

Connections App for 24/7 Recovery Support



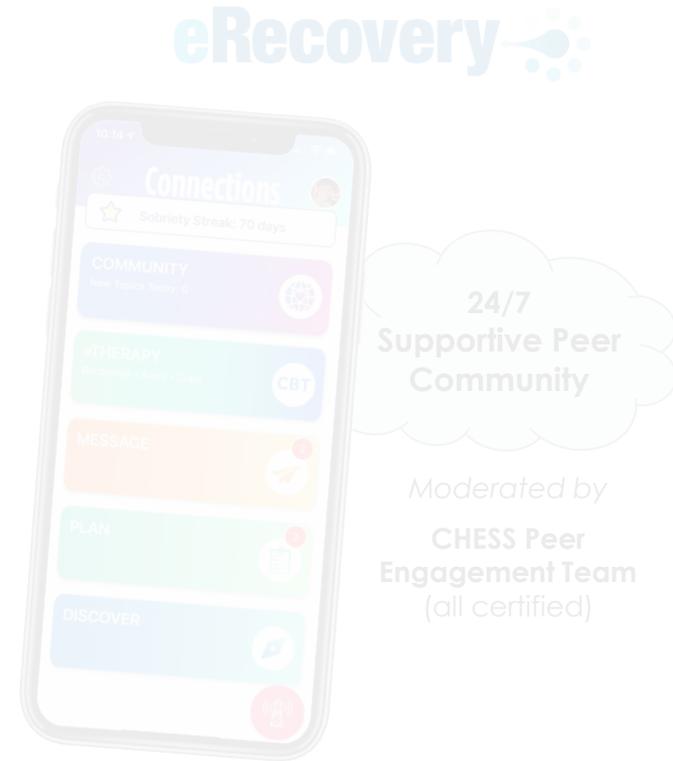
CHESS HEALTH
Real Evidence. Real Recovery.

Agenda

- Why We're Here
- eRecovery & the Connections App
 - Solution Overview
 - Impact/case studies
 - Richard Hall CMHC Experience (Emmy Fletcher)
- Opportunity to use DMHAS DISCOVERS Grant to cover the full cost
- Questions & Comments throughout
- Schedule detailed demo as follow-up

Is this your Situation?

1. You're treating more individuals than ever
2. You're staffing challenged
3. You want to support your clients' recovery and keep them in treatment (and alive)
4. You want data to show your better outcomes
5. You're open to digital recovery support if it works, is easy, is proven, won't burden staff, pays for itself, and clients will like it



Recent Comments from Individuals Using Connections

Mike6

I love the support we get from this app each day. This has become such a part of my life, I really look forward to reading and engaging with people on here. I am beyond grateful for what I've gotten from this place, I can't imagine not chatting with you guys/gals. Thank you for everything you do. ❤️

JoshD\$

You guys are all amazing this has been my greatest tool in my recovery thank you everyone

Pickles

I'd like to give my shout out to everyone here. When I'm down, or struggling, you are positive and encourage me to keep trying and moving forward. Y'all put up with my humor and sarcastic remarks. And you make this space a safe place to open up about anything. Thank you.



The Connections App

Purpose: Help individuals succeed in treatment and sustain their recovery (reduce relapse/severity of relapse)

5 core elements to the app's impact:

- Reduce isolation & build social relatedness
- Enhance autonomous motivation
- Teach/Reinforce coping skills
- Track recovery & alert care team
- Offer crisis support, when necessary



