participate or for more info, contact our Project Coordinator at CYMH.Coordinator@ucalgary.ca or text/call 403-667-1216

UNIVERSITY OF CALGARY

This CYMH Project has been approved by the University of Calgary Conjoin Faculties Research Ethics Board (REB20-0719_REN1). This project is supported in part by funding from the Social Sciences and Humanities Research Council of Canada and the University of Calgary.

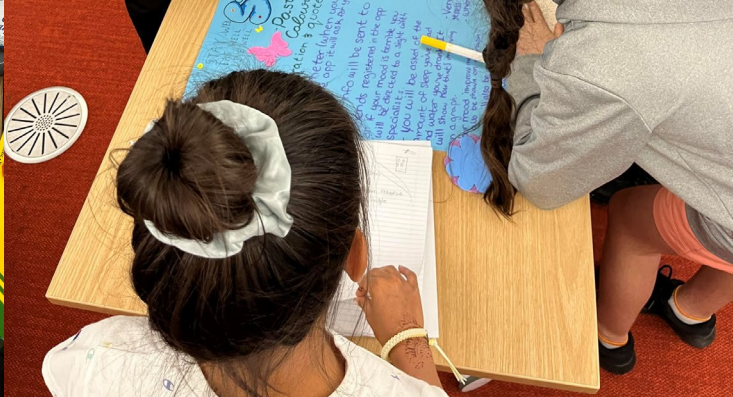
Posted 2022/06/24

CYMH Web App Co-creation Focus Groups

Design

- Built upon the gamification theory (Alsawaier, 2018) and self-determination theory (Ryan & Deci, 2000)
- Integrated participatory action research approach (Bozlak & Kelley, 2015)
- Each focus group met once for 2 hours
- Adopted play and create design
- Two facilitators and one youth support





Parts of the Groups

CYMH Web APP: The Prototype

Participants



Completed four groups with 29 participants (26 completed feedback)

- 69% of the participants aged 12 to 14; and 31% aged 15 to 17
- 27% from Grande Prairie, and 73% from Calgary
- 35% identified as female, 50% identified as male, and other 16% identified themselves as non-binary, two-spirit, straight, or don't know
- Diverse ethnic backgrounds
 - 31% were African/Black/Caribbean; 19% were East/South/North Asian; 15% were White/Caucasian; 15% were mixed racial backgrounds; 8% were Hispanic or South Americans; 4% were Indigenous or Metis, and 4% were South European

Qualitative Feedback on the CYMH Web App Focus Group (1)

Eight out of 29 youth participated in the open-ended questions on the program evaluation

- One group did not participate in program evaluation due to time limitation and communication issue

How enjoyable in the Co-creation group

- Ranged between 8 and 10; Mean = 9.29

Things group members liked the most about the Focus Group

- Conversation, work together as a group, sharing of ideas, meet new friends, work with favorite people, making the poster together, creating the App together, a strong league, gift card

Qualitative Feedback on the CYMH Web App Focus Group (2)

Question on things members liked the least

- Five report nothing or no
- One loved everything
- One person shared that ***“Testing the (CYMH) blank app, there wasn’t really anything but a shell”*** (C015)
- Another member expressed that ***“...we were not able to write down the specifics of what might have improved the apps more, although I understand that may take a really long time to read through ahah”*** (C016)

Qualitative Feedback on the CYMH Web App Focus Group (3)

How meaningful to create a Web App for young persons

– Six participants expressed that it was very meaningful/important/very engaging

- ***“...there are many children struggling with this issue and would likely need this sort of help” (C017)***
- ***“...in many situations there is a great intent to help others; however. the way the helpful information is presented just isn't designed well enough for young people to care to spend the time. Presentation and graphic/app design is as crucial as the app its being applied to” (C016)***

Qualitative Feedback on the CYMH Web App Focus Group (4)

What could be improved for future similar focus group

- Five had nothing to change or they *“liked the session very much”* (C018)
- One participant: *“...wished we had more time to work on our apps”* (C014)
- One participant provided very useful feedback:
“I really enjoyed, giving my 2 cents about the apps, perhaps in the future, there could be more specific feedback I could give? I know the leaders went around jotting it down, but I think perhaps allowing us to just write some things down in the feedback form we got about the apps would also be helpful” (C016)

