Care Corner

Connect yourself with people who care.

CS-410 Copper Team
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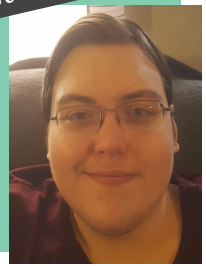

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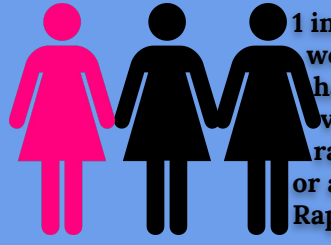
BACKGROUND

In 2018, over **10 million** Americans either contemplated, planned, or attempted **SUICIDE** [13]

Since 1990, drug overdose deaths have more than [13] **tripled**



1 in 3 women have been a victim of rape or attempted Rape [17]

"**I had no idea** police would get involved and care, or **anybody** else **would care**. **If I knew I had the option, I would have left a long time ago.**" -Roia Atmar, survivor

Only **1/5** of rapes and attempted rapes are reported [17]

of the **21 million** Americans who suffer from addiction

of them **do not seek treatment** [13]

HOW IMPORTANT IS TIME?

Addiction can "**smack you in the face at anytime, without warning**", ...and once it does, it changes your life forever [24]

TIME IS CRITICAL
Help needs to be **immediate** and **easily accessible.**

48% of attempted **suicide** survivors stated **only 20 minutes** passed between *deciding* & *attempting* suicide [14]

There is a **suicide** every 40 seconds [10]

"Finally, I made up my mind: I wasn't going back. He managed to track me down. **He showed up at my doorway, and just like that, it was on again.** Mentally I was broken. He made me believe he was the only person who would ever love me." -Tiffany's story [22]

THE PROBLEM

Individuals experiencing traumatic events such as suicidal thoughts, domestic violence/sexual assault, and drug addiction, struggle to find effective help appropriate for their situation in a timely manner.

PROBLEM CHARACTERISTICS

Establishing a connection with a support service can be time-consuming, potentially causing them to give up.

Someone who's been through a traumatic event is often not in the right state-of-mind to actively search for the appropriate help.

Different searches are needed to find national and local help.

WHO IS AFFECTED?

DIRECT STAKEHOLDERS

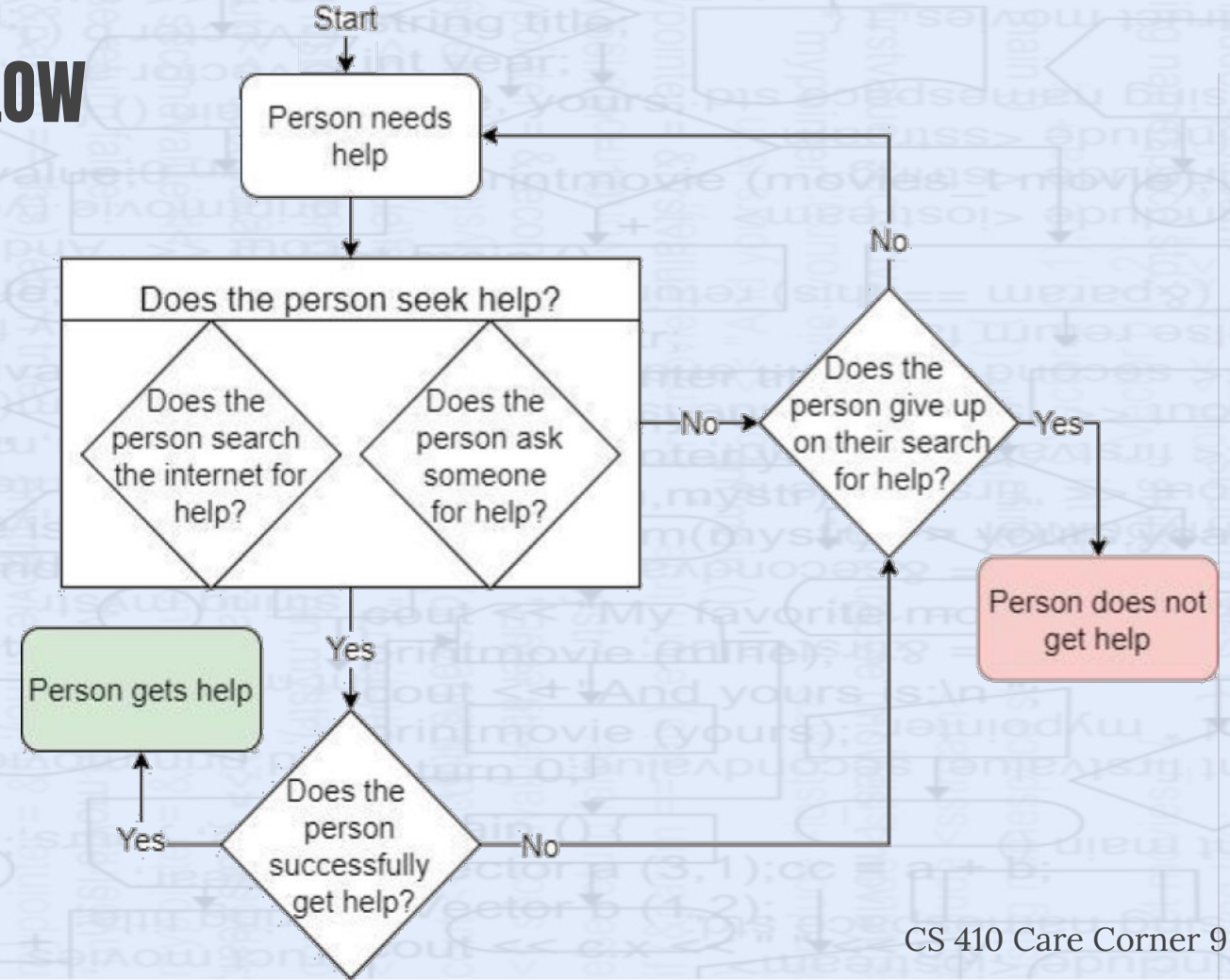
- Trauma victims
- Family and loved ones

