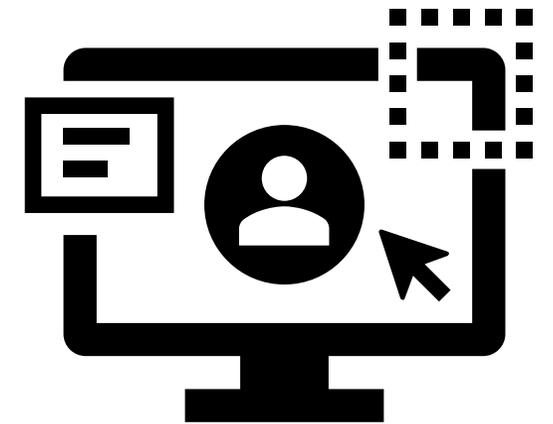


# Technological Innovations for Social Change on Youth Mental Health

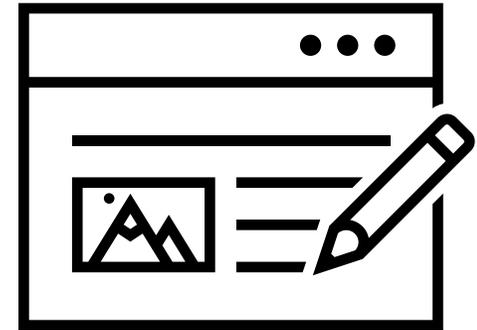
Tam, Kwok, Lee, et al. (2023)  
Society for Social Work and Research  
2023 Conference, Phoenix, AZ  
January 11 – 15, 2023



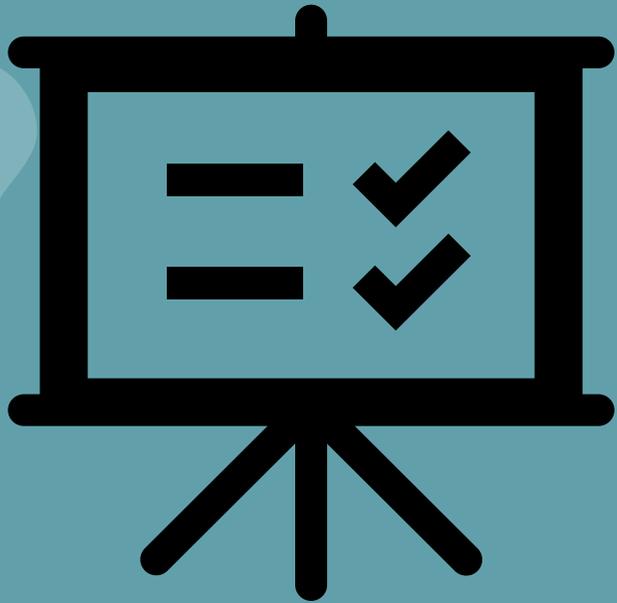
# Co-authors

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

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- ❖ Dr. Barbara Lee, Assistant Professor, U of British Columbia
- ❖ Dr. Tara Collins, Post-Doc Associate, University of Calgary
- ❖ Caleb Lam, BSW, Project Assistant
- ❖ Louise Ng, MSW, Project Coordinator
- ❖ Jensyn Wallan, Project Assistant, SW Student, Grant MacEwan U
- ❖ Julia Kao, Project Assistant, Psychology Student, UBC (O)
- ❖ Candice Menzies, BSW, former practicum student, U of Calgary
- ❖ Dr. Tugce Bozalioglu, Volunteer
- ❖ 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



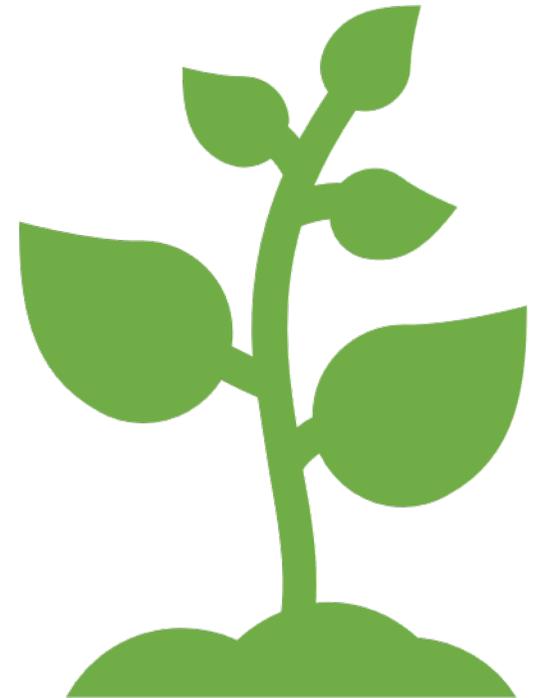
# Overview: CYMH Web APP Co-Creation Focus Groups



# Overview: 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](mailto: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

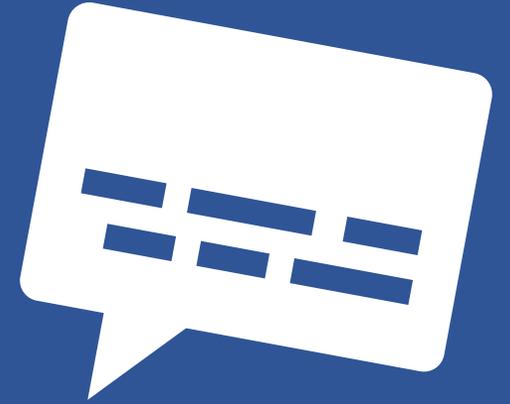
- Built upon the gamification theory (Alsawaier, 2018) and self-determination theory (Ryan & Deci, 2000)
- Integrated participatory action research approach (Bozlak & Kelley, 2015)
- Each focus group met once for 2 hours
- Adopted play and create design
- Two facilitators and one youth support





