IC 2022 SPECIAL PRESENTATION
THE FUTURE OF TECH FOR CHILD HELPLINES

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Agenda + Goals

1. Presentations on some of the top innovations from helplines around the world.
   ○ **Kids Help Phone (Canada)** - Technology and data infrastructure to support a full service delivery ecosystem
   ○ **Børns Vilkår (Denmark)** - AI Data Scrubbing & AI Counsellor Assistant
   ○ **C-SEMA (Tanzania)** - AINO bot

2. Identify trends within the helpline / child protection / health sector and beyond
   ○ Call centre tech vs purpose built helpline tech, integrating with entertainment platforms, how to spot trends, metaverse / virtual reality, for-profit competition

3. Identify common challenges faced by helplines and innovative solutions
   ○ Fundraising
   ○ Unmet need / long wait times
   ○ Frequent users
   ○ Staff support / burnout
   ○ Reaching vulnerable populations
KHP Stepped Care Ecosystem

Ecosystem is powered by navigation tools focused on:

1. Meeting young people where they are (phones, social media, school, etc)
2. Helping users understand how they’re feeling and what they might need
3. Creating a safe space and building trust so that they feel comfortable
4. Providing 24/7 free access to the whole ecosystem
5. Empowering users to choose the right service for them

GATEWAY

MULTIMODAL

DATA WAREHOUSE
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Navigation Tools
Chatbot / Self Assessments / ‘Gateway’ Top Nav / Intake Pilot
Børns Vilkår: The Counsellor Assistant

How it works

Child

Counselor

Conversation (chat/SMS)

Guidance material

AI

_topic modelling
_text analysis
_suggestions

Al input to counselor
Børns Vilkår: The Counsellor Assistant
C-SEMA: AINO BOT

1. Psychosocial support main focus of bot (over chat)
2. Provides guidance and links to available support
3. Human touch, Aino aid complements C-SEMA’s services, C-Sema takes over 2 million calls/year
Common Pain Points + Working Groups

- **Fundraising**
  - Donors don’t want to fund core service operation costs - common case for support + innovation funding to support core operations

- **Unmet need / long wait times**
  - Focus on workforce management tech, forecasting, entertainment bots/games, cross timezone partnerships

- **Frequent / repeat / chronic users**
  - Creating boundaries, assigning specialized counsellors, using technology to identify frequent callers with complex needs

- **Support for frontline staff / burnout**
  - Setting up monitoring framework to detect burnout, rotation of workload, self care support, training

- **Reaching vulnerable populations**
  - Reducing stigma, extended outreach and marketing, support for kids on the move, different tone for reaching males, mobile counselling for rural areas
Thank You!

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