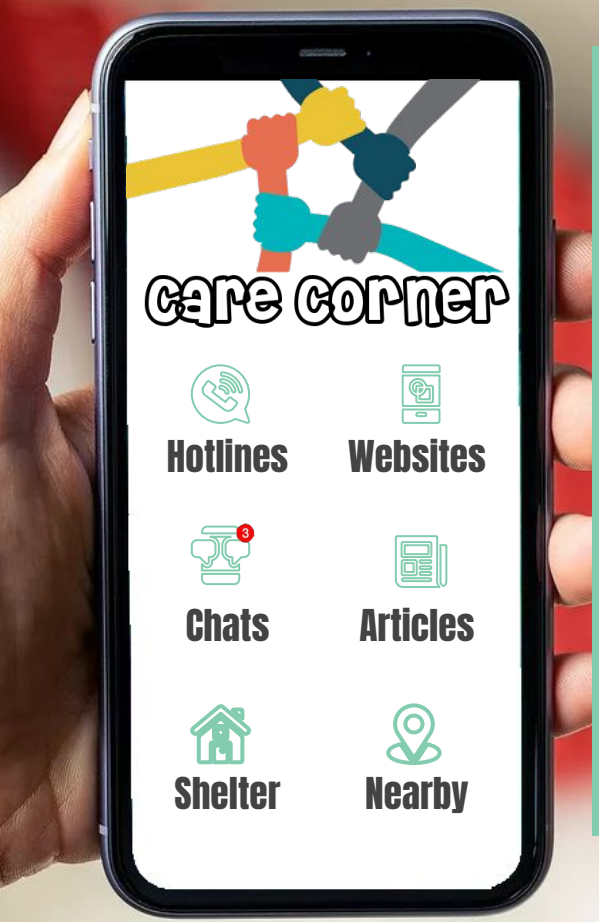
INDIRECT STAKEHOLDERS

- Caregivers
- First responders
- Health organizations

CURRENT PROCESS FLOW

Far to often **lack of time**, or **inability to locate resources**, leads to those in need of help giving up





THE SOLUTION

Care Corner is a mobile application that will quickly connect users to effective resources, that are suitable for their circumstances.

SOLUTION CHARACTERISTICS

Geo Location

Care Corner utilizes geo location to quickly locate resources in the vicinity of the user.