Parts of the Web App Co-creation Focus Groups

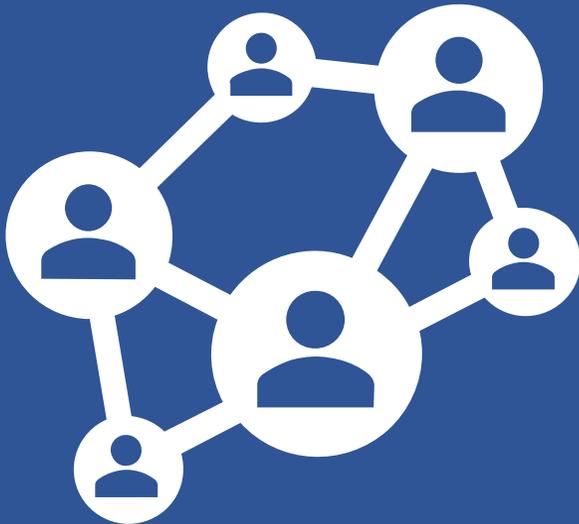
# CYMH Web APP: The Prototype



# CYMH Web App: The Prototype

@ CYMH Project Team 2022

Faculty of Social Work, University of Calgary



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Welcome to Children and Youth Mental Health Innovation. Our aim is to promote mental wellness and to provide early intervention resources.

You are not alone if you have experienced any mental health issue. Please login/sign up if you have not done so.

We provide several features that are aimed to develop mental wellness. For instance, maintaining a journal of all your worries and happiness, and get connected to people you trust. See the video for an illustration and what you will get from this website.



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## About Us

Hey! Welcome to Children and Youth Mental Health.

Children and Youth Mental Health (CYMH) is the University research project lead by Dr. Dora Tam, who is associated with Faculty of Social Work [FSW] at University of Calgary. This project is being done in partnership with Big Brothers and Big Sisters of Lethbridge and the Centre for Young Parents to understand and promote wellbeing of children and youth in Lethbridge and Grande Prairie.

Our goal of the project is to engage children, youth, parents, and community partners in development of service user-focused initiatives for the promotion and early intervention of mental wellness among children and youth aged 12-17 in Canada and China.

We will be using web-based applications designed to facilitate mental health and wellbeing with children and youth. We are seeking youth feedback through focus groups to enhance mental health education, prevention, and intervention in a digital format.

Our website includes many features to promote mental wellness which includes a mood tracker, journal, and resources.



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Are you 13 years old and above?

YES

NO



Sign up

First Name\*

Last Name\*

Email Address\*



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Welcome Sanyam

You are logged in successfully.

You are logged in successfully. If you are not feeling good, try using the 'Not Feeling Good' feature. You can also access various resources using the link provided above. Next step is to fill in your journal about how you have been feeling and the things that you are grateful for today.

Want to connect with your friends and share your mood. Provide us with the details of your closest support.

Let us help you connect. Click below to submit the information.



### Submit Friends Names

First Name \*

Last Name \*

Email Address \*

SUBMIT



## My Journal

Today I am feeling...

UPLOAD

Today I am grateful for...

UPLOAD

### My Past Entries

List of entries

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## Mood Tracker

Hi! How are you feeling today?



On a scale from 1 (lowest) to 5 (highest), how would you say the intensity of such feeling?

Let your friends know how you are feeling

[SHARE](#)

**Not Feeling good? Click below to see the list of resources that may be useful.**

[RESOURCES](#)



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## Not Feeling Well?

Are you feeling sadness, lonely, or stressed? You are not alone.

Click below and a message will be sent to the closest friends or support persons you have identified.

Let your supports know:





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## Useful Resources for Mental Health

[Anxiety Canada](#)- Feeling Anxious. Click here to get step-by-step instructions on how to deal with symptoms.

[Canada Suicide Prevention Service](#)- If you're thinking about suicide, are worried about a friend or loved one, the Canada Suicide Prevention Service is available 24/7 for voice and 4pm to 12am ET for text.

[Bullying Helpline](#)- Connect with helplines if you or someone you know is experiencing bullying or abuse.

[Connecteen](#)- Do you want to talk to someone? Connect with a peer on this website.

[Crisis Text Line Canada](#)- Want to connect to a crisis counselor?

[Hope for Wellness Helpline](#)- Try on-line chat counseling service.

[Kids Help Phone](#)- Need help now? You can reach a professional counsellor at Kids Help Phone in English or French.

[LGBT Youthline](#)- Find confidential and non-judgmental peer support.

[Wellness Together Canada](#)- Find resources for all age groups.



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## Contact Us

For contact, please email [CYMH.Coordinator2@ucalgary.ca](mailto:CYMH.Coordinator2@ucalgary.ca).

For any queries or if you need assistance regarding the website, please email [CYMH.Calgary@ucalgary.ca](mailto:CYMH.Calgary@ucalgary.ca).

Don't have your email open? You can also submit your questions below:

**Name**

**E-Mail Address**

**Subject**

# 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



# 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