iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 14 **Issue:** IV **Month of publication:** April 2026

DOI: https://doi.org/10.22214/ijraset.2026.80568

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International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 14 Issue IV Apr 2026- Available at www.ijraset.com

Rivera AI: An Intelligent Conversational System for Real-Time Mental Health Assessment (MHA)

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Abstract: ***Mental health has become a critical global concern, with increasing cases of stress, anxiety, and depression affecting individuals across all age groups. Despite growing awareness, access to timely and affordable mental health support remains limited due to social stigma, shortage of professionals, and lack of continuous monitoring systems. In this context, Rivera AI is proposed as an intelligent and adaptive solution designed to bridge the gap between individuals and mental health care services. Rivera AI leverages advanced techniques such as Artificial Intelligence, Machine Learning, and Natural Language Processing to analyse user inputs, detect emotional states, and provide personalized responses in real time. The system integrates voice-to-text capabilities, enabling seamless interaction and accessibility for users. By offering continuous, confidential, and user-friendly support, Rivera AI aims to assist individuals in managing their mental well-being effectively. This research focuses on the design, implementation, and potential impact of Rivera AI as a scalable digital mental health solution.***

Keywords: Artificial Intelligence (AI), Mental Health Monitoring (MHA) , Natural Language Processing (NLP), Sentiment Analysis (SA) , Machine Learning (ML) , Conversational Agents (CA) , Emotion Recognition (ER) , Speech Recognition (SR), Deep Learning (DL), Data Security and Privacy (DSP).

I. INTRODUCTION

Mental health has emerged as one of the most pressing challenges of the modern era, affecting millions of individuals worldwide regardless of age, gender, or socioeconomic background. Rapid urbanization, academic pressure, social isolation, and increased digital dependency have significantly contributed to rising levels of stress, anxiety, and depression. Despite the growing recognition of mental health issues, a substantial gap still exists between individuals in need of support and access to professional care. Factors such as social stigma, limited availability of trained therapists, high treatment costs, and lack of real-time monitoring systems prevent many individuals from seeking timely help. As a result, there is a strong need for accessible, affordable, and continuous mental health support systems that can assist users in managing their emotional well-being effectively. In recent years, advancements in Artificial Intelligence (AI) have opened new possibilities in the healthcare domain, particularly in mental health assessment and intervention. AI-driven systems have the potential to analyse human behaviour, interpret emotional patterns, and provide immediate responses without the limitations associated with traditional healthcare services. Leveraging these advancements, this research introduces Rivera AI, an intelligent and adaptive platform designed to provide real-time mental health support through conversational interaction and emotional analysis.

Rivera AI integrates key technologies such as Machine Learning (ML), Natural Language Processing (NLP), and Speech Recognition to create a seamless and user-friendly experience. The system is capable of processing both text and voice inputs, allowing users to communicate naturally without barriers. By analysing linguistic patterns, tone, and contextual cues, Rivera AI identifies the emotional state of the user and generates personalized, empathetic responses. This enables the system not only to act as a conversational agent but also as a supportive companion that encourages users to express their thoughts and feelings openly.

One of the primary objectives of Rivera AI is to provide continuous and confidential assistance, ensuring that users have access to support at any time without fear of judgment. Unlike conventional mental health services that operate within fixed schedules, Rivera AI offers 24/7 availability, making it particularly beneficial for individuals who may hesitate to seek help through traditional channels. Furthermore, the system can be scaled and integrated with future technologies such as wearable devices and real-time health monitoring systems, enhancing its effectiveness and reach.

This research focuses on the design, development, and evaluation of Rivera AI as a digital mental health solution. It aims to demonstrate how AI-driven approaches can bridge existing gaps in mental healthcare by offering accessible, scalable, and personalized support. By combining technological innovation with a user-centric approach, Rivera AI represents a step forward in transforming the way mental health services are delivered and experienced in the digital age.

