

VIRTUAL CLUBHOUSE

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**FOUNTAIN
HOUSE**

Inspiring Communities
for Mental Health



About Fountain House: Impact & Innovation

IMPACT

- Started in 1948 by individuals living with serious mental illness. Grown to be most widely replicated community-based mental illness recovery model. 300+ locations serve 100,000 people in 30 countries
- Evidence-based approach provides vital social interventions that combine relationship-building activities with access to employment, wellness, education, and housing supports
- Our members experience improved health and complete school and gain employment at rates twice the national average for those living with SMI.

INNOVATION

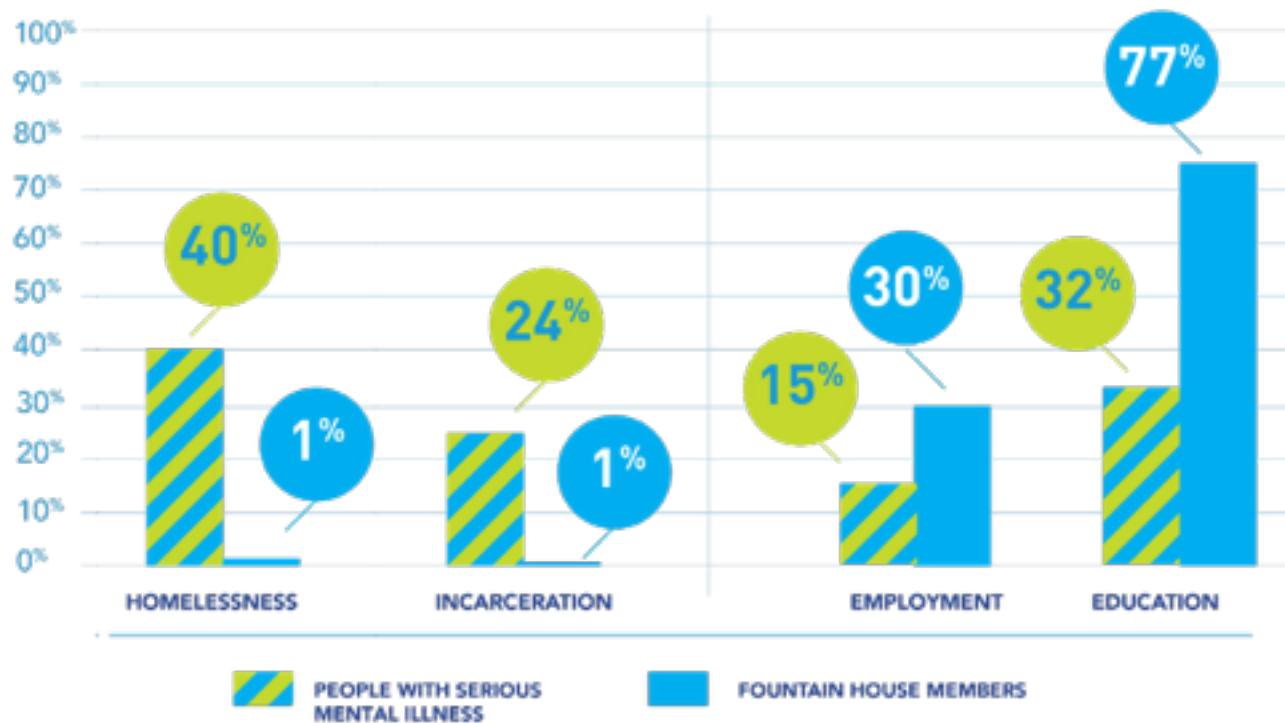
- Fountain House began by eschewing institutionalized pathology in favor of a more integrated approach combining social practice, dignity-enhancing work, and supportive services.
- Over seventy years, we expanded to include a TV station, six social enterprises, and a College Re-Entry program.



We Serve the Most Vulnerable

- We address the needs of a marginalized and socially isolated population - people with serious mental illness
- Demographics of our NYC Member base:
 - Approx. 65% of members are diagnosed with schizophrenia, 30% percent are diagnosed with bipolar disorder, and 5% of members are diagnosed with major depression.
 - Member ages range from 18 to over 70
 - >60% of members are from a minority group
 - 40% previously homeless
 - 24% prior justice involvement
 - 31.5% history of drug and alcohol abuse

Outcomes





COVID-19 Challenges

- Our members are at risk of experiencing mental health crises, overwhelming our health systems, and placing themselves and others at risk of transmission.
- Especially vulnerable to COVID-19 due to age and chronic, co-occurring health conditions, as well as substance abuse disorders and histories of homelessness and justice involvement.

Welcome to Virtual Clubhouse

Clubhouses are about breaking social isolation. For more than 70 years our model has been associated with a physical space, but thanks to technology in 2020, social connection can be experienced without physical connection.

WATCH THE VIDEO >



The Living Room

Clubhouse members can chat about their day-to-day, have lively conversations, tune in to live streams and attend community meetings here.

THE LIVING ROOM >



Our Workgroups

Workgroups are where members and staff work side-by-side to make sure the Virtual Clubhouse and office operations run smoothly.

OUR WORKGROUPS >

Launching Virtual Clubhouse

- At a time when protecting all of our health from COVID-19 requires us to temporarily close our physical spaces, Fountain House is committing to keeping our mission and our connection going—virtually.
- Phase One combines multiple digital tools into one platform to enable Members to continue connecting, working, and sharing with one another
- URL: virtual.fountainhouse.org

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Virtual Clubhouse Platforms

- HCBS and Case management
Telehealth social services
- Jira Helpdesk
Tech help engagement
- Telephonic
Analog member engagement
- Reach outs
Case management, wellness checks, digital transition
- Zoom
Work planning and social event activity space
- Slack
Work engagement and support service coordination
- Facebook groups
Socialization and community information

Early Lessons Learned

- Remaining True to Model
 - Successfully combining social practice & digital technology
 - Breaking isolation
- Catalyzing Important Behavior
 - Greater self-directed and autonomous behavior
 - More discovery of FH offerings and other Members
- Opportunities to Expand Reach
 - Reconnecting with lapsed members & signing up new ones
- Need to Advance Digital Equity
 - Significant digital divide to overcome

Path to Scale

- An estimated 239,000 people are living with serious mental illness across NYC, with almost 40% receiving no treatment at all. We see this mental health crisis on the streets, in our subways, in our emergency rooms and shelters, and our jails and prisons. The crisis also hides in isolated rooms, apartments and basements, straining families and communities.
- This is a challenge throughout the world, where serious mental illness affects 65 Million of the adult population

Supportive Macro Trends

- Mental Health
 - more awareness and support
 - growing emphasis on community-based approaches & SDoH
- Digital Health
 - we can do this
 - Government
 - Providers
 - Patients
 - Payors
- Consumer at the center
- Greater use & interoperability of data

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Expanding Virtual Clubhouse

- *Digital Peer & Service Supports:* Use human-centered design & social practice principles to build customized peer-based communities, frictionless collaboration, and enhanced user experience
- *Reach New Populations:* Serve more young adults, veterans, and justice involved populations
- *Advance Digital Equity:* Deliver digital literacy training & tools to marginalized populations
- *Data-Driven Decision Making:* Enable holistic social service record for members to drive collaborative care, predictive analytics, and path-breaking research

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Expanding Virtual Clubhouse

- The unmet need is great, and the potential of the Clubhouses to serve as a go-to community resource, partner is even greater.
- Ultimately create a Global Platform and Agenda to Advocate for Social and Political Change

THANK YOU!