Coping Support (CS) Intervention - DRAFT

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| PST Overview **Week 1**  Day 1: Overview of problems and mood  Day 2: roadblocks 1: hidden emotions  Day 3: Selecting and defining the problem  Day 4: roadblocks 2: negativity bias  Day 5: Establishing realistic and achievable goals  **Week 2**  Day 6: Generating alternative solutions and deciding  Day 7: Evaluating and choosing solutions  Day 8: Action plan and Obstacles  Day 9: Implementation and evaluation |

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General Structure of Coping Support (CS) Intervention:

# Daily Plan:

* Send affirmation in morning (users pick time/window of time) - **B-RESILIENT ONLY**
* Send daily content
* Send check-in about daily goal in late afternoon/evening (users pick time/window of time)
* Send daily mood measure after response to daily check-in message - **B-RESILIENT ONLY**

# Daily Mood Measure:

* **OPTION 1**: Over the past day, rate your mood on a scale from 0 to 10 where 0 to 4 is a low mood, 5 to 8 is a so-so mood, and 9 or 10 is a good mood. (taken directly from B-RICH manual)
* **OPTION 2**: Over the past day, rate your mood on a scale from 0 to 10 where 0 is the lowest, 5 is so-so, and 10 is the best. (also taken from manual but different place)

# Main Menu:

Hi [Client Name] what do you need help with today? TEXT back the corresponding number:

1: a boost (helpful thinking)

2: a break! (pleasant activities)

3: a buddy (social support)

4: resources

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# Error Messages:

* Sorry, didn’t catch that! Text NEXT to continue. This is an automated text messaging system.
* Sorry, didn’t catch that! Text YES or NO. This is an automated text messaging system.
* Sorry, didn’t catch that! Text back the corresponding number. This is an automated text messaging system.
* Sorry, didn’t catch that! Text MENU to return to the Main Menu. This is an automated text messaging system.
* Sorry, didn't catch that! Text the number corresponding to the lesson you'd like to review. This is an automated text messaging system.

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| Introductory Message to the Intervention: Thank you for enrolling in the C-LEARN study! You have been randomized into the Coping Support (CS) intervention! This means you will receive text messages, over the next 3 months, with information on improving your mood, problem solving, financial empowerment, and disaster preparedness. (1/2)  Please keep in mind that these text messages are from an automated system. There is no person receiving the text messages you send. If at any time you have a medical or mental health emergency and need to talk to someone, please call 911. (2/2) |

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Problem-Solving Therapy (PST) Message Thread

# INTRODUCTORY MESSAGE:

Welcome to PROBLEM-SOLVING THERAPY! For the next 2-weeks you will receive daily text messages with tips to systematically solve problems that are impacting your life.

## Day 1: Overview of problems and mood

1. Over the two weeks, we will review the steps of problem-solving and provide examples. We will also discuss “roadblocks” to solving problems. Text NEXT to get started.
2. Everyone has problems. Having too many problems, or feeling stuck in a very difficult problem, can make us feel hopeless and helpless. It can even lead to a worsening mood. Type NEXT to continue.
3. We want to break this cycle by targeting one problem at a time. The more we do, the better we feel. Try to think about a problem that is making you feel “stuck,” or that is impacting your mood. Type NEXT to continue.
4. You may want to use our worksheet tool to help organize your problem-solving efforts: <https://bit.ly/2OXks2b>. We will be explaining each step on the worksheet over the next two weeks.

## Day 2: Roadblocks 1: hidden emotions

1. Good morning. Before we get started on the path to problem-solving, we need to address the roadblocks that prevent us from addressing our problems. Text NEXT to continue.
2. It is normal to have emotional reactions to our problems – such as feeling guilty, angry, anxious, or sad. Unfortunately, these reactions can cause a roadblock to solving our problems—we avoid thinking about the problem, and therefore avoid solving it. Type NEXT to continue.
3. To deal with the emotions caused by thinking about your problems, you can try deep breathing, meditation, and progressive muscle relaxation. Text back the corresponding number to learn more about these techniques:
4. Deep breathing
5. Meditation
6. Progressive muscle relaxation

For Response 1: Deep breathing instructions: You may be able to reduce stress by drawing your attention to your breathing. Take a deep breath in through your nose. Try to fill your belly with air, and then fill your chest. Then, breathe out slowly through your mouth. If you have a watch with a second hand, try to breathe in for a full 5 seconds. Then, try to breathe out for a full 7 seconds. If this is too difficult, try breathing in for 4 seconds and out for 6 seconds. Text NEXT to continue.