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II. LITERATURE REVIEW

Recent advancements in Artificial Intelligence have been significantly influenced by the development of transformer-based architectures. The seminal work by Ashish Vaswani et al. (2017) introduced the Transformer model, which replaced recurrent structures with self-attention mechanisms, enabling efficient parallel processing and improved handling of long-range dependencies [1]. Building upon this, large-scale language models such as GPT-3 by Tom B. Brown et al. (2020) demonstrated remarkable few-shot learning capabilities across diverse tasks [2]. Further advancements in program synthesis using models like OpenAI Codex have shown the ability to generate executable code and solve complex problems with high accuracy [3].

In practical applications, tools such as Bolt. New, v0, and Replit AI leverage these models to assist in code generation and automation. However, these systems are primarily optimized for programming tasks and lack domain-specific adaptation for sensitive areas like mental health. They often fail to provide consistent emotional understanding, real-time personalization, and contextual empathy. Existing research highlights limitations in handling nuanced human emotions, ensuring data privacy, and delivering continuous support in healthcare-oriented systems. There remains a gap in integrating conversational intelligence with reliable emotional analysis tailored for mental well-being.

To address these challenges, the proposed Rivera AI system incorporates advanced NLP, sentiment analysis, and voice-based interaction to deliver personalized, real-time mental health support. By focusing on emotional intelligence and accessibility, Rivera AI aims to bridge the gap between technological capability and human-centric care.

III. TECHNOLOGY TABLE

Table no.3.1) Technology Table

Term	Definition	Usage in Project
Artificial Intelligence (AI)	Simulation of human intelligence in machines enabling learning, reasoning, and problem-solving capabilities.	Forms the core of Rivera AI by enabling decision-making, response generation, and intelligent interaction with users.
Machine Learning (ML)	A subset of AI that allows systems to learn from data and improve performance without explicit programming.	Used to train models for detecting emotional patterns and improving system responses over time based on user interactions.
Natural Language Processing (NLP)	A field of AI focused on enabling machines to understand, interpret, and generate human language.	Processes user text input, extracts meaning, and generates relevant and context-aware responses in conversational flow.
Sentiment Analysis	Technique used to identify and classify emotions expressed in text data.	Analyses user input to detect emotional states such as stress, anxiety or depression for personalized support.
Conversational Agents (Chatbots)	AI-driven systems designed to simulate human-like dialogue with users.	Acts as the interface of Rivera AI, engaging users in meaningful conversations and delivering mental health support.
Emotion Recognition	Process of identifying human emotions using textual or vocal cues through computational methods.	Enhances system capability to understand deeper emotional context and provide empathetic responses.
Deep Learning	Advanced ML technique using neural networks with multiple layers for complex data processing.	Improves accuracy in emotion detection and language understanding through trained neural network models.
Data Security & Privacy	Techniques and protocols used to protect user data from unauthorized access and breaches.	Ensures confidentiality of sensitive mental health data through encryption and secure data handling practices.

A. Limitations Include

1) Lack of a unified system combining emotion detection, conversational support, and real-time response generation.
2) Limited ability to understand nuanced human emotions and provide personalized, context-aware interactions.
3) Few platforms offering continuous availability with both text and voice-based interaction in a secure and user-friendly environment.

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IV. METHODOLOGIES

A. *Existing Method*

Traditional mental health support relies on in-person consultations with therapists or counsellors, which can be time-consuming, expensive, and not always accessible. Existing digital mental health applications often provide generic responses, lack real-time emotional understanding, or do not integrate voice-based interaction and continuous monitoring in a single platform.

1) Client Interface: Streamlit-based chat interface that allows users to interact with the AI therapist through text input. It provides a simple, user-friendly environment for seamless communication and access to features like therapist suggestions.
2) Middleware Layer: Fast API framework acts as a bridge between the frontend and backend. It handles user requests, processes inputs, manages API communication, and ensures secure and efficient data flow.
3) API & Integration Layer: Manages communication with external services and AI models. It integrates Lang Chain for conversation flow management and Twilio API for emergency call simulation.
4) Database Layer: Stores user interaction data, conversation history, and emotional context to maintain continuity and improve personalization.
5) AI Layer: Utilizes Hugging Face's Med Gemma model for generating empathetic and context-aware responses. Lang Chain is used to maintain conversational memory and ensure coherent dialogue.

