

Understanding CONVO



What is "CONVO"?

It is an AI assistant developed to support prospective Adult Peer Support Specialists (APSS) in practicing communication and facilitation skills within treatment session environments. It was funded and built by CLIMB-Health (Career Ladders in Mental and Behavioral Health) as part of an initiative to enhance peer support training for individuals working in mental health and substance use recovery.

NOTE: This is an experimental product not intended for clinical use. Still in the development stage, occasional errors or unexpected behaviors may occur. Any feedback to help improve the experience as users explore its capabilities would be appreciated.

What does it do?

CONVO's primary function is to simulate realistic scenarios involving individual and group peer support interactions, enabling APSS students to refine their skills in guiding conversations, offering emotional support, and addressing various client needs. Its knowledge base includes substance use disorder (SUD) and opioid use disorder (OUD) treatment guidelines, ethical standards, certification processes, and peer support techniques.

How would it be used?

A prospective Adult Peer Support Specialist (APSS) has the ability to guide a conversation with an AI "client," with an opportunity to demonstrate emotional support and address various needs, from crises to long-term recovery support. Throughout the interaction, CONVO would present practical case studies, offer feedback, and introduce core peer support competencies, such as handling substance use disorder (SUD) and opioid use disorder (OUD), applying trauma-informed care, and employing culturally competent, non-judgmental approaches.

The experience also includes access to up-to-date resources and guidelines relevant to APSS certification and professional development. Users would be able to refine their skills in navigating ethical dilemmas, providing recovery coaching, and offering support in low-barrier care models emphasizing accessibility and inclusivity.

What are the benefits?

CONVO offers practical case studies and guidance on crisis management, recovery coaching, and trauma-informed care while adhering to professional peer support standards. Additionally, it provides up-to-date information and resources relevant to APSS certification and career development, emphasizing core competencies like cultural competence, low-barrier care models, and person-centered, nonjudgmental approaches.