Child Helpline International

IC 2022 SPECIAL PRESENTATION

THE FUTURE OF TECH FOR CHILD HELPLINES

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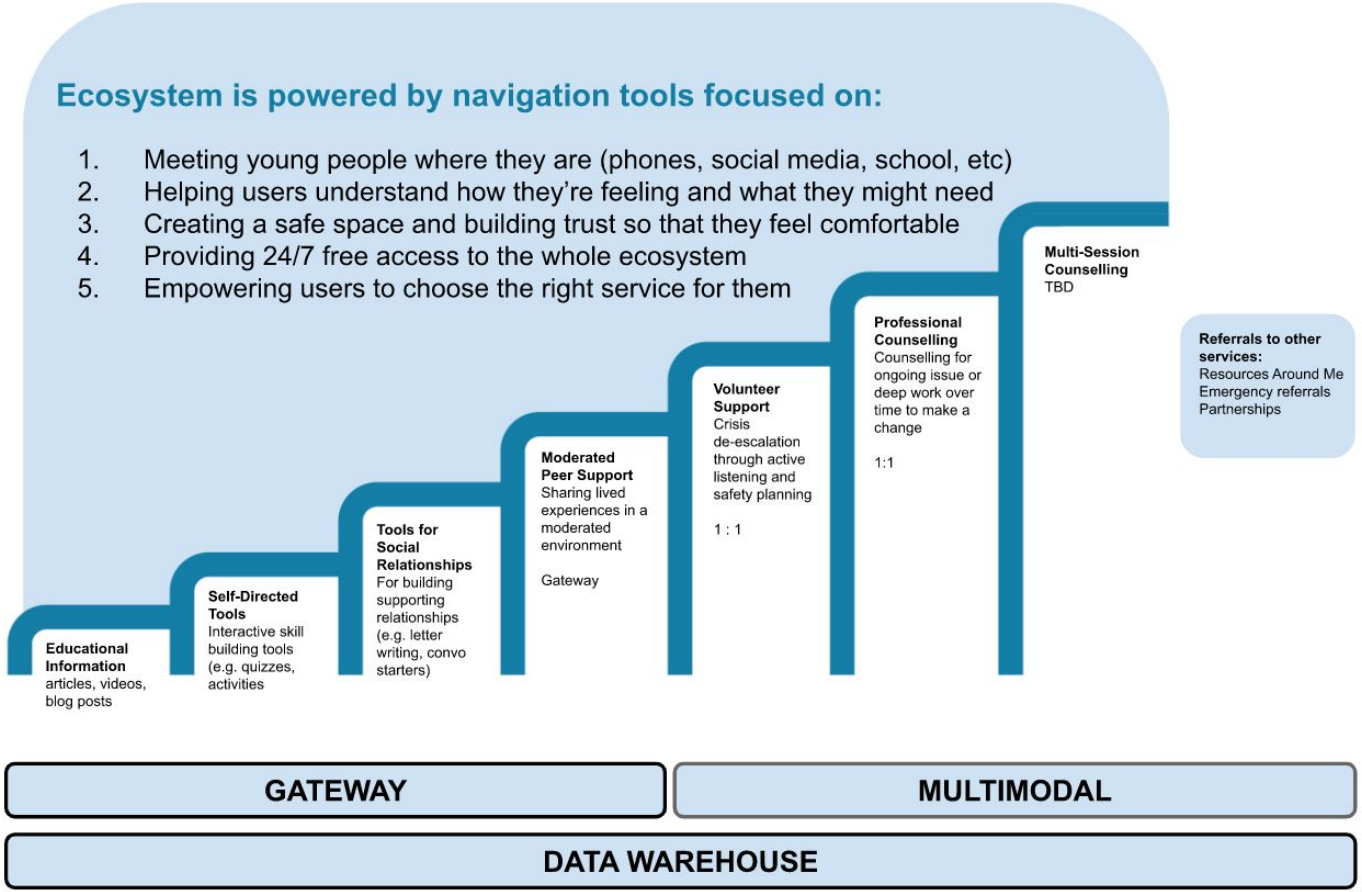




