

NC Department of Health and Human Services

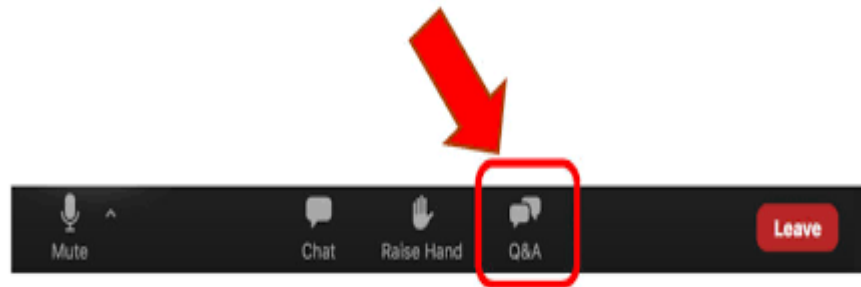
Division of Mental Health, Developmental Disabilities, and Substance Use Services

The Connections App: Supporting Peers and Providers for the Community

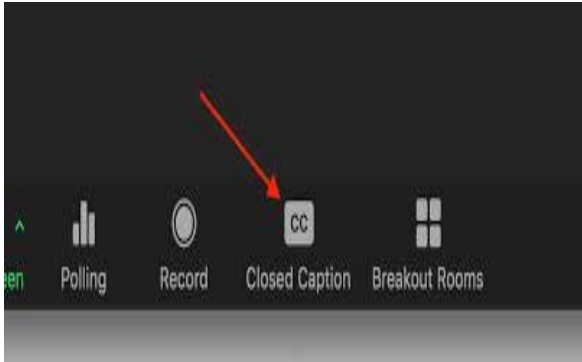
February 20, 2025

Housekeeping

- Reminders about the webinar technology:
 - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
 - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
 - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.

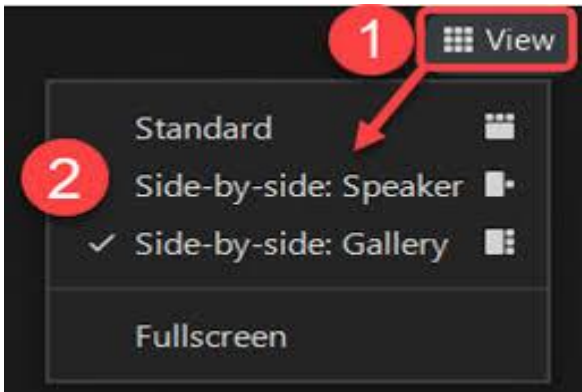


Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
 - ASL Interpreters and Closed-Captioning options will be available for today's event.
 - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes y subtítulos en lengua de signos americana (ASL). Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

1. Introductions
2. Overview of CHES Health and NCDHHS partnership
3. Overview of Connections App
4. How to enroll
5. Q&A

Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director



- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMHDDSUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

Guest Speakers: Shannon Clark, Director of Customer Success, CHES Health and Dwayne Blair, Onboarding Supervisor, CHES Health



- 20 years of healthcare experience
- 15 years of nonprofit experience
- CHES Health since May, 2024



- Peer since 2020
- Military Veteran
- Joined CHES in 2021
- 5 years Behavioral Health experience
- In Recovery since 2018



CHESS HEALTH

Connections App with Peer Connect and Companion App Overview

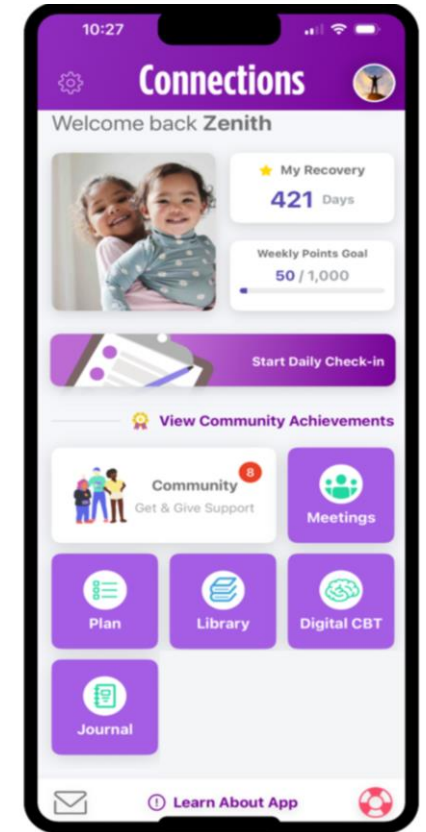


NCDHHS

Who We Are

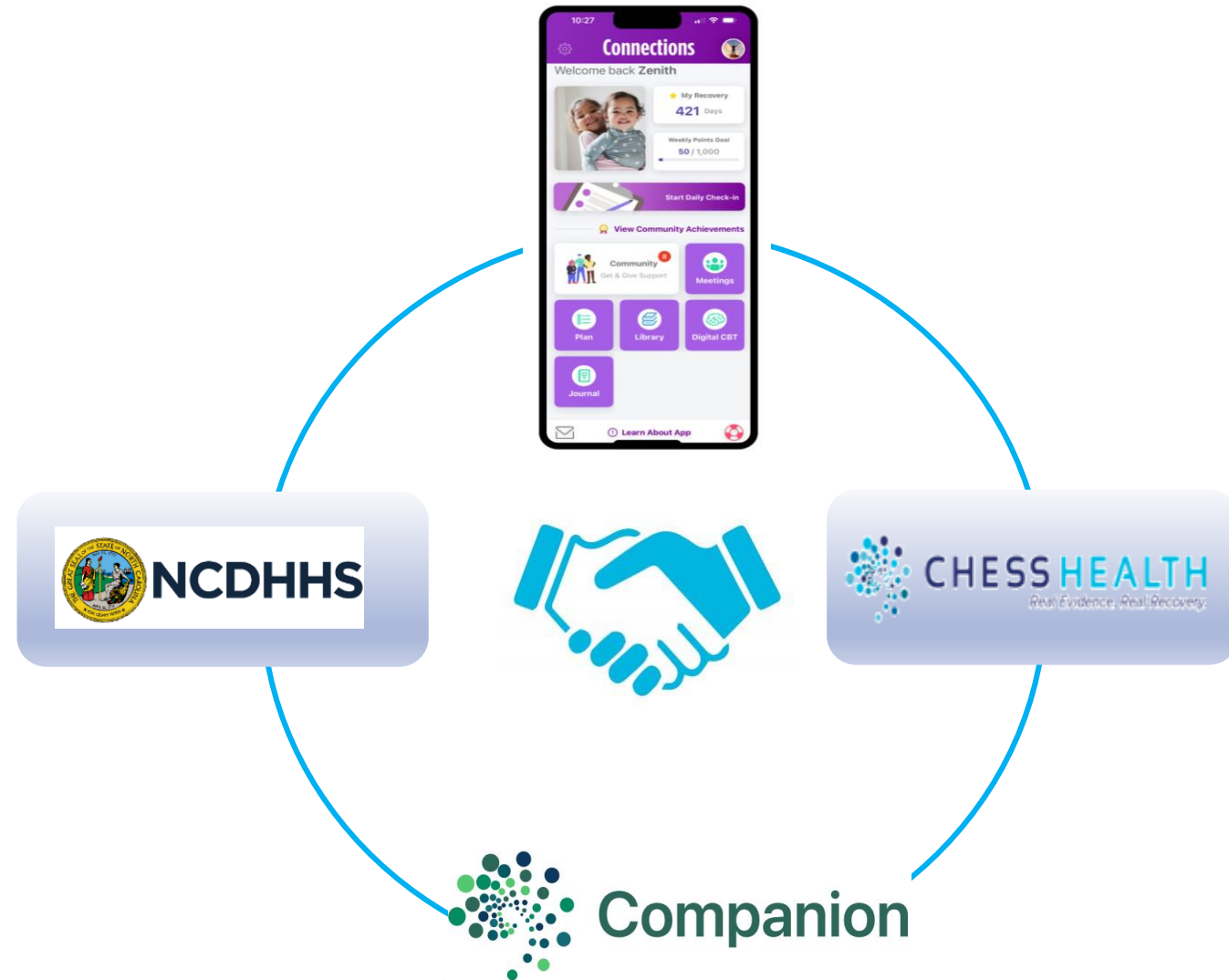
with peers

- Digital health company with a mission to address the individual & societal crisis of substance use disorder (SUD)
- Evidence-based solutions for the SUD lifecycle – prevention through recovery
- **We serve all industry stakeholders:** SUD/MH providers, health plans, state/local governments, and community organizations