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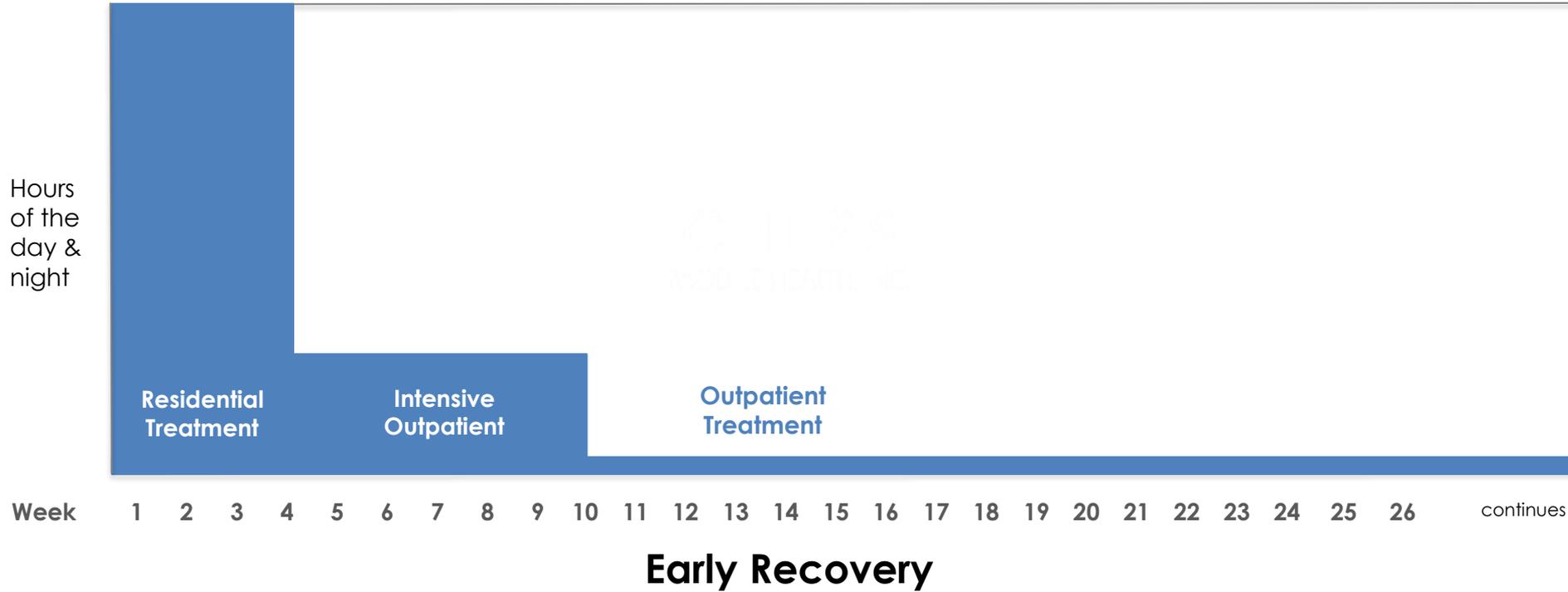
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Recent Additions

- Support mental health needs
- Address SDOH needs with 'Channels' in the app related to local resources
- Programs for Special Populations
 - Pregnant & Postpartum Women with SUD
 - Parenting with SUD
 - Teens in Recovery

“In Treatment” does NOT equal “100% at Treatment”



“In Treatment” does NOT equal “At Treatment”

Hours of the day & night



98%
of waking
hours at risk
of struggles
with....

Outpatient
Treatment

- X Triggers, Cravings
- X Isolation
- X Anxiety
- X Negative thinking
- X Relationship troubles
- X Risky situations
- X Difficulty sleeping

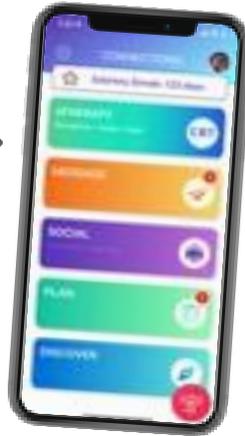
Relapse
Risk
Moments

Week 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 continues

Early Recovery

Minimizing and Managing Relapse Risk Moments

Connections App



Peer Community

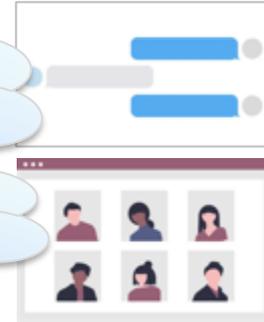
- Anonymous Discussion Forums
- Recovery, mental wellness, and fun/social topics

Support Group Meetings

- Video

Moderated by

CHESSENGAGEMENT TEAM 



Hours of the day & night

Week 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

Early Recovery

continues

CHESS Peer Engagement Team

- Team of certified peer recovery support specialists (not bots!)
 - Variety of backgrounds, lived experiences, recovery pathways
 - Currently hiring bilingual peers
- Primary task: Moderate online discussion groups in the app **24/7**
 - Prompt topics, be active in discussions, review for intervention
 - Read every comment in real-time, all day & night long
- Lead 'Alongside' video support meetings
- Provide 1:1 support when necessary, via messaging or video
- Protocols for alerting an individual's provider/case manager

