

# **Designing LLM-based Tools with Behavioral Health Organizations**

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Carnegie Mellon University

Columbia HCI | October 23rd

# Behavioral Health is Critical

## SUBSTANCE USE IN THE U.S.



Nearly  
**1 IN 12**  
adults had a Substance  
Use Disorder (SUD)  
in the past year

That's  
**20.2  
MILLION**  
adults who have  
SUD

## MENTAL HEALTH IN THE U.S.



Nearly  
**1 IN 5**  
U.S. adults had  
Any Mental Illness (AMI)  
in the past year

That's  
**43.6  
MILLION**  
adults with AMI

**Behavioral Health** conditions include mental health and substance use disorders

[AMA 2022]

Behavioral health conditions **cost over \$80 billion annually** in the United States

[JAMA 2017]

Some facing behavioral health issues experience **homelessness, unemployment**

[SWHC 2013] 2

# 'Nobody Has Openings': Mental Health Providers Struggle to Meet Demand

With anxiety and depression on the rise, it has been challenging for people

*Federal Agency Dedicated to Mental Illness and Addiction Faces Huge Cuts*

The Sul...  
Admini...  
numbe...

Listen



Substance Abuse and Mental Health

## Mental Health and Substance Use Disorders Often Go Untreated for Parents on Medicaid



By [Emily Baumgaertner](#)

April 19, 2024

Share full article



# Peer-Run Organizations Tackle Behavioral Health



**Peer-Run Behavioral Health Organizations (PROs)** tackle behavioral health conditions through peer providers with lived experiences

Helps tackle behavioral health conditions in hard to engage and hard to reach communities

# But They Face a Variety of Challenges



## Peer Providers are Overburdened

Growing need and complexity of service user demands

## Dependence on Low Tech Solutions

Under-developed technological infrastructure makes it difficult to navigate resources

What should the role of AI  
be in Behavioral Health  
settings?



# We ask Two Key Questions:

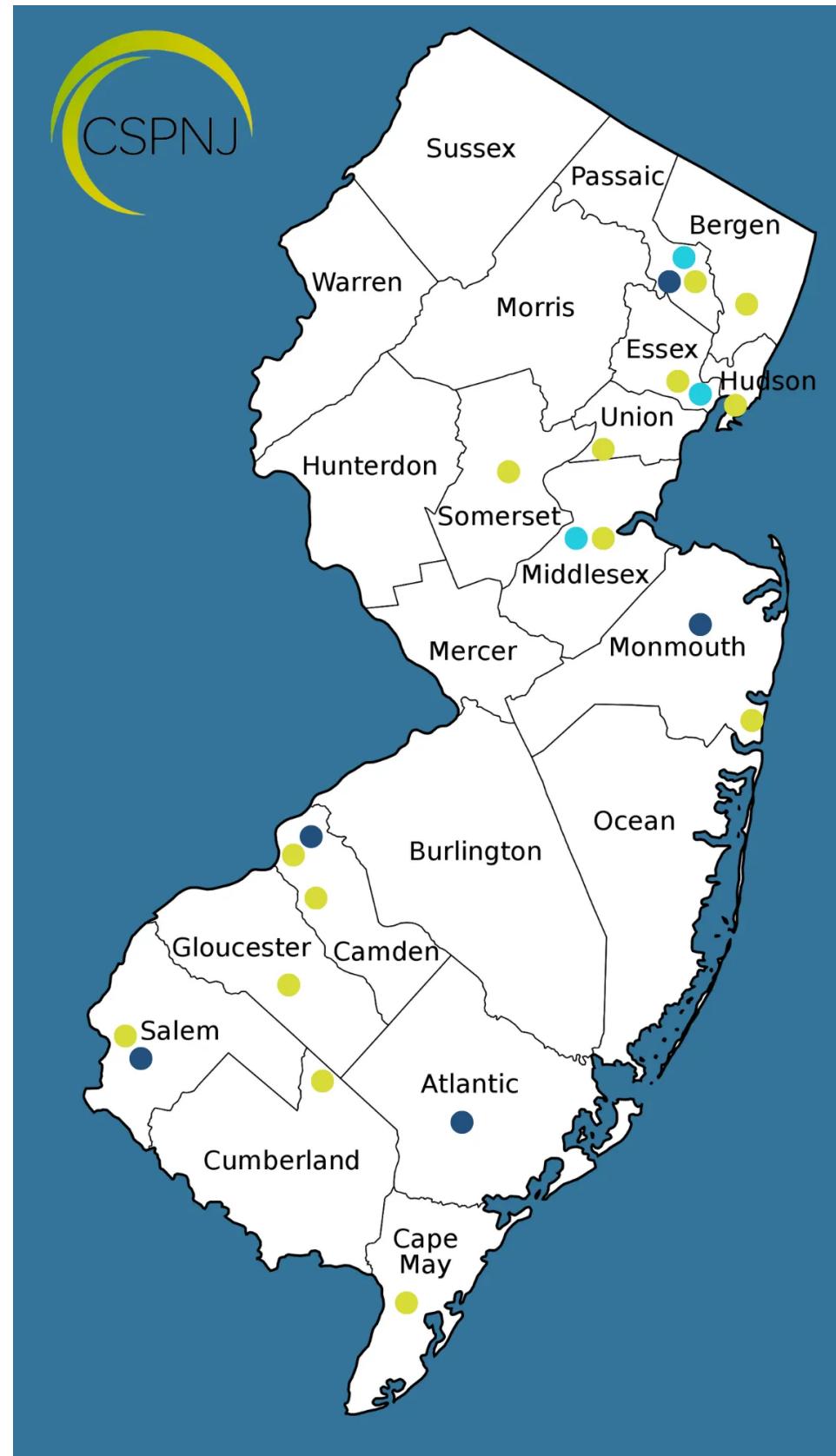
**Question #1**

What should the role of AI be  
in peer-run behavioral health organizations?

**Question #2**

How can we develop an AI that  
best helps peer-run behavioral health organizations?

