AI-Based Mental Health Support

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Abstract:

Artificial intelligence (AI) is transforming mental health care by making support more accessible, affordable, and available around the clock. With traditional systems struggling to meet growing demand and limited resources, AI-driven tools—such as virtual counseling, self-help apps, and diagnostic platforms—develop into potential solutions.

Research has pointed out both the advantages and challenges of using AI in mental health. While AI-powered platforms can offer immediate help and personalize support, there are still concerns about privacy, data security, and the absence of human empathy. This study takes a mixed-methods approach to explore these issues, using surveys and interviews with Generation Z users. The main questions revolve around AI's effectiveness, its ethical dilemmas, and how it can work alongside traditional therapy.

The results reveal that Gen Z values AI mental health tools for their flexibility, affordability, and 24/7 availability—qualities that fit perfectly into their digital lives. On the other hand, there is a lot of concern about the reliability of AI diagnoses and the emotional depth of interactions with AI. This study reveals the importance of finding an approach that combines AI's efficiency with ethical considerations and human connection.

By focusing on developing AI's emotional intelligence, improving data security, and supporting mixed care models, this study adds to the ongoing discussion about the responsibility of AI in mental health. Instead of replacing human therapists, AI has the potential to enrich mental health support in a way that is both innovative and ethically responsible.

Keywords: 1. Artificial Intelligence (AI); **2.** Mental Health; **3.** AI-Powered Support; **4.** Generation Z; **5.** Human-AI Collaboration; **6.** Digital Therapy.

Introduction

"Can machines think?" (Alan Turing, 1950). A thought, a question, so simple yet so provoking, which initiates conversations still to this day. His findings laid the foundation for a technological revolution which is now reshaping numerous fields- including mental health care. Artificial intelligence (AI), as a concept, despite being around for almost a century, has developed in the past few years at an inconceivable pace. This rate of progression allowed the world to revolutionize how they perceive day-to-day life and all aspects of it. Schwab emphasizes that this revolution will have deeper effects than any before, and calls for a future where technology empowers people, progress benefits society, and ethical boundaries are respected (Klaus Schwab, 2017). The integration of AI could enhance overall well-being, fostering healthier societies while ensuring that the ethical and moral implications of these advancements are carefully considered.

At this critical time, the integration of AI in mental health comes as an essential support system. The World Health Organization estimates that in more than a few countries there is only one psychiatrist per 100,000 people, leaving millions without the much needed aid. A 2022 report by the American Psychological Association (APA) found that nearly 60% of practitioners reported having no openings, 46% were unable to meet demand, and 72% had longer waitlists than pre-pandemic. Almost 80% of psychologists saw more patients with anxiety and 66% saw increased depression cases. However, 45% of psychologists reported burnout (American Psychological Association, 2022). Without timely and effective treatments from traditional mental health services many individuals would seek AI-based mental health tools as it provides a bridge between accessible, affordable, and data-driven support.

Leveraging machine learning, natural language processing, and deep learning, AI can analyze vast amounts of data to detect patterns in speech, facial expressions, and digital behaviors that may indicate mental distress. AI-powered tools like chatbots, virtual counselling platforms, and mood-tracking applications are already emerging as promising alternatives to traditional care models. This research explores how Gen-Z, the most digitally connected generation, perceives AI-based mental health support. It aims to understand their concerns, evaluate the potential benefits of virtual counselling and self-help tools, and assess their comfort sharing mental health information with AI.

Literature review

1. AI and its history

Artificial intelligence (AI) is a specialty within computer science concerned with creating systems replicating human intelligence and problem-solving abilities (Russell & Norvig, 2009). These systems function by processing large data sets, learning from them, and adjusting to improve their responses over time. This enables them to refine processes and enhance efficiency without continuous human intervention, unlike traditional computer programs, which typically require human input to address bugs and optimize performance (Goodfellow, Bengio, & Courville, 2016).