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July 28: Support at 1:28 AM

Persephone Moon

I now have 41 days sober.. But, I get why I numbed myself for so long. I can't stand this pain now. How will I ever get through this sober?? I feel like I die a little more every single second that i don't have my daughter. I don't think I can live with myself any more. I don't know how things got this bad. I seriously hate myself. Why is everything worse at night. Oh it hurts. This gut wrenching and crushing agony. I never knew love could kill someone until I held my daughter. But I think loving her is actually going to kill me. I miss her so so bad. I would be so okay and beyond happy and normal if she were here.

CHESS replied via a private 1:1 message at 1:40 AM

"Hi Persephone Moon, I'm XXXXXXXX with CHESS. I saw your message that you posted and wanted to reach out because you are soooooo worth fighting for your recovery"

"I'm sorry. I feel like I'm constantly having a breakdown since being separated from my daughter."

"Absolutely no need to apologize! I'm so glad you are not trying to fight your thoughts by yourself. Your daughter sounds like someone you love a whole lot!

More messages followed
CHESS also alerted her provider
per Escalation Plan on file

July 28: Support at 1:28 AM

Persephone M

Scott

I now have 4
now. How wi
that i don't h

OK listen the time away from your loved ones and your family does hurt! Its one of the hardest things that we've got to persevere through , but this to will pass ! Use this pain as the way of your gift of desperation ! It can become your greatest asset it can and will remind you of what you never want to go back to ..you're going to be better for your family when you're not the old you ! They need a brand new you! The person your struggling to find will emerge through this pain , a new, better gift to them not a burden ... hope this helps , start trying to forgive yourself and love you first ...

Peer
Community
discussion groups

Has been using the Connections App since September 15, 2020 "I'm sorry."

Chess replied via a private 1:1 message at 1:40 AM

Britt

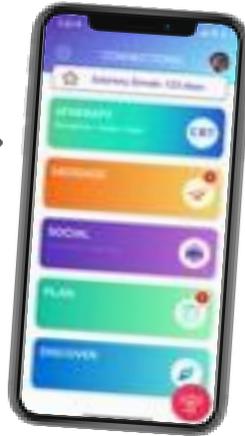
I'm with you too Persephone. My situation may been different but I know it was really hard on me when I didn't have mine but I just reminded myself that it is temporary and I needed to do whatever I could to stay sober so I could be with them. Congratulations on 41 days sober and I know you said you have a sponsor but if you get to the point you want to use or you just need to vent and need more support please reach out on this app these people really do care and you can message me anytime.

posed and
recovery"

fight your
whole lot!
recovery :)

Connections App: 24x7 recovery support and more

Connections App



Peer Community

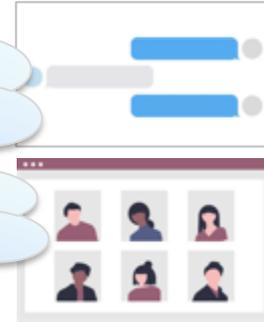
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CHESSE Engagement Team 



Hours of the day & night

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Early Recovery

continues

Connections App: 24x7 recovery support and more

Connections App



Cognitive Behavioral Therapy (CBT)

Self-guided programs to teach durable recovery skills



- Work of Kathleen Carroll, PhD. ("CBT4CBT")
- Demonstrated effective in seven randomized clinical trials sponsored by NIDA and NIAAA

Hours
of the
day &
night

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Early Recovery

continues

Connections App: 24x7 recovery support and more

Connections App



Recovery Support Tools

- ✓ Daily motivations
- ✓ Sobriety tracking
- ✓ Recovery tracking via assessments (e.g., BAM, PHQ-9, TEA surveys)
- ✓ Appt & Rx Reminders, Goal tracking
- ✓ High-risk location alerts
- ✓ Journaling
- ✓ Educational and motivational content

**Actionable data,
Outcomes data**

Hours
of the
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night

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Care Team Connections

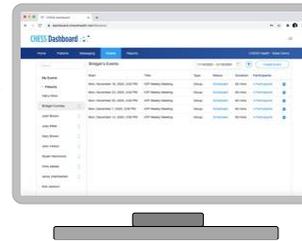


CASE MANAGER / PEER SPECIALIST



PROVIDER

CHES Dashboard



Messaging



Video Calls
(1:1 & group)



Recovery
Tracking



Appt & Rx
Reminders



Alerts!