# Working with a Partner Organization: CSPNJ



**New-Jersey Wide**

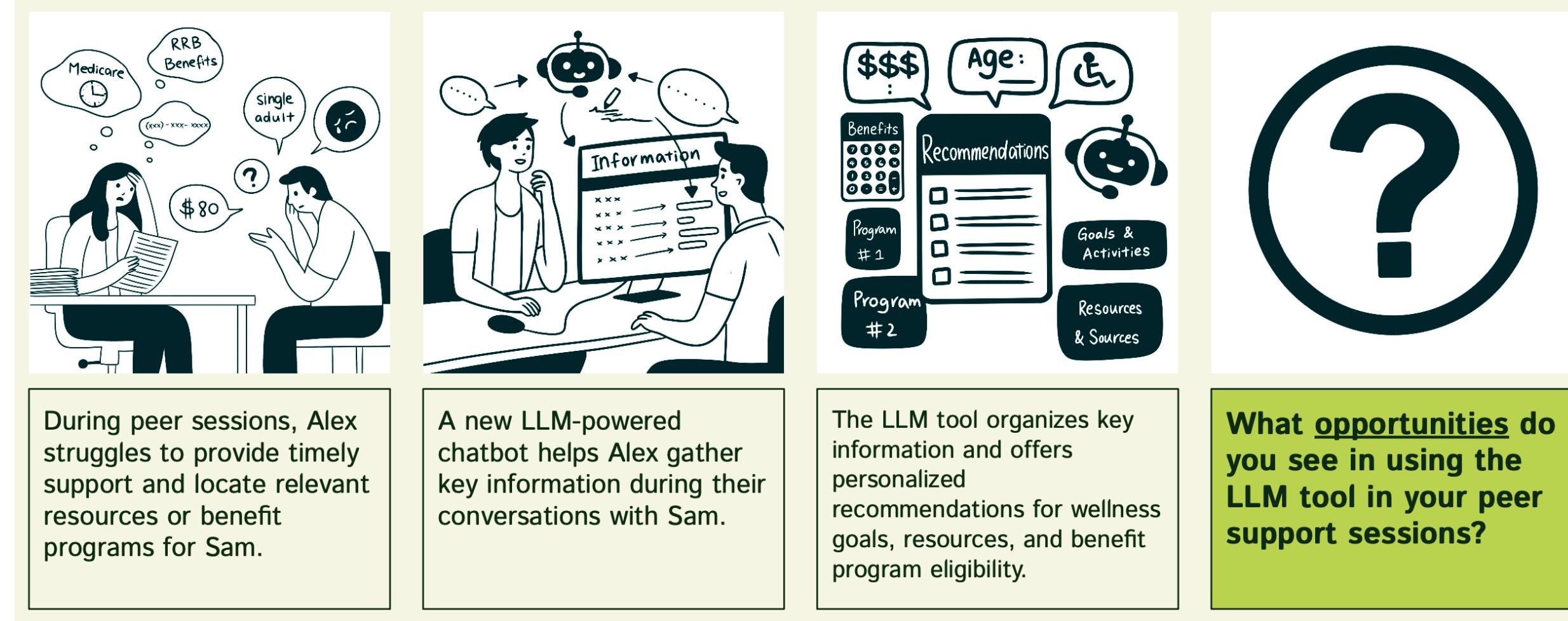


**Serves 15-100  
people daily**

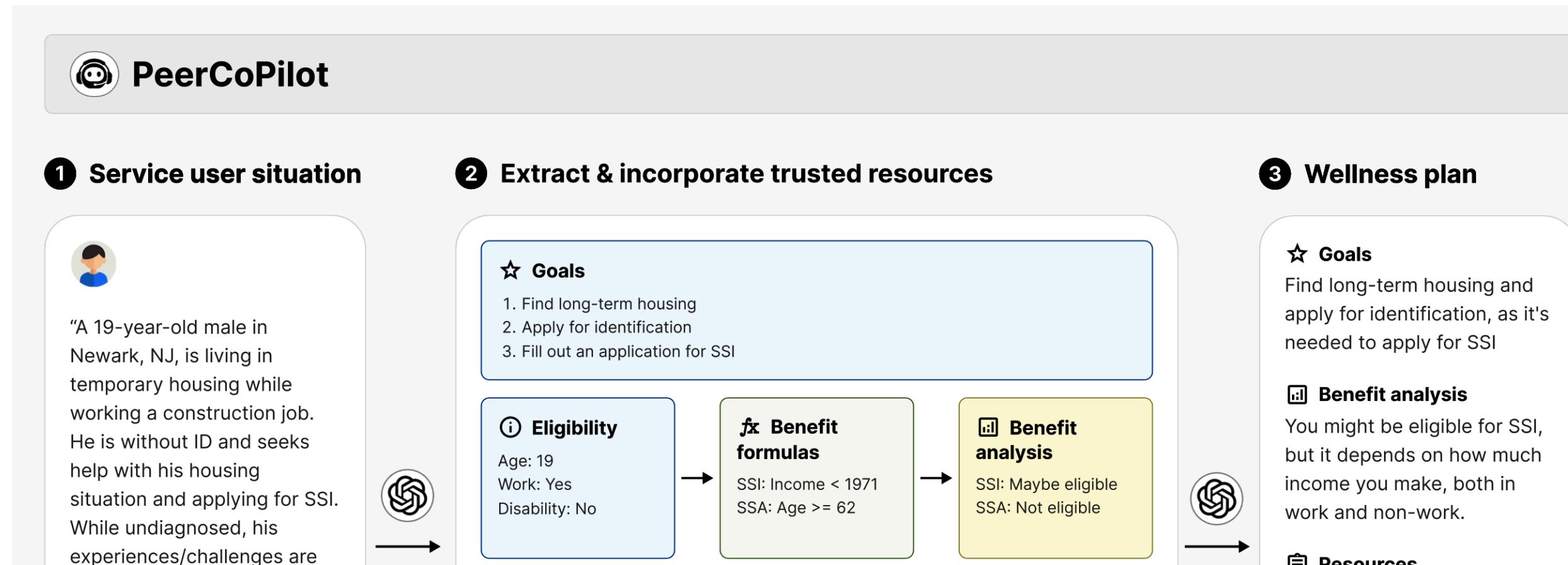


**Provides Housing, Food,  
and Other Services**

# Two Studies

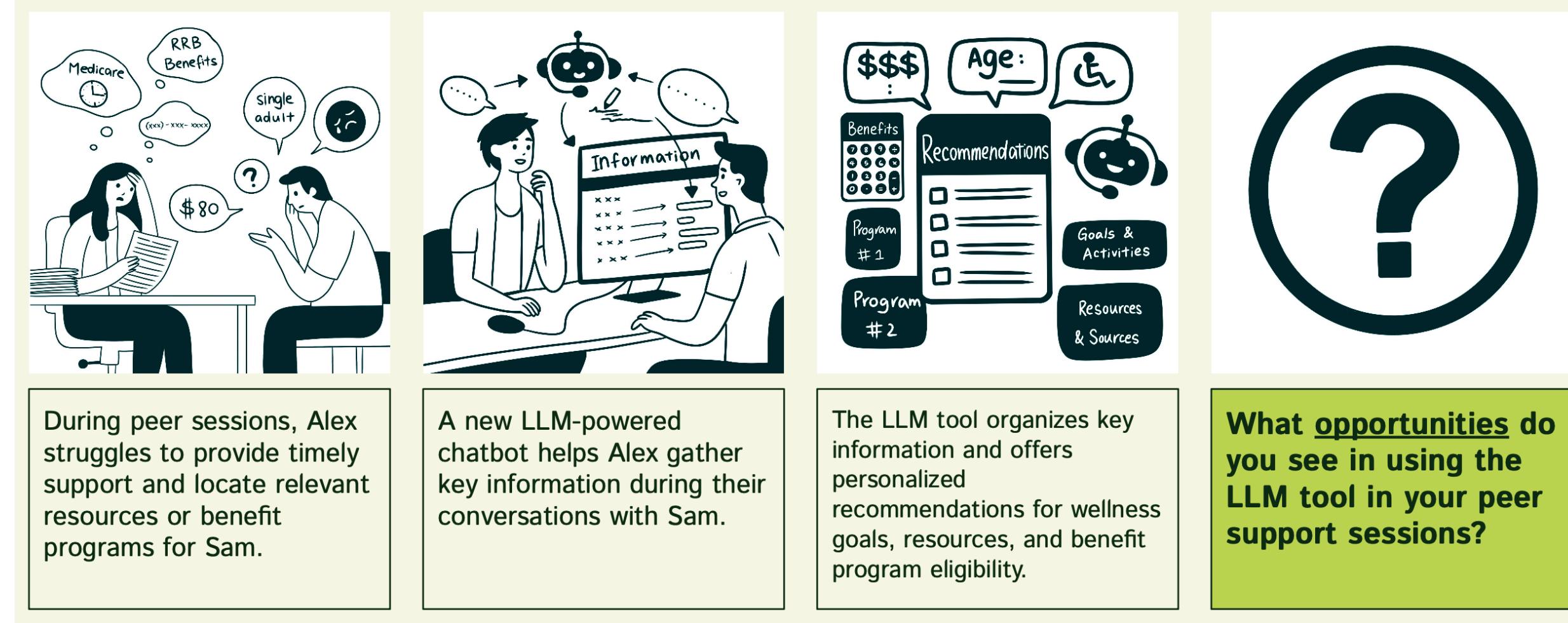


## Risks and Opportunities of LLMs in Behavioral Health

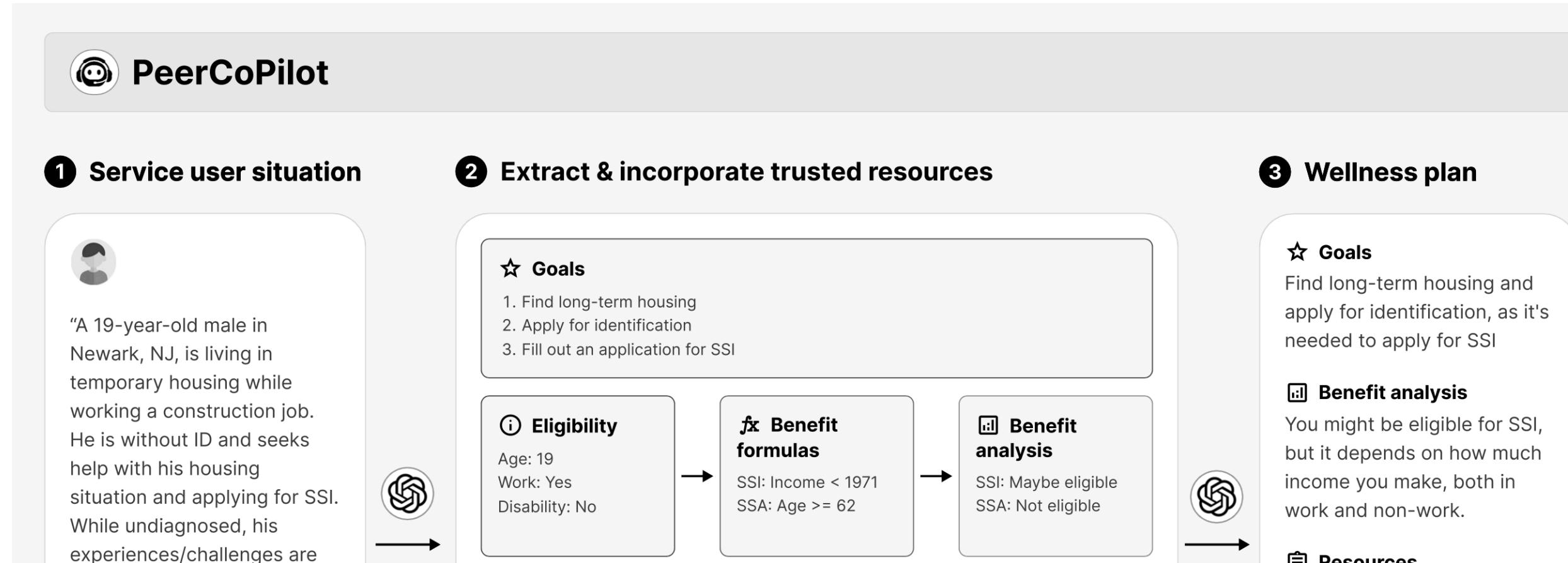


## Developing PeerCoPilot, an LLM-based tool for Behavioral

# Two Studies



## Risks and Opportunities of LLMs in Behavioral Health



Developing PeerCoPilot, an  
LLM-based tool for Behavioral

# Two Studies

The first panel shows two people at a desk looking at papers, with thought bubbles about Medicare, RRB Benefits, and Social Security. The second panel shows two people at a computer, with one using a chatbot. The third panel shows a user interface for an LLM tool with sections for Information, Benefits, Recommendations, Age, Program #1, Program #2, Goals & Activities, and Resources & Sources. The fourth panel is a large question mark.

During peer sessions, Alex struggles to provide timely support and locate relevant resources or benefit programs for Sam.

A new LLM-powered chatbot helps Alex gather key information during their conversations with Sam.

The LLM tool organizes key information and offers personalized recommendations for wellness goals, resources, and benefit program eligibility.

**What opportunities do you see in using the LLM tool in your peer support sessions?**

## Risks and Opportunities of LLMs in Behavioral Health

**PeerCoPilot**

**1 Service user situation**  
A 19-year-old male in Newark, NJ, is living in temporary housing while working a construction job. He is without ID and seeks help with his housing situation and applying for SSI. While undiagnosed, his experiences/challenges are:

**2 Extract & incorporate trusted resources**

- Goals**
  - Find long-term housing
  - Apply for identification
  - Fill out an application for SSI
- Eligibility**
  - Age: 19
  - Work: Yes
  - Disability: No
- Benefit formulas**
  - SSI: Income < 1971
  - SSA: Age >= 62
- Benefit analysis**
  - SSI: Maybe eligible
  - SSA: Not eligible

**3 Wellness plan**

- Goals**

Find long-term housing and apply for identification, as it's needed to apply for SSI
- Benefit analysis**

You might be eligible for SSI, but it depends on how much income you make, both in work and non-work.
- Resources**

## Developing PeerCoPilot, an LLM-based tool for Behavioral Health

# Three Human-Centered Questions

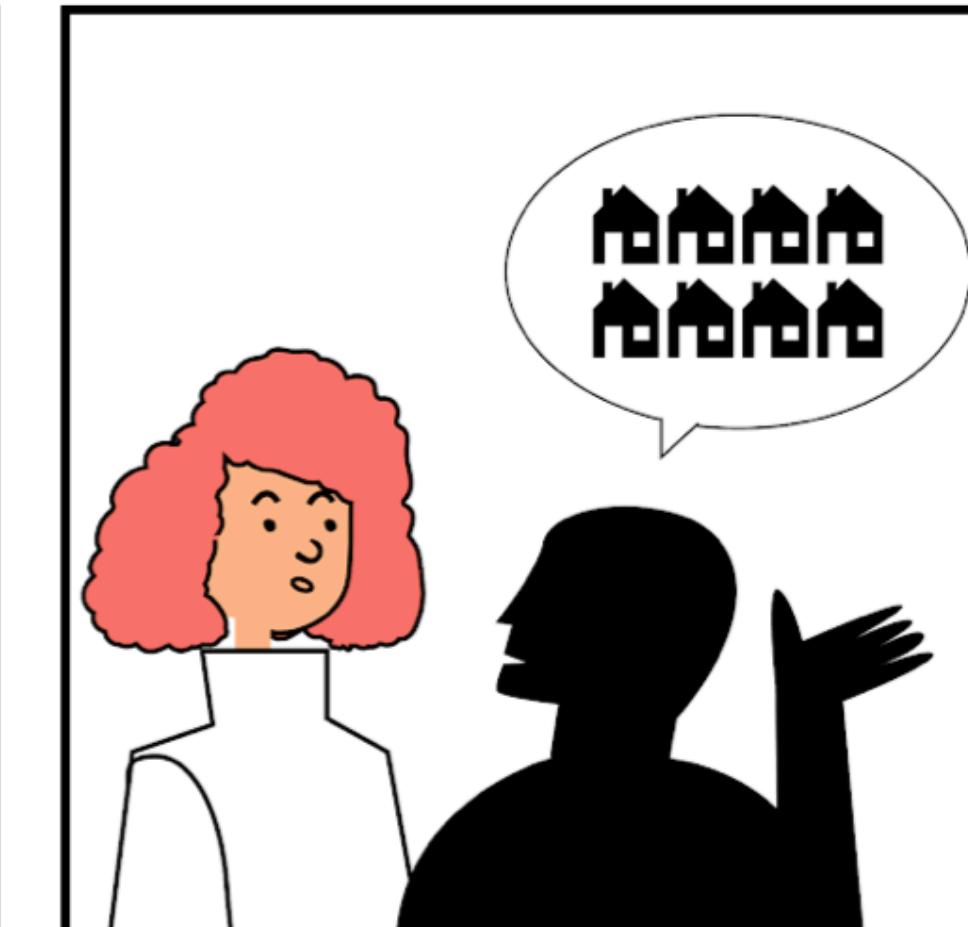
What are the perceived opportunities?

What are the perceived risks?

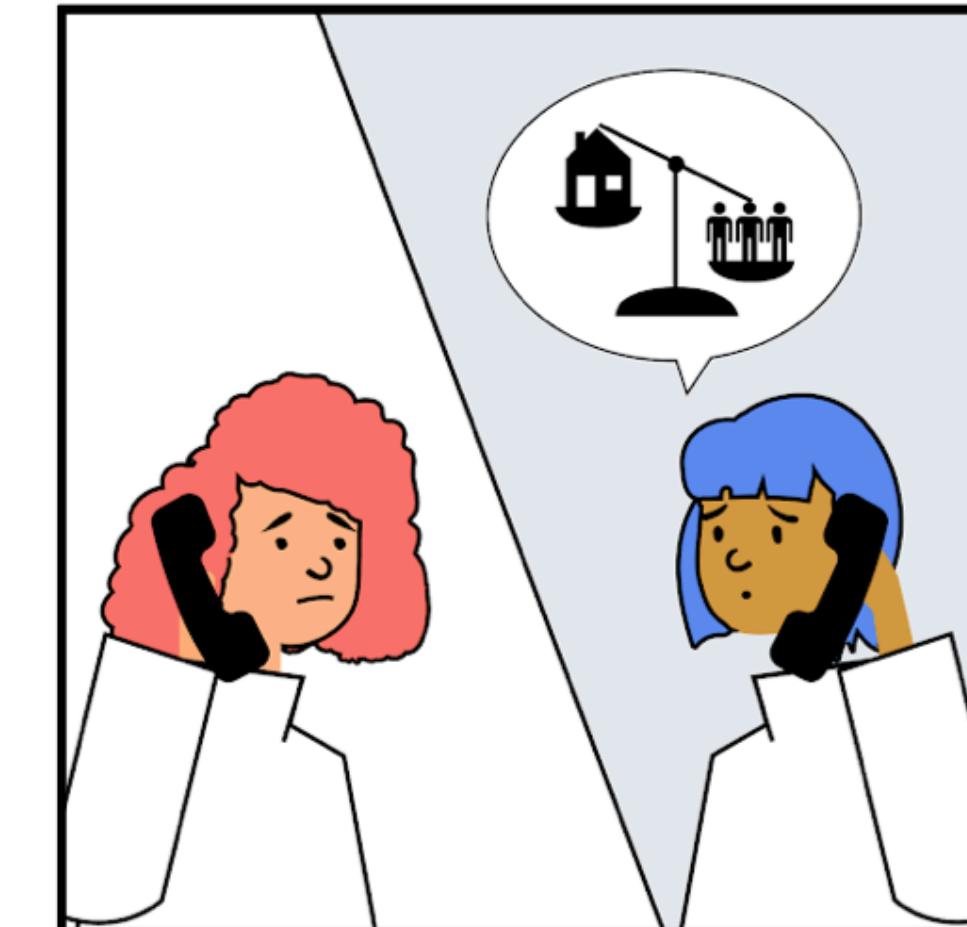
How can we mitigate these risks?



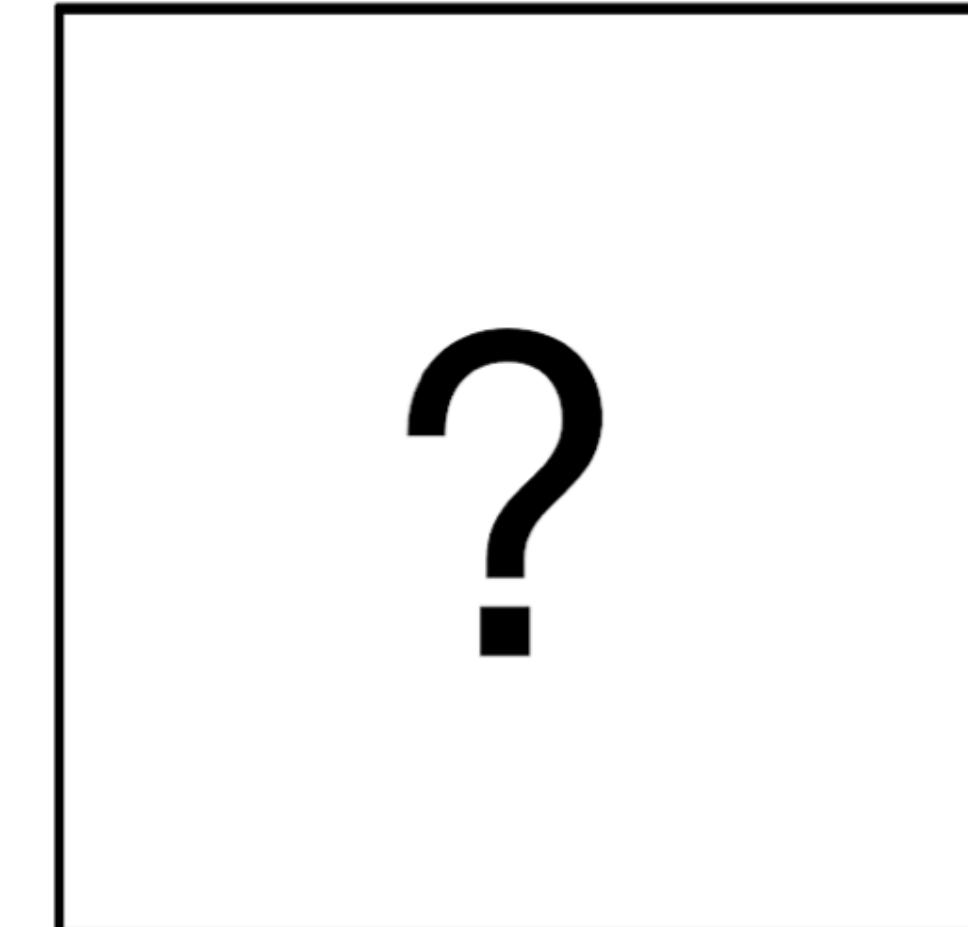
Jamie is experiencing homelessness.



