

WEBVTT

1 "Wanda russell" (3849611008)
00:00:06.270 --> 00:00:12.509
hello and thank you for joining us for sickness substance use disorder awareness series

2 "Wanda russell" (3849611008)
00:00:12.509 --> 00:00:16.079
My name is Wanda Russell and along with my coworkers.

3 "Wanda russell" (3849611008)
00:00:16.079 --> 00:00:19.139
Carrie Mac Jordan. Nielsen.

4 "Wanda russell" (3849611008)
00:00:19.139 --> 00:00:22.830
And Stephanie, we appreciate you for joining us today.

5 "Wanda russell" (3849611008)
00:00:22.830 --> 00:00:29.550
We are a team of nurses and behavioral clinicians for the substance use disorder team here at ever North.

6 "Wanda russell" (3849611008)
00:00:29.550 --> 00:00:36.660
Part of stigma due to the format of the seminar you won't be able to ask questions during the presentation.

7 "Wanda russell" (3849611008)
00:00:36.660 --> 00:00:40.860
You are able to add questions at any time in the Q and a section.

8 "Wanda russell" (3849611008)
00:00:40.860 --> 00:00:43.860
found at the lower right side of your screen

9 "Wanda russell" (3849611008)
00:00:43.860 --> 00:00:50.850
We will try to address as many questions as time permits during the last 15 minutes of our Howard together.

10 "Wanda russell" (3849611008)
00:00:50.850 --> 00:00:54.060
Please limit your questions to the seminar topic.

11 "Wanda russell" (3849611008)
00:00:54.060 --> 00:00:59.100
If you have specific questions regarding substance use disorder, treatment.

12 "Wanda russell" (3849611008)

00:00:59.100 --> 00:01:04.620

Or your signal policy, please, please contact me or 1 of my team members.

13 "Wanda russell" (3849611008)

00:01:04.620 --> 00:01:09.060

our contact information can be found on the last slide of the power point

14 "Wanda russell" (3849611008)

00:01:10.200 --> 00:01:14.520

Today's PowerPoint will be a part of the presentation here and in the Webex.

15 "Wanda russell" (3849611008)

00:01:14.520 --> 00:01:18.180

Or you can click the link found in the chat section.

16 "Wanda russell" (3849611008)

00:01:18.180 --> 00:01:25.650

Near the Q and a section today I have the pleasure of introducing Megan call. Well, for our.

17 "Wanda russell" (3849611008)

00:01:25.650 --> 00:01:31.710

April webinar face it together. Addiction, wellness via peer coaching.

18 "Wanda russell" (3849611008)

00:01:31.710 --> 00:01:38.880

A family, a focus on families Megan Colwell is space it together as director of community engagement.

19 "Wanda russell" (3849611008)

00:01:38.880 --> 00:01:43.650

She's responsible for engaging new partners and referral programs.

20 "Wanda russell" (3849611008)

00:01:43.650 --> 00:01:55.680

In a range of communities and sectors, she also helps raise awareness awareness of face it together services, including free coaching that has been made available through various grants.

21 "Wanda russell" (3849611008)

00:01:55.680 --> 00:02:07.110

Additionally, Megan manages the onboarding process for all new coaching members, educating them on the process and matching them with the best fitting coach.

22 "Wanda russell" (3849611008)

00:02:07.110 --> 00:02:18.810

Megan husband nearly 10 years in the nonprofit industry and during that time as executive director of the March of dimes, she oversaw fundraising relationship management.

23 "Wanda russell" (3849611008)

00:02:18.810 --> 00:02:23.010

And overall operations throughout North Dakota and South Dakota.

24 "Wanda russell" (3849611008)

00:02:23.010 --> 00:02:27.030

She has a bachelor's degree in mass communications.

25 "Wanda russell" (3849611008)

00:02:27.030 --> 00:02:35.760

From the University of South Dakota, and an extensive extensive experience, traveling throughout the Midwest to create meaningful partnerships.

26 "Wanda russell" (3849611008)

00:02:35.760 --> 00:02:41.430

A resonant of Brandon South Dakota Megan love spending time with her family.

27 "Wanda russell" (3849611008)

00:02:41.430 --> 00:02:46.140

More often than not, you can find them all at a baseball or basketball game.

28 "Wanda russell" (3849611008)

00:02:47.220 --> 00:02:51.210

Now, I will turn it over to you, Meghan and thank you so much for being here.

29 "Megan Colwell, Face It TOGETHER" (2555123200)

00:02:52.465 --> 00:03:05.245

Thank you Wanda for that introduction and thank you all so much for allowing me the opportunity to come and share a little bit about our organization, um, kind of raise some education and awareness and hopefully break down some stigmas as well along the way.

30 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:05.605 --> 00:03:12.295

Um, so face it together, our overall mission is to get people with addiction and their loved ones. Well, you know, I will.

31 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:12.380 --> 00:03:14.070

Take us through.