Agenda + Goals

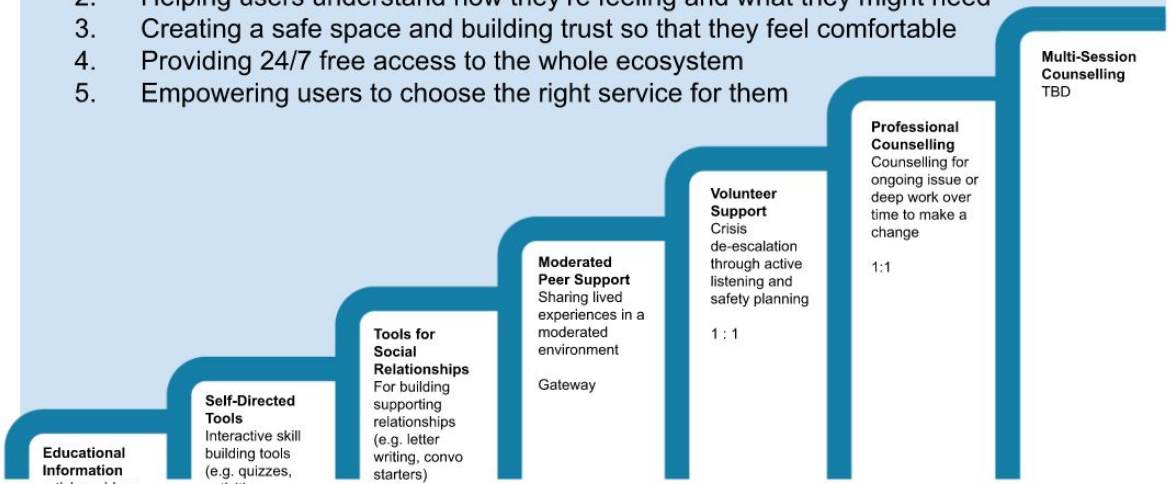
1. Presentations on some of the top innovations from helplines around the world.
    - **Kids Help Phone (Canada)** - Technology and data infrastructure to support a full service delivery ecosystem
    - **Børns Vilkår (Denmark)** - AI Data Scrubbing & AI Counsellor Assistant
    - **C-SEMA (Tanzania)**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



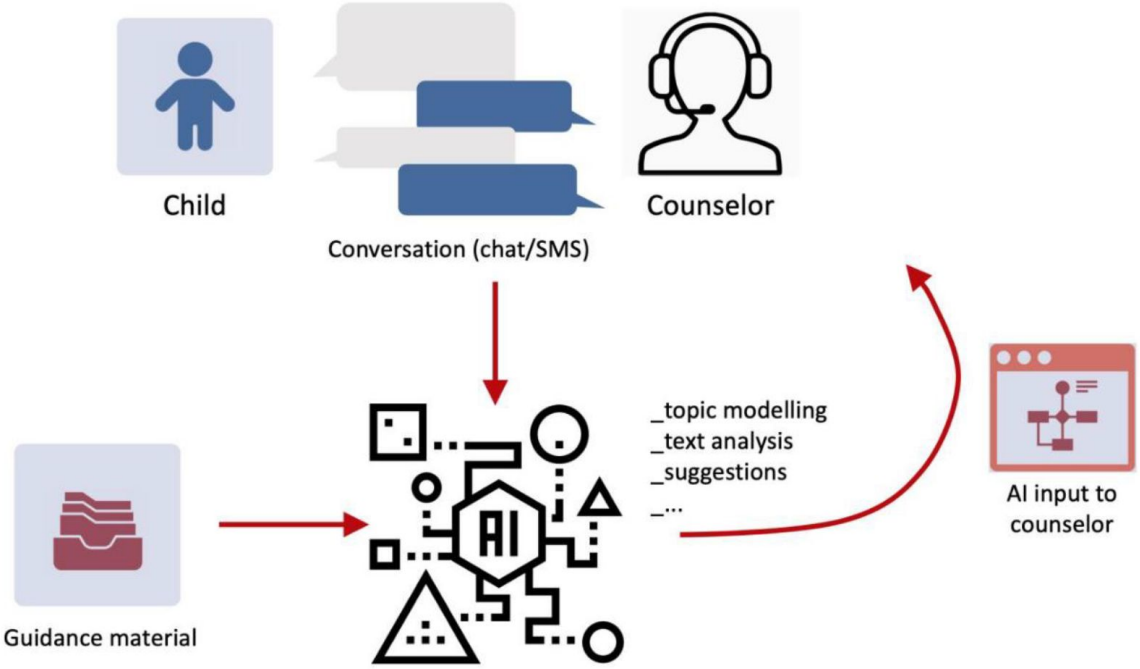
Referrals to other services:
Resources Around Me
Emergency referrals
Partnerships