Partnership

- December 2023: **Statewide** implementation of **Connections App**
- Includes: LMEs, SUD & BH Providers, FQHCs, Crisis/Hotlines, Certified Community Behavioral Health Center (CCBHC), Hospital based SUD/BH Providers, Collegiate Rec Programs, Sober Living Residences, Peer Support organizations
- Cost is 100% covered by NC DHHS – **no fees** for agencies or individuals
- Unlimited number of clients AND **Fast and Easy** Implementation



eRecovery

Connections

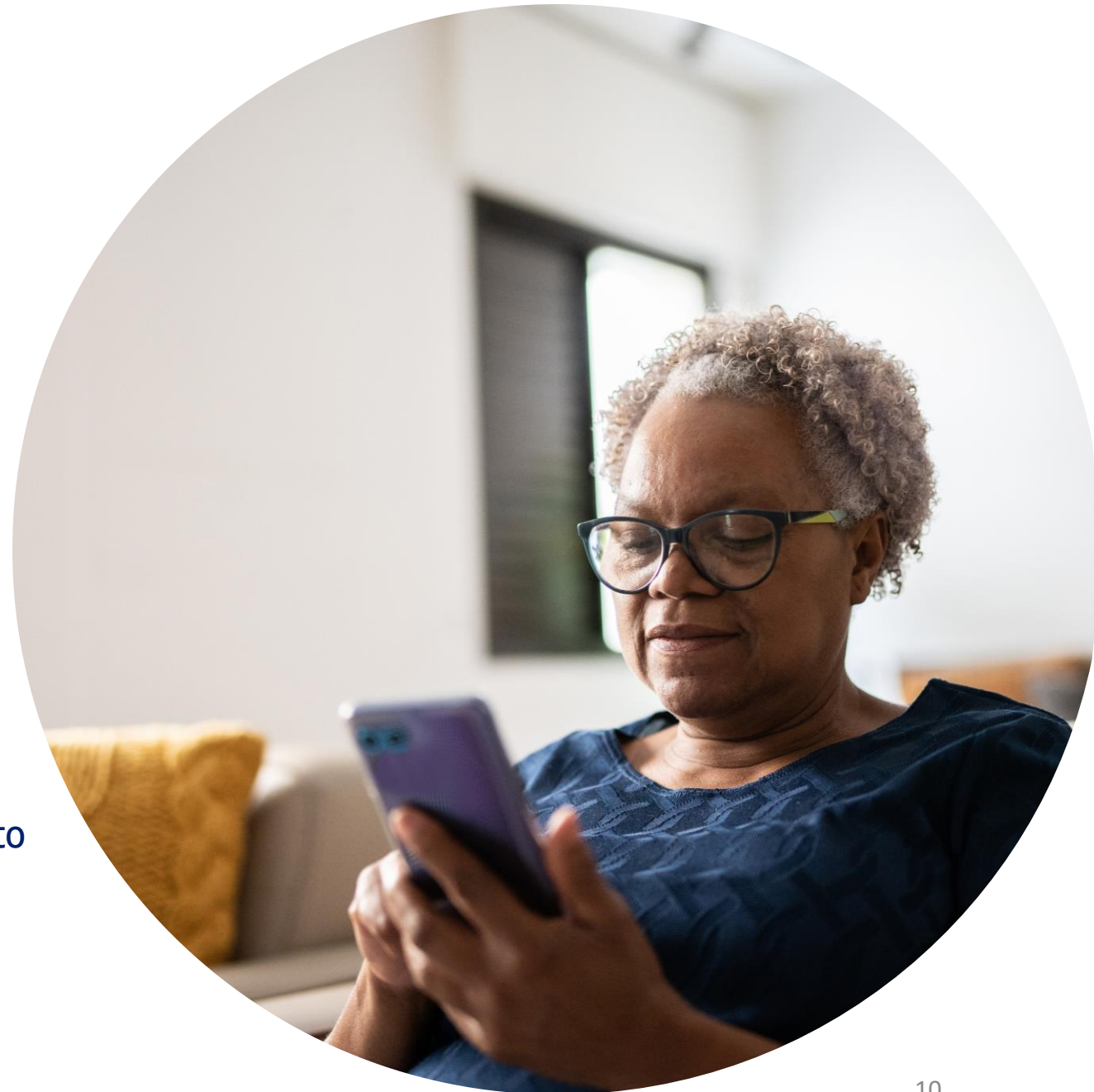
Smartphone app with peer support and care management tools to support individuals during treatment and in recovery.

24/7 Support for Patients

24/7 Peace of Mind for Providers

Companion

Smartphone app that provides support and resources to the family members, friends, and caregivers who have loved ones struggling with behavioral health issues, including substance use disorder.



Purpose: Close the Gaps in Recovery Support

The treatment journey is a long one...



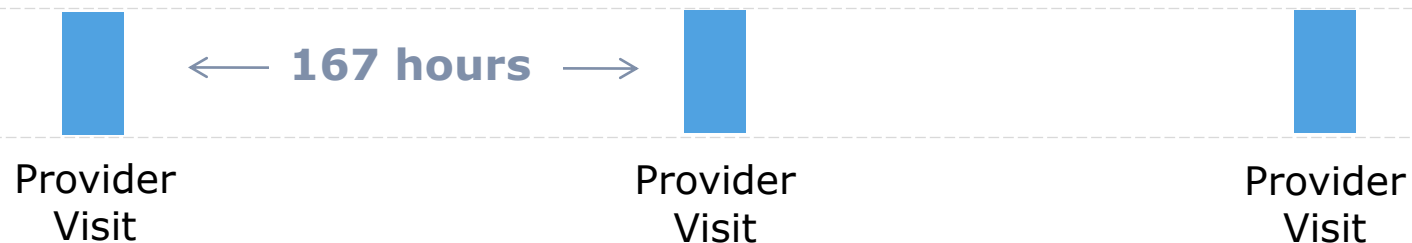
Connections

Purpose: Close the Gaps in Recovery Support



Everyone's worry:

Will the individual return for their next visit?

