



1U4U INNOVATION FUNDING 2020 Projects

Chat - CrisisLine

Opens 2 - way messaging with a SafeUT CrisisLine counselor.

Call - CrisisLine

Tap this to speak to a SafeUT CrisisLine counselor. The CrisisLine number will appear and you can call immediately.



Submit a Tip

Submit confidential tips to school administrators on bullying, threats, or violence.

SUPPORTING THE QUALITY OF SAFEUT: EVALUATION OF TEXT-BASED CRISIS COUNSELING

Suicide is a leading cause of death among people ages 10-34, and the suicide rate in Utah is higher than the national average, with 600 deaths and 4,500 attempts each year.

SafeUT is an app that provides 24/7 access to text-based crisis support from trained counselors to 734,587 students (81% of all Utah K-12 schools and universities). With over 20,000 crisis chats on SafeUT in the last year, their volume places a burden on counselors, their supervisors, and systems to train and support the quality of crisis chats. The scale of unstructured text from crisis chats means that it is not feasible to evaluate most encounters. Supervisors must make arbitrary or reactive decisions in regards to what chats to review.

Scalable systems to support quality text-based interventions are essential to the impact of SafeUT and other similar text-based counseling platforms. Our team will evaluate machine learning tools that assess the quality of text-mediated crisis counseling in real time.

Our goals: To build natural language processing (NLP) models to predict continued user engagement, and evaluate the NLP models to highlight interactions where counselors could benefit from further consultation.

COLLABORATORS

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PROJECT INFO

FUNDED PROJECT AMOUNT

\$30K