

Scalable Technology for Adolescents and youth to Reduce Stress (STARS)

Name / title of service	Scalable Technology for Adolescents and youth to Reduce Stress (STARS)
National society / organization	World Health Organization
Person of contact incl. function	Kenneth Carswell, carswellk@who.int
Short description of the digital MHPSS service / practice (max. 1000 signs)	STARS is a guided, digital chatbot (conversational agent) intervention based on cognitive behavioral therapy to support young people in managing their distress. The intervention consists of 10 brief lessons, each taking approximately 20 minutes to complete. During the lessons offered by the chatbot users learn several self-help strategies, including psychoeducation, emotion regulation, behavioral activation, problem management, thought challenging, and relapse prevention. A 'toolbox' provides support files such as stress management audios and short video clips, and information on other sources of MHPSS. In addition to the chatbot, users are offered five weekly calls of approximately 15 minutes by a trained non-specialist
Objectives of the digital MHPSS service / practice	To support young people in managing their distress.
Benefits for target group/s (max. 5 bullets)	Reduction of symptoms of depression and anxiety (research phase)
Unique Selling Point What makes your digital MHPSS service special/relevant?	This chatbot intervention was developed using a human-centered design approach in which over 250 youth and community members from five countries were involved. It is currently undergoing testing in Jordan (youth aged 18-21 years) and Lithuania (youth aged 18-25 years).
Specific barriers along the way (max. 3 bullets)	Users need a device with Internet connection; Users need to be able to read (simple and brief text messages)
Specific facilitators along the way (max. 3 bullets)	STARS makes use of a website and does not need regular updates for applications.

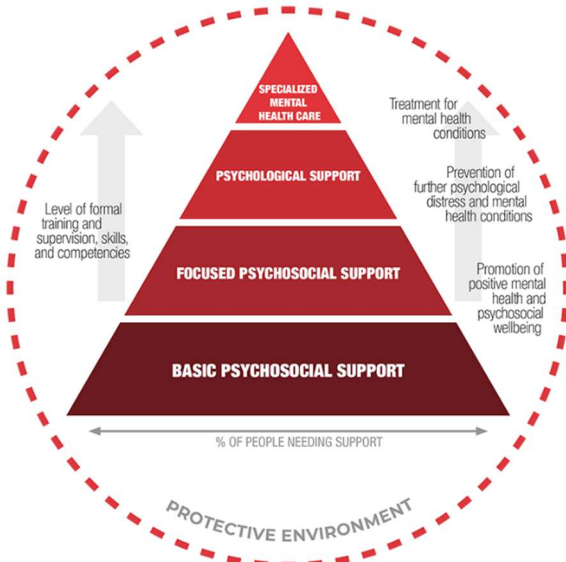


Business model, finances, donors (internal/external) who have financially contributed to the development of the MHPSS service	The development of the STARS chatbot was supported by Fondation Botnar. The RCT in Jordan was funded by the Research for Health in Humanitarian Crises (R2HC, managed by Elrha; https://www.elrha.org).
Experiences, user stories, quotes or feedback from stakeholders (max. 5 bullets)	Users part of the research in Jordan liked the human-like interaction with the chatbot, and thought it would also be useful for younger age groups.
Links	

Details

Languages, in which the digital MHPSS service is available	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> Arabic <input type="checkbox"/> Others:
Did you work in collaboration regarding your digital MHPSS service? If yes, with whom did you partner?	<input type="checkbox"/> Other in-house departments: <input type="text"/> <input type="checkbox"/> Partner NS <input type="checkbox"/> ICRC <input type="checkbox"/> IFRC <input type="checkbox"/> NGO <input type="checkbox"/> Government (ministry of health, ministry of social affairs etc.) <input type="checkbox"/> Private sector <input type="checkbox"/> United nations agencies <input checked="" type="checkbox"/> Academia <input type="checkbox"/> No collaborations <input checked="" type="checkbox"/> Others: Institute for Family Health, King Hussein Foundation, Jordan <input type="text"/>
Geographical region where the service is accessible	<input type="checkbox"/> Africa <input type="checkbox"/> Asia & Pacific <input type="checkbox"/> Europe & Central Asia <input checked="" type="checkbox"/> Middle East (MENA/NAMEH) <input type="checkbox"/> The Americas



<p>Level of the MHPSS Framework (link)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Basic psychosocial support <input type="checkbox"/> Focused psychosocial support <input checked="" type="checkbox"/> Psychological support <input type="checkbox"/> Specialized mental health care 
<p>Target group of the digital MHPSS service</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Children & adolescents <input type="checkbox"/> Older persons <input type="checkbox"/> Families of missing persons <input type="checkbox"/> Family of persons with mental health conditions, including alcohol and substance abuse <input type="checkbox"/> Persons with physical health issues <input type="checkbox"/> Indigenous persons <input type="checkbox"/> Migrants <input type="checkbox"/> Refugees & internally displaced persons <input type="checkbox"/> Prisoners and/or their families & post-release detainees <input type="checkbox"/> People affected by violence <input type="checkbox"/> People affected by war and armed conflict <input type="checkbox"/> People who are homeless <input type="checkbox"/> People who are lonely <input type="checkbox"/> LGBTQ <input type="checkbox"/> Community helpers <input type="checkbox"/> Staff & volunteers <input checked="" type="checkbox"/> Others: youth
<p>Format What type of service are you providing? (e.g., peer-to-peer, self-help, hybrid/blended with face-to-face interactions, minimally guided, VR therapy, e-learning)</p>	<p>Guided chatbot intervention</p>



Evaluation & effectiveness How has the digital MHPSS intervention been, is being or will be evaluated (monitoring, research,...)?	STARS has been succesfully evaluated among 18-21 year olds in Jordan, including Syrian refugees; STARS is currently being tested among 18-25 year olds in Lithuania.
Platform Through which channels do you provide your service?	<input checked="" type="checkbox"/> Website <input type="checkbox"/> Progressive Web App <input type="checkbox"/> Native app (Android/iOS) <input type="checkbox"/> VR solution <input type="checkbox"/> Teams/Skype/Zoom, other online-communication tools: <input type="text"/> <input type="checkbox"/> WhatsApp, Telegram, other chat-tools: <input type="text"/> <input checked="" type="checkbox"/> Other: Website, upon succesful evaluation in two sites <input type="text"/>
How to access your digital MHPSS service	<input type="checkbox"/> App Stores <input type="checkbox"/> Link: https://equipcompetency.org/en-gb <input checked="" type="checkbox"/> Email to: psych_interventions@who.int <input type="checkbox"/> Phone Number: <input type="text"/>
Timeline How long has your service existed? How long will it remain? <i>(max. 500 signs)</i>	Currently only as part of research.
Remarks:	<input type="text"/>
Date of completion:	2024/08/01