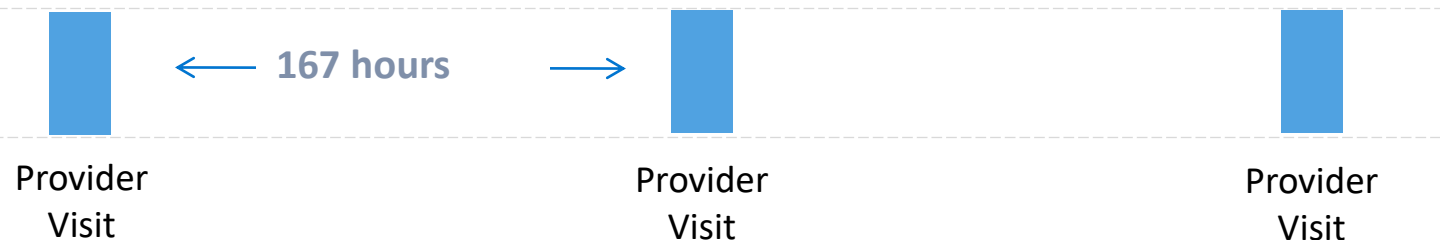


Purpose: Close the Gaps in Recovery Support



- X Triggers
- X Cravings
- X Anxiety
- X Negative thinking
- X Relationship troubles
- X Difficulty Sleeping

→ Return to use, recurrent use,
drop-out from Treatment



Purpose: Close the Gaps in Recovery Support

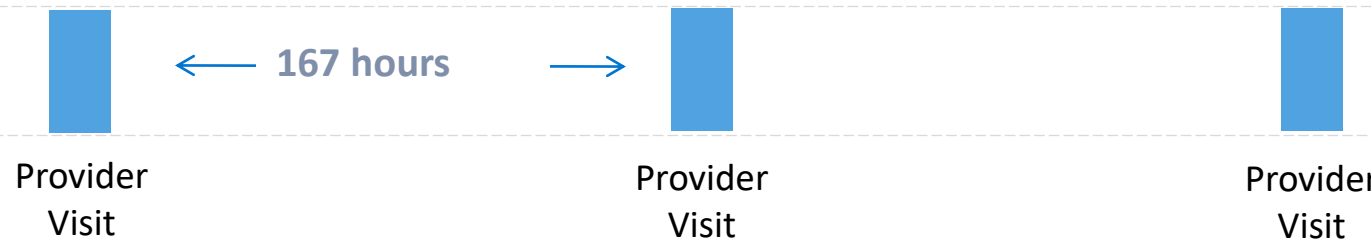


eRecovery

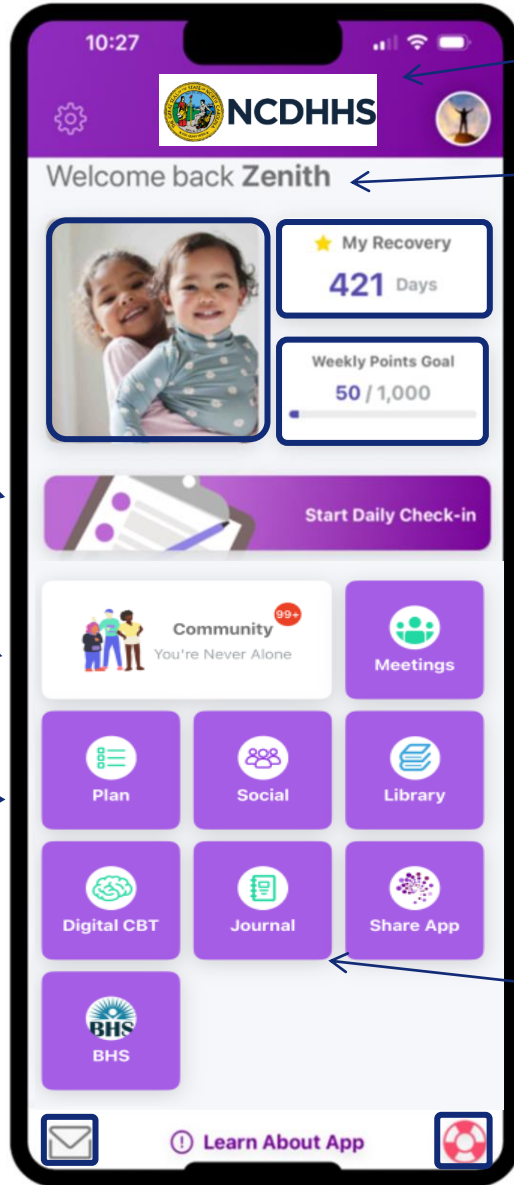
Support: Every Minute of Every Day



CHES Peer Team



Connections App



Custom Branding

Alias name to protect anonymity

Recovery tracking

Gamification
(points, levels, badges)

Video Support Meetings

'Library' of resources
(Videos, links, meditations)

Custom Tiles (Optional)

Journal

Recovery Help Button

Personalize with motivations

Daily Check-In

"Community"

Social-media like discussion forums about recovery, mental health, and fun/social topics – moderated 24/7 by CHES Peer Team

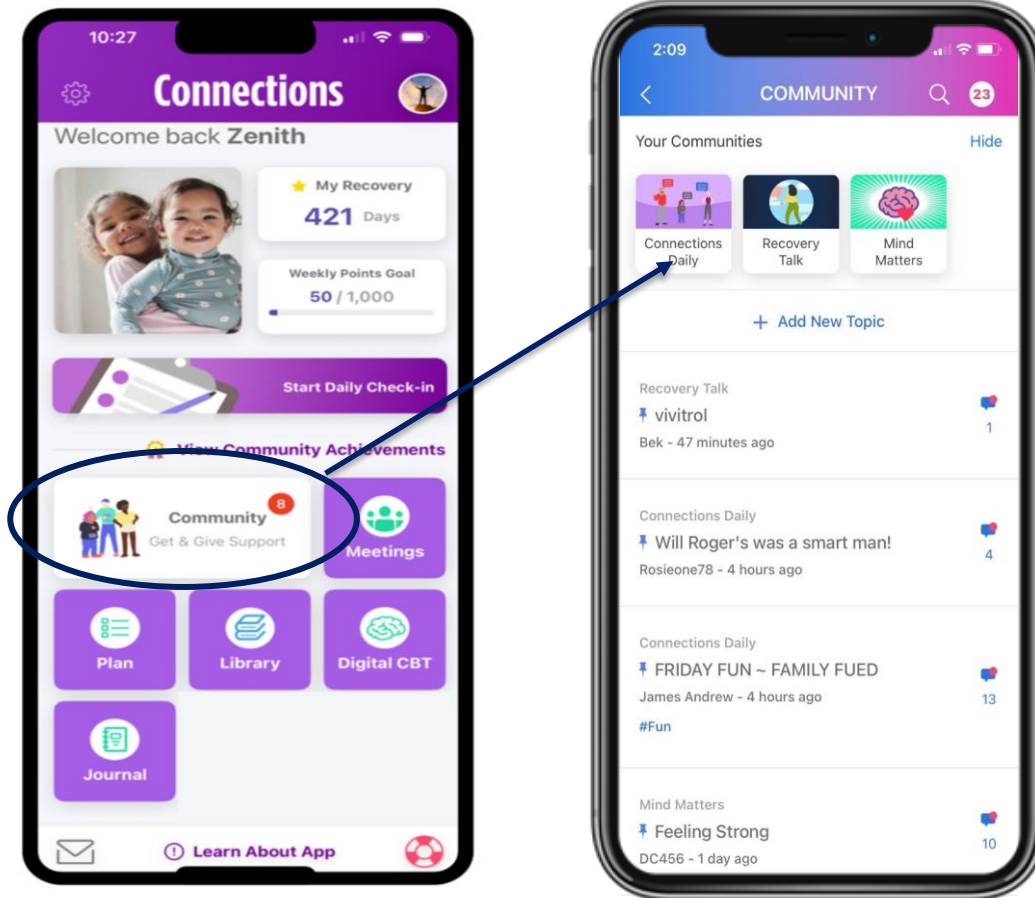
Surveys & Reminders
(daily, weekly, custom)

Digital CBT Programs
Evidence-based ("CBT4CBT")

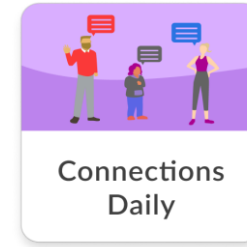
Inbox

Connections App & Conexiones App

Connections App Communities

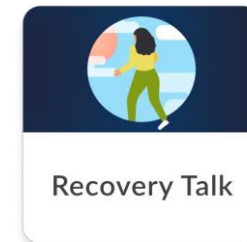


ADULTS: 18+ years old



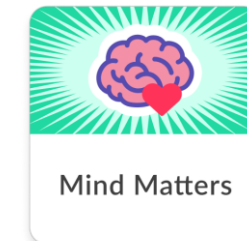
Connections Daily

Fun/social topics to get individuals to open-up, build community, and establish trust



