KHP Innovation Centre & Data Hub
KHP Services 2019

- Professional Counselling
  - 75% of service budget
  - 10% of users

- Para-Professional Support (Texting)
  - 25% of service budget
  - 90% of users

- Website – Limited Interactive Therapeutic Activities & Limited Information
KHP Services 2022

Guided by Self Assessment & Navigation Tools:
1. Introductory/welcome resources
2. Self assessment and/or monitoring measures
3. Concierge bot
4. User accounts (self management)

Educational Information
- general info (static)
- e.g. articles, videos, blog posts

Self-Directed Tools
- Interactive skill building tools
  - e.g. quizzes, activities

Self-Directed Tools
- for building supportive relationships
  - e.g. letter writing, convo starters

Tools for Social Relationships
- sharing lived experiences
- help seeking + helping peers
- many: many

Volunteer Support
- active listening
- crisis de-escalation
- single moment
- 1:1 media

Moderated Peer Support
- counselling for ongoing issue
- deeper work to make a change
- 1:1 media

Professional Counselling
- intensive individual program
- counsellor directed
- appt based
- 1:1 media

Multi-Session Counselling
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

 educación information articles, videos, blog posts

Self-Directed Tools Interactive skill building tools (e.g. quizzes, activities)

Tools for Social Relationships For building supporting relationships (e.g. letter writing, convo starters)

Moderated Peer Support Sharing lived experiences in a moderated environment

Gateway

Professional Counselling Counselling for ongoing issues or deep work over time to make a change

1:1

Volunteer Support Crisis de-escalation through active listening and safety planning

Multi-Session Counselling TBD

Referrals to other services: Resources Around Me, Emergency referrals, Partnerships

DATA WAREHOUSE
Ecosystem is powered by navigation tools focused on:

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4. Providing 24/7 free access to the whole ecosystem
5. Empowering users to choose the right service for them

Navigation Tools
Chatbot / Self Assessments / ‘Gateway’ Top Nav / Intake Pilot

Referrals to other services:
- Resources Around Me
- Emergency referrals
- Partnerships
Going back to school?
Explore mental health tips, tools, activities and more during the new school year.

How can we help?
Explore resources by choosing words and selecting “Start exploring.”

+ abuse  + COVID-19  + grief  + current issues  + loss
+ self-injury  + panic  + suicide  + depression
Not sure where to start?
Choose the emotion that best describes how you’re feeling right now. This will help you find resources to start / continue your wellness journey.

Today I’m feeling...
- Good/OK
- Stressed
- Anxious
- Angry
- Confused
- Happy

“Stressed”

Reduce stress with this community-created art gallery

Learn
12 instant stress busters
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Referrals to other services:
- Resources Around Me
- Emergency referrals
- Partnerships

Educational information:
- articles, videos, blog posts

Self-Directed Tools:
- Interactive skill building tools (e.g. quizzes, activities)

Tools for Social Relationships:
- For building supporting relationships (e.g. letter writing, convo starters)

Moderated Peer Support:
- Sharing lived experiences in a moderated environment

Professional Counselling:
- Counselling for ongoing issues or deep work over time to make a change

Multisession Counselling:
- TBD

Gateways:
- Gateway

Multimodal:
- Data Warehouse
Rapid Prototyping Process

1. **Idea Bank**
   - Generate many innovative ideas focused on specific user problems.

2. **Discovery / Brief**
   - Evaluate resource requirements, alignment to strategy, prioritisation, and feasibility.

3. **Prototype**
   - Test the proposed idea - with or without user testing.

4. **Evaluate**
   - Analyse the prototype and make recommendation on whether or not to beta test.

5. **Beta**
   - Formal roll out the service to continue testing; User testing is mandatory at this stage.

6. **Iterate / Transition / Decommission**
   - Course correct, document learnings. Either go back to prototype, scrap, or develop transition to Service Ops or Service Programs.
Am I wrong for wanting to run away?

TRIGGER WARNING: ASSAULT, SUICIDE, SELF HARM, PAST TRAUMA, ETC.

I'm so sorry if you read this. It's very long but it could've been longer...