Chat Bot

Features a chat box that will search for and store appropriate resources based of your request

Profiles

Establish profiles to save you relevant resources without searching for them again.

SOLUTION CHARACTERISTICS

Journal

Users are provided a private Journal to assist in their recovery

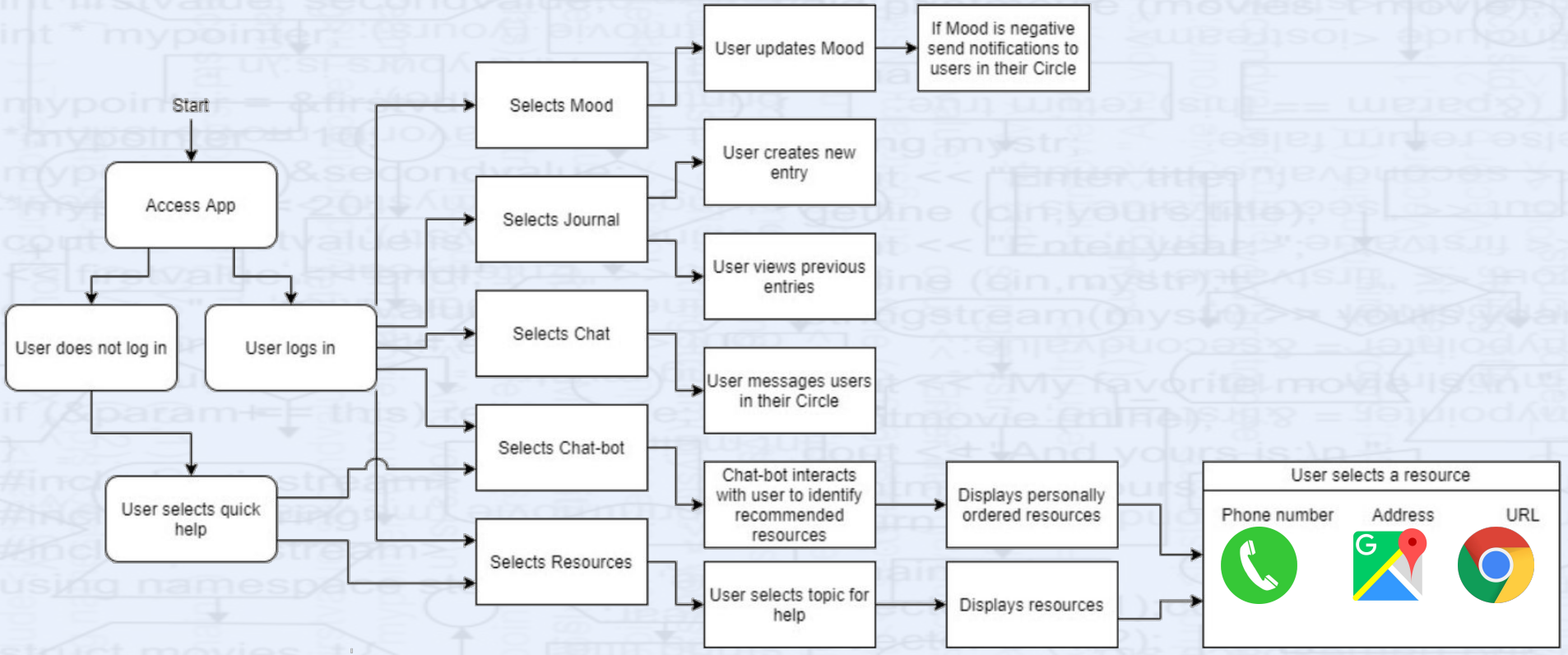
Social Circle

Stay connected with your social circle for aid from their friend & family on your journey to recovery.