Recovery Talk

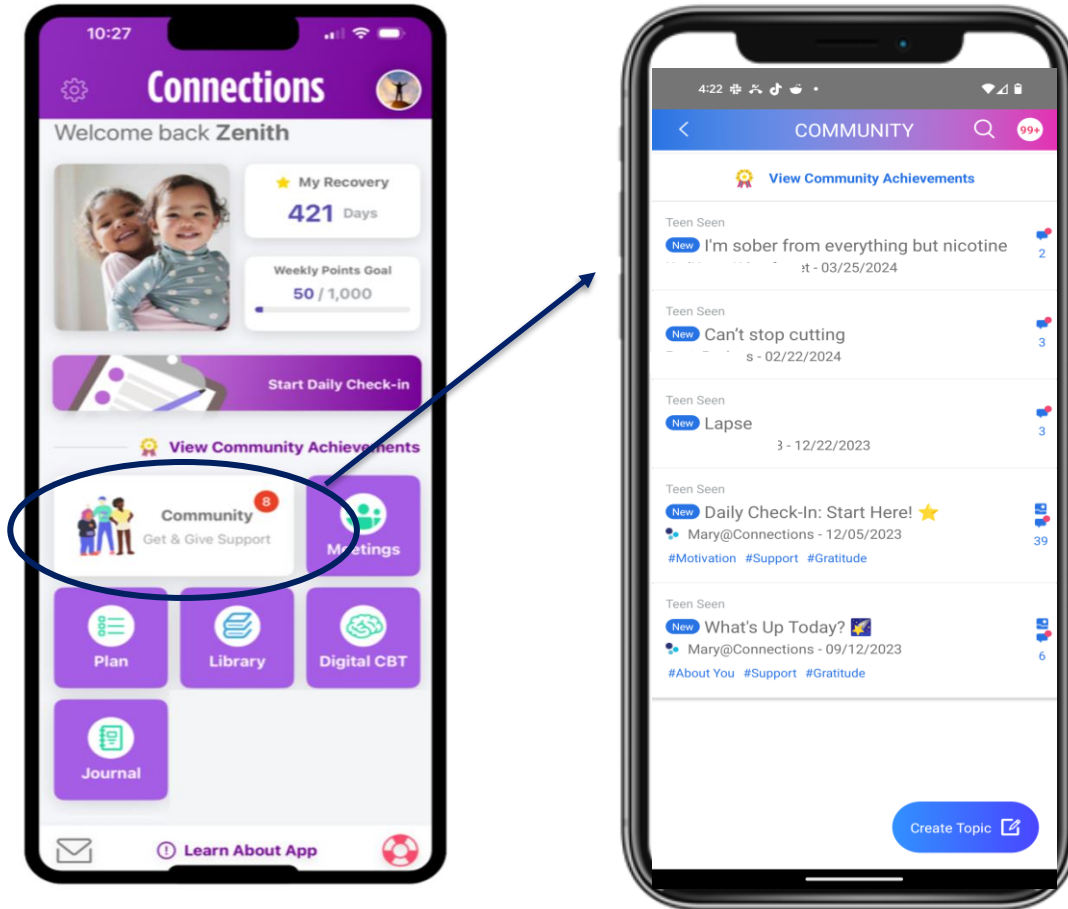
Topics related to recovery from SUD, including sharing stories, coping tools, and gratitude



Mind Matters

Topics related to mental health and wellness, including sharing insights, resources, and support

Connections App Communities



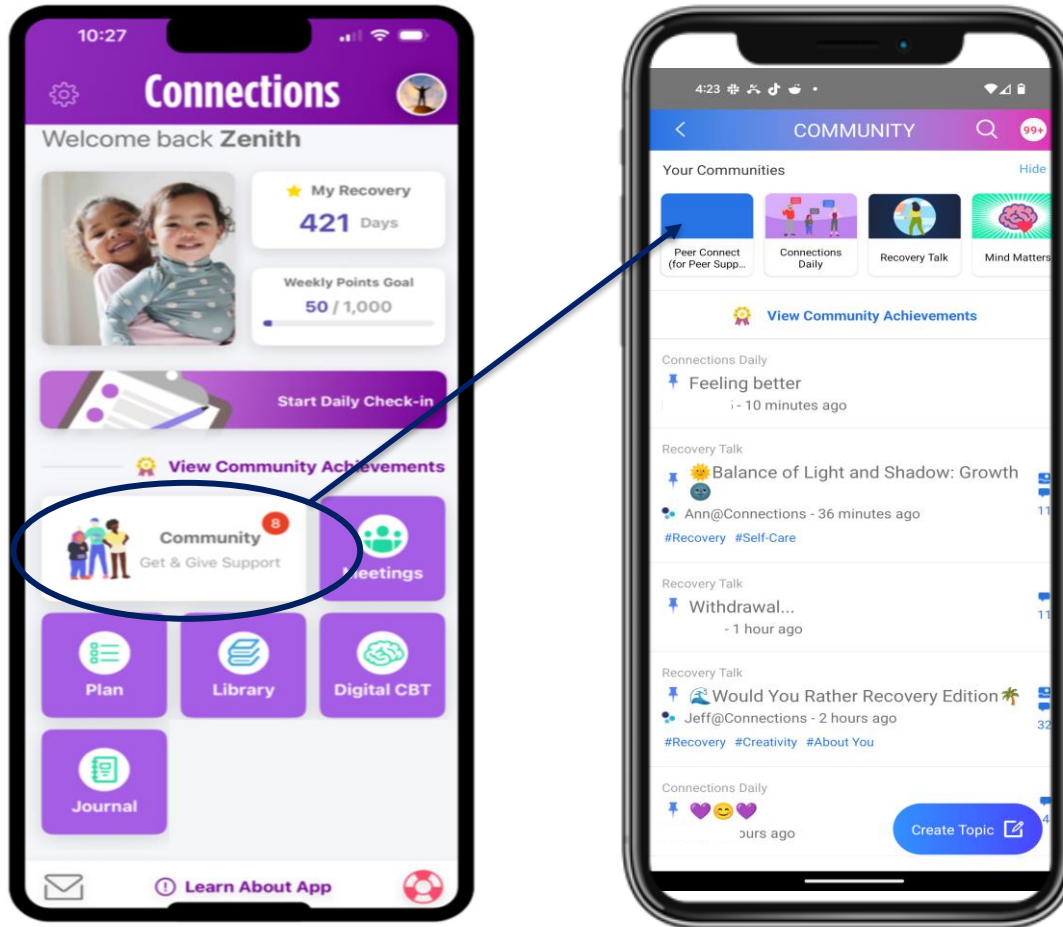
Teens: 13 - 17 years old

Teen Seen

Topics on life skills that will lead to a healthier lifestyle; such as domestic skills, financial skills, relationships skills, job skills, and an array of other skills.

Connections App Communities

Peer Connect: Certified Peer Support Specialists



Peer Connect

A safe space for Peers by Peers.

Online Community for sharing resources and debriefing on difficult situations.

Monthly meetings with professional development and engaging speakers.

Purpose of Peer Connect

- For individuals serving clients with a SUD &/or MH to have a place to receive support within their community
- CHES Health Peers can aid in educating other on providing recovery support
- Space to debrief difficult situations and support one other
- Monthly meetings with a mix of professional development and guest speakers



PEER CONNECT SPEAKER SERIES

December 2024 Speaker:



Addressing Cultural Competency from the Indigenous Perspective

Thursday, December 19th, 2024, 2:30 p.m. ET
(1:30 p.m. CST / 12:30 p.m. MST / 11:30 a.m. PST)

January 2025 Speaker:



The Turning Point: From Incarceration to a Career in Recovery

Thursday, January 23rd, 2025, 2:30 p.m. ET
(1:30 p.m. CST / 12:30 p.m. MST / 11:30 a.m. PST)

February Event!