B. *Implementation*

The platform includes

1) Chat-based interface where users can enter their thoughts and interact with the AI therapist in real time.
2) Processing of user input through Fast API, which forwards requests to the AI model.
3) Context management using Lang Chain to maintain meaningful and continuous conversations.
4) Emotion-aware response generation using the Med Gemma model.
5) Therapist recommendation feature to help users connect with professionals.
6) Emergency response system using Twilio API for call simulation in critical situations.
7) Real-time response display on the Streamlit interface ensuring smooth user experience

C. *Technologies Used*

1) Frontend: Streamlit for interactive UI.
2) Backend: Fast API for API handling and server-side logic.
3) AI & NLP: Hugging Face (Med Gemma), Lang Chain.
4) Integration: Twilio API for emergency call simulation.
5) Database: Structured storage for user data and chat history.
6) Deployment: Cloud-based platforms for scalability and availability.

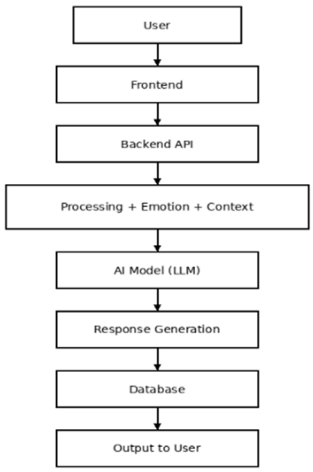


Figure no. 4.1 Block Diagram

V. RESULTS AND DISCUSSION

Rivera AI provides a complete workflow for real-time mental health support through an intelligent conversational interface. It integrates natural language processing, emotion analysis, and AI-based response generation to deliver empathetic and context-aware interactions. Users can communicate through text or voice, and the system generates personalized responses in real time.

During evaluation, the system effectively handled various emotional scenarios such as stress and anxiety. It maintained conversation context using Lang Chain and ensured fast response time for smooth interaction.

However, the system depends on external AI models and APIs, which may affect performance in low network conditions. Despite these limitations, Rivera AI proves to be a scalable and efficient solution for accessible mental health support.

The following screens represent the main user journey of the system:

A. Chat Interface with Emotional Support Suggestions

This screen shows the chatbot providing supportive responses along with practical coping strategies such as deep breathing, grounding techniques, and muscle relaxation. It demonstrates the system's ability to understand user emotions and offer helpful guidance.

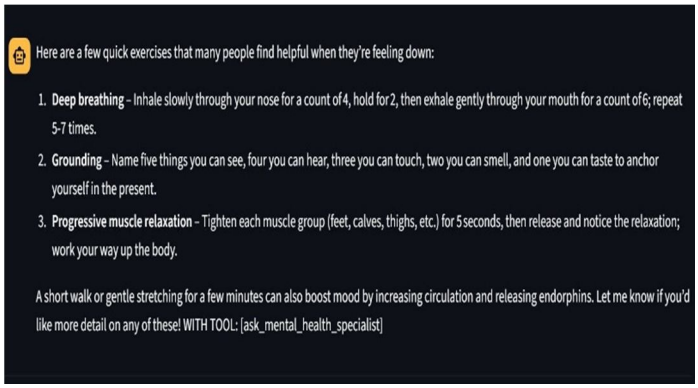


Figure no.5.1 Emotional Support Suggestions

B. Therapist Recommendation Feature

In this screen, the user requests therapist details, and the system provides a list of suggested mental health professionals. This feature helps users connect with real-world support when needed

