

Fountain House: Biannual Summary

1. Reporting Period: March 1, 2014 – July 31, 2014
2. RFA Number: TI024737
3. Project Director: Joseph Shaffer

Program at a Glance

What are the current technologies being utilized by the grantee?

Fountain House's e-Supported Sobriety and Recovery (E-ACCESS) project has implemented the E-ACCESS smartphone application developed specifically for Fountain House members that offers enhanced access to recovery support tools, access to their personal electronic health records, web-based virtual recovery group sessions, and virtual substance abuse education and intervention.

The E-ACCESS app consists of several features including a meeting finder, sobriety calculator, literature link, video portal, text hotline (i.e., panic button), group support link (i.e., discussion board), motivational quote repository, check-in option (e.g., Foursquare), and participation scoreboard. Additionally, each participant receives a free Samsung Galaxy s3 smartphone that is preloaded with the E-ACCESS app.

Fountain House also offers e-sessions with its partner provider, Phoenix House, to deliver psycho-educational services to approximately 100 participants each year.

Are there any notable changes this reporting period?

Technology implementation costs were greater than originally anticipated, and there was a delay in launching the final product (until the appropriate developer was identified). To account for the added development costs, Fountain House reallocated resources away from personnel and directed them toward technology. The project opted to hire three peer intake coordinators (at an hourly rate) instead of hiring a full time intake coordinator.

According to the biannual report, Fountain House clients have benefited from using the technology and are more connected to the care they receive. Clients appear to be utilizing the app's features in ways that increase feelings of support and resiliency: *"Clients thoroughly enjoy being able to get support from their peers in an anonymous way. They feel more supported overall, specifically at times when they could not otherwise access traditional support: at home, in the middle of the night, on weekends, etc. They are becoming more proactive in their own recovery and demonstrating a desire to help others, seen in their preparing video testimonials to be added to the app's video portal."* Clients are also able to gain access to services and connect with support staff much faster than before via the meeting locator and text functions.

As a result of the project, Fountain House is reconsidering its organization-wide strategy toward health information technology. Fountain House intends to negotiate data plan options with

smartphone provider, Sprint, so that clients can continue to use the technology after they are discharged from the program.

Fountain House is planning to expand its evaluation capacity beyond the measures collected by GPRA to include outcomes related to clients' use of the E-ACCESS app.

What are the grantee's GPRA rates?

	Target	Actual	Percent
Intakes (Baseline)	<i>100</i>	<i>100</i>	<i>100%</i>
6-Month Followup	<i>1</i>	<i>1</i>	<i>1%</i>

If intake or followup is below 80 percent, has the grantee described its plan to increase GPRA rates?

Due to a delay implementing the technology, Fountain House has not yet begun completing its 6-month GPRA follow-up reports. During a recent follow-up conversation, project director Joe Shaffer commented that he is confident that Fountain House will meet their GPRA performance goals moving forward.

Does the grantee need technical assistance? If yes, does the grantee have a request in SAIS?

Fountain House reported concerns "pertaining to ongoing program management and developing a strategy for continuous support of program participants as they are discharged and as new clients are enrolled simultaneously." This could translate into a possible TA request in which JBS provides program management guidance to prioritize/coordinate any maintenance/expansion efforts related to the E-ACCESS smartphone application.

Are there any areas of concern in the report that require GPO attention?

A follow-up call with Fountain House was completed on Tuesday, September 9, 2014 during which time JBS provided suggestions to Joe regarding program management strategies and recommendations regarding negotiating reduced-rate data plans with Sprint.

JBS also encouraged Joe to explore resources on the Ideas Exchange and to participate on the biweekly TAC grantee conference calls.

It may be worthwhile to touch base again in the near future to see if more intensive technical assistance is needed.