Changing With The Times: Adjusting Our Approach To Multiple Recovery Pathways

Thursday, February 27th, 2025, 2:30 p.m. ET
(1:30 p.m. CST / 12:30 p.m. MST / 11:30 a.m. PST)

Guest Speaker: Robert (Bob) Ellis, Wellness and Recovery Peer Support Specialist at a managed care organization with Medicaid

Bob is native to Boston Massachusetts where he began his long-term recovery over 30 years ago. Bob has 25 years' experience in the Behavior Health and Recovery Community /Cliental. In Massachusetts he worked on Locked and unlocked Behavior Health facilities/ Co-occurring units and a youthful offender unit. Bob Moved to NY where he continued to develop his Skills working in a 28-day Inpatient recovery Hospital, an outpatient Treatment clinic, Halfway house and managed a Supportive living apartment program.



Bob earned his associate in applied science (Criminal Justice & Substance abuse) degree from the SUNY Adirondack Community College in Upstate NY (NEW YORK). In 2013 He moved to NC and worked in a State-run therapeutic Community for Probation and Parolees at Dart Cherry for 7 years, Bob has been working as a PEER Support Specialist since 2021.

With all his experience and changes in treatment the one thing bob has taken and applies is the need to change and evolve how to approach treatment. He utilizes the theory of meeting people where they are at and how to roll with the resistance. Bob's goal is to assist others with recovery and manage ways to better themselves.

Bob is a proud husband, father, and grandfather. Due to his long-term recovery his family has never experienced seeing him under the influence of any substances.

Guest Speaker: : Bruce Donahue, Justice Services Navigator

Bruce Donahue is a member of the Tohono O'odham Nation and is coming to the Pima County Justice Service Department from the behavioral health field. He has been working in Drug and Alcohol Treatment for the last several years and brings lived experience that often is well received by others in recovery. Bruce has been working on creating solutions to bridge cultural gaps and barriers by using evidence-based treatment and programing.



Bruce created a program that focused on the Indigenous perspective and approach to recovery. The programs emphasis was on the correlation between 12-Step and traditional beliefs and values. Bruce is continuing his education to lay foundation that would help support and create opportunity for the Tucson Community. He has the desire and passion to give to those in need the resources and services needed to be successful no matter what the barrier. His continuity comes from the trials and tribulations he faces in his own home, culture, and community. More recently Bruce has focused on introducing the Sacred Traditions program into the Arizona

Guest Speaker: Luis Gaxiola, Site Coordinator for HOPE, Inc.

Luis Gaxiola will share his "Turning Point" experience that launched his career in recovery. Since 2021, Luis he has served as the Site Coordinator for HOPE, Inc., where he coordinates services for individuals in treatment and recovery for substance use and mental health.



Luis has a strong background as a Peer Navigator, with extensive experience facilitating groups and providing case management.

A Certified Peer Support Specialist, Behavioral Health Technician, Mental Health First Aider, and WRAP Certified facilitator, he is also a Peer Support Specialist Certification Trainer. Through his training, he has empowered 20 individuals to take on the role of Peer Support Specialist, furthering his mission to inspire and support recovery in others.

Contact support@chess.health to be added or call our Onboarding Team at 585-210-3765. Access past presentations on the CHES Health YouTube Channel.

Conexiones- Spanish Version of the Connections App



- ✓ Translated culturally
- ✓ Bilingual speaking peers
- ✓ 24/7 Support
- ✓ All the same great features

Nunca estás solo cuando tienes **Conexiones.**

Una aplicación gratuita enfocada en la recuperación, con apoyo entre compañeros los 7 días de la semana, una comunidad de apoyo para la recuperación y herramientas para ayudarte a seguir y celebrar tus logros.

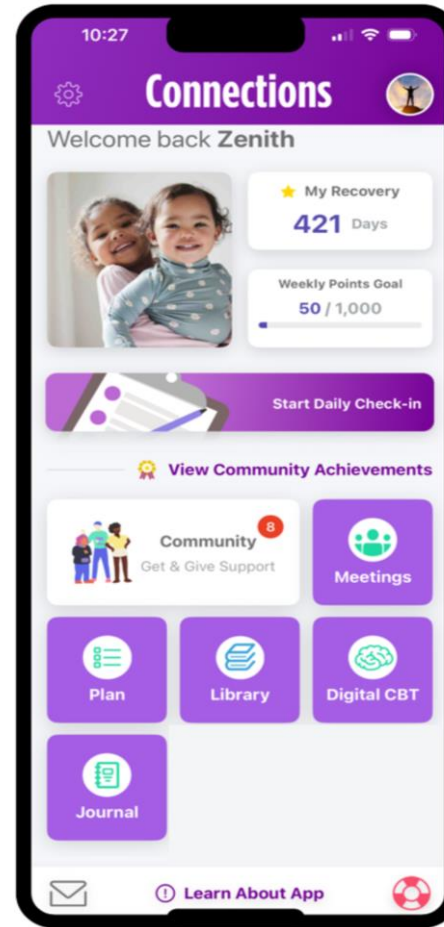
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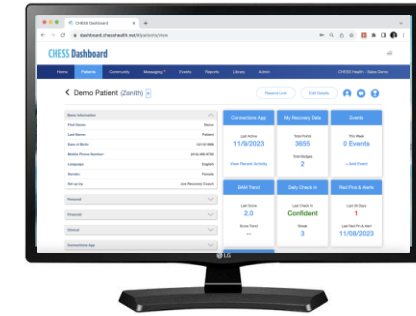
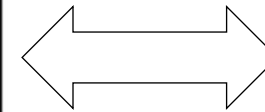
eRecovery: Helping Providers to be Successful

- 1. Improve retention in treatment** by supporting individuals between visits
- 2. Reduce stress on clinicians** by having CHES team handle many escalations and then CHES briefs care team
- 3. Stay connected and engaged with individuals and alumni**
- 4. Capture data between visits and post-discharge**

Provider Role:
Be an 'App Champion'
CHES will do the rest



Connections App
Conexiones App



CHES Dashboard & Analytics



CHES Peer Team



Companion App





CHESS HEALTH



Companion

The Companion app provides a supportive community and resources tailored for family members or friends helping a loved one with mental health and substance use disorders.



