

## IMPACT OF VIDEO COACHING

### Overview

Face It TOGETHER (FIT) provides peer-to-peer coaching in person or via technology (phone and video). Prior to the COVID-19 crisis, most FIT members chose to come into our centers for coaching sessions. Between March 1 and June 15 of this year, FIT held 755 remote sessions (290 via video). Sessions were completed with 174 individuals across 19 different states. All members complete a suite of assessments at baseline and every 30 days of engagement. For all members with addiction coached in 2020, we see an average 5.5% increase in their overall wellbeing based on our Recovery Capital Index (RCI).

### Methodology

This analysis focused on the outcomes of 29 individuals with the disease of addiction. From March 1 to June 15, this group participated in 81 video coaching sessions. Each member completed a baseline assessment at the start of coaching, as well as follow-up assessments. The highlighted outcome in this brief is the change in RCI score. Baseline and follow-up responses were on an ordinal scale from strongly agree to strongly disagree. A total score was applied based on overall responses related to personal, social and cultural capital. Out of a possible 100, baseline scores of these individuals ranged from 27.8 to 88.5, with a mean of 66.3 and a median of 66.2.

### Results

Twenty out of 29 (69%) demonstrated a positive change from their baseline RCI score to their most recent RCI. The average change in score for these 20 members was 13.2%. The remaining nine members showed an average -15.0% change in score from baseline to most recent RCI. On average across all 29 members, there was a 4.5% increase in score. This is similar to the 5.5% change in score for all members in 2020, regardless of coaching delivery method.

### Discussion

The COVID-19 health crisis required us to limit our delivery methods to video and phone only. FIT, like many other organizations, had to adapt and learn quickly in order to meet the needs of coaching members. While these 29 members demonstrated a similar outcome using video coaching compared to all methods, we recognize this is just the first step to understanding the impact of peer coaching via video. Regardless of coaching modality, highs and lows on the path to addiction wellness are normal. Those impacted by the disease have many obstacles to overcome – from family acceptance to criminal justice involvement – which can result in fluctuating RCI scores.

Figure 1:  
By member, percent change in RCI total score from baseline to most recent.