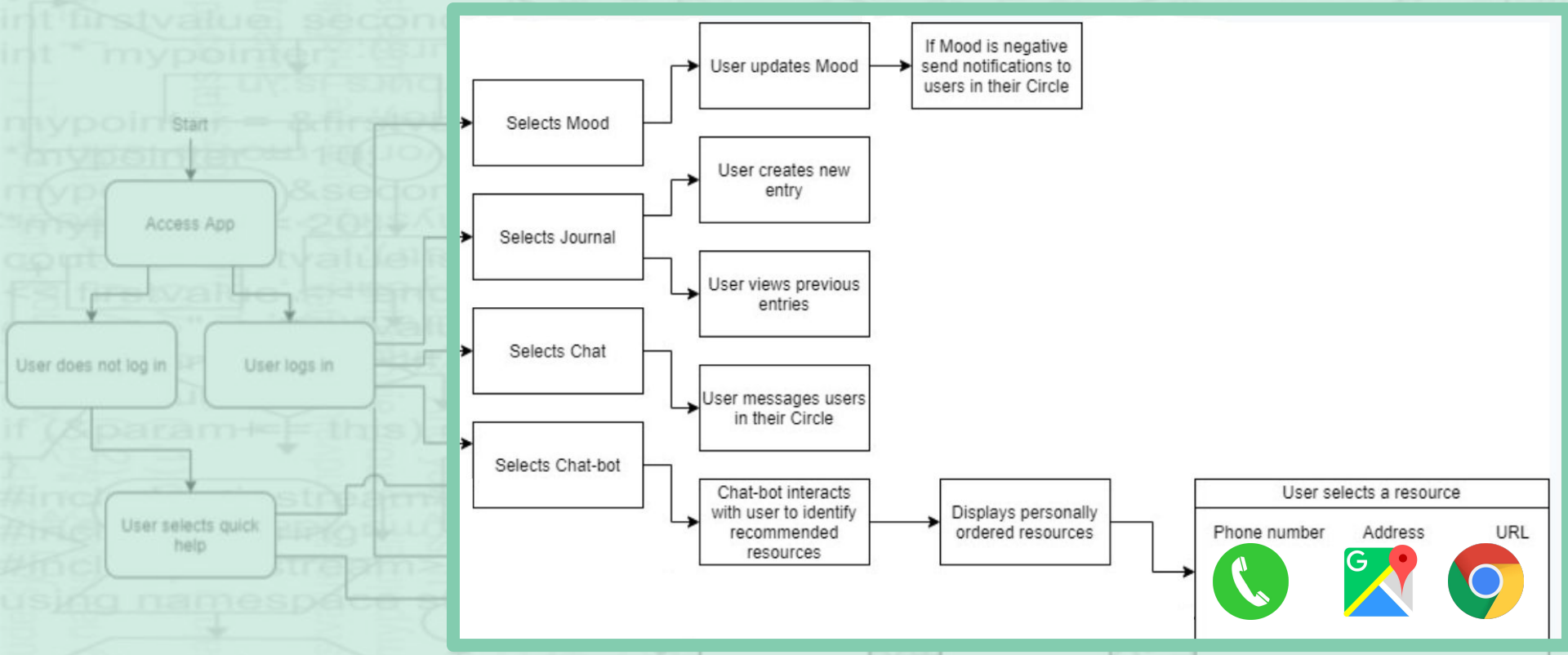
Support

Friends and Family are provided relevant reading in addition to being able to private chat with user to provide support

