



CHESS HEALTH



ABOUT SRDRC

The Southwestern Regional Day Report Center offers intensive outpatient treatment (IOP) five days a week in four centers, as well as telehealth services. The teams at SRDRC recognize that people find recovery in many different ways: detox, inpatient treatment, abstinence, medically-assisted treatment, and many more. SRDRC provides both clinical and supportive programs, as well as the Fresh Start Program, housing assistance, and quick response teams, based on clients' needs.

SRDRC'S CHALLENGES

► SRDRC lacked a way to safely communicate with clients outside of phone calls and messaging apps that are not HIPAA compliant. This became especially problematic as the pandemic struck and overdoses skyrocketed.

As John Kangas, Peer Recovery Support Specialist at SRDRC, shared, "It was trial and error every day. We stopped worrying about relapse and just focused on keeping them alive." After a month at home, many clients had stopped answering their phone altogether.

► SRDRC was also struggling to find beds for people who had overdosed or who needed immediate help. "We have about 2 hours to successfully find a bed before they leave dope sick. The manual process of calling sites one by one results in 95% of people who need help walking out the door," said Kangas.



THE SOLUTIONS

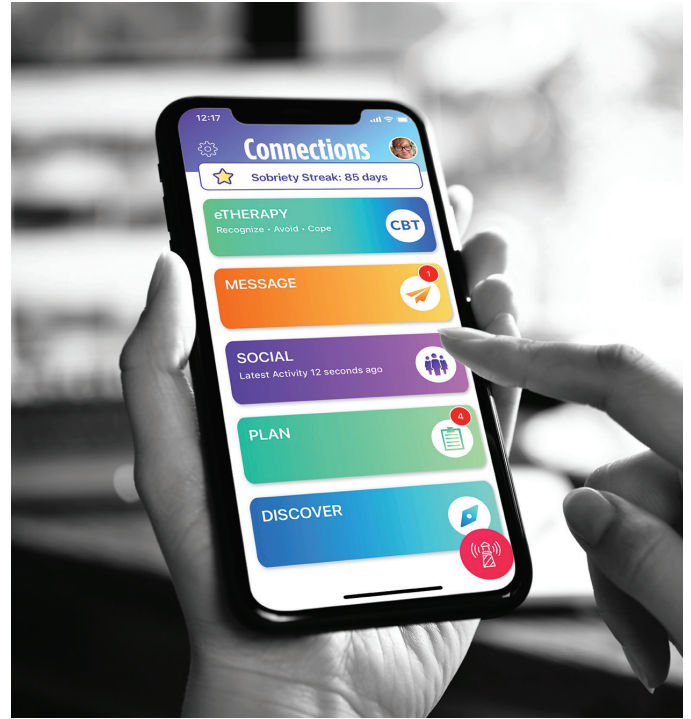
SRDRC implemented two solutions from CHES Health:

► The Connections app provides SRDRC clients 24/7 access to peer messaging and moderated discussion groups. Providers can also use the app to set up appointments and to send reminders, which significantly reduces no-shows and ensures clients stay engaged. The addition of a virtual meeting capability also reduces the isolation that many clients feel, especially during times when it may be unadvisable to meet in large groups.

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It is so much easier to get on the App! We can do our one-on-one there, do our group meetings there, it super streamlines the process.

Kim McClanahan, Day Report Office

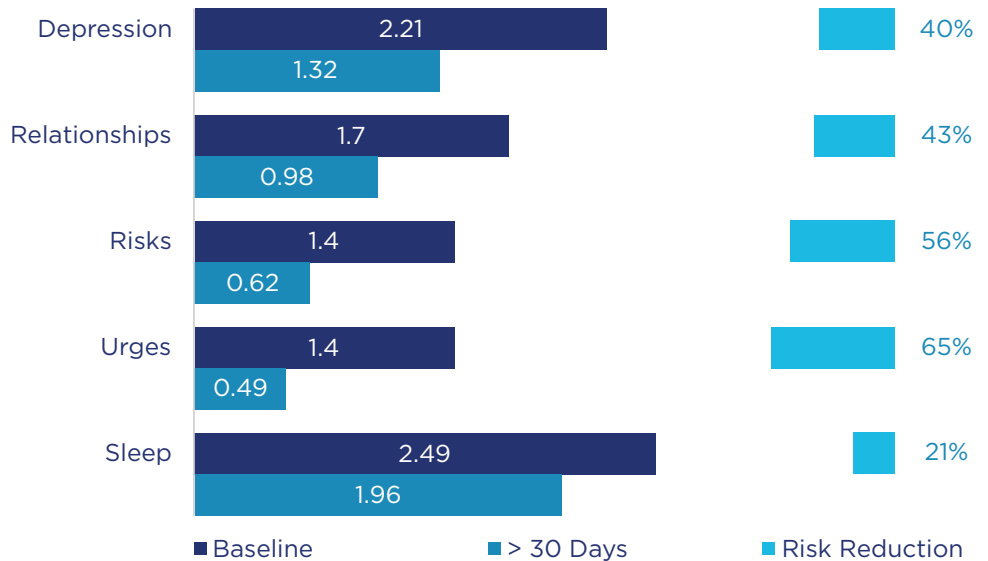


► The intervention solution allows SRDRC staff to create closed-loop referrals and help ensure clients get the treatment they need. Teams at SRDRC can now find accommodations for clients within minutes, and can also improve care transitions, including provider-to-provider, corrections/justice to the community, and provider-to-social services.



SRDRC'S RESULTS

By partnering with CHES Health, SRDRC has been able to dramatically reduce risk factors that often lead to relapse. Clients noted improvements in every major category.



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According to Executive Director Michelle Akers, CHES Health and the Connections app are here to stay: **“I do not see us returning to a pre-pandemic way of life ... We polled our clients around what they really liked about the virtual connection. They want to come back in person, but they still want the Connections app.”**