

**CONVO**

# **CLIMB**

## **Career Ladders in Mental & Behavioral Health**

### **Prevalence of Artificial Intelligence in the Healthcare Sector**

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**CLIMB APSS**

**AI ChatGPT  
Augmented E-Learning**

# Understanding AI and ChatGPT

## AI and ChatGPT

ChatGPT is an AI-powered conversational agent developed by OpenAI. It uses a deep learning model called Generative Pre-trained Transformer (GPT), which has been trained on a vast amount of diverse and high-quality text from the internet.

ChatGPT can engage in natural language conversations, understand context, and provide relevant and coherent responses.

For CLIMB, ChatGPT serves as a simulated 'client' in treatment for CLIMB APSS students to practice communication skills and engage in realistic scenarios to enhance their learning experience. It also provides career navigation, APSS course information, and related information.


# Why Use ChatGPT for Simulated APSS Training

## **Benefits of Using ChatGPT for Simulated APSS Training**

ChatGPT provides a safe and controlled environment for students to practice peer-support interactions without the risk of real-life consequences, privacy issues, or client interactions.

ChatGPT can adapt to individual learning needs and preferences, offering personalized learning experiences tailored to each student's level of proficiency.

In collaboration with ChatGPT, CLIMB will offer prospective certified APSS students the option to develop on-the-job skills within the framework of the training course environment, increasing employment outcomes and on-the-job success.



**CLIMB's  
Occupational  
Navigation and  
Vocational  
Orientation  
(CONVO)**

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**ChatGPT APSS Assistant**



# Training ChatGPT for Simulated Conversations

## Knowledge Base Training

- CONVO has learned from a supplied set of documents and other related subject materials and internet resources, all connected to recovery, SUD/ODD treatment, peer support, ethics, and state regulations.
- Responses can be further tailored with additional instructions to customize outputs and interactions with APSS students. CONVO can critique and recommend alternative strategies for peer specialists.
- CONVO can offer personalized learning experiences tailored to each student's level of proficiency. It simulates real-world situations and challenging scenarios commonly encountered in SUD/ODD treatment settings.

# APSS Client Sessions – Single or Group

## Single Client or Group Chatting

Students are given two options to develop simulated client conversations: a single client or a selected number of clients in a group setting. CONVO enhances the learning experience by providing options for diverse perspectives and insights, allowing students to define client attributes for conversations.

CONVO is not just a tool; it's a guide that knows ethics and boundaries. It proactively notifies APSS students when lines are crossed and recommends suggested alternatives to maintain professional dialogue.


ChatGPT now offers personalized learning by remembering conversations, recommending APSS dialogs to improve the conversation, and explaining why the recommended dialog works best for the client in treatment, making students feel understood and supported in their learning process.

# APSS Client Sessions – Feedback

## Client Chatting

- APSS students can share conversations with course instructors for evaluation and feedback.
- APSS instructors can evaluate students on improving their communications, reevaluating APSS course learning objectives, and linking additional resources and adult education training opportunities in identified areas.
- This interactive learning experience inspires a more customized learning experience, allowing APSS instructors to utilize this unique ability to develop a more tailored learning experience for the student.





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**BEYOND THE CLASSROOM**



# CONVO - Professional Development

## Professional Development Using CONVO

CLIMB has opened realistic career pathways for certified APSS workers, marking a departure from being an 'APSS' forever. CONVO can chart their professional journey as they accumulate knowledge and experience on the job and explore career options.

CONVO is not just a tool; it's a support system. It can efficiently assist APSS workers in involving supervision directly in their job performance, growth, and career decisions.

Detail career plans, on-site competency checklists, and related developmental plans are now just a few seconds away from development, making their professional journey smoother and more guided.

# Ask Supervision

## Engaging Supervisors Using CONVO

CONVO can provide certified APSS workers with recommended strategies to engage more closely with on-site supervision by recommending methods and concepts.

Certified APSS workers can now develop realistic methodologies and engagement strategies, such as setting clear goals or seeking regular feedback to seek supervision involvement and career advice.


CONVO provides sample questions and queries to approach supervision based on simulated conversations or other inquiries. This offers entry-level and experienced certified APSS the confidence to advance in areas of improvement, on-the-job growth, and professional career development.

# CONVO - Recovery Story Advisor

CONVO can assist and guide prospective certified APSS students as they progress through their APSS certification training.

Students and experienced APSS workers in developing and improving their recovery stories. Users can input their information and lived experience and CONVO will walk them through creating and tailoring a highly effective recovery story for their work with clients.

CONVO provides a detailed guide for story elements, with explanations, details, and recommendations. Lastly, CONVO will produce a final recovery story for the APSS and allow it to be updated and modified at any time.



# CLIMB's Occupational Navigation and Vocational Orientation (CONVO)

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Demonstration



# Questions? Contact Us

## Healthcare Workforce Initiative

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