



COUNCIL ON ALCOHOLISM AND SUBSTANCE ABUSE/TRINITY

CHALLENGE

According to the National Institute on Drug Abuse, the majority of substance abuse patients will relapse at some point, primarily within the early stages of recovery. Ann Domingos, Chief Executive Officer at Council on Alcoholism and Substance Abuse/Trinity, understood the need to supplement traditional treatment plans with quick-access, easy-to-use tools to help patients avoid relapses, or to help them quickly get back on plan if a relapse does occur.

“In the old days, patients would go to a meeting and get a list of phone numbers, with instructions to call their sponsor every day.” said Domingos. “But many patients shy away from verbal conversations. Now they can text, an easier way to stay in touch.”

SOLUTION

Domingos heard about A-CHESS from Christopher Wilkins, Sr., Chief Executive Officer at CHESS Mobile Health. Having been the first to begin using the state’s Peer Service initiative, Domingos felt it was an opportune time to incorporate the app into the treatment programs at Council on Alcoholism and Substance Abuse/Trinity.

IMPACT

Upon admission to outpatient treatment, patients receive access to the A-CHESS app. A-CHESS enables patients to access counselors and peers quickly and easily, 24 hours a day, 7 days a week. One such patient did just that when he became suicidal. He reached out to a peer advisor who was on the app at the time. The advisor quickly called 911, and then got the patient on the phone, talking to him until help arrived. The patient is still a part of the aftercare program, and still uses the A-CHESS mobile app. He understands and is grateful that the app saved his life.

Benefits of A-CHESS include:

- 24/7 access to counselors and peers
- GPS detection for when a patient enters a potentially high-risk location
- Reminders for medications and important appointments
- Location and contact information for the nearest support resource
- Real-time caregiver notifications when a patient is in need of assistance
- Documentation of the patient’s progress, along with updates reflecting their coping confidence over time

Council on Alcoholism and Substance Abuse/Trinity, located in Genesco, New York, is a private, not-for-profit organization providing treatment for chemically dependent men, women, adolescents and their families. Established in 2009, the organization offers outpatient and specialized treatment programs through multiple clinic locations.

Council on Alcoholism and Substance Abuse/Trinity chose A-CHESS (Addiction Comprehensive Health Enhancement Support System) from CHESS Mobile Health to provide patients at their Elmira, Genesco, and Dansville clinics with additional resources to help them on their road to recovery.

“ This will change things for people who relapse because they have a hard time connecting. I love it!

Ann Domingos, CEO
Council on Alcoholism
and Substance Abuse/Trinity