Reflection from Focus Group Facilitators and Coordinator

"By the end of the focus groups the youths' voices and desires were loud and clear. They articulated verbally and creatively what mental health and wellness meant to them, what they needed as an unheard population and suggested how mental health and wellness could be achieved...The participants in the Web App Co-creation group were very excited about the idea that they were creating something for their generation." (Candice)

"The youth we met with found the topic of mental health is meaningful to them and were eager to give insight for the project within the development of the web-app. They shared many ideas, but the one that stood out was having to take care of an inanimate object to take care of themselves. To succeed in a task for their 'pet,' they had to do it themselves." (Jensyn)

"The engagement of the youth was very positive...They did not hesitate to provide feedback...I was amazed at how engaged the youth were and how many ideas they wanted to share with everyone." (Julia)

"The CYMH app was presented as something they had a stake in helping build. The youth seemed to respond to this idea and this came out when they were able to design their own app." (Caleb)

"Many youth are well versed and skilled with technology as it continues to evolve...Advertising the focus groups on Facebook seemed to be effective in drawing more interest to the groups and to the overall project." (Louise)

Suggested Modifications for the CYMH Web App by Youth (1)

Received 139 suggestions to the CYMH Web App

- A team of 4 reviewed the suggestions and selected 53 top three ranked items
- Seven main categories of features for modification on the CYMH Web App



Suggested Modifications for the CYMH Web App by Youth (2)