32 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:15.055 --> 00:03:28.075

Kind of an overview of our organization how we got started what peer coaching is it's kind of a newer concept sometimes for people, depending on what part of the country that you live in and then we'll kind of break down some,

33 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:28.075 --> 00:03:33.475

some missing facts surrounding addiction. On the family side, um.

34 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:33.810 --> 00:03:43.230

I want to just take a moment to kind of expand a little bit on that bio that wander right? Because it's so nice when you get a little insight peek into your, your presenter. Um.

35 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:43.230 --> 00:03:50.460

I came to face it together almost 2 years ago, been in the nonprofit industry forever, but I'm not a coach.

36 "Megan Colwell, Face It TOGETHER" (2555123200)

00:03:50.460 --> 00:04:02.305

I can't peer coach. I don't have the personal lived experience with addiction. However, addiction has impacted my family. I had a grandfather who struggled with alcohol addiction and passed away from that.

37 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:02.605 --> 00:04:10.435

I have an uncle who has struggled to the entire life. I have seen the effect that that has had on my father.

38 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:10.460 --> 00:04:25.005

his family in terms of it is completely split that sector of my family apart between those who were willing to support and and those who are not and so um i feel very blessed to be in this role to educate

39 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:25.005 --> 00:04:30.375

people and provide a resource to help not only person struggling with the district but also

40 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:30.460 --> 00:04:38.579

Families and so it's it's near and dear to my heart. Um, sorry I just want to give you a little a little peek in an additional insight into

my background.

41 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:40.524 --> 00:04:45.264

So, face it together, you know, we're headquartered here in Sioux Falls, South Dakota.

42 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:45.294 --> 00:04:58.554

We opened our doors and back in 2009, and how we got started our founder Kevin Kirby he comes from a very influential family access to whatever resources that he needed. And he had a long. had a long

43 "Megan Colwell, Face It TOGETHER" (2555123200)

00:04:58.579 --> 00:05:03.839

journey and i struggle with with alcohol addiction and like i said

44 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:03.839 --> 00:05:13.979

When you, when you come from that kind of background, you you can go to treatment in California you can go to treatment in Florida when that didn't work, you can find all sorts of resources. And so.

45 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:13.979 --> 00:05:17.699

we started here in south dakota because he came back home and he said all right

46 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:17.699 --> 00:05:27.864

What are we missing in this kind of addiction? Resource landscape here in South Dakota? What can I provide? And so he took a look at what was out there. So we're talking early 2. thousand's.

47 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:28.284 --> 00:05:37.524

We started diving into that peer support model, which was fairly new across the country at that point. Definitely not something well known in South Dakota.

48 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:37.724 --> 00:05:50.714

All then he dove into the data and the science behind it started doing community town halls bringing together, you know, our local criminal justice, healthcare leaders, community leaders,

49 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:50.924 --> 00:05:57.614

and really out of that our organization was born. And so it's very important to us that we provide effective science.

50 "Megan Colwell, Face It TOGETHER" (2555123200)

00:05:57.699 --> 00:06:08.494

Base peer coaching, not only for persons with addiction, but also loved ones. Um, we do that in a variety of ways we do that in person in our Sioux Falls office.

51 "Megan Colwell, Face It TOGETHER" (2555123200)

00:06:08.524 --> 00:06:17.584

We also have an additional office in Colorado Springs that we opened up about 2 years ago. Um, so we've got in person options there. We also support people.

52 "Megan Colwell, Face It TOGETHER" (2555123200)

00:06:17.699 --> 00:06:27.504

A video and phone all across the country and actually internationally now, too. We have members in more than 46 different states. 3 provinces in Canada.

53 "Megan Colwell, Face It TOGETHER" (2555123200)

00:06:27.504 --> 00:06:37.584

We are onboarding in Mexico, Portugal and the UK at this point as well. So, we're pretty proud of the reach and the availability. availability

54 "Megan Colwell, Face It TOGETHER" (2555123200)

00:06:37.699 --> 00:06:45.149

Of our, our coaching model as a resource to people all across the world at this point, just from our little tiny South Dakota office.

55 "Megan Colwell, Face It TOGETHER" (2555123200)

00:06:47.484 --> 00:07:02.094

So, let's talk about peer coaching and really kind of get down to to what that is. Obviously it comes down to the power of the peer being able to connect and talk to somebody who knows exactly what you are feeling what you're going through.

56 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:02.094 --> 00:07:04.794

They've been there done that it's.

57 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:05.669 --> 00:07:15.899

It's so impactful and powerful for me to see our coaches in action in person, or in the video sessions that they do.

58 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:15.899 --> 00:07:25.104

It's an amazing amazing thing we do need to be very clear on what our scope is. What a pure coaches, right? Peer coaches are not medical

professionals.

59 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:25.494 --> 00:07:35.484

I always tell people if we looked at a spectrum with 1 end, we have counselors medical professionals and on the other end, we maybe have that.

60 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:35.899 --> 00:07:48.764

Sponsor relationship, which is typically where people go in their heads, because that's pop culture. That's what most known and most recognizable, um, within the addiction landscape. Pure coaching would line up in the middle of that spectrum.