Hours of the day & night

Week 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

Early Recovery

continues

Connections – 24/7 Support during Treatment, Recovery

Connections App

DarkBird

Ho
of
da
nic

Kieth it is scary and my mind wants to run away down rabbit holes all the time as fast as they can. I am honestly scared and that's hard for me to admit. I am so glad to have you guys! it helps a lot between my appts to have someone who understands me and cares... I can't thank y'all enough!

continue

Week 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

Early Recovery

Impact of CHESS' Connections App on Treatment & Recovery

1. Patients love our **Connections App**, love the peer community it offers them, and **85%+** tell their providers and researchers that it improved their treatment ¹
2. Using the app correlates with a **40-50% reduction in key relapse risk factors** ²
3. Using the app correlates with patients **staying in treatment 20%+ longer**, including **30-45% reductions** in early drop-out from Intensive Outpatient programs ³
4. Clinical trials by both Drs. Gustafson & Carroll, with 6-12 month follow-ups, found **30-50% greater abstinence** compared to the control group ⁴
5. A Medicaid health plan measured **zero readmissions** to higher level of care and a reduction in SUD treatment costs in the first six months of app usage

Richard Hall Community Mental Health Center

- **Emmy Fletcher**, MSW, LSW, LCADC Intern, Substance Use and Mental Health Counselor
 - Had all the usual pain points of high demand and staffing challenges
 - Implementation went smooth, easy
 - Clients are highly engaged, using app

Richard Hall CMHC



Opportunity for FREE Use of eRecovery and the Connections App

CHES HEALTH
MODERN HEALTH CARE

NJ DMHAS DISCOVERS Grant

- \$20,000 available to all non-profit SUD providers in New Jersey to offset qualified expenses incurred related to technology

- **The Connections App qualifies as reimbursable grant expense**

- Simple process for reimbursement
 1. Apply online with project description
 - CHES has draft language
 2. NJ DMHAS approves project
 3. Submit expenses before February 2023

SPECIAL Pricing for NJAMHAA Providers

- **Starts at \$750/mo for one location** depending on annual patient census
- Includes unlimited use of Connections
- Includes 24/7 support from CHES's peer engagement team
- Includes setup and training by CHES
- Includes HITRUST-certified hosting
- Includes upgrades ("Conexiones App")
- No CHES fees for EHR Integration

CHESS' Connections App vs Others

- **What We Are**

- Evidence-based App
- 24/7 moderated peer support by certified recovery coaches
- Video support group meetings
- Digital CBT for Recovery
- Integrated video calls
- Dashboard & alerts for staff
- Low/Zero effort option for staff
- HITRUST-certified
- Integrates with EHRs

- What We Are **NOT**

- Chat Bot
- Require prescription
- Burden for staff
- Unproven
- Expensive

NEXT STEPS

Email **Brenda Berry** at bberry@chess.health to schedule demo and get pricing

& answer any follow-up questions

Our Solutions – Patient Engagement and Care Transitions

eIntervention

Connects the community (EDs, BHs, PCPs, SUD providers) to get individuals into treatment and facilitate care transitions



Referrals



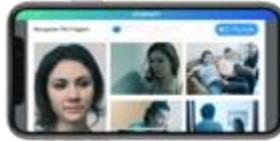
Envoy App

for Individuals & Families

Supports harm reduction and educates/motivates to follow-through on referrals, get help

CBT

Teaches patients key coping skills for their recovery success



Connections App

Peer Community

eRecovery

Supports patients during treatment and in recovery

Care Team



CHES Dashboard
Companion App
& **CHES Video**

Enterprise Analytics

- Referral volumes
- Referral patterns
- Referral outcomes
- Case outcomes
- Envoy app engagement
- eTherapy progress, time spent, quiz answers
- Patient & activity counts, drill-down
- App engagement
- Recovery progress (survey data) ... and more

Next Steps

Contact **Brenda Berry** for demo, pricing

bberry@chess.health