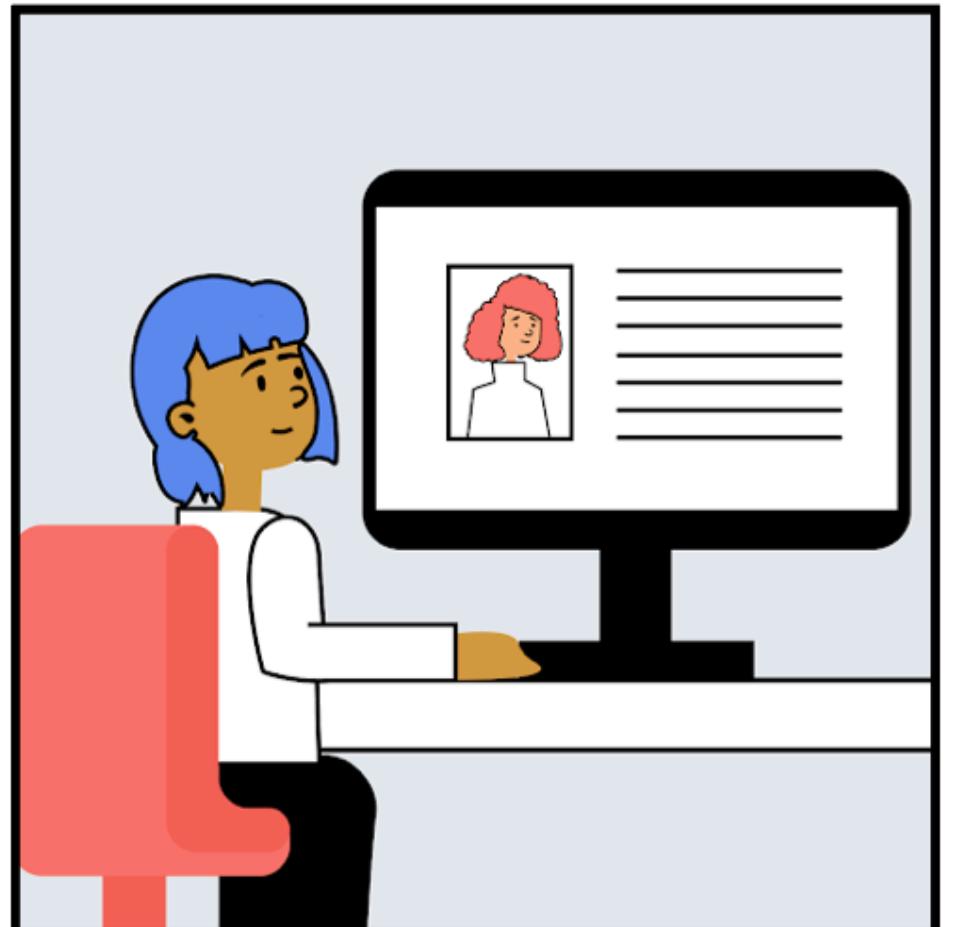
Jamie is told that the county is offering a public housing program.



Jamie calls the county to apply for a housing unit. However, the staff person tells Jamie that there aren't enough units to house every applicant.



Given thousands of applications each year, what **methods** should the county use for prioritizing housing applicants?



The staff person uses a computer that provides advice on who should be prioritized for housing, based on their risks of being harmed if they remain unhoused.

(a)

(b)

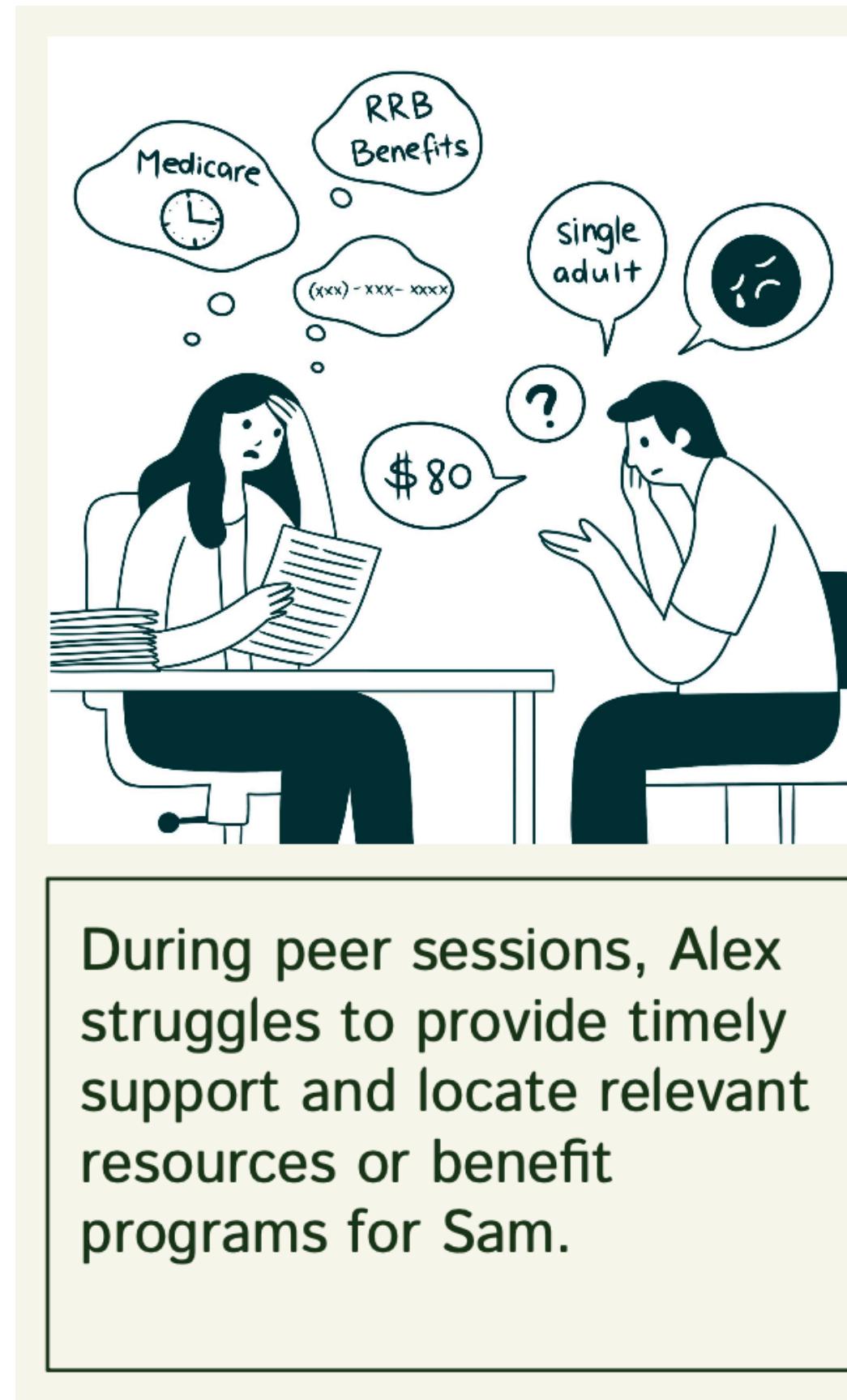
(c)

(d)

(e)

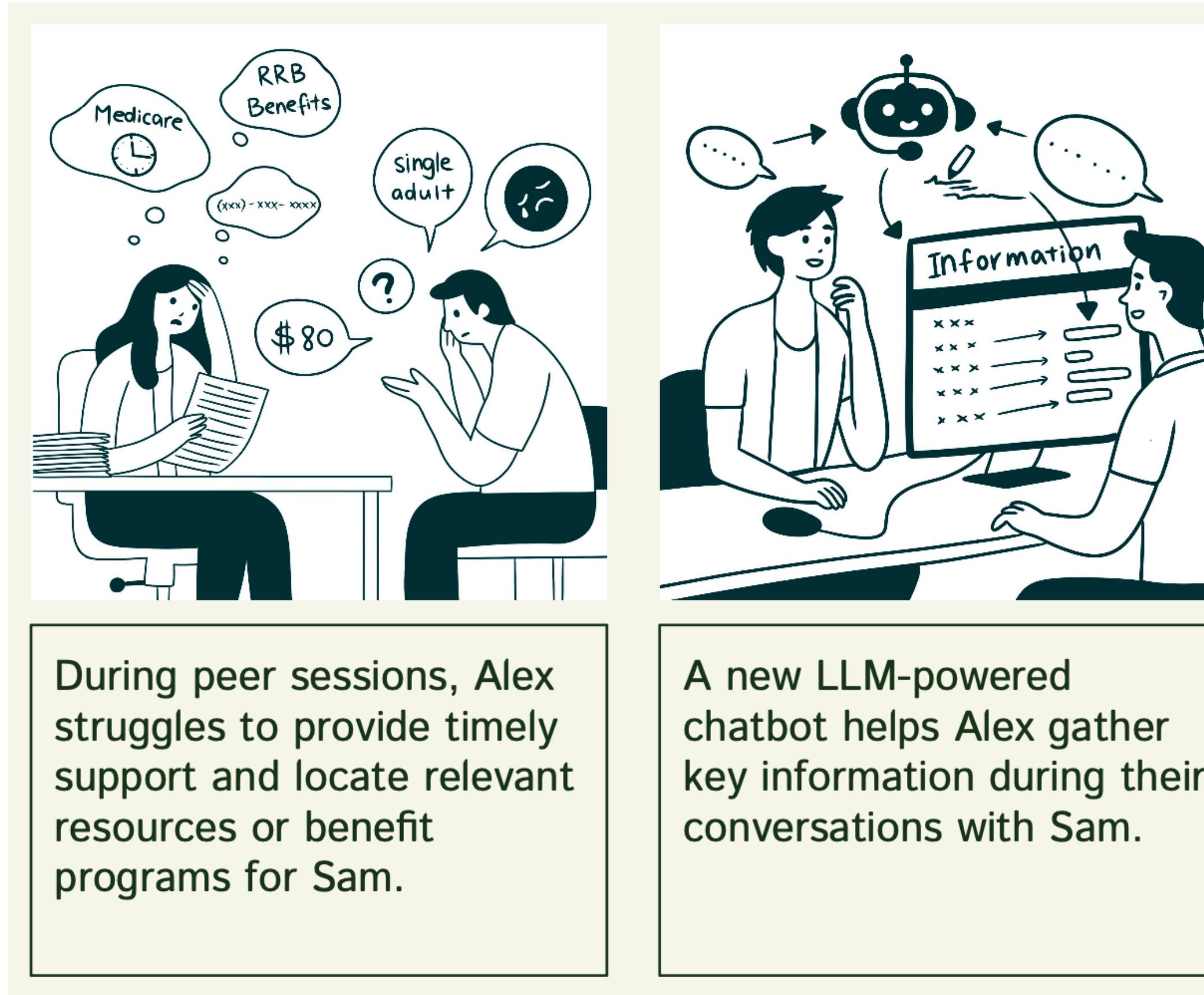
# Understanding Perspectives through Comicboarding

We use **comicboards** to get feedback and understand their perspectives on AI



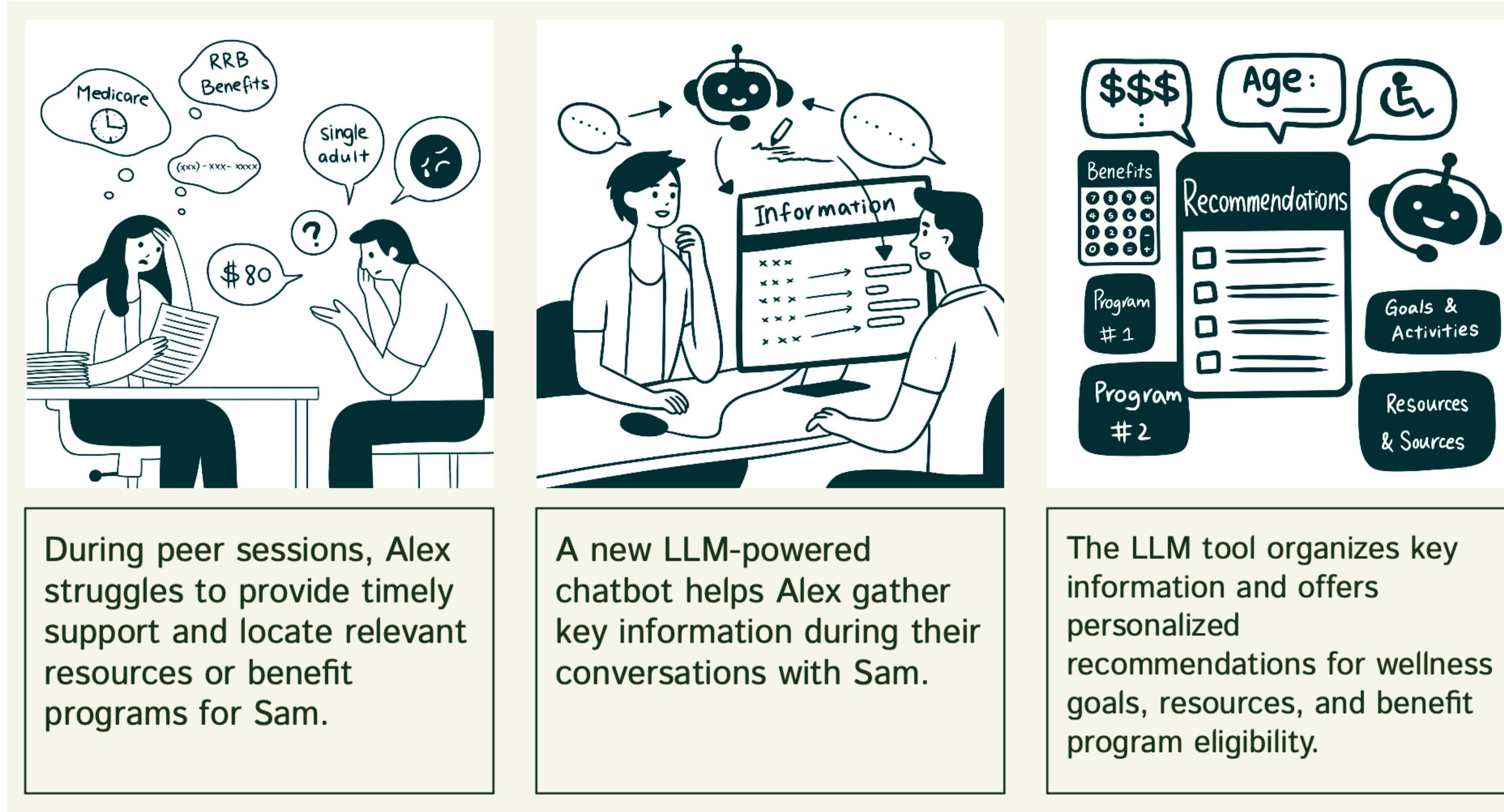
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The image consists of four panels arranged in a grid. The top row contains three panels, each with a small illustration and a caption below it. The fourth panel is a large question mark icon.