Connect, encourage, and interact with other caregivers



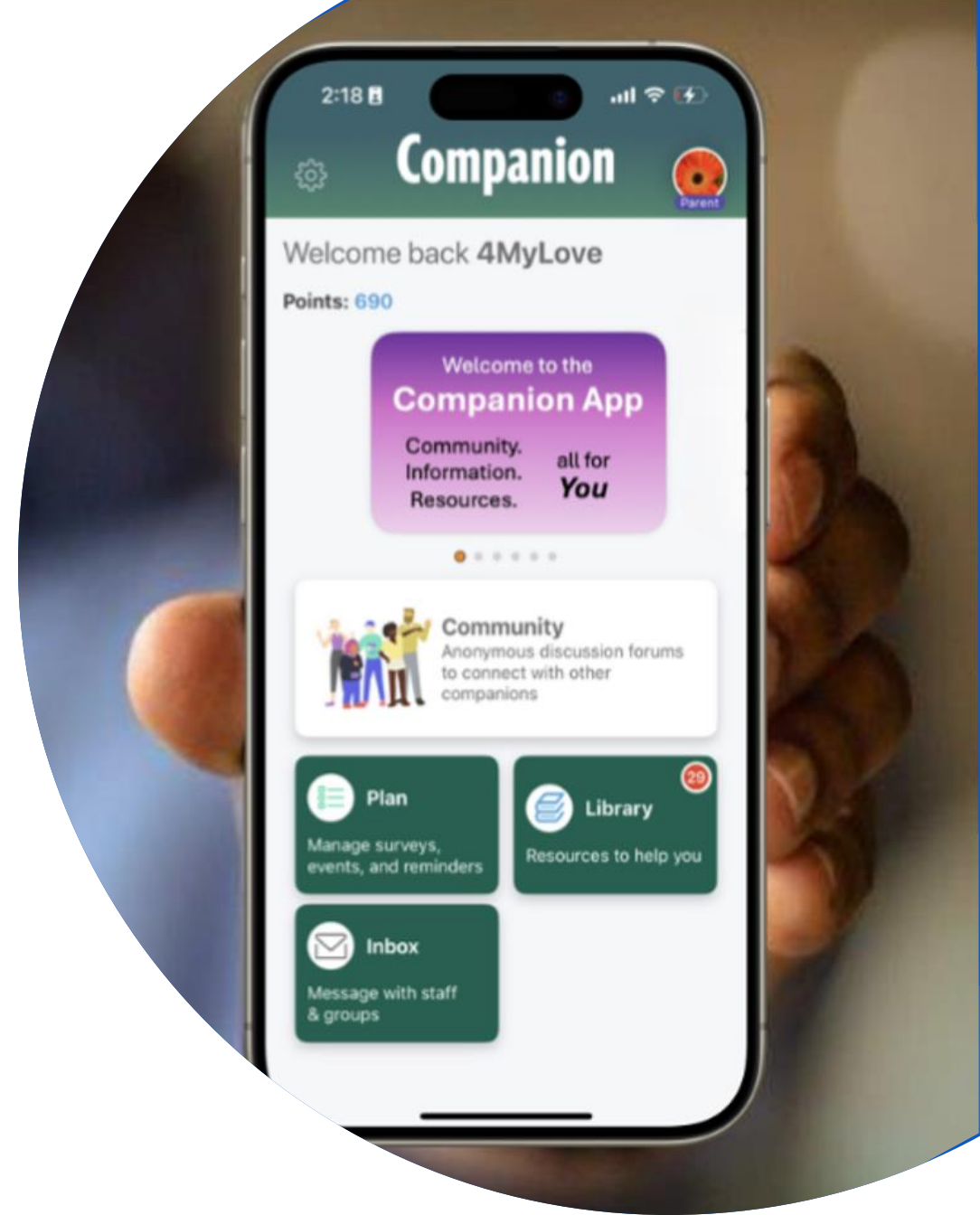
Complete surveys, track events, and journal



Find resources to better support your friends and family



Message directly with staff for support



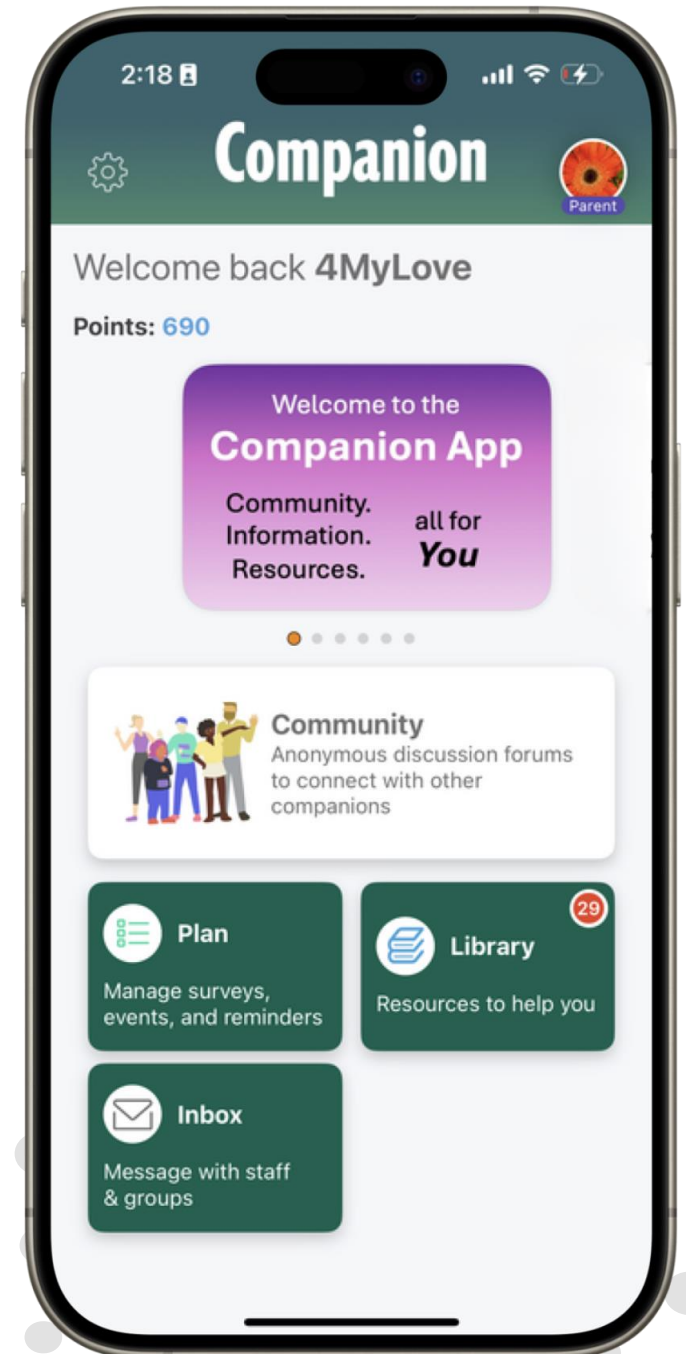
Companion App

For supporting family members and caregivers

Empowering support and resources for companions – from family members and friends to caregivers – of loved ones struggling with behavioral health challenges.

Companion features:

- Supportive community of companions
- Anonymous discussion forums
- Resource library
- Daily Inspiration
- Surveys
- Links to local resources (e.g., meetings)