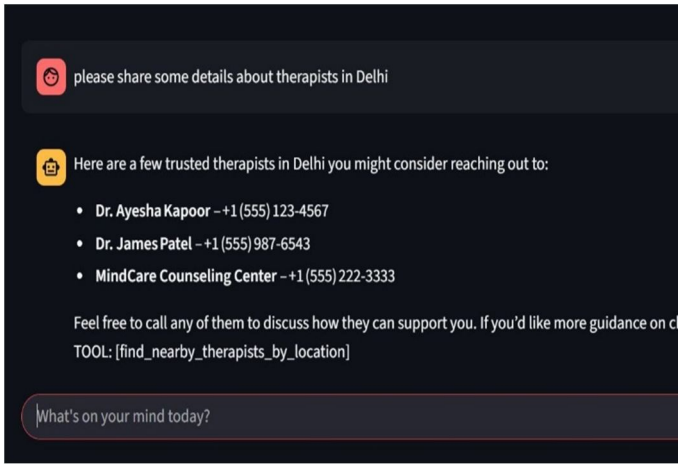


Figure no.5.2 Therapist Recommendation

C. Crisis Detection and Emergency Response

This screen represents a critical scenario where the user expresses distress. The system detects the seriousness of the situation and responds empathetically while suggesting immediate help options, including emergency support

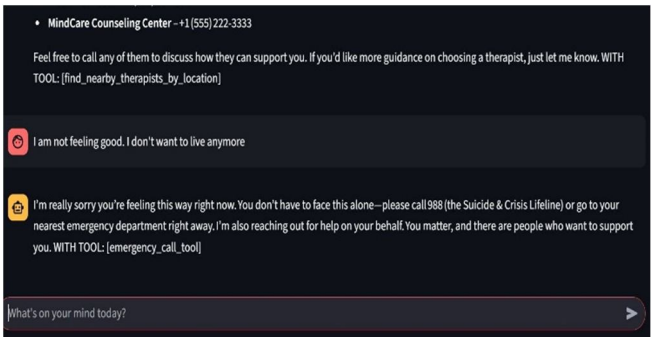


Figure no.5.3 Crisis Detection and AI Response

D. Emergency Call Simulation (Twilio Integration)

This screen shows the emergency call functionality triggered by the system. It demonstrates integration with external services (Twilio) to simulate or initiate emergency communication, enhancing real-world applicability.

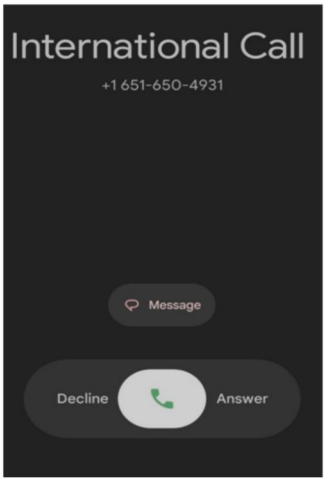


Figure no.5.4 Emergency Call Feature

VI. FUTURE SCOPES

In further future we want to add the following points:

1) Advanced emotion detection: Integrate voice and facial analysis for better understanding of user emotions.
2) Personalized learning: Enable the system to adapt based on user behaviour and past interactions.
3) Real-time emergency integration: Connect with real helplines, hospitals, and emergency services.
4) Mobile application: Develop a mobile app for easy and anytime access.
5) Wearable integration: Use smart devices to monitor health signals like heart rate and stress levels.
6) Multilingual support: Provide support in multiple languages for wider accessibility.
7) Cloud deployment & scalability: Improve performance and availability using cloud-based solutions.
8) Healthcare collaboration: Integrate with professionals for more reliable and guided mental health support.

VII. CONCLUSIONS

This project demonstrates that combining conversational AI technologies such as Natural Language Processing, Machine Learning, and Large Language Models can deliver an effective and user-friendly mental health support system. Rivera AI integrates real-time chat interaction, emotion-aware response generation, therapist recommendation, and emergency assistance within a single platform, providing continuous and accessible support to users. Built using technologies such as Fast API, Streamlit, Lang Chain, Hugging Face, and Twilio, the system ensures scalability, responsiveness, and seamless user experience. It successfully handles diverse conversational inputs while maintaining context and delivering empathetic, meaningful responses. Features like therapist suggestions

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and emergency call simulation further enhance its real-world applicability by enabling users to take actionable steps toward professional help.