1. Tracking data and seeing progress

- The app includes challenges, exercises and social goals

2. Mental Health Information

- Buttons can give you information on mental health and resources

3. Sharing with friends or peer support

- Be able leave supportive notes on their friends' pages or profiles

4. Relief or relaxation

- In the app there is a teacher/guide for meditation

5. Simplicity

- Easy to read

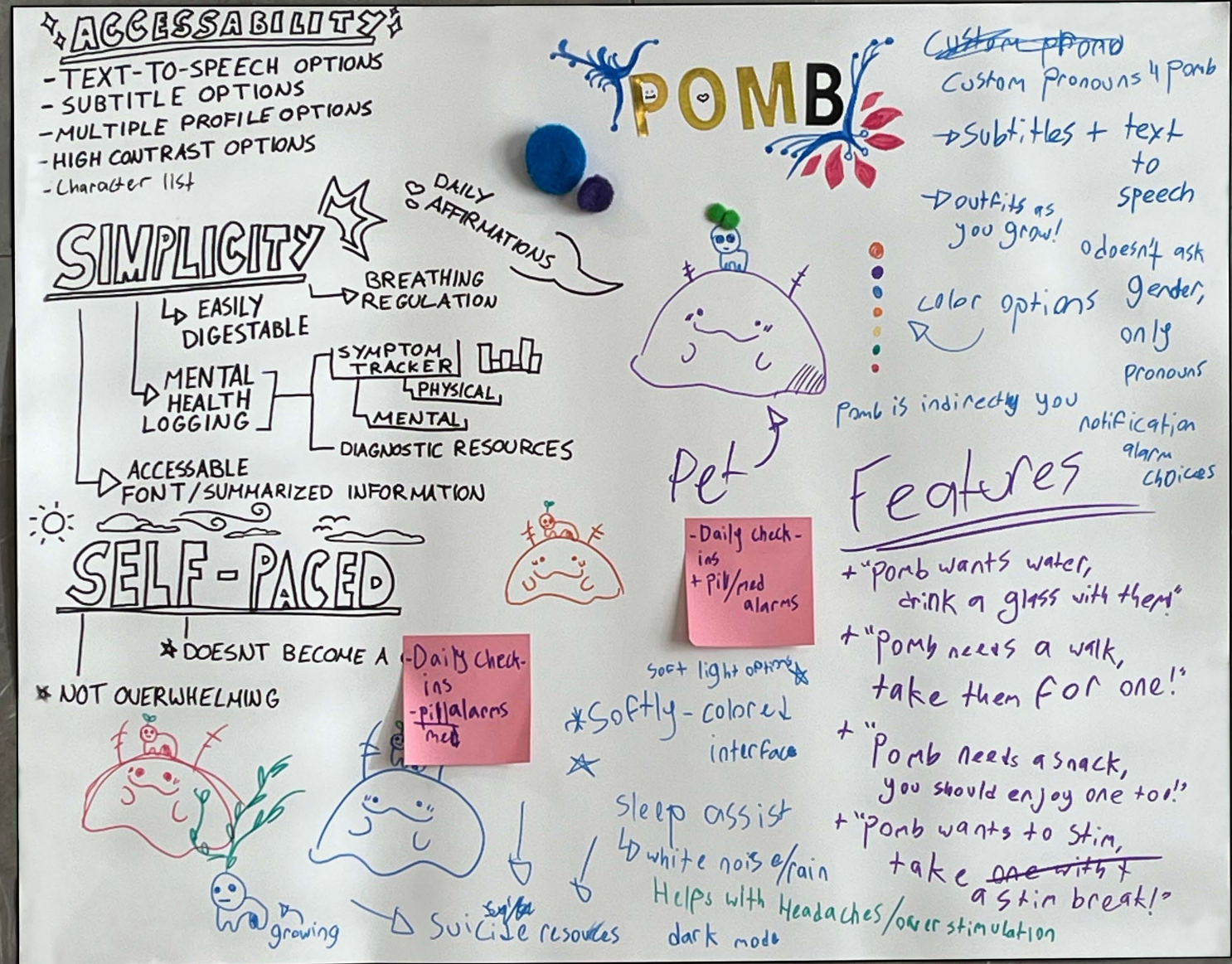
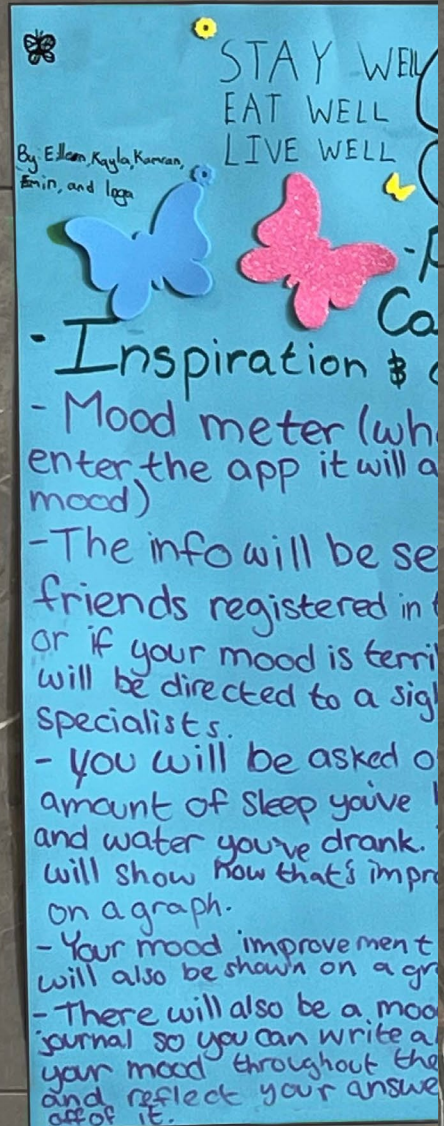
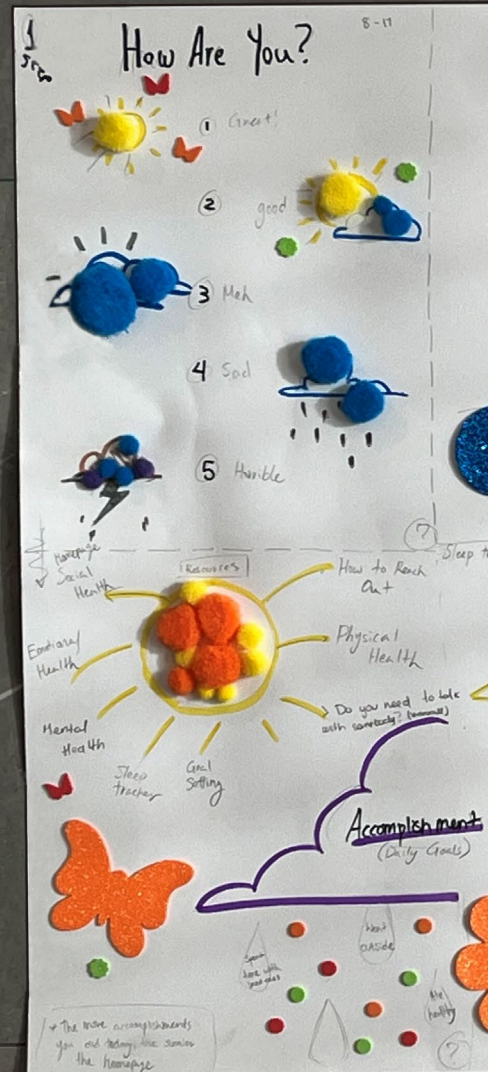
6. Choices or inclusivity (personalization)

- Profile options including icons, pronoun, colors, etc.