- Panel 1:** Shows two people at a desk. One person is looking at a document, while the other has thought bubbles above them containing "Medicare", "RRB Benefits", "single adult", and "\$ 80".
- Panel 2:** Shows two people at a computer. A chatbot is on the screen displaying "Information". Thought bubbles show a person thinking about "Program #1" and "Program #2".
- Panel 3:** Shows a person interacting with a digital interface. The interface includes a calculator icon, "Benefits", "Program #1", "Program #2", "Recommendations", "Age:", a wheelchair icon, "Goals & Activities", and "Resources & Sources".
- Panel 4:** A large, prominent question mark icon.

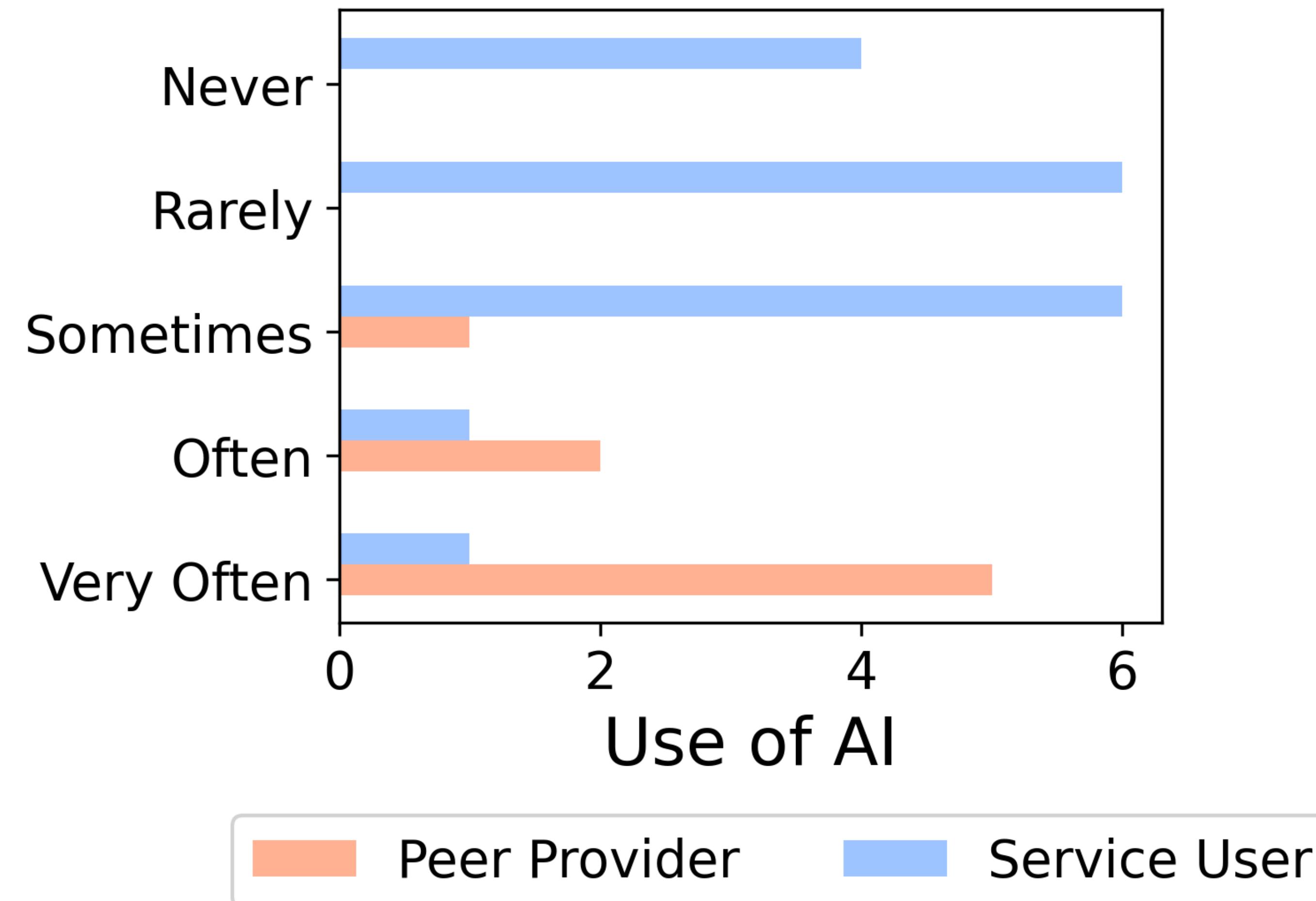
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**Panel 2:** A new LLM-powered chatbot helps Alex gather key information during their conversations with Sam.

**Panel 3:** The LLM tool organizes key information and offers personalized recommendations for wellness goals, resources, and benefit program eligibility.

**Panel 4:** **What opportunities do you see in using the LLM tool in your peer support sessions?**

# Diverse Population from CSPNJ



# Increasing Localized Information

## 1. Importance of Specific Localized Information

1. “An LLM would make things centralized... with the eight dimensions of wellness, we need something that can combine them all.” [PS11]

## 2. Risk of Overgeneralization

1. “AI responds in the same manner} and gives a straight yes or no...but in reality, there’s a lot of gray lines.” [SU4]

## 3. Importance of Community-Centered Evaluation

1. “Nothing about us without us... we need to be involved in the testing and training from the beginning” [PS11]

# Importance of Trust

## 1. LLMs need to inspire trust

1. “*Working with LLM would be the same as teaching a skill... showing them first and modeling it builds that safety and trust so they feel like they can do it on their own.*” [PS11]
2. “*You're building that relationship at that moment...by being involved in it, that reduces some of that fear that someone may encounter with it*” [PS14]

## 2. Trust is Needed to Provide Specific Information

1. “*Trying to get accurate information out of people is hard...with their legal issues...if they have any felonies or whatnot demographics...how honest are people gonna be...they're not gonna tell me that.*” [PS15]

# Maintaining Autonomy

## 1. LLMs need to complement not supplement

1. *“The harm [is] if it’s being used where you’re no longer using it, and it’s just doing it for you.” [PS2]*
2. *“Remind the peer to ask more personal questions. It would be important to still...use their own knowledge...to make sure it’s individualized and that we are guiding it through” [PS2]*

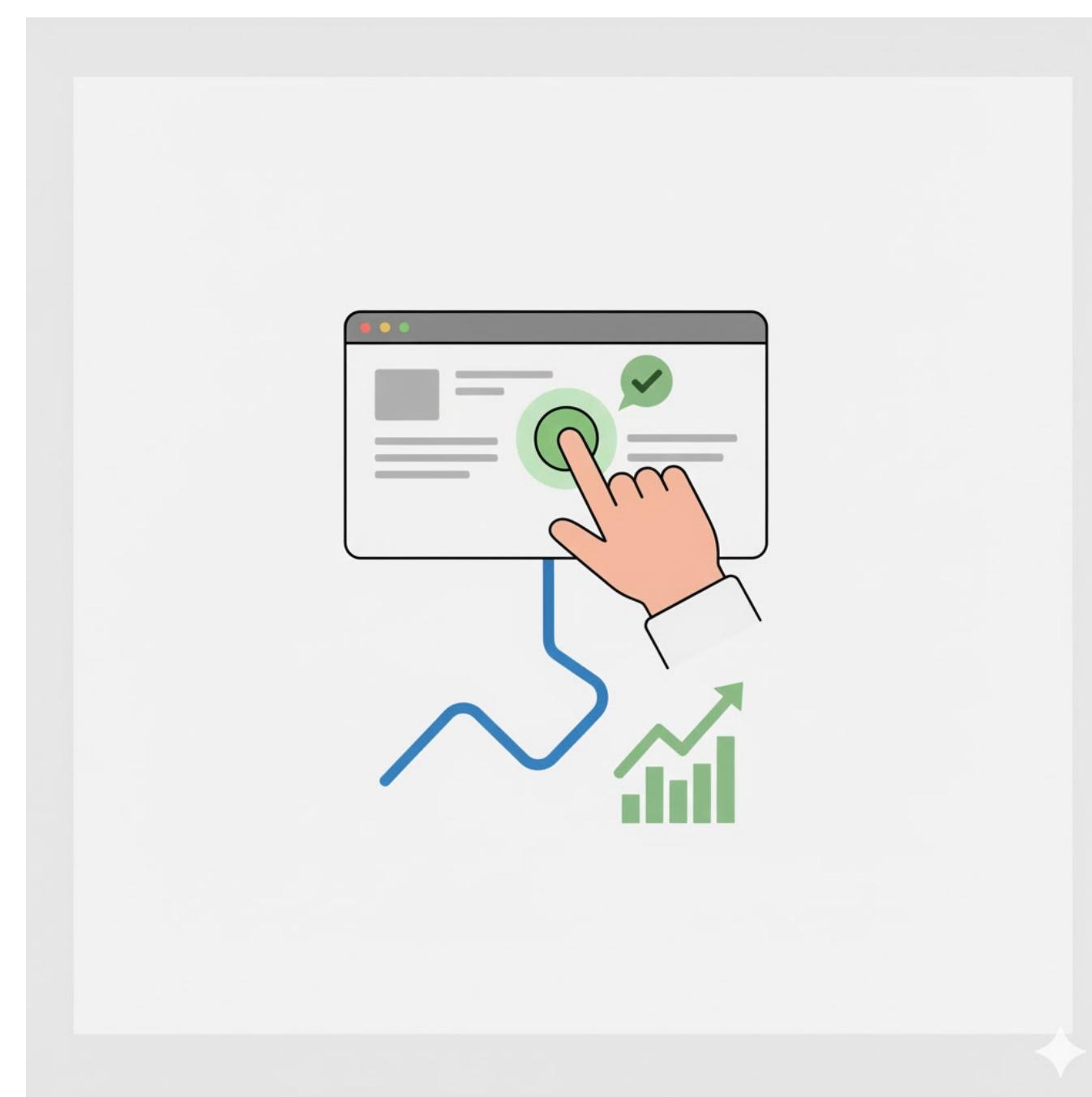
## 2. Need for Critical Analysis when working with LLMs

1. *“We could avoid that risk...by guiding, and having setups where the peer specialist is learning how to use it through a guiding method rather than just only relying on it.” [PS2]*

