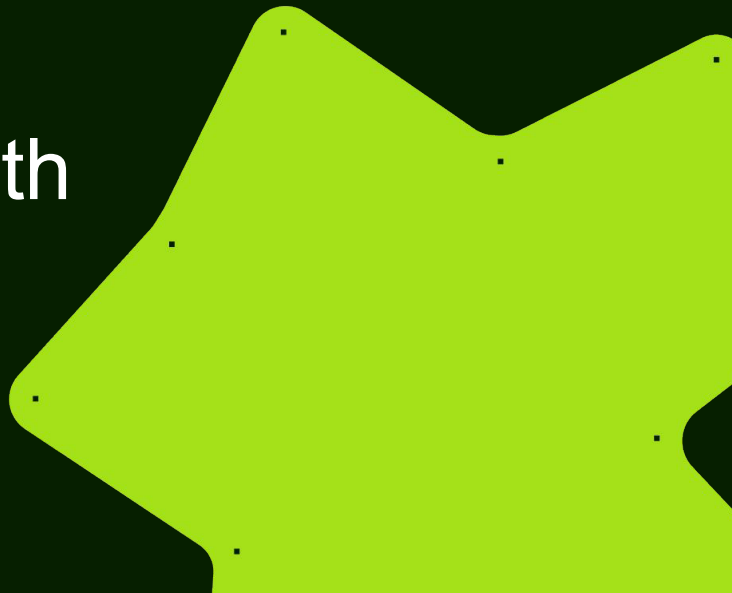
National Dialogues on Behavioral Health | November 2026

The View From the Frontline
Insights and Learnings from Responsible AI in Mental Health



Vision motivations

1

Every individual seeking support deserves **high quality services.**

2

The teams making that happen every day **best supporting tools.**

3

Mental health is a public health crisis, and **front-line services are critical.**

Some of our incredible partners



Two areas of responsible AI focused on improving human-to-human connection

1

Simulation-powered learning

Every team member deserves to be as prepared as possible for every interaction with an individual seeking support.

Every individual receiving support deserves to speak to someone with incredible skills and confidence.

2

Comprehensive QA

Every team member and organization deserves visibility into the full breadth of their work.

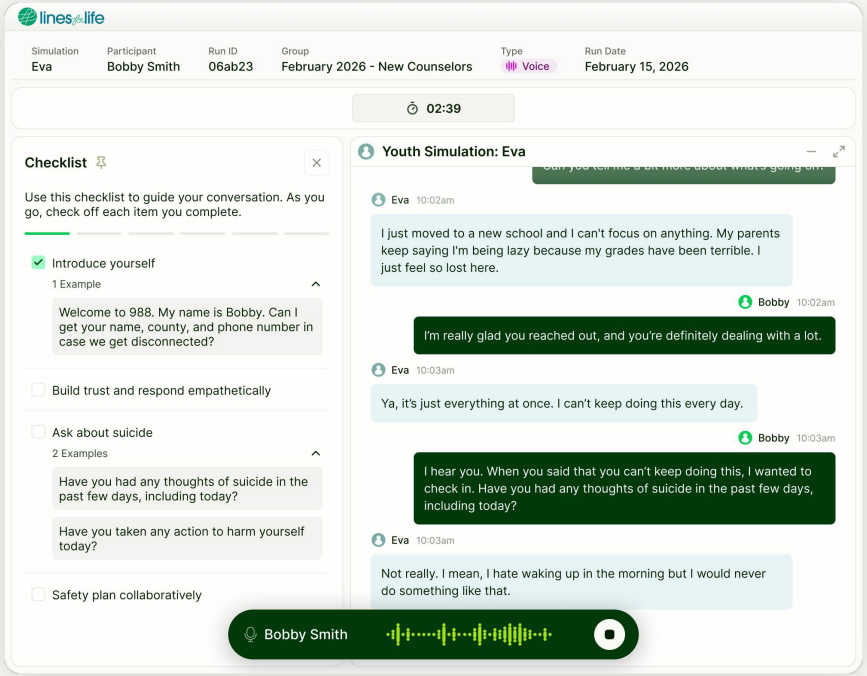
Every individual receiving support deserves to work with an organization that has deep insight.