The origins of artificial intelligence began in antiquity, with myths, reflecting humanity's enduring fascination with creating machines that emulate human intelligence. The development of programmable digital computers during World War II laid the groundwork for AI. Although, the formal foundation as a scientific discipline emerged in the mid-20th century. In the 21st century, all skills of AI have advanced rapidly, especially in deep learning, a kind of machine learning that uses multi-layered neural networks. Notable turning points include the creation of sophisticated language models like OpenAI's GPT series and IBM's Watson winning "Jeopardy!" in 2011.

2. AI within mental health

There seems to be an increasing need for creative ways to close the gap between the amount of care that is provided and the amount that is in demand. The integration of AI into this domain has opened new doors for diagnosis, treatment and patient support. AI's ability to analyze large volumes of data in real-time, recognize patterns, and automate routine tasks could relieve some pressure on clinicians, allowing them to focus on more complex cases (Fitzpatrick et al., 2017). This approach maximizes the efficacy of treatment plans by recommending tailored interventions based on comprehensive data analysis. There have already been some successful implementations, for instance chatbots in therapy, tools like Woebot have proven effective for low-cost, scalable CBT interventions (Fitzpatrick, 2017). Other applications include predictive

analytics, as AI-driven models helping clinicians forecast progression of mental health conditions, and teletherapy platforms, which provide real-time mental health support and leverage AI to triage patients based on the severity of their conditions (Nikolaos Koutsouleris, 2020).

3. AI-provided virtual counseling and self-help tools

AI-provided virtual counselling and self–help apps are increasingly becoming popular among Gen–Z as an accessible resource for managing mental health. AI chatbots and virtual assistants offer cognitive behavioral exercises, provide consistent support, and track user progress over time. For instance, chatbots such as Wysa and Youper offer emotional guidance offering cognitive–behavioral therapy-based exercises called Cognitive Behavioral Therapy (CBT). These apps are offering iterations which are designed to encourage users to open up about their thoughts and feelings in a friendly, motivational and non-judgemental environment, while also offering online consultations with real therapists. Along with the features you can also find mood trackers, goal-setting attributes, reminders for meditation, and the monitoring of user's daily mental health by sending login notifications and well-being exercises.

With reference to the benefits and challenges of AI-provided counselling there are many points to be discussed. The biggest advantage consists in its scalability. These systems collect data from different resources allowing them to have a bigger advantage compared to traditional in-person consulting (Mohr, Zhang, & Schueller, 2017). Also, it is a big help for those who are fighting social anxiety since it is not a face-to-face therapy in this way it feels easier to share personal details. Since online platforms are always available and provide immediate responses, it can help those too who are seeking temporary help. These features help the users develop coping mechanisms over time with the availability and self-helping content. However, these tools might be lacking in certain ways. Understanding human feelings is critical in making diagnoses in mental health which is yet not proficient in these apps. Also, the risk of dependency on digital tools for emotional needs which leads to a lack of human touch is a concern. These platforms are better to be seen as temporary help rather than a full replacement for professional care.

With these apps becoming more and more empathetic and effective the future of AI in mental health is quite promising.

4. The current state of the market

The AI-Based Mental Health Support sector falls within the broader Digital Mental Health market, valued at \$19.5 billion in 2022. This market is projected to grow from \$23.45 billion in 2023 to \$108.41 billion by 2032, reflecting an impressive compound annual growth rate (CAGR) of 18.54% over the forecast period (2023–2032) (Market Research Future, n.d.-b).

The market is primarily divided into two components: software and services. There are cloud-based and web-based solutions in the software category, whereas services comprise approaches like cognitive behavioral therapy (CBT) and acceptance and commitment therapy (ACT), among others.