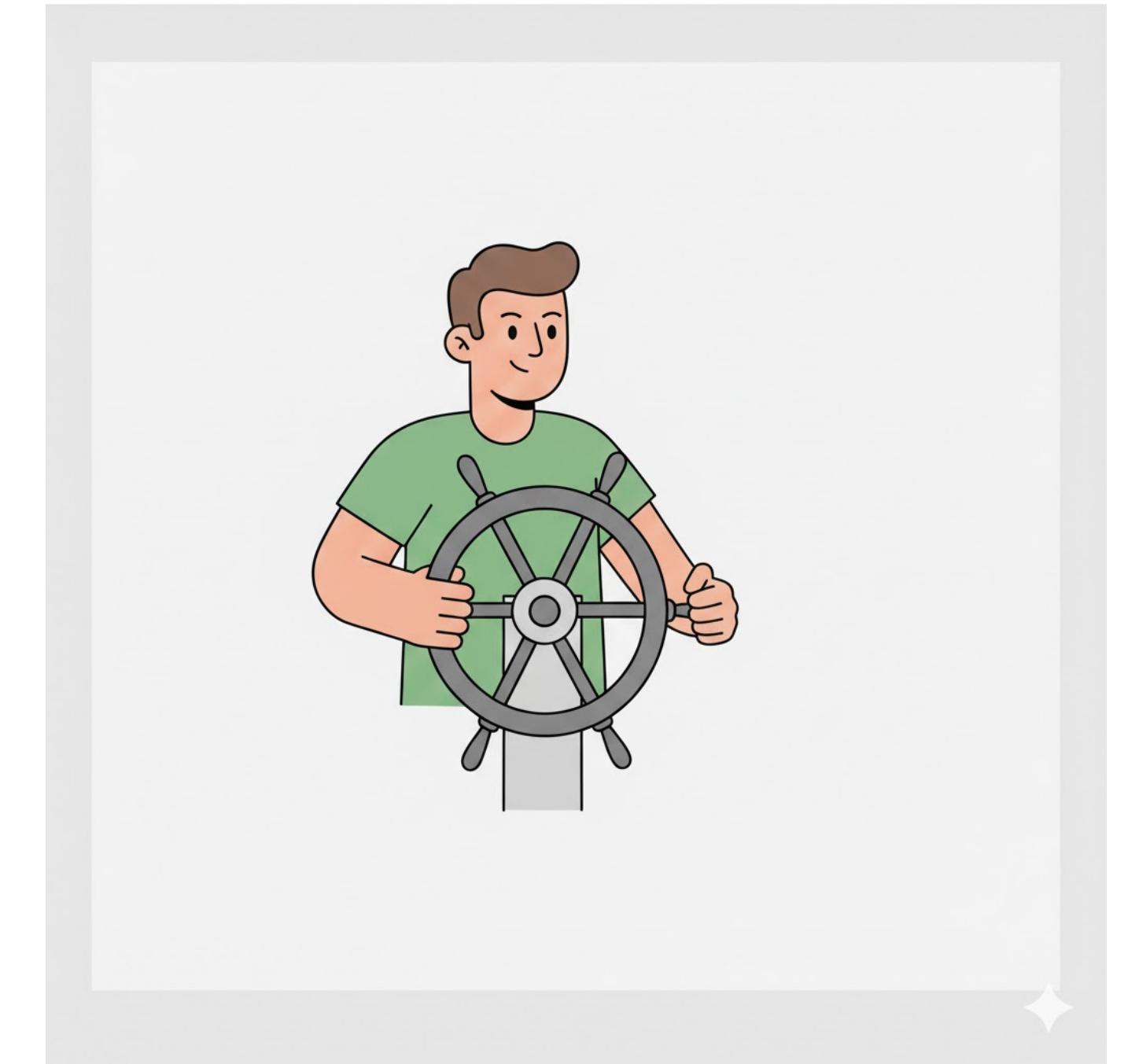
# Bigger Themes



**Locality**

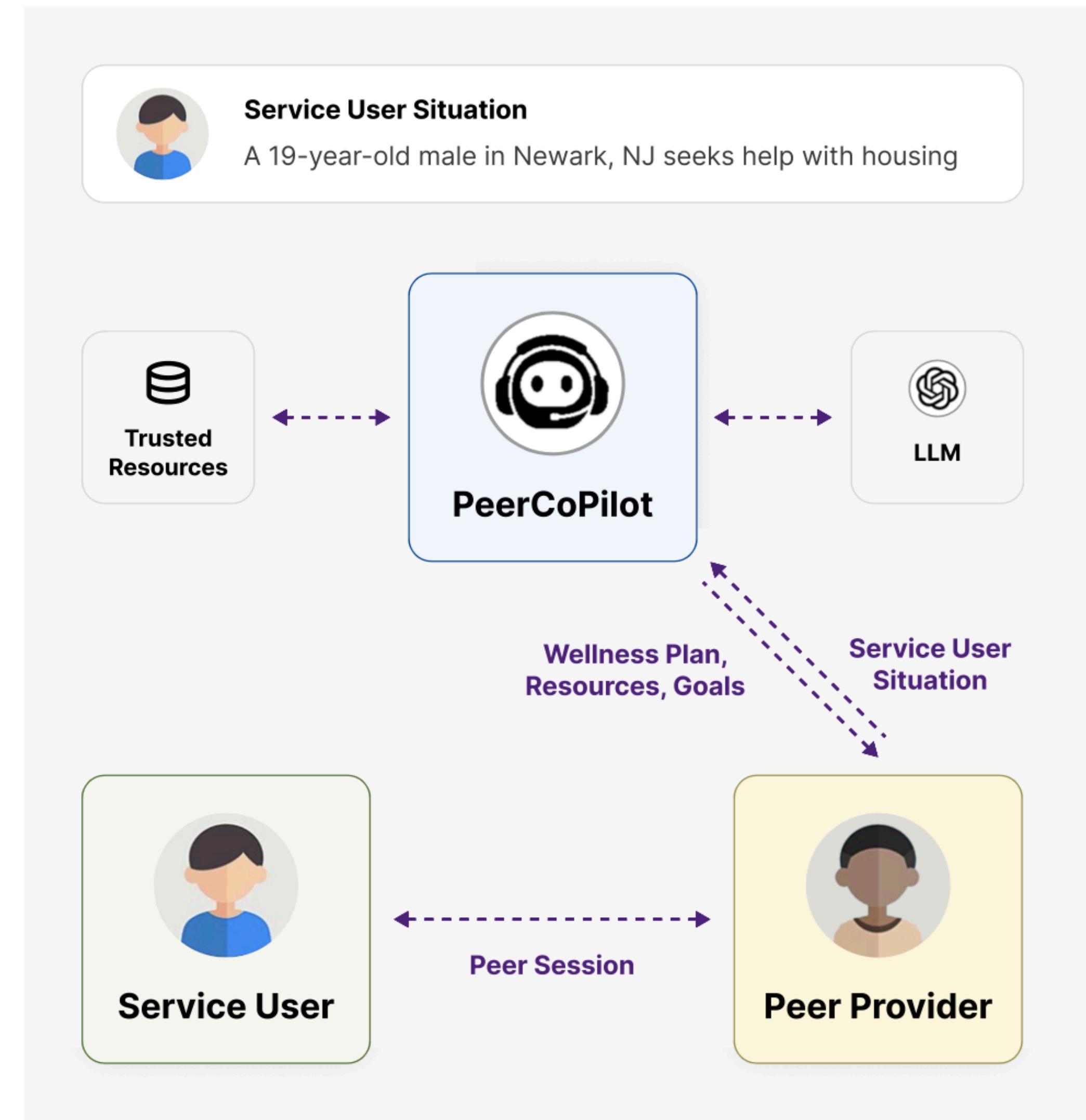


**Trust**



**Autonomy**

# Introducing PeerCoPilot





## 1 Service user situation



"A 19-year-old male in Newark, NJ, is living in temporary housing while working a construction job. He is without ID and seeks help with his housing situation and applying for SSI. While undiagnosed, his experiences/challenges are consistent with PTSD and he has a marked trauma history"

## 2 Extract & incorporate trusted resources

### ★ Goals

1. Find long-term housing
2. Apply for identification
3. Fill out an application for SSI

### ⓘ Eligibility

Age: 19  
Work: Yes  
Disability: No

### fx Benefit formulas

SSI: Income < 1971  
SSA: Age >= 62

### ❑ Benefit analysis

SSI: Maybe eligible  
SSA: Not eligible

### ❑ Resource needs

Housing  
ID

### ❑ Database

Newark Housing Authority  
National Alliance for Homelessness

### ❑ Resource recommendation

Newark Housing Authority: Can help him find shelter

### ⓘ Questions

1. How long does your temporary housing last for?
2. Have you applied for SSI previously?
3. Do you have any non-work income?

## 3 Wellness plan

### ★ Goals

Find long-term housing and apply for identification, as it's needed to apply for SSI

### ❑ Benefit analysis

You might be eligible for SSI, but it depends on how much income you make, both in work and non-work.

### ❑ Resources

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# Wellness Goals

**What is the service user's needs and goals for today's meeting?**

Home

Tool

Wellness Planner

Profile Manager

Outreach Calendar

hello

Hello! How can I assist you today?

can you provide some resources for food

To assist with food resources, understanding the user's specific situation would be beneficial. Here are a few questions that can help determine the most suitable

Describe the service user's situation...

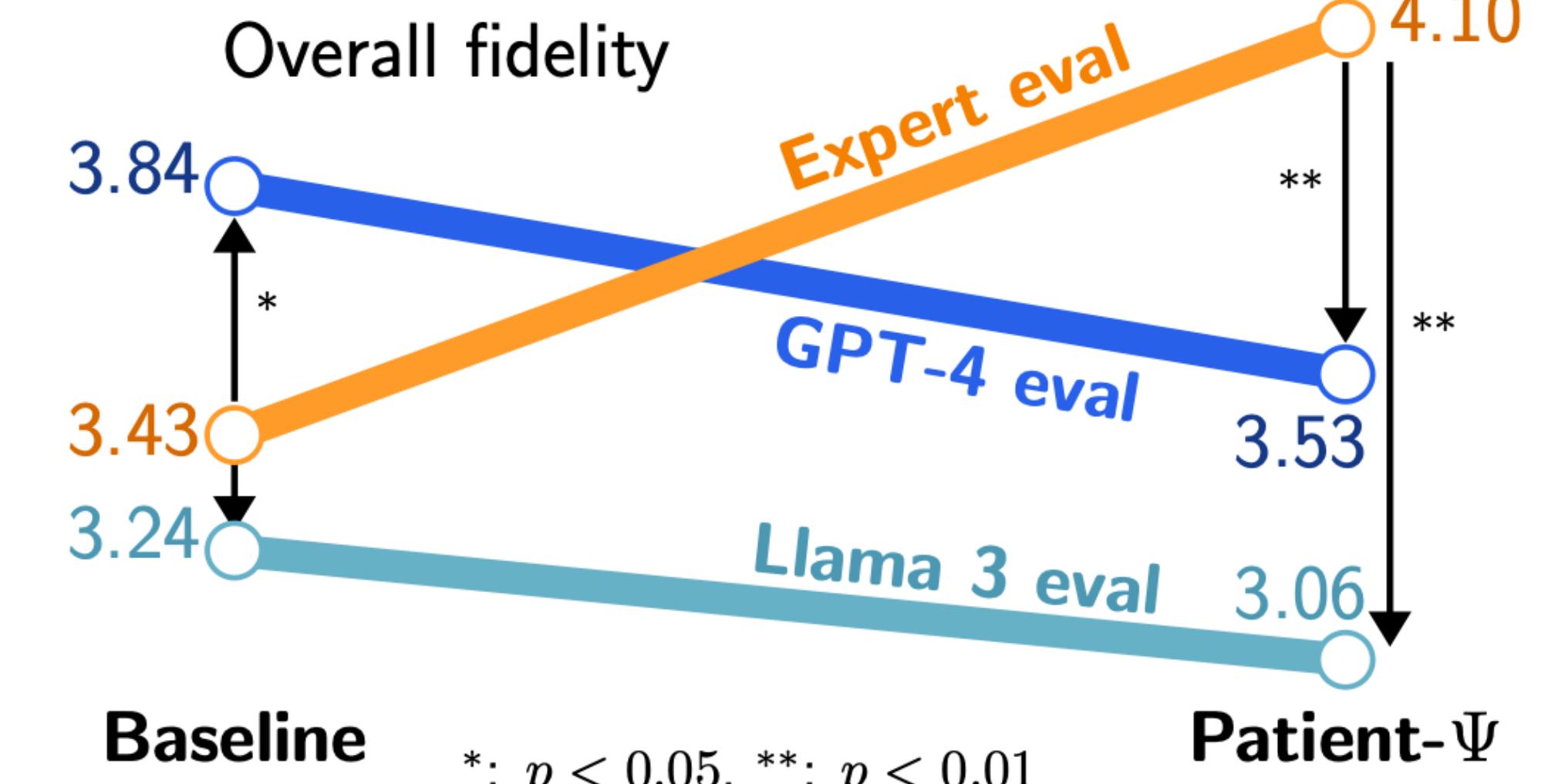
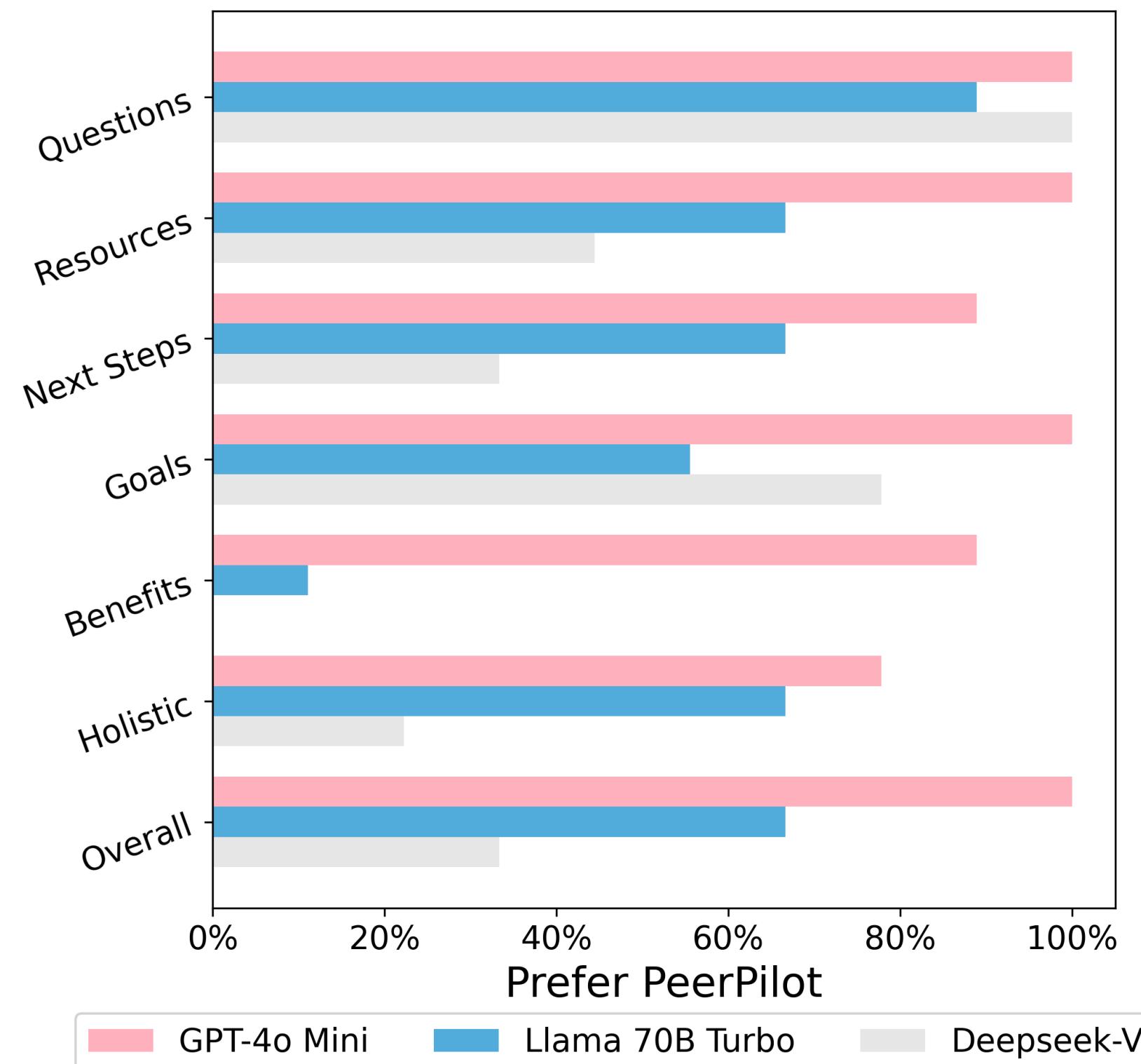