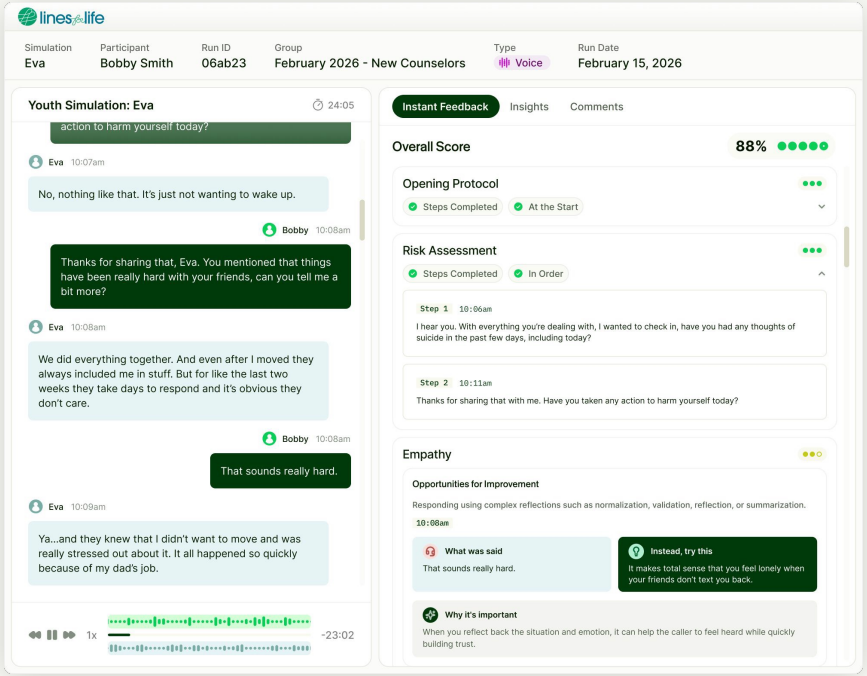
Use case #1: The importance of simulation-based learning





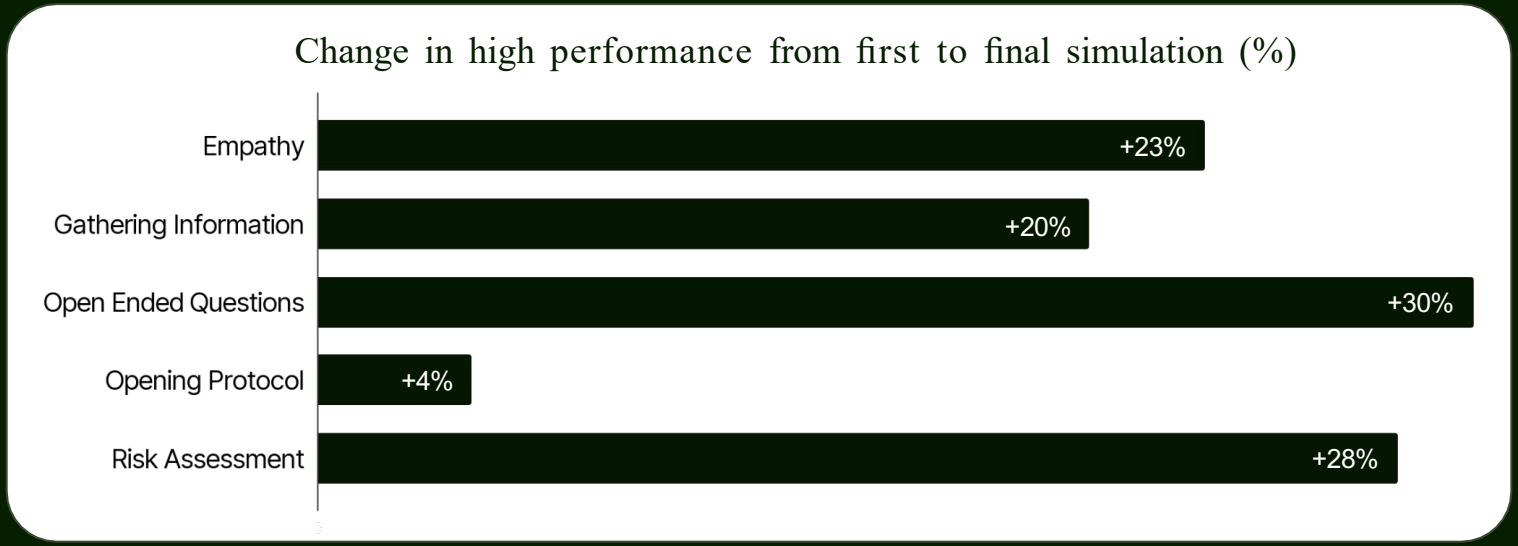
Use case #1: Simulation-based learning in behavioral health





Use case #1: Simulation-based learning in behavioral health

Participants	Total simulations	Time period
100+	1,000+	2 years



Use case #1: Four insights from simulation-based learning

Use case #1: Four insights from simulation-based learning

Conversation dynamics are critical to realism.

Characteristics of interactions such as proactive/ reactive sharing of information are important to building skills and confidence.

Use case #1: Four insights from simulation-based learning

Conversation dynamics are critical to realism.

Characteristics of interactions such as proactive/ reactive sharing of information are important to building skills and confidence.

Risk assessment takes the longest to master.

