

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, 2020 and June 30, 2021, FIT completed 3,007 coaching sessions with 326 individuals. Of these, 151 individuals completed 1,350 video coaching sessions.

FIT members are asked to complete a suite of assessments at baseline and every 30 days of engagement. For all members with addiction coached during this timeframe, 66.1% demonstrated a positive change in score with an average 17.8% increase in their overall wellbeing based on Recovery Capital Index (RCI) results.

Methodology

This analysis focused on the outcomes of 149 members with the disease of addiction. From March 1, 2020 to June 30, 2021 this group completed 1,455 coaching sessions, either by video or in person. Each member completed a baseline assessment at the start of coaching and at least one follow-up assessment. The 149 members completed 755 assessments throughout their engagement with FIT.

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. Members were divided into two groups: those who completed only video coaching sessions and those who completed a mixture of video and in-person coaching sessions. FIT members can stay engaged as long as they would like, therefore there is no consistent length of engagement to use for this analysis. The percent change was calculated for each group comparing their baseline scores to final scores collected within this timeframe.

Figure 1: The count and average number of sessions and assessments per member type

Coaching delivery	Members	Sessions		Assessments	
	Count	Count	Avg. per member	Count	Avg. per member
Video only	89	1,010	11	429	5
Video and in-person	60	445	7	326	5

Results

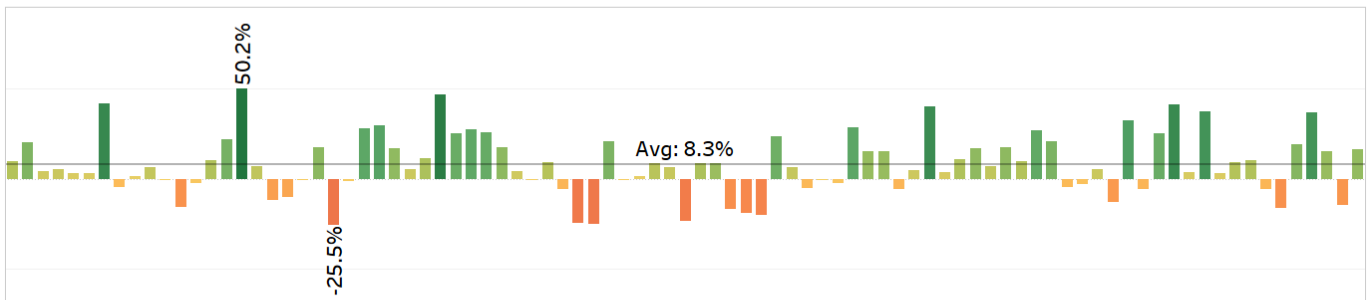
Out of a possible score of 100, baseline scores of the 149 members ranged from 25.1 to 93.3, with a mean of 61.8 and a median of 66.1. For those members who only participated in video coaching during this timeframe, 57 (64.0%) demonstrated a positive change in score from baseline to most recent RCI, compared to 41 (68.3%) that participated in a mix of coaching sessions. Of the members with a positive change, the video only group's average change in score was 17.0% compared to 18.9% for the mixed group. The video-only group overall demonstrated an 8.3% change in score, with percent changes ranging from 50.2% to -25.6% and a median of 6.7%. The video and in-person group overall demonstrated an 9.2% change in score, with percent changes ranging from 47.2% to -26.3% and a median of 6.4%.

Discussion

While FIT has had the capability to coach remotely for some time, the COVID-19 health crisis required us to limit our delivery methods to video and phone only for several months. FIT, like many other organizations, had to adapt and learn quickly in order to meet the needs of our members, including moving back to offering in-person coaching in our Sioux Falls and Colorado Springs locations as soon as possible. Members participating in video-only coaching have demonstrated very similar outcome scores as those who participated in a mix of video and in-person coaching. This knowledge discovery process continues to provide confidence in remote coaching and presents opportunities to improve peer coach training.

Figure 2: By member, percent change in RCI total score from baseline to most recent assessment

Video Only Coaching Members



Video & In Person Coaching Members