Reset Session

Save Session History

Tutorial

# Evaluation Challenges



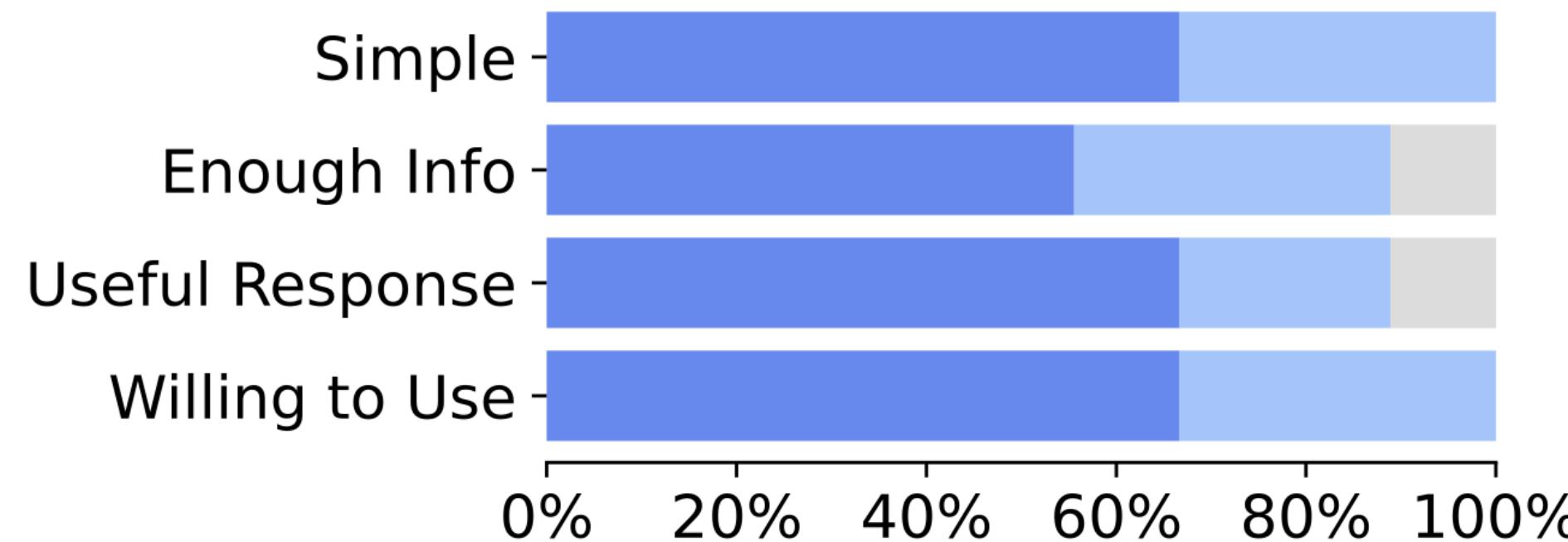
**Inconsistency**

**Miscalibration**

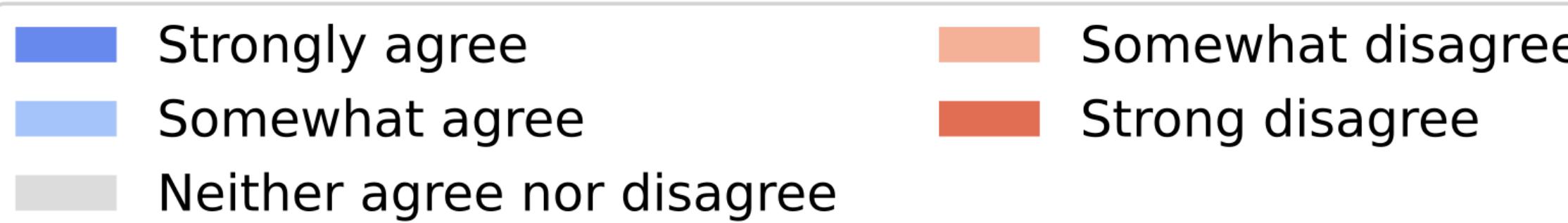
# Running a User Study

We have 9 peer providers and 6 service users interact with our tool in an onsite study

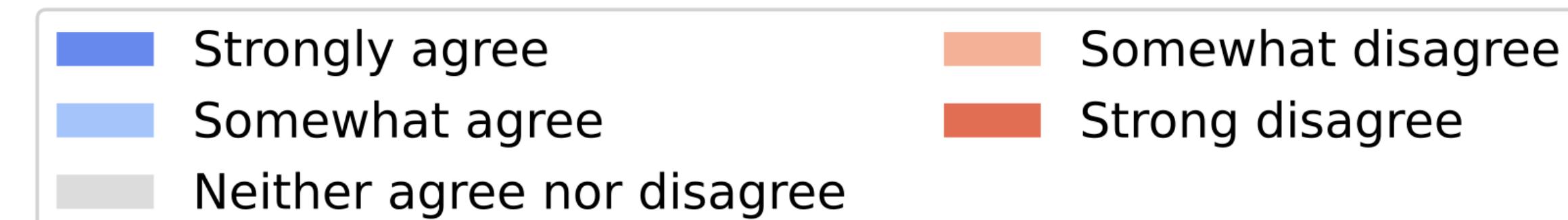
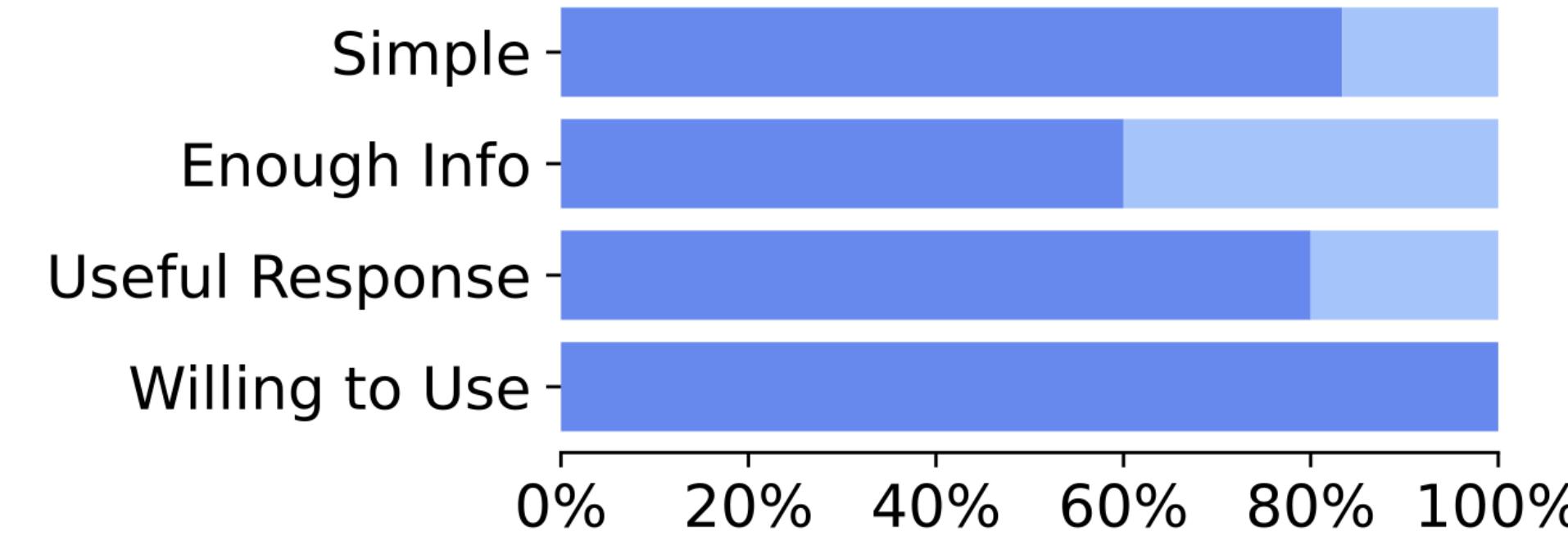
# Understanding PeerCoPilot's Performance



**Peer providers** find our tool simple to use and are willing to use our tool in practice

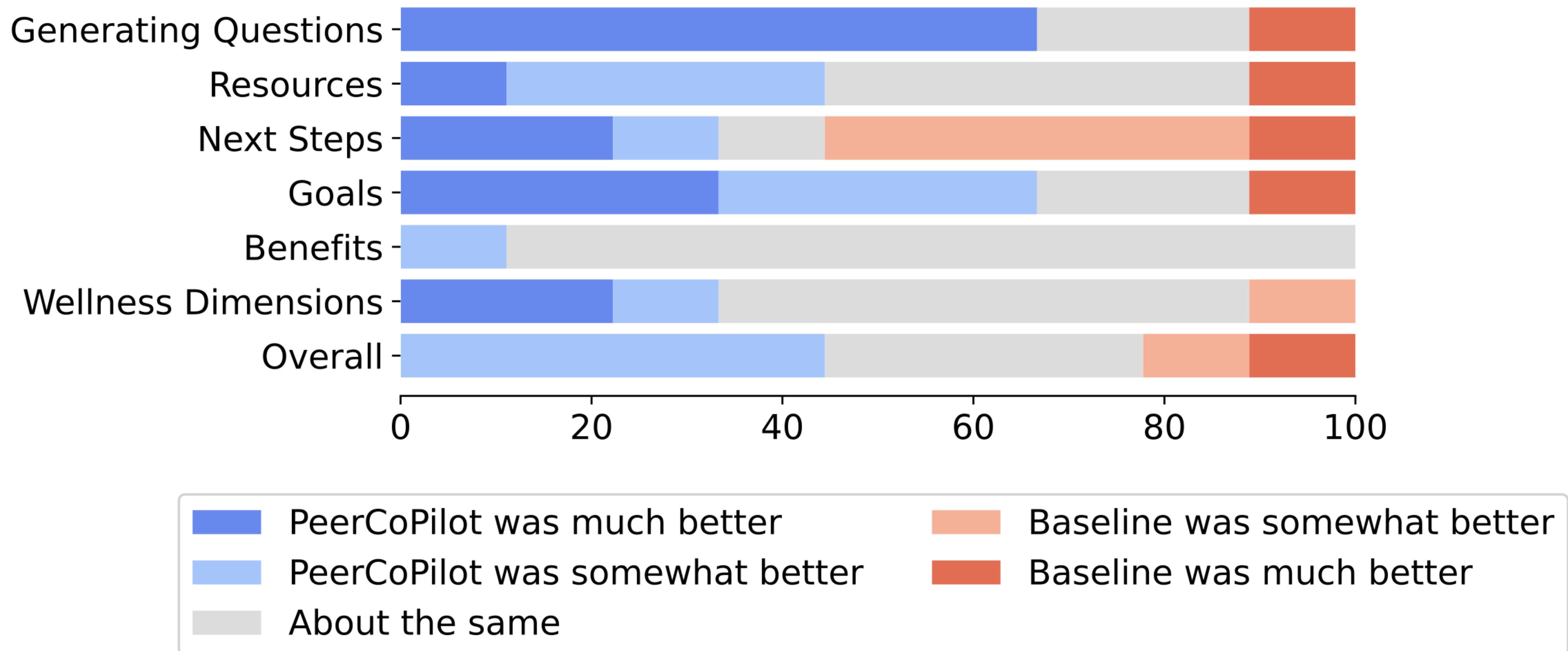


Similarly, **service users** also find our tool simple and that our tool generates useful responses



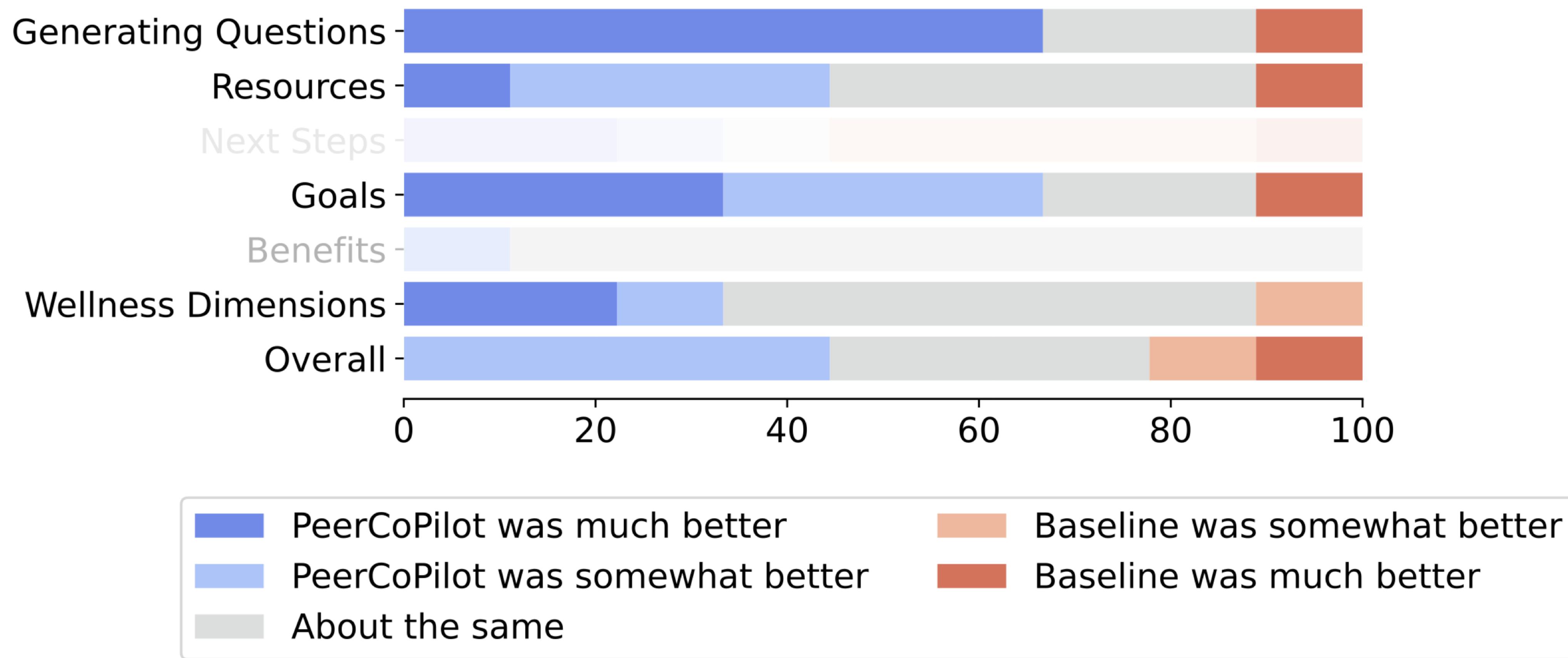
# Comparison with Baseline

We also have peer providers compare our tool with a baseline LLM



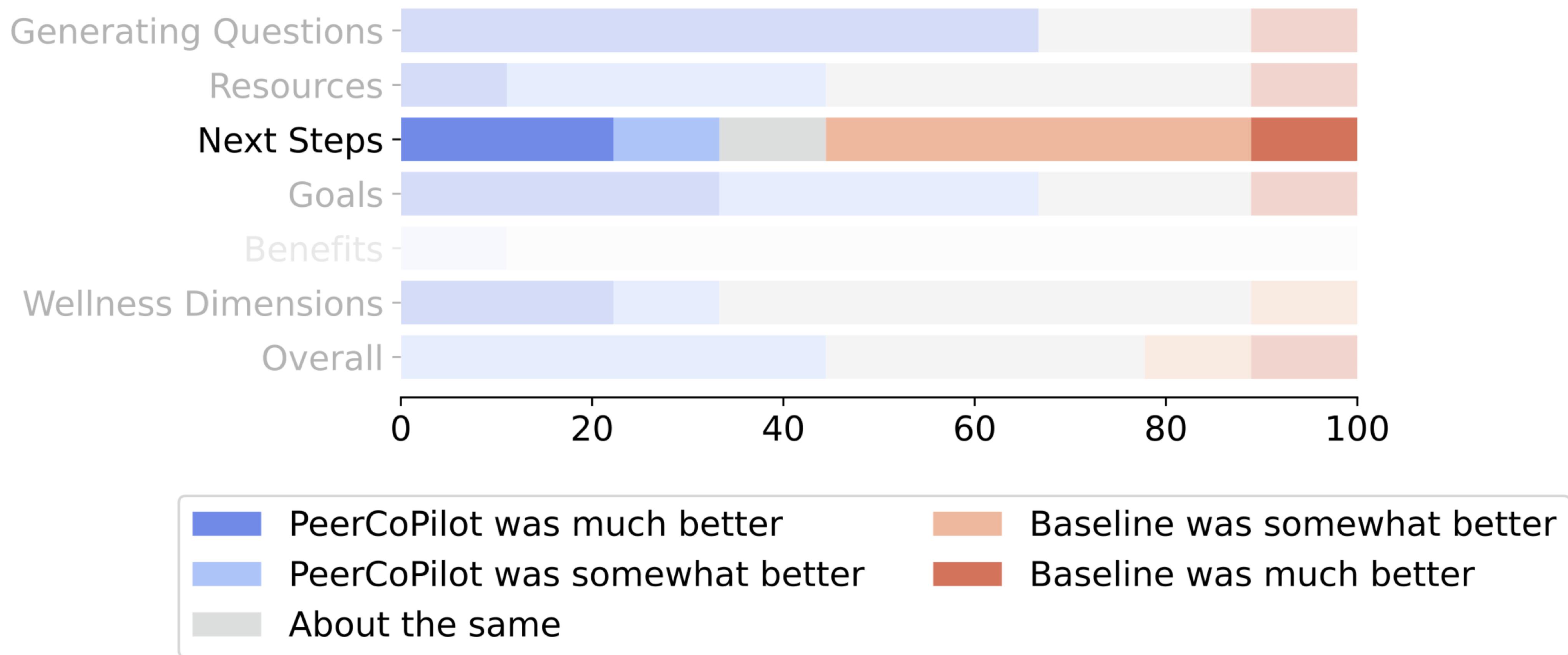
# PeerCoPilot Performs Better than the Baseline