7. Engaging visuals

- Suggest adding more emojis to represent more emotions

Suggestions for the CYMH Web App by Youth (3)



Your Inputs: Discussion/Feedback



- Do you aware of any research or intervention program that has integrated digital technology in direct services on youth mental health issues? If so, please tell us what works well and what not?
- Given the impact of COVID-19, what development you have seen or anticipated in the future direct practice of social work on youth mental health, for example, modes of service delivery?

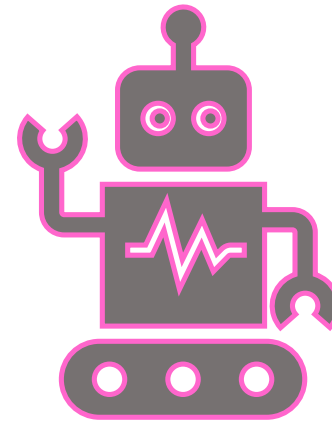
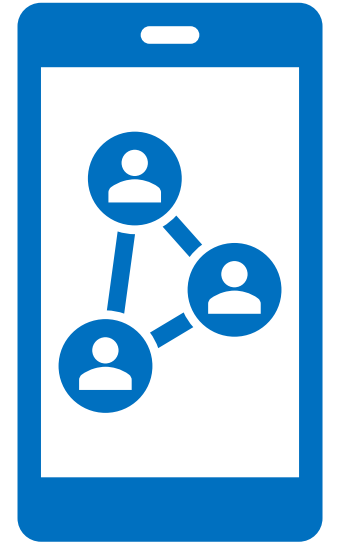
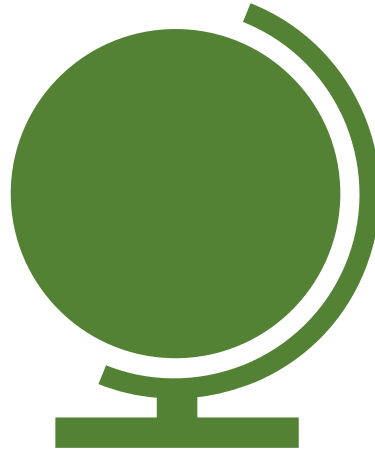
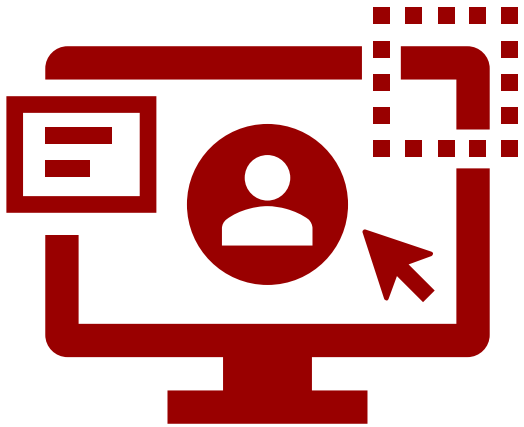
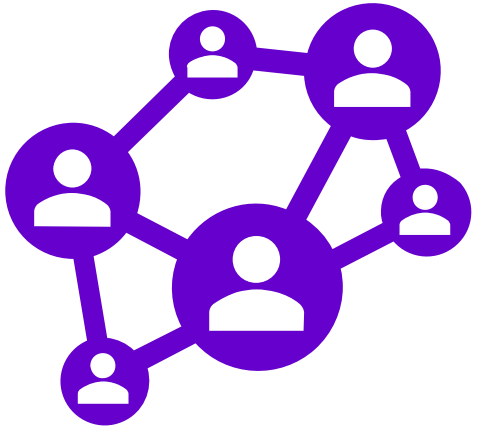
Ethical Issues

Your Inputs: Discussion/Feedback



1. What other additional ethical considerations you will consider when using digital technology for prevention and early intervention on youth mental health?
2. Any suggestions to overcome these ethical concerns?
3. What are the strengths and challenges regarding integration of digital technology working with youth?
4. How can we support youth in the use of digital technology to address mental health?

Future Outlook



Select References

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Acknowledgements

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Diversecities in Calgary

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