Even midway through training, success rates stay below 75%. Budget more time here throughout training, and start as early as possible.

Use case #1: Four insights from simulation-based learning

Conversation dynamics are critical to realism.

Characteristics of interactions such as proactive/ reactive sharing of information are important to building skills and confidence.

Risk assessment takes the longest to master.

Even midway through training, success rates stay below 75%. Budget more time here throughout training, and start as early as possible.

Empathy skills stall as difficulty increases.

Expect more than 1 in 5 trainees to stall or temporarily decline as scenarios get harder. It's the learning curve working, let them know.

Use case #1: Four insights from simulation-based learning

Conversation dynamics are critical to realism.

Characteristics of interactions such as proactive/ reactive sharing of information are important to building skills and confidence.

Risk assessment takes the longest to master.

Even midway through training, success rates stay below 75%. Budget more time here throughout training, and start as early as possible.

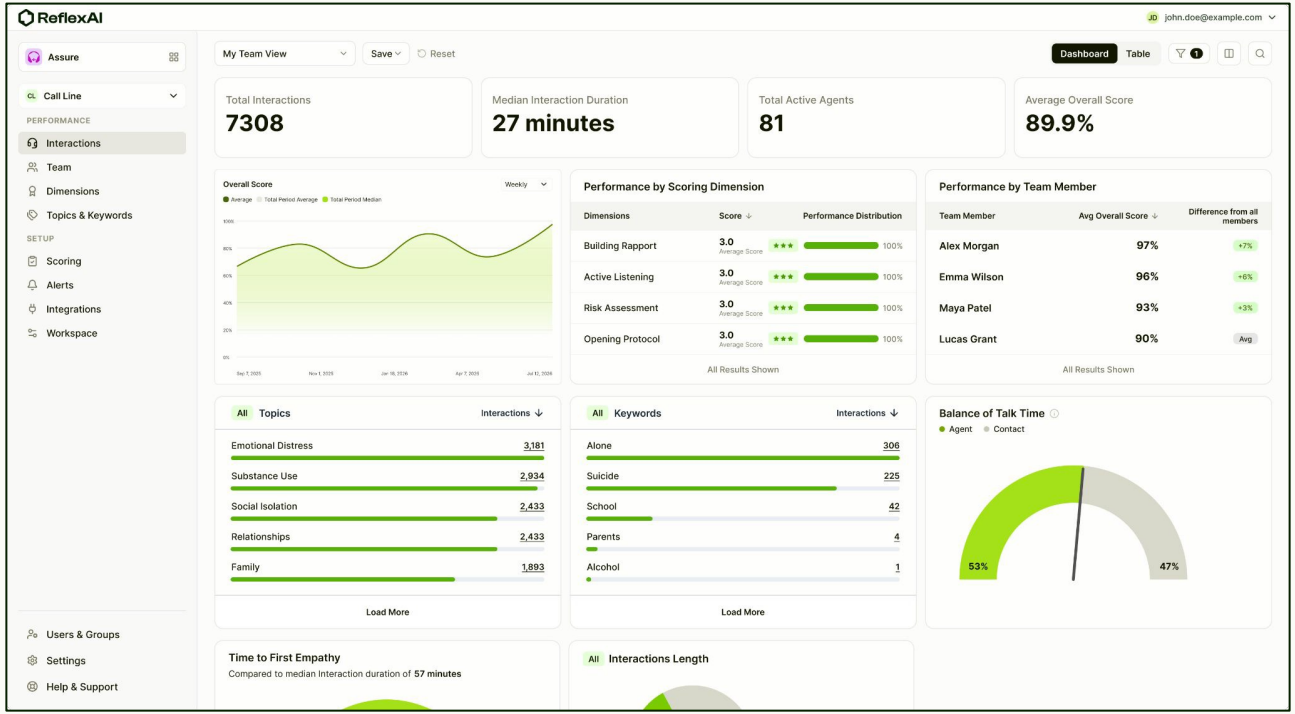
Empathy skills stall as difficulty increases.

Expect more than 1 in 5 trainees to stall or temporarily decline as scenarios get harder. It's the learning curve working, let them know.

Skills-based practice transfers to new situations.