Multiple meta-analyses confirm that computer-assisted cognitive behavioural therapy (CBT), delivered via desktop or mobile apps, is as effective as traditional CBT, if not more so. Moreover, user satisfaction with AI-powered chatbots among those dealing with mental health issues has been high (Admin & Lavrentyeva, 2024b). Some tools with high impact potential that are of assistance:

a. Machine Learning (ML) and Deep Learning (DL): ML and DL enhance the precision of mental health diagnostics and aid in predicting patient outcomes. These technologies allow

for image data analysis and understanding of non-verbal cues, including facial expressions, gestures, eye movements, or body posture.

b. Natural Language Processing (NLP): NLP assists in speech recognition and text analysis, simulating human conversations through chatbot applications and aiding in creating and comprehending clinical documentation.

Generative AI: Generative AI provides continuous, personalized support through virtual assistants or chatbots that engage users in dialogue, analyze patient data, and offer personalized therapy plans and interventions tailored to individual needs.

Methodology

1. Interview – analysis method

The study used a systematic approach to understand Gen Z's views on AI in mental healthcare. The objectives were to gain detailed insights into their views on virtual counselling and AI selfhelp platforms. Unstructured interviews were conducted, allowing for free-flowing responses, the questions being framed to focus on experience and emotion dimensions. Verbal consent was recorded before interviews, adhering to ethical standards, as well as ensuring confidentiality.

The interviews were conducted without leading questions and maintained neutrality in their language. It encouraged participants to provide additional information after the discussion. After transcription, the data was extracted and organized in order to be analyzed. Manual review was necessary to verify accuracy. The thematic analysis process involved identifying recurring themes or patterns relevant to the research questions, such as misunderstandings, concerns, the desire for human connection, as well as closely reading the transcripts to identify key themes.

The study organized themes into a table and compiled necessary documents for review and dissemination. By approaching the results in this manner, it ensured a thorough analysis and made the findings accessible for future discussions on AI integration.

2. Survey – analysis method

A 16 question survey was created to assess what Gen-Z's point of view is regarding AI-based mental health support. 90 people responded to the questionnaire, whose answers were categorized demographically based on age, gender, nationality and occupation.

Respondents gave their opinions about the potential benefits of AI mental health support concentrating on its accessibility, affordability, time-saving, and 24/7 access. Furthermore, they were asked to rate the importance of having AI mental health support accessible from anywhere, and after four statements being presented, they had to express their level of agreement. Finally, additional questions were proposed if respondents were to add further details.

The questionnaire also investigated the concerns that Gen-Z individuals have in connection with the lack of human interaction and connection, the lack of empathy and potential misunderstanding. It also addressed data confidentiality, data leaks, and privacy concerns. The survey also allowed respondents to express further concerns and concluded with a thank-you message to all participants.

Results and discussions

Thematic analysis – interviews

Main theme	Sub-Theme	Theme	Interview 1	Interview 2	Interview 3	Interview 4	Interview 5	Total Frequency
Concerns	Authenticity and Connection	No Empathy	1	1	1	1	1	5
		Lack of human contact	1	1	2	1	3	8
		No connection	1	0	1	1	1	4
	Navigating Complex Mental Health Issues	Misunderstanding	0	0	0	1	1	2
		Misdiagnosing	0	1	0	1	2	4
Practical Benefits	Accessibility and Convenience	Location	1	1	1	1	0	4
		Affordability	0	0	1	1	1	3
		Time	1	1	1	2	2	7
	Immediate Availability	24/7 Access	1	1	1	1	1	5
Overall Comfort	Risks of trusting AI	Privacy	1	0	1	2	2	6
		Security	1	0	1	2	2	6
	Generation's Relationship with Technology	Data leak	1	0	1	0	0	2
		Cybersecurity	0	0	1	0	0	1
		Social media sharing	1	0	1	0	2	4

Table 1: Results and analysis of the interviews

Source: Authors' own research In the interviews it became obvious that while people see the promising advantages of AI-based mental health support, they also have obvious and noteworthy worries. The lack of human interaction was the most pronounced one by the interviewees, being brought up eight times, highlighting the need for meaningful connections. Numerous participants voiced their doubts in connection with AI's capacity to comprehend emotions and form deep connections; on the subject of misdiagnosis, misunderstanding, and a lack of connection, they also showed clear distrust. The reluctance to enclose private information, especially in intimate and sensitive matters, is still a somewhat relevant issue which is reflected in the answers as well.