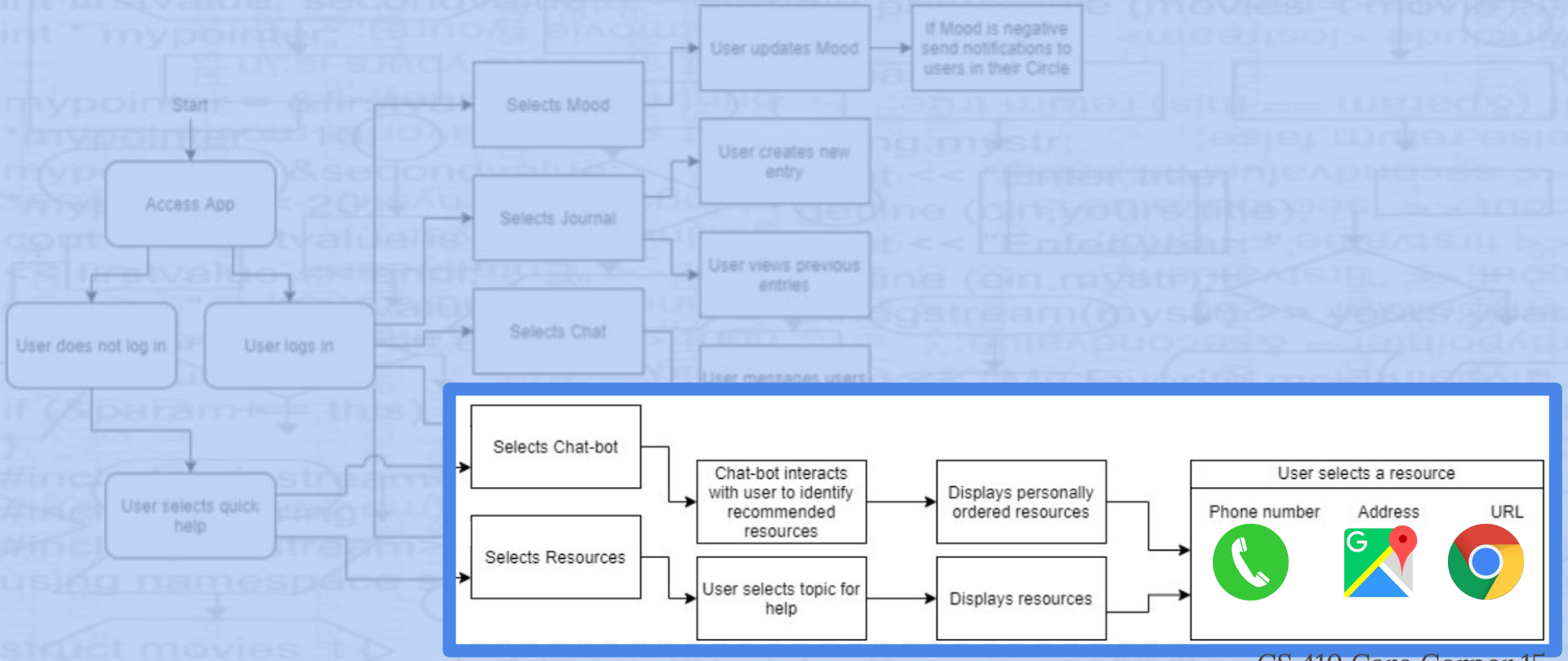
THE SOLUTION FLOW



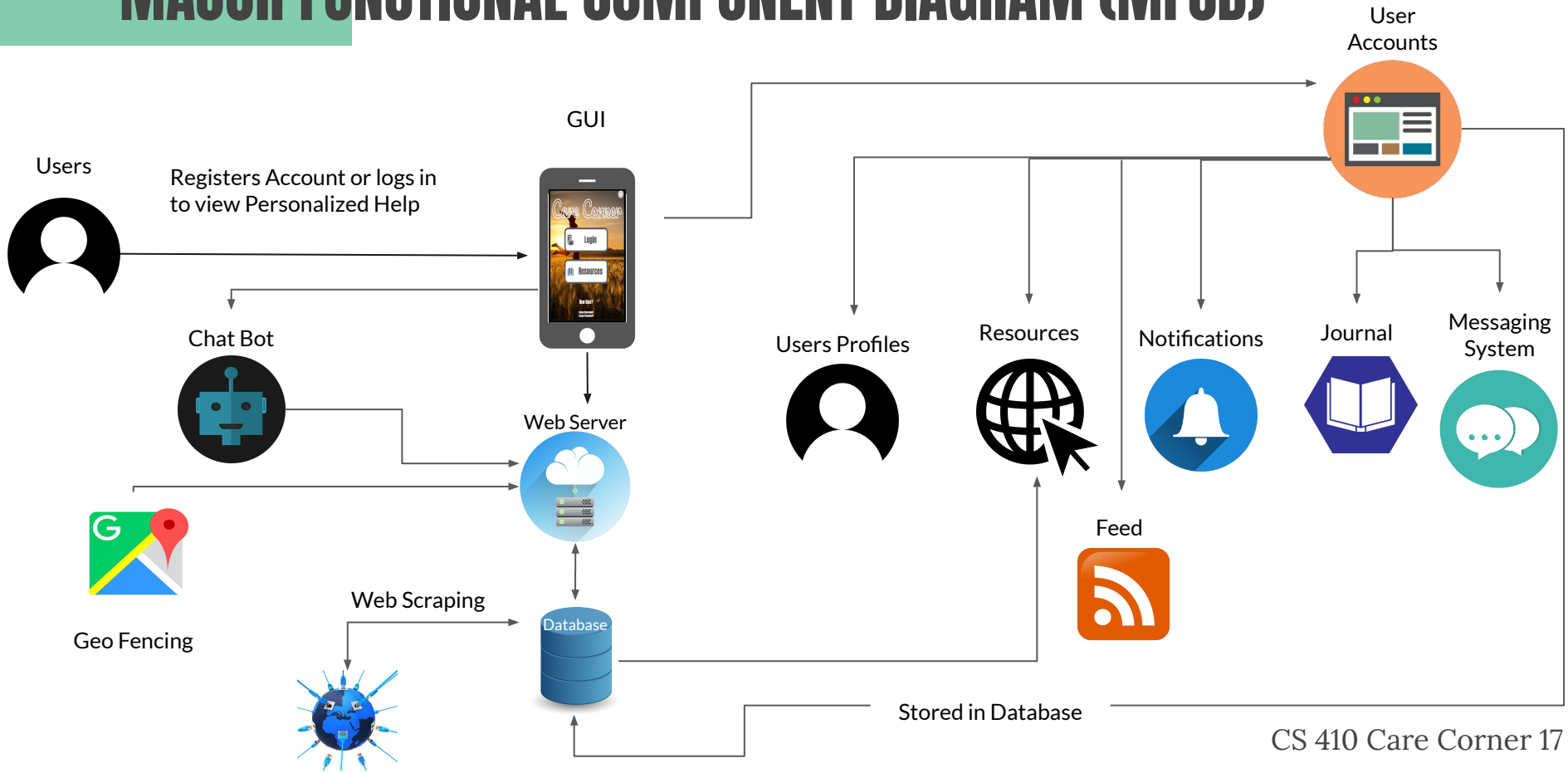
THE SOLUTION FLOW: SUPPORT



THE SOLUTION FLOW: RESOURCES



MAJOR FUNCTIONAL COMPONENT DIAGRAM (MFCD)



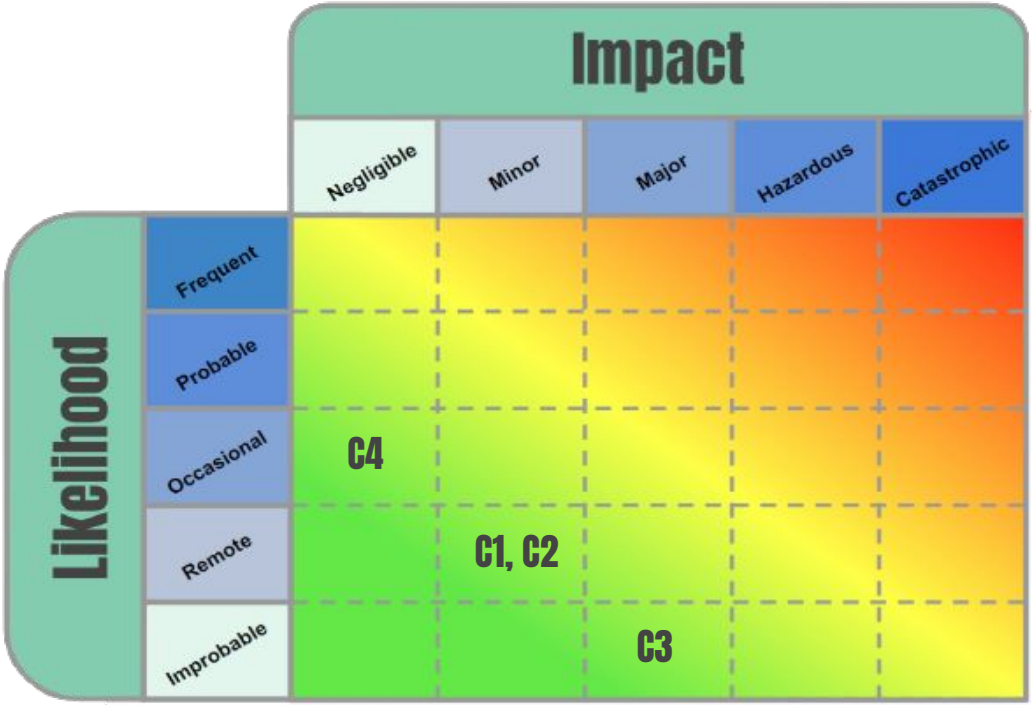
WHAT CARE CORNER WILL NOT DO

- This application will not alert the authorities
- This application will not provide medical advice
- This is not a replacement for seeking professional medical advice
- This application is not to be used in the case of life-threatening emergencies.
- This is not a social network platform
- This is not a general purpose messaging app

