

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Fountain House
Call Summary
December 9, 2013 • 4:00 p.m. ET

Submitted to: Danielle Tarino and Joe Shaffer

Date of Submission: December 12, 2013

Attendees:

Substance Abuse and Mental Health Services' Administration (SAMHSA): Danielle Tarino

Fountain House (FH): Joe Shaffer

JBS International (JBS): Dave Wanser, Iris Chai, and Leslie McElligott

Meeting Purpose

- The purpose of the call is to make general introductions between SAMHSA Government Project Officer, Danielle Tarino, FH's Technology-Assisted Care grant project team, and the technical assistance contractors at JBS International. SAMHSA and JBS are committed to FH's success and would like to assess how they can assist FH's with its program implementation needs.

Discussion

Program Implementation

- FH is developing a smartphone mobile application (E-Access) that will provide resources and connect clients to existing services offered by FH, Phoenix House, and other service providers in the area.
- The E-Access mobile application is in the development stage. NYC Web Design built the initial framework with feedback from FH on design and functionality. Joe Shaffer (FH Project Director) anticipates the next iteration of the application will be available by the middle of this week. His team has been very pleased with the work done thus far.
- Many FH clients have co-occurring disorders and are in various stages of their recovery journey. FH has enrolled one client in the program, and several others are lined up. Once the smartphone and mobile application are ready for dissemination (expected in early January), Joe anticipates enrolling approximately 100 people per year in the program.
- Compared to other applications on the market, FH is harnessing existing technology for their client base. E-Access will have several features:
 - GPS meeting finder: identifies the client's proximity to in-person support meetings based on the location and the date.
 - Sobriety calculator: allows each client the ability to enter their sobriety date to encourage continued abstinence

- Literature link: provides direct links to pdf or website resources (e.g., Alcoholics' Anonymous Big Book)
 - Video portal: provides links to brief (5 minute) clips on a range of topics and in an array of formats (e.g., educational videos developed by Phoenix House on how alcohol impacts medication efficacy and testimonials on how to deal with temptations during the holidays).
 - Text hotline: offers clients the ability to send text messages at any time to program staff for support. This feature is anticipated to be used most frequently
 - Virtual groups: provide online group support. They will take the shape of a thread/on-going topic based blog on a variety of issues (e.g., stress, support systems, etc.). Clients can post comments and receive notifications when there is a response
 - Motivational quotes: pertaining to substance use, perseverance, and goal-setting
 - Check-in: at meetings or other venues
 - Score Board: a tool to manage client progress. Points are earned when using certain tools affiliated with the application. Clients are motivated to reach benchmarks in their recovery process.
- All content for the E-Access mobile application is controlled through an administrator link.
 - FH plans to convene a focus group to touch base with clients on their E-Access user experience. Lessons learned will inform work with other clients.
 - The E-Access mobile application features are connected to Google Analytics to collect real time reporting measures for individual users. Through Google Analytics, FH can assess what tools are working, develop strategies to promote use of specific components, and refine features as needed.
 - Dave Wanser (JBS) recommended that FH consider how the application can be part of an overall technology strategy for the organization. There might be other low-cost technology options available to support improved treatment outcomes for clients. FH is interested in expanding its technology services.
 - The [Addiction-Comprehensive Health Enhancement Support System \(A-CHESS\)](#) application, developed by the University of Wisconsin, has many similar features to the E-Access application. A-CHESS is used by several other Technology-Assisted Care (TAC) grantees. FH may wish to reference recent biweekly TAC grantee call presentations posted to the Ideas Exchange from First Choice Services and Arapahoe House.
 - Dave said that staff willingness, readiness, and workflow will contribute to long-term program success and sustainability. These will be topics of consideration during the implementation site visit (tentatively planned for March 2014) and areas in which JBS may be able to assist should challenges arise. Dave affirmed the importance of developing strategies related to data collection, client engagement, and staff resistance.
 - FH senior leadership support the use of technology, and its staff are motivated to adapt technology into their activities.

Evaluation

- The TAC Evaluation Workgroup has developed a basic set of questions that can be built into existing evaluation processes to address technology's impact on client outcomes across program sites. The questions target three areas: client satisfaction/efficacy, dosage, and impact. The final questions are available on the Ideas Exchange.

Opportunities for Technical Assistance

- Dave provided details about the Ideas Exchange – an online collaborative community where grantees can access resources, network with fellow grantees, learn from one another, and work together to solve problems. Consider using the Ideas Exchange to ask/respond questions on the discussion board, review grantee presentations, and explore different technologies.
- Dave explained JBS' role of providing technical assistance to TAC grantees, which is available at no cost through the SAMHSA grant, to help grantees achieve their program goals. Details on how to submit a TA request are available on the Ideas Exchange. For more information on technical assistance, please refer to the resources on the Ideas Exchange:
- Dave affirmed that FH can call or email questions to the JBS team at any time.

Upcoming Events

- The TAC grantee meeting is scheduled for March 20-21, 2014 at SAMHSA headquarters in Rockville, Maryland. This is an opportunity for the TAC portfolio to demonstrate the ways in which technology impacts patient care. If FH is interested in presenting during the meeting or has suggestions for topics that they would like to learn more about, please contact JBS.
- JBS would like to complete an informal site visit in late March (preferably March 27-28, 2014). The site visit is an opportunity to review FH's implementation accomplishments and identify potential areas where technical assistance may enhance achievement of program goals. Leslie McElligott (JBS) provided a sample draft agenda so that FH could get a sense of the topics JBS would like to cover and the individuals they would like to meet with. Joe will confer dates with his team.

Other

- Danielle Tarino (SAMHSA) confirmed that FH is up to date with its Grants Management requirements.

Action Steps

- JBS will follow up to confirm dates to conduct an implementation site visit in late March.