However, despite all the concerns, participants still acknowledge the accessibility and effectiveness of these tools. Round-the-clock availability, quick reactions and simplicity proves to be particularly important and helpful in the eyes of the ones interviewed. Affordability was another weighing aspect in consideration of AI technologies, being a low- to no-cost alternative to conventional therapy it further accentuates the desirability as a substitute.

A significant obstacle for the implementation of AI in mental health is still the trust in it. The results showed that some of the interviewees were concerned of the risks regarding privacy and security, along with the worries about the handling and the storage of mental health data. Despite the fact that some participants didn't have a problem with disclosing private information, some of them mentioned how important it is to have transparent data control and specific boundaries. Another interesting fact is that even though Gen-Z is used to disclosing private information online, they still have an unclear idea of the implementation of AI in this area.

Overall, the results indicate that the efficacy of AI will rely mostly on how well issues with accuracy, empathy, and data security are resolved, even if it is a substantial tool that is accessible and which offers prompt assistance. AI may be a supplemental tool rather than a replacement for conventional therapy in a hybrid strategy that blends AI tools with human support, which may provide the optimal balance between effectiveness and emotional connection.

Analysis – surveys

The survey gathered the opinions from 90 of those willing to take their time to respond, providing insights into their age, gender, nationality, and occupation. These demographic details help better understand how each group perceives AI-driven wellness systems.



Figure 1: Occupation

Source: Authors' own research

As shown in the occupation distribution chart, the majority, as expected, are university students with 62,2%, making them the dominant group considering the results. A significant number of the participants, to be more exact 15,6%, consists of high school students. A smaller fraction, 12,2%, is balancing part-time employment alongside their studies, while full-time employed individuals and university students with full-time jobs form minor segments (Figure 1). This distribution shows that the primary target audience for AI mental health tools is adolescents





Figure 2: Nationality

The nationality breakdown indicates that most respondents are of Romanian nationality, closely followed by the Hungarian nationality with 51% and 41% respectively. The remaining 8% is made up by double-nationality respondents (HU & RO), Italians, and in a smaller proportion Spanish, and Slovak participants (Figure 2). This would mean that the results are relevant when taking into account Central and Eastern European cultures.



According to age, the majority of respondents fall within the 19-21 age range, with the largest group being 20-year-olds (45.6%), then 21-year-olds with 18,9%. The rest of the age-groups are present at an average rate of 2,7%, the youngest respondents being 15 years old and the

Source: Authors' own research

oldest being 28 years old (Figure 3). On the grounds that Gen-Z is represented by almost all age groups included in the definition it becomes even more evident that this generation has an increased awareness of mental health issues and there exists a demand for innovative digital solutions.



Source: Authors' own research

The survey demonstrates a fairly even split between male (46.7%) and female (53.3%) participants, without anyone choosing not to disclose their gender (Figure 4). Both male and female respondents are well-represented in the findings. This parity in participation also provides insights into differences based on gender-based attitudes towards AI-powered psychological support tools.

Benefits

The participants, after being presented with multiple statements, had to express their position on a scale from 1 to 5. (5 meaning that the responder strongly agrees with the statement, while 1 meaning they strongly disagree with it). The following statements' content revolve mostly around the benefits of an AI-powered mental health support system.

Accessibility of AI mental health support

How important is to you that AI mental health support is accessible anywhere you go? 90 de răspunsuri





Source: Authors' own research After being presented with the question about the importance of the possibility to access AI mental health support services anywhere, the highest proportion, 32,2%, marked it as moderately important (Figure 5). The vast majority of the rest of the responses fall into the important to very important classification, while less of them thought that it isn't a crucial factor when talking about a digital mental health assistant. To conclude, accessibility is more important than not based on the opinion of the responders.