CUSTOMER RISK

Risks

- **C1 - Location Not Enabled:** Customer prefers not to enable their location data
- **C2 - No Internet:** Customer Loses internet Access
- **C3 - User Unfamiliar With C.C.:** User unsure how Care Corner works
- **C4 - User Doesn't Like the Chatbot:** User refuses to, or doesn't like, using the chat box



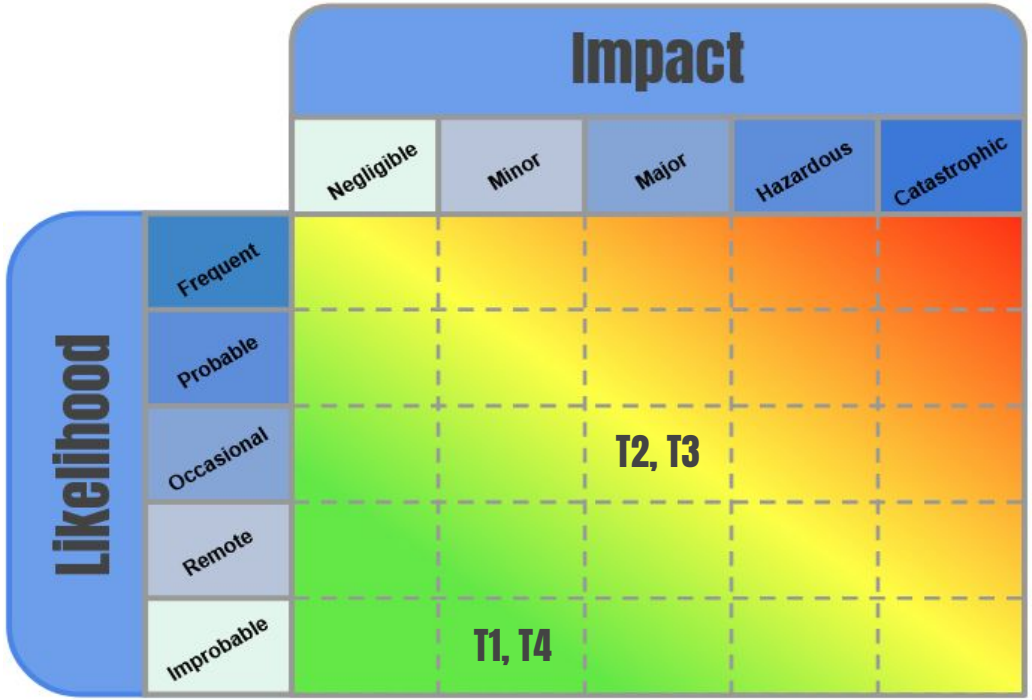
Mitigation

- **C1** - User can manually submit an address or zip code to query. Or, manually search through resources
- **C2** - previously located resources information will be stored on the phone. A list of National services accessible in any location will be stored on the phone during installation
- **C3** - User's are walked through an optional tutorial when setting up new account. This and standard help and FAQs will be available and included in the initial installation
- **C4 -** Provide search and filter options in the resources menu for user to manually search for information

TECHNICAL RISK

Risks

- **T1 - Resource Website Unavailable:** Care Corner uses as a resources goes down
- **T2 - External Dependency Unavailable:** 3rd party API/Service Care Corner uses goes down
- **T3 - Database Failure:** Care Corner's database becomes unavailable
- **T4 - Location Data Unavailable:** GPS/Location Data is not available to use in a query