We also have peer providers compare our tool with a baseline LLM



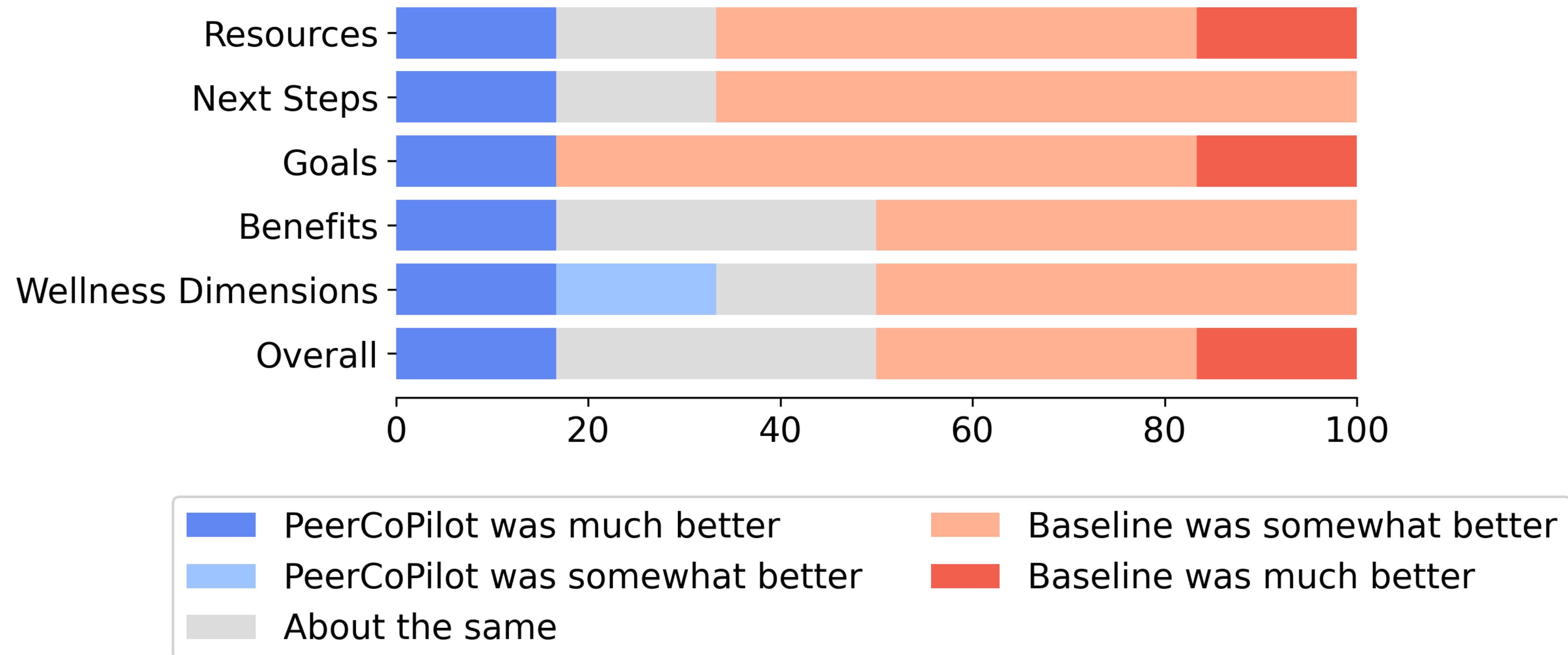
# But There's Still Room for Improvement

We also have peer providers compare our tool with a baseline LLM



# More Inconsistent Results with Service Users

We also ran into challenges with accessibility with service users



# Three Key Themes

## PeerCoPilot Usability

Peer providers are willing to use PeerCoPilot

*"I found that PeerCoPilot's follow up questions and prompts would be crucial for a service provider to continue to assist someone in creating their wellness plan."*

Peer Provider 9

*"I love that it gave this website and I can put in follow up questions."*

Peer Provider 4

*"How can we develop a realistic wellness plan. I love that...How it's breaking it down by dimension."*

Peer Provider 4

## Information Reliability

PeerCoPilot delivers more reliable and specific information

*"Really interesting how specific PeerCoPilot is...insane that it gave the birth certificate requirements"*

Peer Provider 1

*"PeerCoPilot gives me a little more information and it gives me a hyperlink to a website."*

Peer Provider 3

*"[For the baseline] I noticed that some of the links weren't usable or did not go to the specific webpage."*

Peer Provider 9

## Comparison with Baseline

PeerCoPilot provides better goals, resources, and questions

*"After that, moving forward, it's all PeerCoPilot. PeerCoPilot is the tool that has the resources."*

Peer Provider 4

*"Having the framework of the smart goal can make PeerCoPilot much better."*

Peer Provider 1

*"Those generated questions are so important to continue moving those steps forward while providing that think tank process or opportunity of Am I prepared? What else do I need to do?"*

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Peer Provider 4

## Information Reliability

PeerCoPilot delivers more reliable and specific information

*"Really interesting how specific PeerCoPilot is...insane that it gave the birth certificate requirements"*

Peer Provider 1

*"PeerCoPilot gives me a little more information and it gives me a hyperlink to a website."*

Peer Provider 3

*"[For the baseline] I noticed that some of the links weren't usable or did not go to the specific webpage."*

Peer Provider 9

## Comparison with Baseline

PeerCoPilot provides better goals, resources, and questions

*"After that, moving forward, it's all PeerCoPilot. PeerCoPilot is the tool that has the resources."*

Peer Provider 4

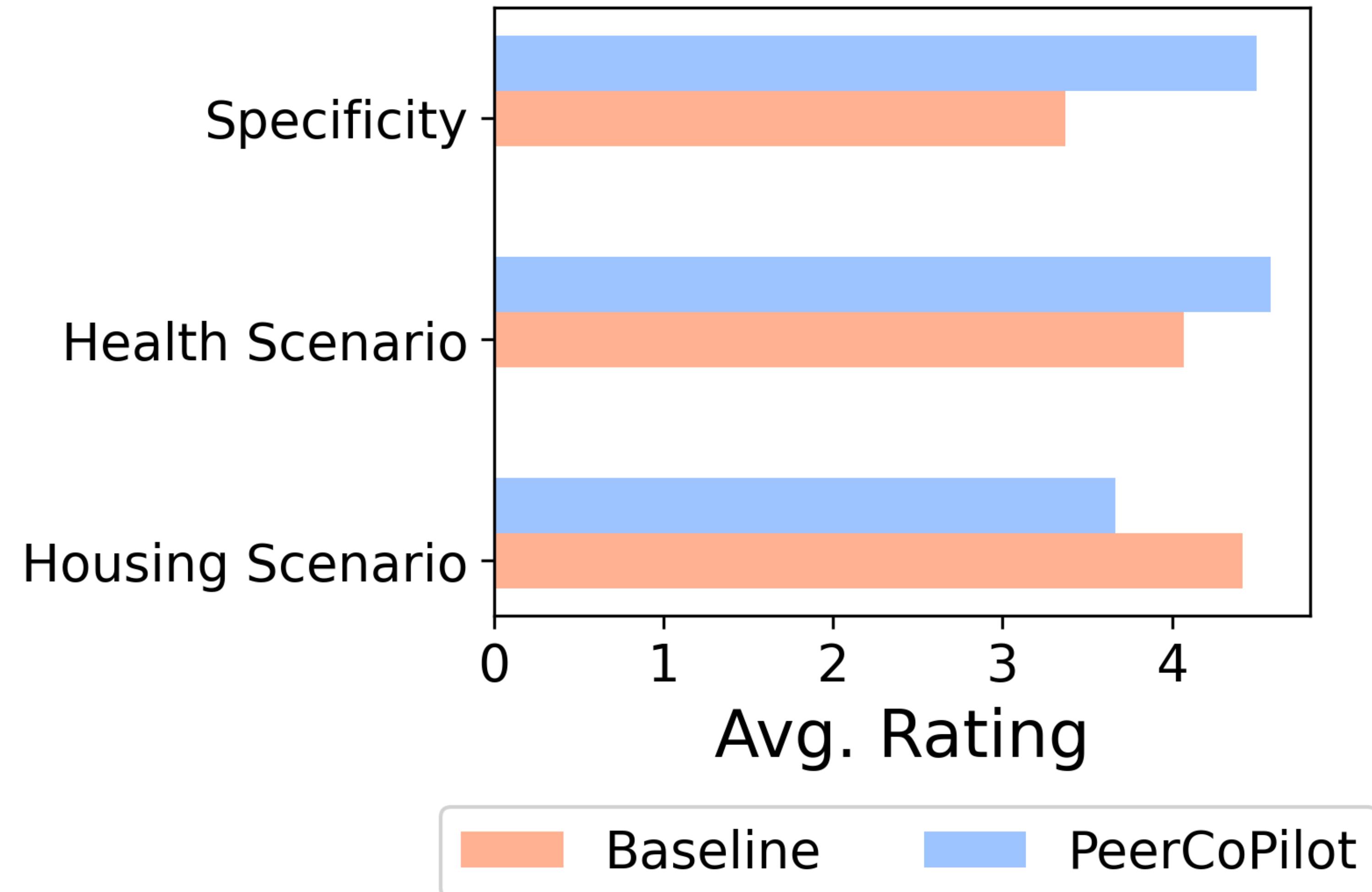
*"Having the framework of the smart goal can make PeerCoPilot much better."*

Peer Provider 1

*"Those generated questions are so important to continue moving those steps forward while providing that think tank process or opportunity of Am I prepared? What else do I need to do?"*

Peer Provider 4

# Resource Recommendation



# Human-AI Teaming

**Immediate Needs:** Supporting person find stable housing and resources that he would be able to utilize for immigration support. If desired, support around mental health, ideally something like peer support if he doesn't want medication, etc.

**Goals:** Visit potential centers/resources together, perhaps outreach to 1 a week. Look into more stable housing, again, utilizing personal and local networks. If possible, find free supports around budgeting, perhaps at the library or local universities he could access with limited barriers (Googling, struggling to find one that would be applicable without an ID).

## Immediate Needs:

1. Housing Stabilization: Securing a permanent housing arrangement is vital for his stability and peace of mind. Temporary housing can increase stress, especially if he is already facing trauma-related challenges.
2. Legal Resources for Immigration Support: Access to legal aid is important for navigating his immigration status. Understanding his rights and options can help him feel more secure in his situation.
3. Mental Health Support: Given his history consistent with PTSD, connecting with mental health resources is crucial. Access to support groups or community programs can provide him with coping mechanisms and a sense of community.
4. Financial Wellness: Improving his financial situation is essential for overall stability. This can include budgeting assistance or exploring options for financial help.

## Goals:

1. Mindfulness:
  - Goal: Practice mindfulness or meditation for 10 minutes each day for the next month.
    - Specific: Define a specific time of day to do this.
    - Measurable: Use a journal to track daily progress.
    - Achievable: Start with guided sessions through apps like

## Without AI

## With AI

# Deploying our Tool

Our tool is now  
**deployed at CSPNJ** to  
a handful of peer  
providers!