I've been through a lot ever since I was a child but I'll keep this as short as possible. My mother had me very young and was an addict to many things, she was out with the wrong men who would end up leaving her pregnant. This has happened 4 times. I, the eldest of us 4 still have every memory of everything and it's all bad. From what I can remember, my latest memory was age 2. It was me and my little sister who were born first, there was constantly cops at our place and my mother was around 19-20 at the time. One day there was a party at our place, we were locked into a room so we couldn't bother the fun that was going on. A lot of the time we would starve because she often forgot about us. Many times it was my sister that would find something to eat. Fast-forward age 4, my sister is 2 and I now have a little brother. I, still being a small fridge and freezer getting random foods that were available. After a while the neighbours called the cops once again to complain about all the noise, since they could see that my mother was a horrible parent they took us from her for a period of time. No one ever tells us anything about this period of time. Fast-forward, I'm about 10 and my mother is now living with my older sister. My mother and another girl become close and later on that same girl and I become close. Years later I learn from my mother that she was arrested for assault. My mother is also a struggle with addiction. I am now 26 years old and have a child of my own. I thought about running away ever since I was a child but I never did. I was afraid of the consequences of running away. I want to run away, but I'm scared of the consequences. I don't know what to do. I'm scared of the consequences of running away. I don't know what to do.
KHP Stepped Care Ecosystem

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Referrals to other services:
- Resources Around Me
- Emergency referrals
- Partnerships
Current Service Technology / Infrastructure

Frontline Staff
- Call Centre
- Surveys
- Scheduling
- Live Chat
- SMS / Msg Apps
- Resource DB

Internal Ops
- Internal Comms
- Payroll
- Reporting
- Business Intelligence

External Ops
- Resource API
- Insights

Service Users
- Gateway
- Kip
- Resource DB
- Call User Flow
- Chat User Flow
- Text User Flow
Architecture for KHP Data Hub (Initial Phase)

Third Party Platforms

- Google Analytics
  - Fetch Service
- CTL - Periscope Views**
  - MySQL (AWS)
- CTL - Raw data**
  - MySQL
- iCarol
  - Export Service
- ComputerTalk
  - Export Service
- Impact360
  - Export Service
- Filament EBM
  - Fetch Service
Architecture for KHP Data Hub (Initial Phase)

Third Party Platforms:
- Google Analytics
- CTL - Periscope Views
- CTL - Raw data
- iCarol
- ComputerTalk
- Impact360
- Filament EBM

KHP Owned Data Connectors:
- Google Analytics Worker
- Periscope Views Worker
- Raw Data Worker
- iCarol Worker
- ComputerTalk Worker
- Impact360 Worker
- Filament EBM Worker

Server Side Data Storage:
- KHP Cloud Storage
- Audit Log Server

Separately maintained instance or regularly downloaded local database of audit logs passed from third platform to Data Hub
Architecture for KHP Data Hub (Initial Phase)

Third Party Platforms (1):
- Google Analytics
  - Fetch Service
- CTL - Periscope Views
  - MySQL (AWS)
- CTL - Raw data
  - MySQL
- iCarol
  - Export Service
- ComputerTalk
  - Export Service
- Impact360
  - Export Service
- Filament EBM
  - Fetch Service

KHP Owned Data Connectors:
- Google Analytics Worker
  - Data Fetching, Data Cleaning, Data Storage
- Periscope Views Worker
  - Syncs Periscope Views with KHP nam. DB instance
- Raw Data Worker
  - Syncs Raw Data with KHP DB instance
- iCarol Worker
  - Data Fetching, Data Cleaning, Data Storage
- ComputerTalk Worker
  - Data Fetching, Data Cleaning, Data Storage
- Impact360 Worker
  - Data Fetching, Data Cleaning, Data Storage
- Filament EBM Worker
  - Data Fetching, Data Cleaning, Data Storage

Server Side Data Storage:
- KHP Cloud Storage
  - Data Warehouse, File Storage & MySQL database

Separately maintained instance or regularly-downloaded local database of audit logs passed from third platform to Data Hub

Reporting:
- Power BI
  - Data Visualization Reports
- Data Visualization Webpage
  - External / Marketing Site

Audit Log Output:
- Regular and Incident Reports
  - Internal Report / Trigger

Note (1): Excludes Bell and Salesforce data platforms - new configurations anticipated, when new connectors can be developed and integrated. Additionally, some platforms are under review / consideration for future states.
Thank You!