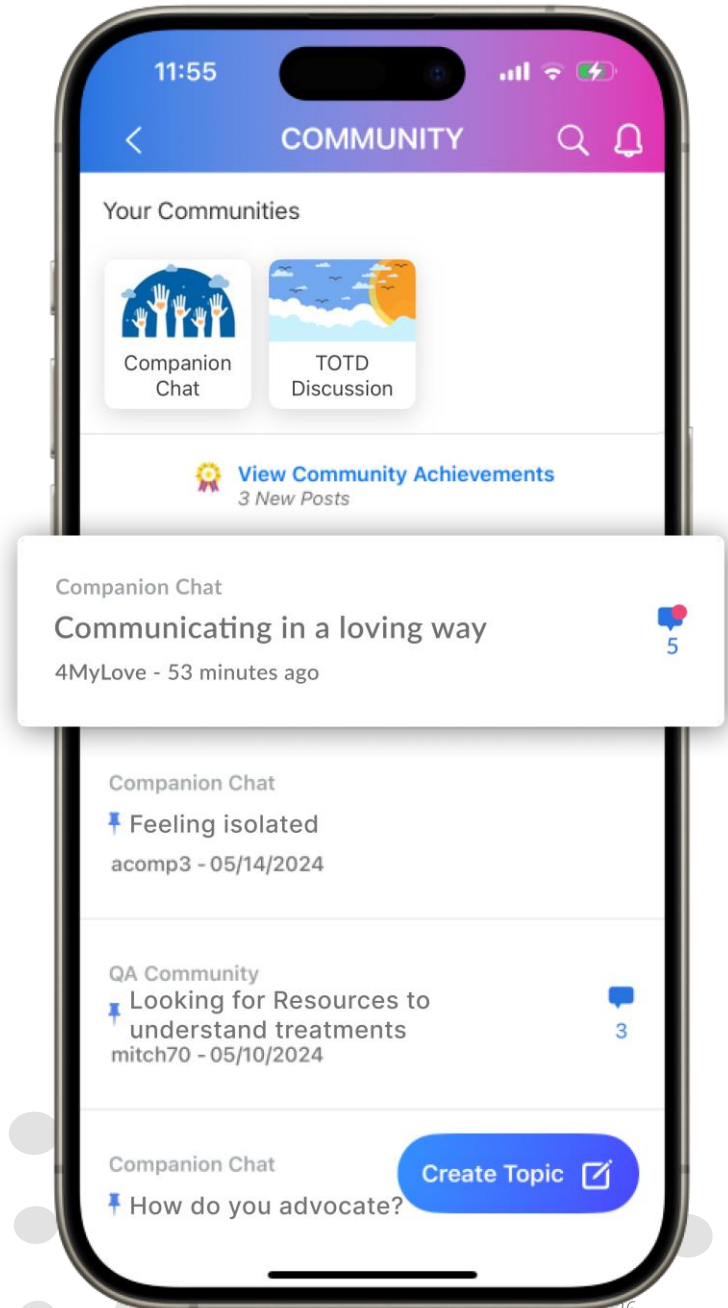
Community

Connecting individuals with fellow companions for support, insights, and encouragement

Community provides companions with a network of support, understanding, and resources that can help them navigate being a companion. Community offers:

- Emotional Support
- Information and resources
- Peer learning and shared experiences
- Empowerment

Additionally, community can help reduce the isolation that is commonplace for an individual supporting a loved one through mental health and/or SUD challenges.





CHESS HEALTH

How to Sign Up



For PEERS

Scan to enroll:



<https://signup.connectionsapp.com?token=jwseW>

Connections App
With Connections, you're never alone.



"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."

MIKE, A PATIENT IN RECOVERY

Welcome to Connections.

A free recovery-focused app with 24/7 peer support, a supportive recovery community, and tools to help you track and celebrate milestones!

Scan to enroll:



Or, text 610-488-2461 with the following information to receive a link for the Connections App download:

Full name, date of birth and provider name

Technical difficulties? Get in touch: onboarding@chess.health

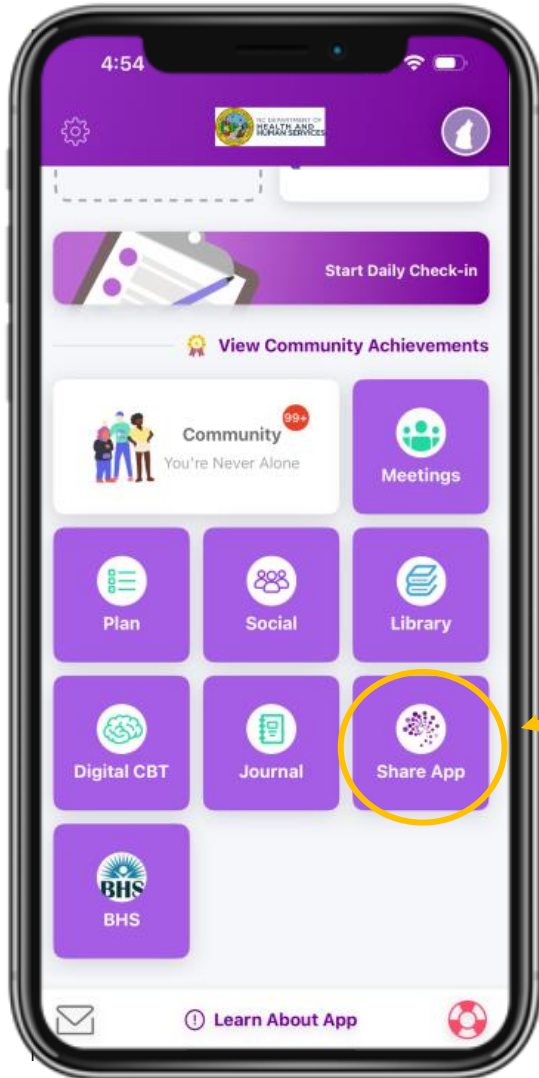
Connections is a free resource made available by:



North Carolina Department of Health and Human Services

Powered by CHES Health

EASILY SHARE CONNECTIONS APP WITH YOUR CLIENTS



While in app, click “Share App” tile, complete the form for your client and click submit. They will receive a text message with information to download and create their account.

A screenshot of the 'Connections App' registration form. The form is titled 'Connections App' and includes a welcome message: 'Welcome to Connections App. Join the community, engage with peers (anonymously), track your recovery, get motivated, learn coping skills, and get 24/7 support. Anonymity Protected; No Cost, Ever. Fill in the form below and a text message will go, immediately, to the individual's phone, with a download link and temporary password.' The form fields are: 'First Name *', 'Last Name *', 'Date of Birth *' (with a red note 'required for first time login' and a placeholder 'mm/dd/yyyy'), 'Mobile Phone Number *' (with a red note '(123)-456-7890' and a placeholder '(123)-456-7890'), 'Gender *' (a dropdown menu), 'Email Address (optional)', and 'Zip Code/Postal Code *'. A yellow callout box points to the form with the text: 'Triggers text message to client with download link and temporary password'.

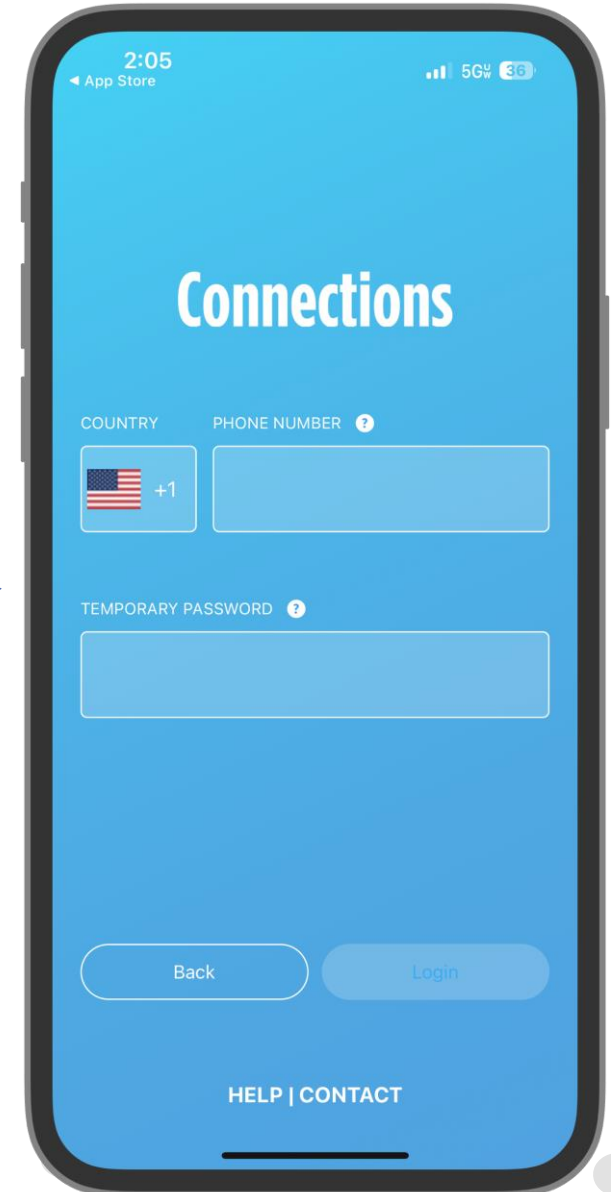
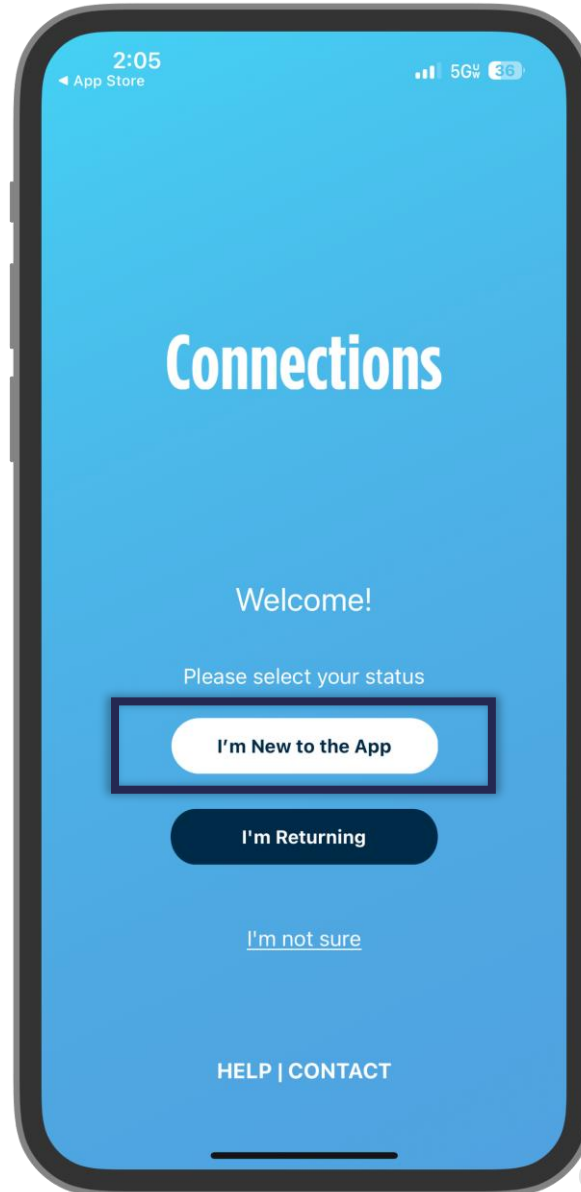
Triggers text message to client with download link and temporary password