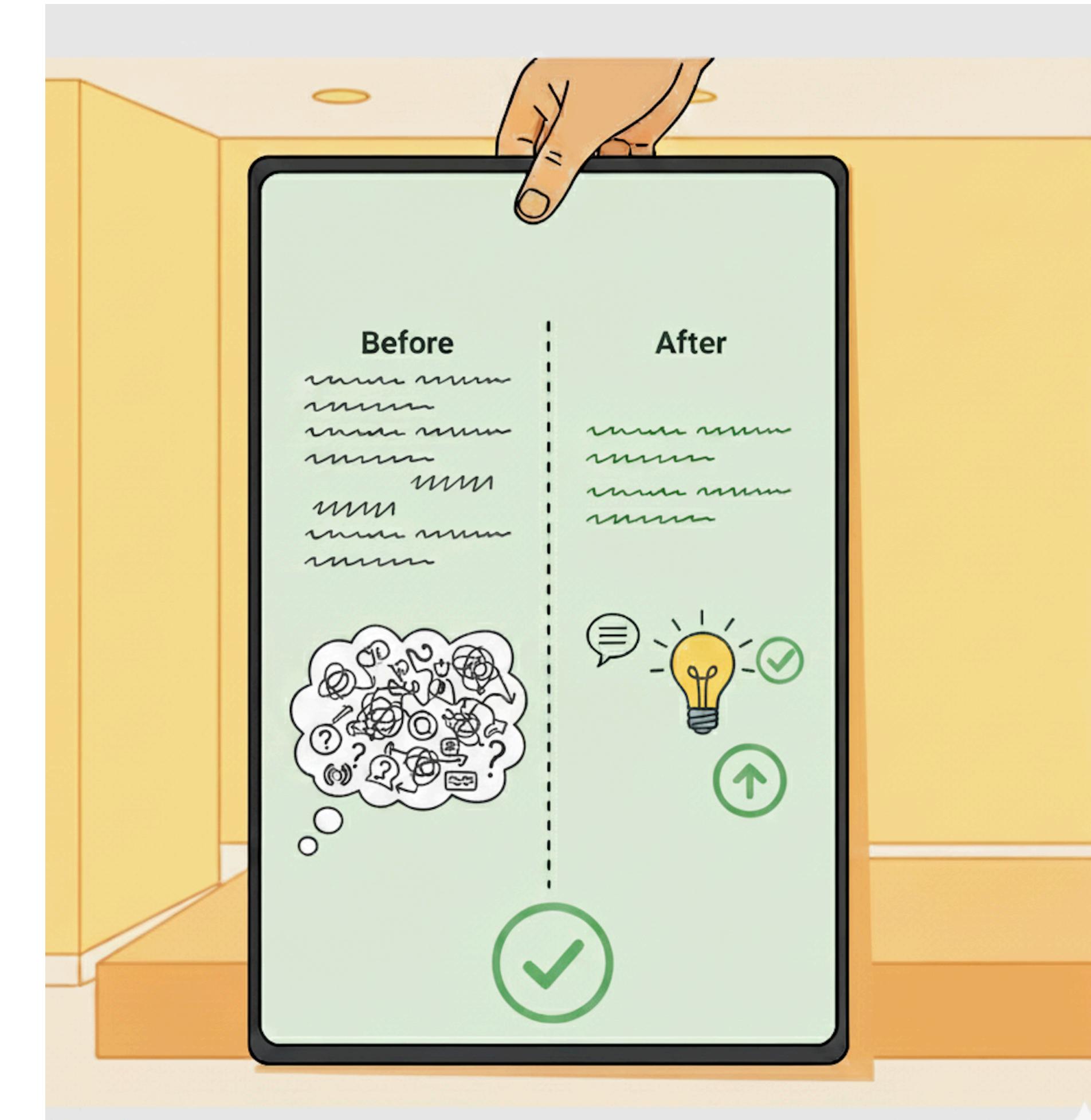
We're currently working  
on expanding  
deployment, improving  
user-friendliness, and  
iteratively refining based  
on feedback



# Improvements to PeerCoPilot



Accessibility



Concision

# Wellness Check-In

**October 2025**

 Search

**9** March, Sunday

- Follow-up Wellness Check-in w/ Cody Fisher
- Follow-up Wellness Check-in w/ Darlene Robison
- Follow-up Wellness Check-in w/ Andy Parker
- Follow-up Wellness Check-in w/ Mandy Lai
- Follow-up Wellness Check-in w/ Howard Chile
- Follow-up Wellness Check-in w/ Mary Lee
- Follow-up Wellness Check-in w/ Julia Juke
- Follow-up Wellness Check-in w/ Kyle Wood

**30** March, Sunday

- Follow-up Wellness Check-in w/ Naveen Ramon

# Improving Evaluation

How can we more thoroughly evaluate PeerCoPilot?

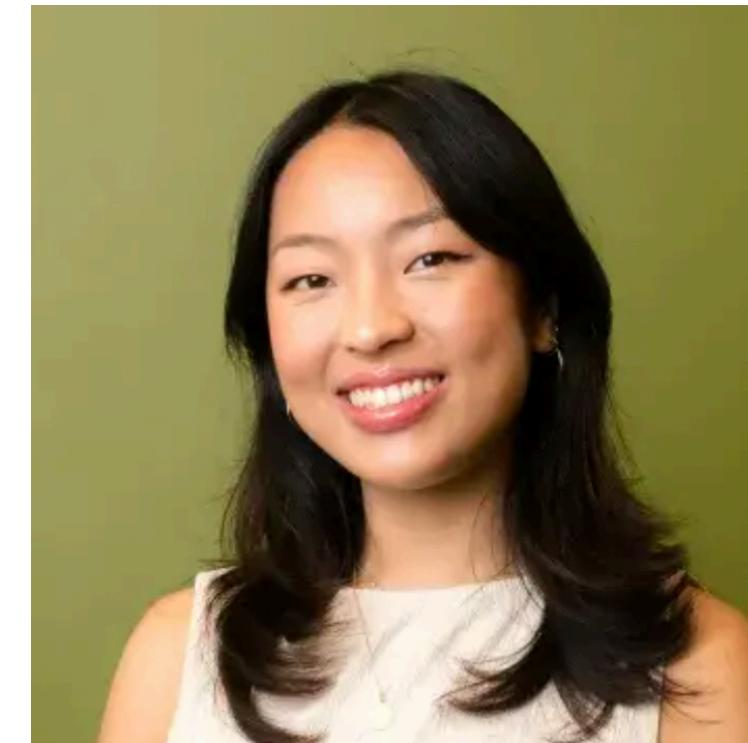
How can we more easily evaluate LLMs in a  
community-centric manner?

We're still actively working with CSPNJ to improve PeerCoPilot and its evaluation in practice

# Amazing Collaborators + Team



**Gao Mo**



**Megan Chai**



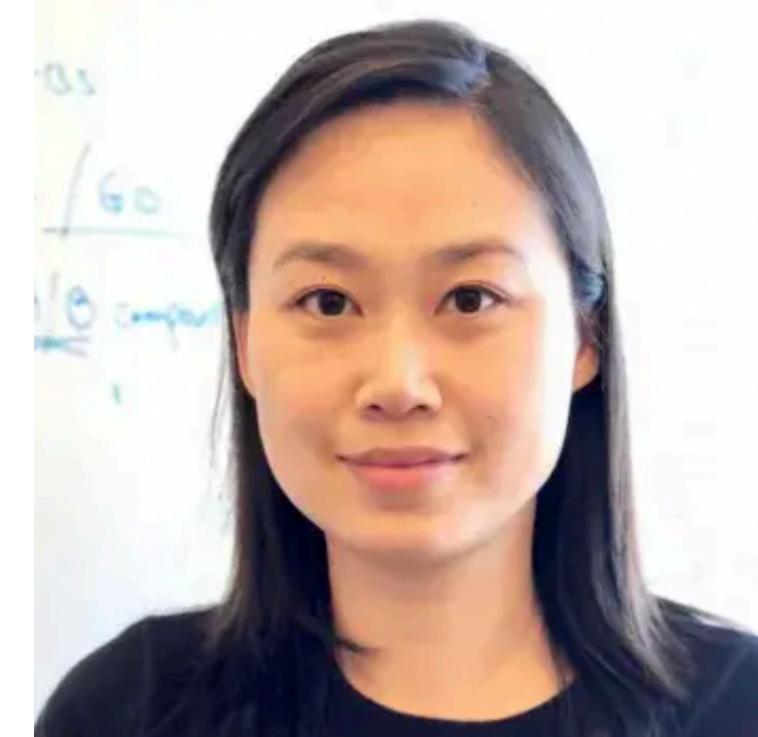
**Cindy Peng**



**Shannon Pagdon**



**Nev Jones**



**Hong Shen**

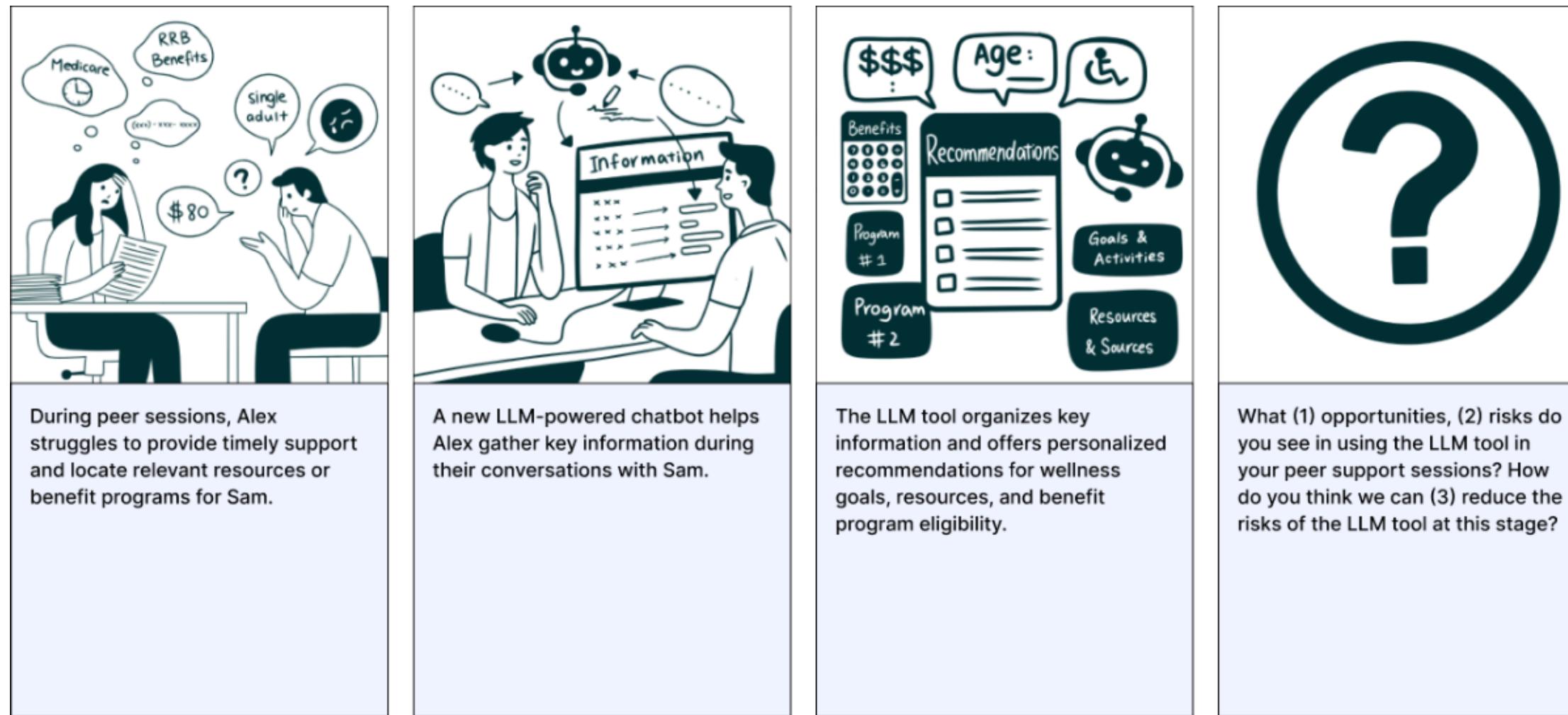


**Peggy Swarbrick**

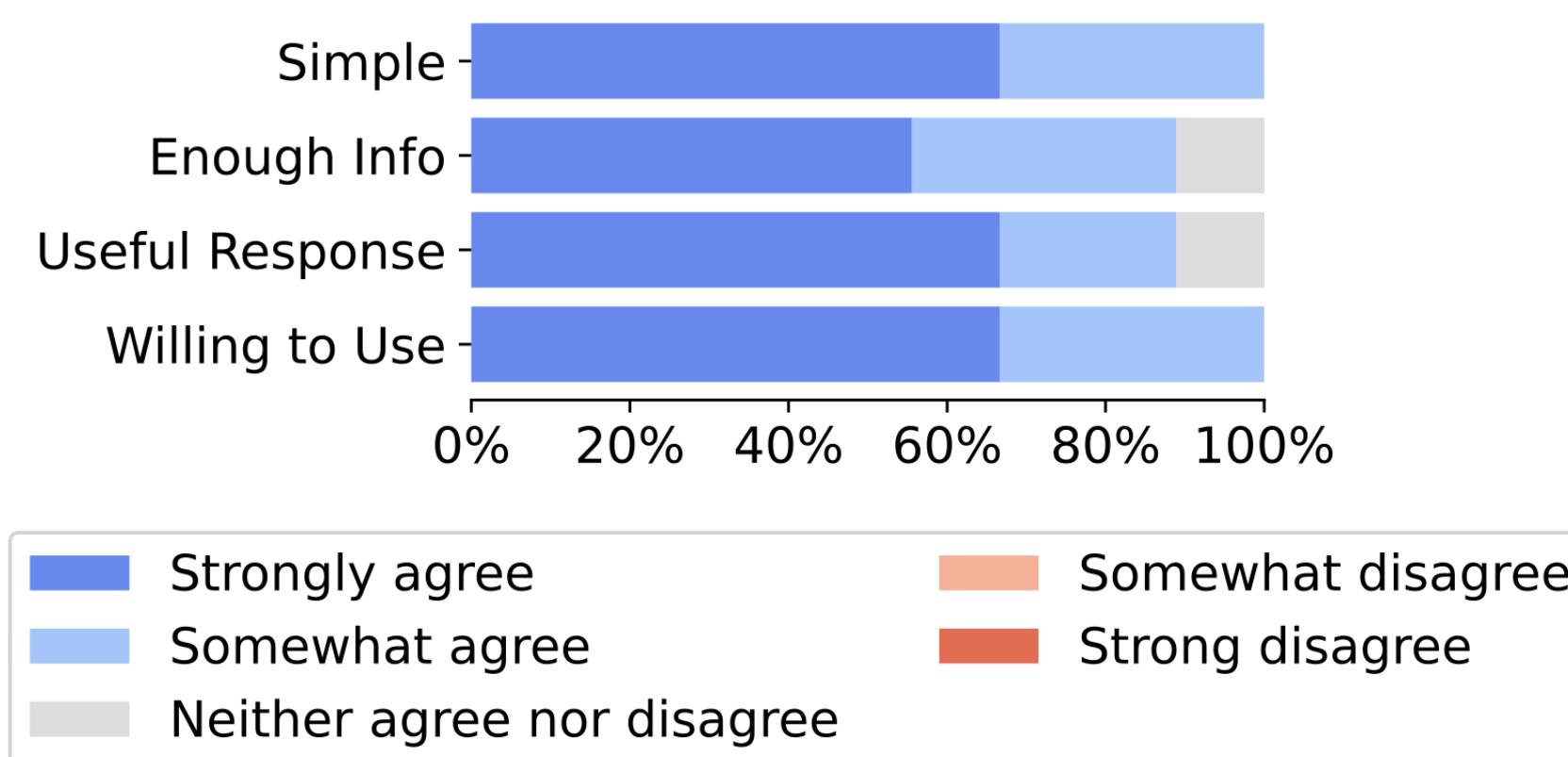


**Fei Fang**

# Designing LLMs with Behavioral Health Orgs



## User Study of AI in Behavioral Health



## Development and Evaluation of AI-based Tool