For Response 2: Meditation instructions: Meditation is a technique of focusing your thoughts in order to feel emotionally calm. Find a quiet room without any distractions. You can choose to focus your thoughts on your breath, a mantra, or a sound. When your mind starts to wander, take notice and then gently re-focus yourself. The goal is to give your mind a “break” from racing or anxious thoughts. Start with 5 minutes at a time, and work your way up. Text NEXT to continue.

For Reponse 3: Progressive muscle relaxation instructions: Progressive muscle relaxation is a technique that reduces tension in your body. This can help your mind to relax as well. Start relaxing all the muscles in your face – unclench your jaw and try to smooth your brow. Next, relax your shoulders and chest. Breathe in deeply to relax these muscles. Work your way down, focusing on relaxing one muscle group at a time, all the way to your toes. Text NEXT to continue.

1. You can try out each of these stress-reducing techniques on your own. Try to find a stress-reducing strategy that works for you. Hopefully it will be easier to address difficult problems once any strong emotional reactions are managed.

## Day 3: Selecting and defining the problem.

1. Good morning. Today we will set a goal to select a problem that we would like to solve to improve our lives. Type NEXT to continue.
2. It is important to choose the right problem to solve. It is best to start with a small, well-defined, surmountable problem. Remember, we will build up to our big, long-term goals by first addressing small goals. Type NEXT to see an example.
3. Example: We asked Rose about a problem that she would like to solve. She replied, “the family is unhealthy.” Solving this problem feels overwhelming. We asked her to identify a smaller, specific problem that contributes to her big problem. Her answer was “We do not eat enough vegetables.” This problem is much less overwhelming. Type NEXT to continue.

### Check-in:

Today’s goal was to identify a problem. Did you decide on a small, specific problem that you want to work on? Text back YES or NO.

* If YES: Great --we will move to the next step tomorrow!
* If NO: Try to think of a difficult aspect of your life, and then try to identify one small cause of that situation that you can address.

## Day 4: Roadblocks 2: Negativity Bias

1. Today we will review another roadblock to problem-solving: the “Negativity Bias.” This refers to negative thinking. We spend a lot of time worrying about the bad things that can happen, but do not spend much time thinking about all the good (or neutral) possibilities. Type NEXT to continue.
2. It makes it very difficult to move forward with solving our problems if we only ever think about the bad things that can happen. Type NEXT to continue.
3. You can address this “Negativity Bias” by writing down all the possible outcomes of addressing your problem, both the good outcomes and the bad outcomes. Notice how many terrible outcomes there really are, compared with outcomes that are neutral or pretty good? It is very true in life that bad things happen. We don’t want to be unrealistic – just balanced. Type NEXT to continue.
4. When you notice that you are spending too much energy thinking about the bad things that can happen, try to balance your thoughts with the good things that can happen.

## Day 5: Establishing Realistic and Achievable Goals

1. We have already worked on identifying a problem that you would like to solve, on Day 3. Today we will set a goal to overcome this problem. Type NEXT to continue.
2. The goal is the best possible outcome to the small problem that you identified. Remember though, that the goal has to be something that we can actually achieve! We want to come up with a goal to our problem that can be achieved within 1 week. Type NEXT for an example. Type NEXT to continue.
3. Do you remember Rose? Rose’s problem is that her family does not eat enough vegetables. Her first goal is: “I will cook two dinners this week that are cooked at home and include vegetables.” Type NEXT to continue.
4. Today, set a goal for yourself for this week – this goal will be a step toward addressing your problem. You can use our worksheet tool to help organize your thinking: <https://bit.ly/2OXks2b>.