Navigation Tools

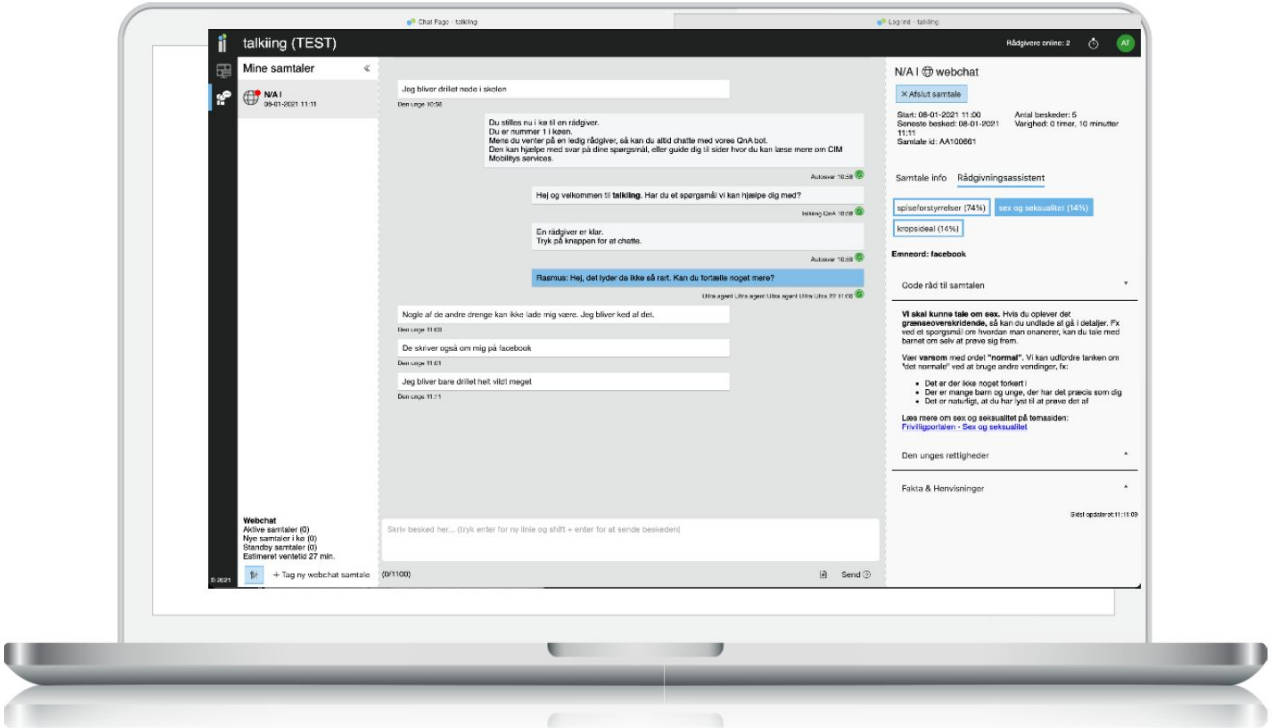
Chatbot / Self Assessments / 'Gateway' Top Nav / Intake Pilot

Børns Vilkår: The Counsellor Assistant

How it works



Børns Vilkår: The Counsellor Assistant





Sema

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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