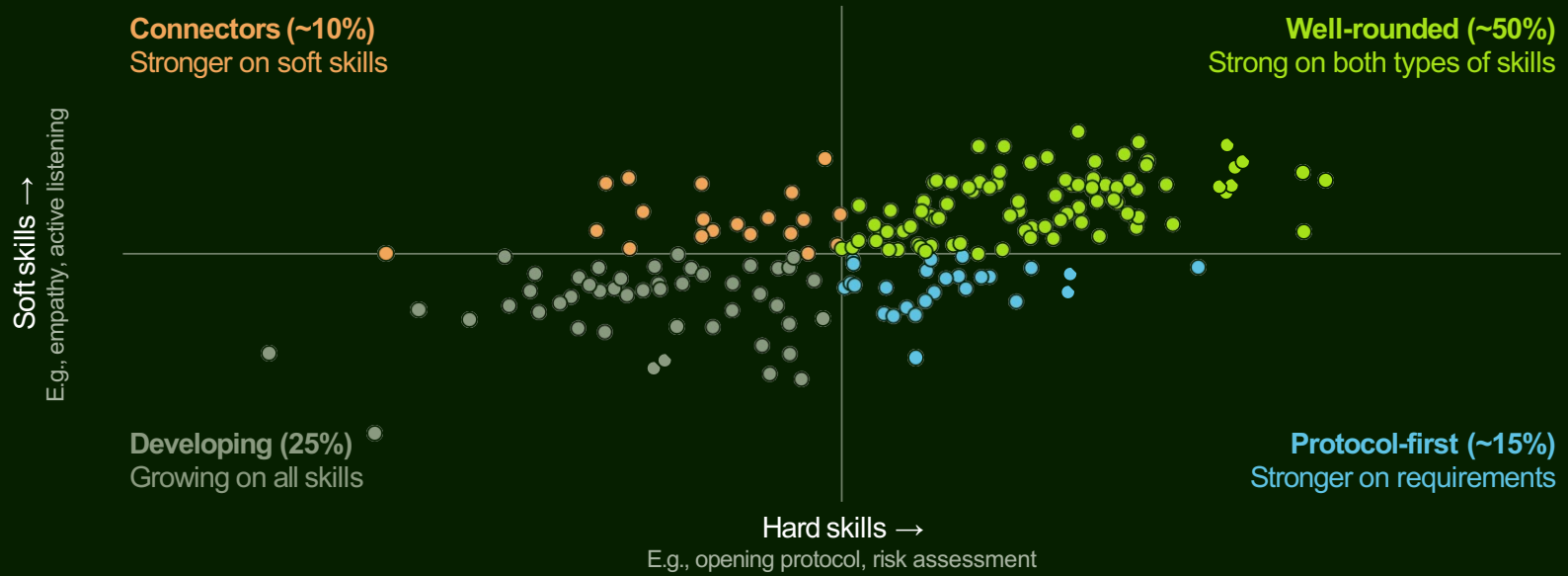
Building critical thinking vs. memorizing scripts can drive over 20% performance gains even on the new or unfamiliar scenario. Emphasize the importance.

Use case #2: Comprehensive QA & insights



Use case #2: Comprehensive QA & insights

Counselors	Total interactions	Time period
175+	100,000+	12+ months



Use case #2: Four insights from comprehensive QA

Use case #2: Four insights from comprehensive QA

Active listening is an actionable skill.

One way to think about active listening is the difference between tailored and general empathy statements, with emotional & contextual tailoring.

Use case #2: Four insights from comprehensive QA

Active listening is an actionable skill.

One way to think about active listening is the difference between tailored and general empathy statements, with emotional & contextual tailoring.

Empathy drives many other areas.

There are measurable components of empathy, including time-to-first empathy, that can lead to stronger risk assessments and safety plans.

Use case #2: Four insights from comprehensive QA

Active listening is an actionable skill.

One way to think about active listening is the difference between tailored and general empathy statements, with emotional & contextual tailoring.

Empathy drives many other areas.

There are measurable components of empathy, including time-to-first empathy, that can lead to stronger risk assessments and safety plans.

Some rock stars get stronger over a shift.

A sizable share of counselors perform at a high level (and even improve) over a shift. They can be a critical resource for teams across the organization.

Use case #2: Four insights from comprehensive QA

Active listening is an actionable skill.

One way to think about active listening is the difference between tailored and general empathy statements, with emotional & contextual tailoring.

Empathy drives many other areas.

There are measurable components of empathy, including time-to-first empathy, that can lead to stronger risk assessments and safety plans.

Some rock stars get stronger over a shift.

A sizable share of counselors perform at a high level (and even improve) over a shift. They can be a critical resource for teams across the organization.

Don’t underestimate positive feedback.

Recognition of strengths and mission-connectedness can be a crisis center superpower. It can directly impact performance, retention, and morale.

Positive feedback in action

To: annie@linesforlife.org

From: ericka@linesforlife.org

Subject: **Great shift!**

Hi Annie,

I wanted to send a quick note of gratitude for your work on the overnight shift on Friday. Across all ten of your conversations, you fully completed the risk assessment and had an incredibly high level of empathy throughout the conversations.

The folks you spoke to could absolutely feel your warmth and skill. And we're incredibly fortunate to have you on the team at Lines for Life.

I hope you had a nice weekend, and thank you again for the work that you do every day!

ReflexAI

Thank you

ReflexAI.com