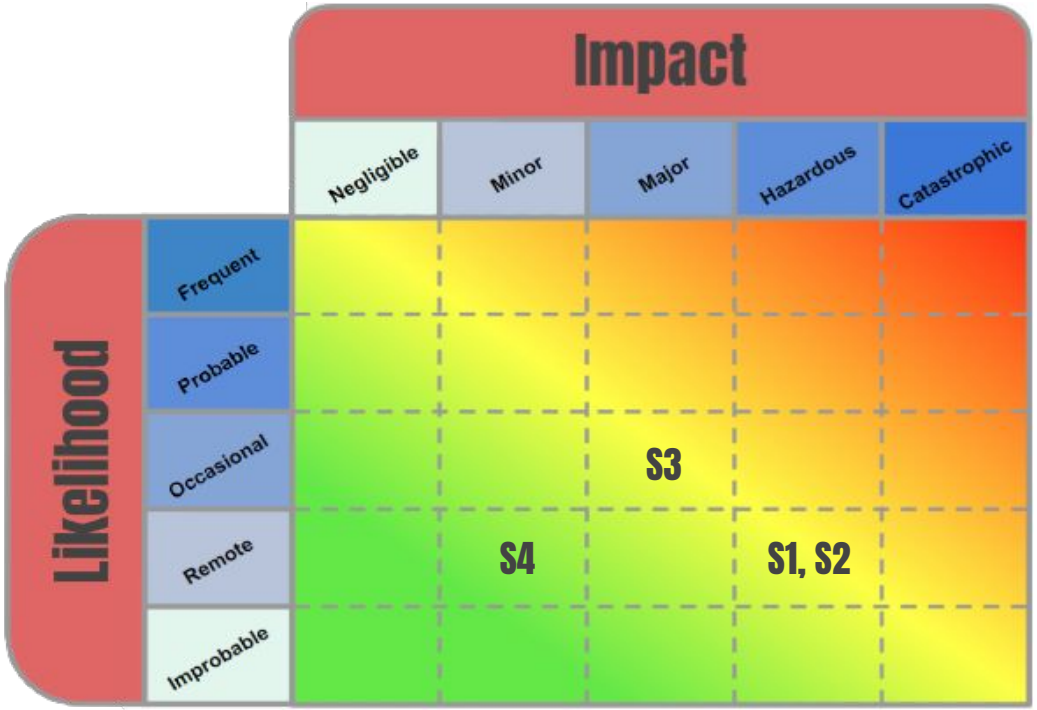
Mitigation

- **T1 -** Store relevant data from sites in our database so it is still available to the user
- **T2 -** Try to limit external dependencies by gathering relevant data and storing it in our database for users to access
- **T3 -** Relevant data will be stored on the user device in order to run with app with limited functionality. In addition, some data relevant to the user will also be stored on their device, including: previously queried resources, journal entries, and previously received messages
- **T4** - Users can manually submit their location to use in query

SECURITY RISK

Risks

- **S1 - Database Attacked:** Database could be wiped in a cyber-attack
- **S2 - Database Injection Attack:** Database information is maliciously edited in cyber-attack. For instance a SQL Injection
- **S3 - Phishing Attack:** Messaging is used as a medium for phishing attack via direct message, or by intercepting/altering transmissions
- **S4 - Data Exposure:** User's data could be exposed during transmission or while stored on their device



Mitigation

- **S1 -** Access to the database will be limited/controlled. Database will be monitored and regularly backed up
- **S2 -** Database queries will be written with properly-formatted prepared statements so attackers cannot change the intent our the query (19)
- **S3 -** Users can only be messaged by their selected social circle. User login info will be stored in hash functions so attackers cannot access it to message users
- **S4 -** Minimal sensitive info will be requested of user. All transmitted data, and private data stored on device, will be encrypted

MARKET ASSESSMENT

	Care Corner	Stay Alive	My 3	Seeking Shelter
Provides quick access to external resources that support recovery/prevention	✓	✓	✓	✓
Uses Geofencing to locate assistance in your local area	✓			✓
Has an interactive bot to assist in locating help	✓			
Stores resources relevant to the user for immediate access in time of need	✓		✓	
Has private journal for users	✓			
Allows users to store encouraging images, articles, or messages they acquire	✓	✓		
Allows users to create a support circle of trusted family & friends	✓		✓	
Has private messaging to people in your support circle	✓			

CONCLUSION

- **Accessibility and time** are two factors that **need to be improved** within the mental health community
- **Care Corner will help solve these issues** through providing a quick, easy, and secure way to navigate to:
  - Hotlines
  - Chats (Text & Hands-free)
  - Local help & shelters
  - Personalized Social Circle
  - Journal
  - Mood updates
  - Personalized profile

Thank you for listening to our presentation!

QUESTIONS?

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