Onboarding

The Patient Experience

This is [insert provider name] inviting you to download the free, supportive Connections App. Here's a video explaining <https://youtu.be/FknNvnflSHE> When you're ready, tap this link to get the app <http://link.connectionsapp.com>

To log into the Connections app, your temporary password is hans4031



The Simple Script

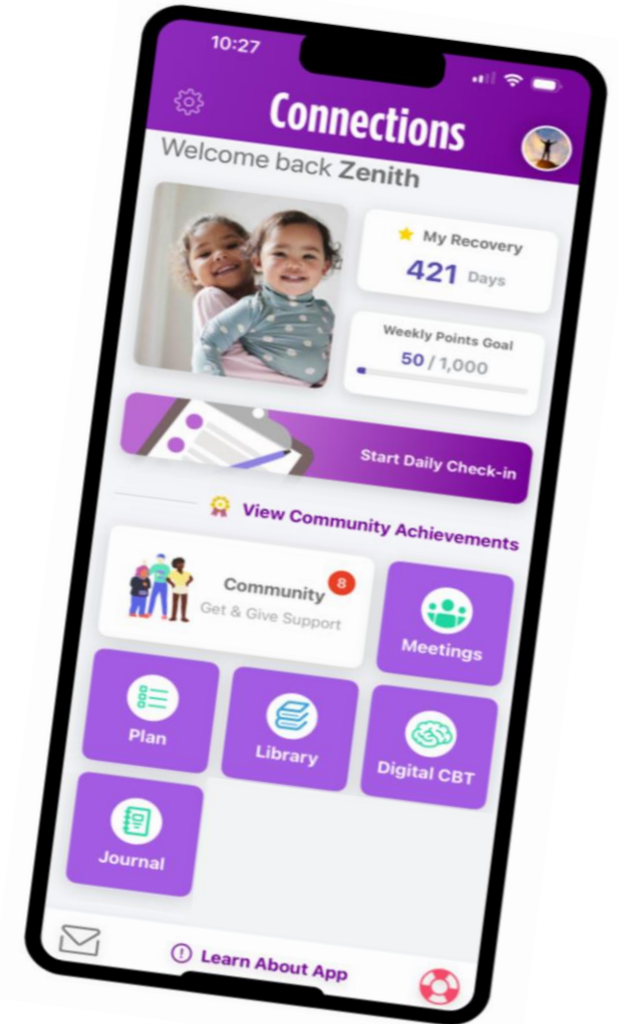
In your own words...

"Here at <Provider Name>, we offer the Connections App, a 24/7 recovery support tool with a great set of helpful recovery tools and real human connection through anonymous and safe discussion forums and lots of support meetings.

Use Connections to track and celebrate your recovery, connect with others, explore a library of helpful content, and more. It's free and easy.

It's your personal recovery support tool to use when you're home. I strongly recommend you try it out.

I'm going to invite you..."



Marketing Toolkit

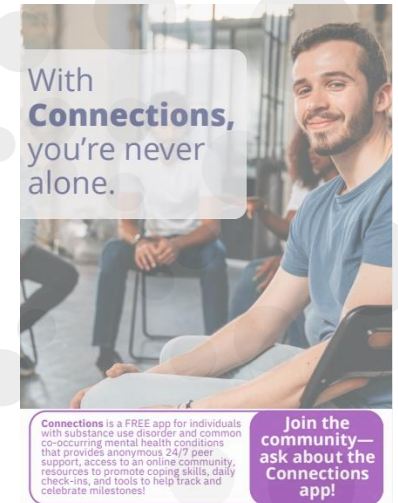
Our customized Marketing Toolkit is a collection of marketing materials for your use to drive awareness and usage of CHESS Health's solutions.

Branded Content:

- Connections App Flyer with QR code
- PDF resources to print wall posters as desired

Social Media and Newsletter Content and Graphics:

- CHESS Health branded graphics to enhance your social media posting
- CHESS Health language to help assist creation of social media content





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Thank you!

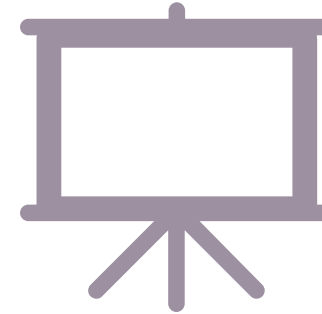
Vivian Ojimadu
vojimadu@chess.health

Shannon Clark
sclark@chess.health

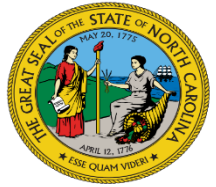
Q&A



Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



The recording and presentation slides for this
webinar will be posted to the [Community
Engagement & Training](#) webpage.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services

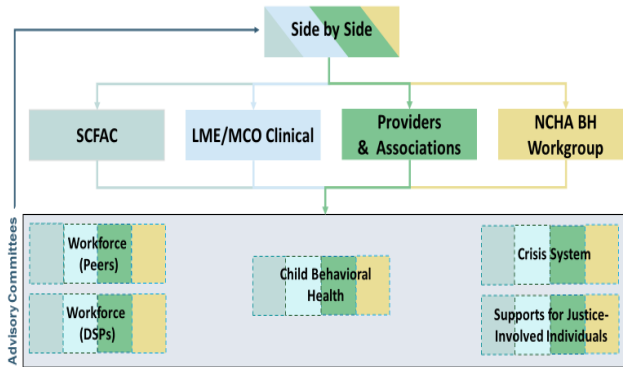
Stay Connected with DMHDDSUS



- Join our Side by Side Webinars



Community Collaboration



- Join our Advisory Committees



- Join our Mailing List