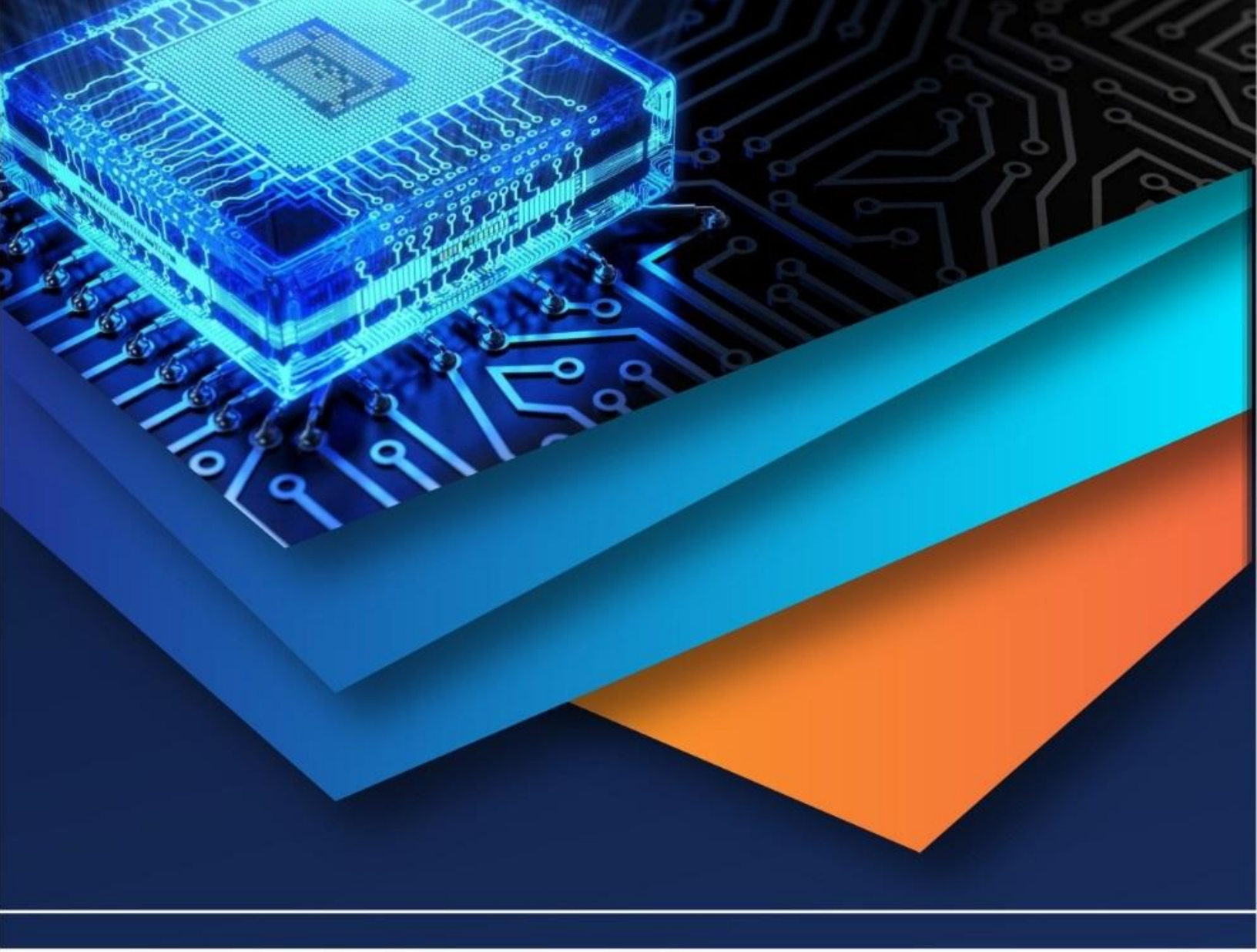
Limitations such as dependency on external APIs and constraints in deep emotional understanding can be addressed in future work through advanced emotion detection, personalization, and improved model capabilities. In summary, this research shows that Rivera AI is a scalable and practical solution that can improve accessibility to mental health support and contribute toward more inclusive and responsive digital healthcare systems.

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