Affordability of AI mental health support

Al-based mental health support could be a more affordable option than traditional therapy. 90 de răspunsuri





Source: Authors' own research Cost efficiency is of high importance as of nowadays, the responses indicating the same with a combined 54.4% expressing that Gen-Z would appreciate such a substitute to traditional therapy when budgeting is in question (Figure 6). However, it is not their most significant concern, almost 10% more people placing it as important (4) and not as very/most important (5) on the scale.

Time-saving potential compared to in-person therapy

Al-based mental health support could save me time compared to in-person therapy. 90 de răspunsuri





Source: Authors' own research Given the extremely fast-paced characteristics of today's world, the ability to save time and effort could be beneficial from all points of view. Participants seem to agree that an onlinebased virtual mental health tool could be more time efficient as seen in the graph - 38,9% of people agreeing with the statement - as it could reduce the time spent on scheduling, commuting and waiting for appointments (Figure 7).

24/7 availability of AI mental health support

Having access to mental health support 24/7 is beneficial to those that are in need of it. 90 de răspunsuri





Source: Authors' own research The highest rated benefit of them all was determined to be 24/7 availability of AI-based mental health aid. More than half (51,1%) of responders rated it as the most important on the scale, ranking it at a 5 (Figure 8). Having round-the-clock access to mental health support is the most valued benefit out of those mentioned above which reassures the fact that the generation, most accustomed to instant digital access, is, in fact, in need of instant support when experiencing emotional distress.

Concerns

90 de răspunsuri

Even though AI-based mental health tools offer several benefits, many participants are raising issues about trust, empathy, misdiagnoses, and data security. This section explores the key worries that Gen-Z has regarding the use of AI in mental healthcare.

Lack of Human Contact and Emotional Connection



How much does the lack of human contact affect your trust in AI mental health support?

Figure 9: Lack of Human Contact



It would be challenging to feel a real connection with an AI-based mental health tool. 90 de răspunsuri



Source: Authors' own research

One of the major worries among those surveyed is the lack of human engagement in AI-based mental health care. While 50% of participants (ratings 4 and 5 combined) said that the absence of human interaction undermines their trust in mental health to a great extent, 28.9% (rating 3) of participants evaluated this issue as moderately concerning (Figure 9). These results are showing that people still think AI lacks emotional nuance that many people look for in mental health assistance, even if it is convenient.

Similarly, when asked about their ability to form a real connection with AI-based tools, the majority (71.2%) agreed that it would be challenging (ratings 4 and 5). Only 2.2% of respondents felt that connection would not be an issue, reinforcing the notion that AI lacks the emotional intelligence necessary for deep therapeutic relationships (Figure 10).

Importance of Empathy in Therapy



How important is empathy to you in establishing a therapeutic relationship? 90 de răspunsuri



Source: Authors' own research

Empathy is one of the key factors in therapy, playing a crucial role, as seen in the results, where participants strongly emphasized its importance. From combining the 4 and 5 ratings, it is shown that over 81% of the surveyors consider empathy a vital aspect of mental health support, with 56.7% selecting 5 (very important). These results highlight that the inability to express genuine human empathy remains a major drawback, but some of the responses suggest that there is the possibility for improvement (Figure 11).

Risks of Misunderstandings and Misdiagnoses

How much do misunderstandings by AI affect your comfort in using it for mental health support? 90 de răspunsuri



Figure 12: Risks of Misunderstandings

Source: Authors' own research

How concerned are you that a misdiagnosis from AI could delay you from seeking proper treatment?

90 de răspunsuri





Source: Authors' own research

The possibility of misunderstandings was one of the primary concerns raised, 57% of respondents (ratings 4 and 5) saying that their comfort with using AI would be affected by the misunderstandings (Figure 12).