### Check-in:

**Were you able to come up with a goal? Text back YES or NO.**

* If YES: Great --we will move to the next step tomorrow!
* If NO: If you feel stressed out by thinking about a goal, try our stress-reduction techniques [LINK]. Remember, it’s the first goal and it can be very small!

## Day 6: Generating alternative solutions

1. We have already talked about identifying a problem and setting a short-term goal. The next step is brainstorming solutions to meet your goal. Even if your goal is very small, it is helpful to write out all possible solutions to achieve it. Type NEXT for an example.
2. Rose’s goal this week is to cook two meals at home for her family with vegetables. We asked her to come up with very specific solutions to make sure that this can happen. She wrote out her solutions, which included: 1. Grocery shop on the weekend and buy vegetables on sale; and 2. Cook a lot of vegetables on the weekend, serve leftovers later in the week. Type NEXT to continue.
3. By forcing ourselves to write out many solutions, we sometimes open ourselves up to new ways of dealing with old problems. This can help us feel less “stuck.” Try to think “outside the box!” You can use our worksheet tool to organize your problem, goal, and solutions: <https://bit.ly/2OXks2b>.

## Day 7: Evaluating and choosing solutions

1. Yesterday we discussed brainstorming solutions to meet our goal. Today we will discuss how to decide on a solution. Try to decide on a solution that from your list that will help you meet your goal, while being doable within the next week. Type NEXT for an example.
2. Rose decided on this solution: “I will shop once per week for vegetables, and cook them on Sunday, and we will eat leftovers on Monday.” Type NEXT to continue!
3. Try to list the pros and cons for each of your solutions. Think about whether each solution on your list is doable, and whether it helps you meet your goal. If you realize that none of your solutions can be achieved within one week, you can make your goal smaller. Type NEXT to continue.
4. It’s okay to start small and it’s okay if your solution ultimately does not work. You can use our worksheet tool to organize your problem, goal, and solutions: <https://bit.ly/2OXks2b>.

## Day 8: action plan and obstacles

1. Once we have chosen a solution, it’s helpful to make an action plan. An action plan is a very detailed plan of how you will make your solution happen. Type NEXT for an example.
2. Rose’s SOLUTION was to shop and cook vegetables on Sunday, and eat them Sunday and Monday as leftovers. Her action plan was: “I will make broccoli salad this week. I will make a shopping list on Sunday morning, and then go to the grocery store. If the regular broccoli is expensive, I will get frozen broccoli. I will cook it on Sunday night. I will tell my children that they have to eat it. I will refrigerate what is left. On Monday, I will serve it as leftovers.” Type NEXT to continue.
3. Rose also listed out every obstacle that could get in the way of achieving her solution: “I will be too tired, I won’t feel like going, my family will not want to eat what I make.” She thought about how she would overcome these obstacles. Type NEXT to continue.
4. You can use our worksheet tool in the app to develop an action plan, and to list out potential obstacles: <https://bit.ly/2OXks2b>.

## Day 9: Implementation and evaluation

1. After you create an action plan, you are ready to work on your solution. Good luck! After you try out your solution for about 1 week, you can think about whether the solution was successful. Decide if you were satisfied with the outcome. Think about whether you learned anything new about your problem, or your problem-solving style. Type NEXT for an example.
2. Rose tried to shop for healthy food on the weekend, and cooked it on Sunday night. Her solution did not work out as she expected, because several members of her family were not at home on Sunday night. Her teenager ended up eating what he wanted and not what she cooked. Type NEXT to continue.
3. If your solution works, that is great—the next step is to tackle your next goal. Remember to keep goals small, brainstorm all possible solutions to keep an open mind, and make an action plan. Type NEXT to continue.
4. If your solution did NOT work, that’s okay too. Part of problem-solving is learning new things and trying out new ideas. Keep working on your goal. The next step is to choose a try out a new solution and develop a new action plan. Type NEXT to continue.

# Final Message

You have finished Problem-Solving Therapy! Remember that you can use worksheet tool to continue identifying problems, choosing solutions, and developing action plans. You can do this over and over if it is helpful for you! <https://bit.ly/2OXks2b>

Next week we will learn about something new, financial empowerment! This will cover tips on managing money and other helpful information related to money. Remember, if you need to revisit any information, text MENU for more options.