Furthermore, 53.4% of participants (ratings 4 and 5) expressed moderate to high concern about misdiagnoses delaying appropriate treatment, which was a significant concern (Figure 13). These findings suggest that the accuracy and capacity to manage complicated mental health disorders are questioned, even though the AI systems can help with early screening and triage.

Trust and Data Confidentiality

How much do you trust AI mental health tools to keep your data confidential? 90 de răspunsuri



Figure 14: Trust and Data Confidentiality

Source: Authors' own research

How much does the potential for a data leak affect your trust in AI mental health tools? 90 de răspunsuri



Figure 15: The affectation of AI in mental health tools by the potential of data leak

Source: Authors' own research For responders, privacy seems to be moderately important, as it can be seen from the graphs. The results are showing that there isn't a strong discrepancy from the ones that are trusting the AI with keeping the data confidential, from the ones that are having doubts. Continuing on the same line of thoughts, according to the survey, the possibility of a data leak is not the most concerning issue, the highest result being 3 on the scale with 33%, respectively 37% (Figure 14 & 15).

The Privacy Paradox: AI vs. Social Media

Given that Gen Z frequently shares personal details online, it seems unfair to mistrust AI mental health support solely out of fear that it may compromise privacy. 90 de răspunsuri



Figure 16: The Privacy Paradox: AI vs. Social Media

Source: Authors' own research

Interestingly, when asked whether it is fair to mistrust AI mental health support while frequently sharing personal details online, the respondents showed mixed opinions, 40% selecting neutral (3), while 37.8% (4 and 5) agreed that mistrust of AI might be inconsistent with Gen-Z's online behavior (Figure 16). This findings implies that Gen-Z view mental health data as more private and sensitive, necessitating greater security and trust, even though they are actively showing information on social media.

Conclusion

This research explored how the generation born between the years 1995 and 2012, naming Generation Z, perceives AI-based mental health support as an aid, a tool, particularly virtual counseling and self-help tools. Artificial intelligence's rapid development is currently reshaping the healthcare industry, offering more accessible, more affordable and convenient solutions. The survey and interviews provided a better insight into the participants' attitude towards the benefits, concerns and overall awareness of AI-driven solutions in mental health.

AI's accessibility and availability were highlighted as one of the most important aspects, many also valuing 24/7 support, that AI-powered mental health tools can provide, on the same level, considering that an immediate and responsive mental health care alternative would benefit the generation. Affordability was also weighed as a vital feature due to it being a low-cost alternative to traditional therapy. Furthermore, reducing scheduling time while also eliminating wait and travel time was also a strong incentive for considering these new solutions.

While people can recognize the benefits of AI implemented as an emotional support tool, there are still obstacles that made respondents hesitant. Major distrust was expressed considering AI's inability to form meaningful emotional connections, its lack of human empathy, warmth and understanding. Along these lines, the possibility of these virtual self-help tools misinterpreting symptoms, thus failing to identify serious mental health conditions, makes it challenging to be able to depend on it as a substitute for professional care. The risk of errors in the diagnoses, either medical or psychological, remains an ongoing challenge.

Data leaks and security vulnerabilities are another key issues that were brought to attention. Even though there is a well-known fact that AI-based mental health tools store and analyze vast amounts of data, people still tend to have concerns regarding confidentiality and potentially data breaches. According to the results of the study, Gen-Z users are still hesitant to give personal mental health information to AI, being afraid of privacy violations. What is interesting, is that a paradox emerged in the responses- although many participants expressed concerns about the security of AI data, most of them admitted that they are not afraid to post personal information on social-media platforms. This implies that people nowadays tend to perceive mental health data as more sensitive, ultimately seeking for higher levels of security and trust.

In the end, this study reaffirms the great potential of the AI-based mental health tools and the importance on how carefully they should be implemented. Artificial Intelligence stands as one of humanity's most groundbreaking innovations, transforming various fields in a remarkably short period of time. Therefore, it is likely that Gen-Z will be much more open to the idea of using AI as a replacement for traditional therapy in the near future.

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