61 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:49.784 --> 00:07:55.874

It it has much more accountability and then a sponsor relationship much more.

62 "Megan Colwell, Face It TOGETHER" (2555123200)

00:07:55.899 --> 00:08:03.239

For training and education go into that, that pure coaching role, but again, we have to be really cognizant of the fact that.

63 "Megan Colwell, Face It TOGETHER" (2555123200)

00:08:03.239 --> 00:08:10.379

Um, our coaches are not medical professionals, so they're going to support, but also not step kind of, outside of our scope.

64 "Megan Colwell, Face It TOGETHER" (2555123200)

00:08:10.379 --> 00:08:23.909

1 of the questions I get asked a lot when I talk about peer coaching is okay so are your coaches volunteers? Like, how do you find peer coaches? Where do they come from? So again.

65 "Megan Colwell, Face It TOGETHER" (2555123200)

00:08:23.909 --> 00:08:36.294

Because we provide effective sites based peer coaching. You know, we go through a very extensive hiring process for our peer coaches. In fact, we created a particular set of assessments to help us in the hiring process.

66 "Megan Colwell, Face It TOGETHER" (2555123200)

00:08:36.294 --> 00:08:43.884

Determine who's going to make a successful peer coach. We also put them through our own certification.

67 "Megan Colwell, Face It TOGETHER" (2555123200)

00:08:43.909 --> 00:08:56.264

Process that we've created, they also go through some various national certifications, NASDAQ, Ace different things like that. We also have a pretty extensive QA process.

68 "Megan Colwell, Face It TOGETHER" (2555123200)
00:08:57.074 --> 00:09:03.584

So each quarter, our coach supervisor is either sitting in on sessions, listening to recorded sessions.

69 "Megan Colwell, Face It TOGETHER" (2555123200)
00:09:03.934 --> 00:09:18.724

identifying those strengths and weaknesses which then inform where we go each quarter with our continuing education focus and not only that once they go through our certification process they're doing a shadowing process as well so they're shadowing better and pure coaches who've been very

70 "Megan Colwell, Face It TOGETHER" (2555123200)
00:09:18.724 --> 00:09:23.884

successful over the years once they kind of hit that point when they're through the training

71 "Megan Colwell, Face It TOGETHER" (2555123200)
00:09:23.909 --> 00:09:32.369

And the shadowing process, and they're ready to start taking on members on their own then that veteran will that relationship will switch in that veteran will shadow them.

72 "Megan Colwell, Face It TOGETHER" (2555123200)
00:09:32.369 --> 00:09:45.029

And again, they are all employees of our organization. So I just wanted to address 1 of the frequently asked questions. I get our coaches, our employees well, trained and a pretty extensive QA process.

73 "Megan Colwell, Face It TOGETHER" (2555123200)
00:09:48.264 --> 00:10:02.964

Again, going back to that power of you're, we're in a coaching session actually, when we're getting ready to match people up, like, wanted to mentioned in my bio I also manage the our onboarding process. We like to call it. 1st impressions, because that's what it is.

74 "Megan Colwell, Face It TOGETHER" (2555123200)
00:10:02.964 --> 00:10:06.534

When you reach out to us, it's your 1st impression of us, and we want to make.

75 "Megan Colwell, Face It TOGETHER" (2555123200)
00:10:06.584 --> 00:10:10.844

Sure, that that is as easy and it's warm and open and welcoming as

possible.

76 "Megan Colwell, Face It TOGETHER" (2555123200)

00:10:11.174 --> 00:10:25.604

Um, so we're really matching our members up with the coach that best fits, not only their addiction journey and their, their, their past usage that's important. Right? Because we're here for the addiction piece.

77 "Megan Colwell, Face It TOGETHER" (2555123200)

00:10:25.874 --> 00:10:26.474

Um, but.

78 "Megan Colwell, Face It TOGETHER" (2555123200)

00:10:26.584 --> 00:10:40.954

also you know we have coaches who have been incarcerated we have coaches that have homelessness in their background um we have coaches who have had some serious mental health struggles along with their addiction have gone through quite a bit of trauma or

79 "Megan Colwell, Face It TOGETHER" (2555123200)

00:10:40.954 --> 00:10:46.474

abuse um as well again going back to my earlier point that definitely no our

80 "Megan Colwell, Face It TOGETHER" (2555123200)

00:10:46.584 --> 00:11:01.404

Lane and stay in our coaching lane, but again, those are lived experiences that roll into, you know, the coaching process, and the wellness recovery process for that person. Um, it's all very unique and personalized.

81 "Megan Colwell, Face It TOGETHER" (2555123200)

00:11:01.914 --> 00:11:06.474

There's no set treatment plan. It is not, you know, everyone's doing this.

82 "Megan Colwell, Face It TOGETHER" (2555123200)

00:11:06.559 --> 00:11:14.759

We're moving forward on this step. It truly is. What's going on with you how can we help you meet the goals that you have for yourself?

83 "Megan Colwell, Face It TOGETHER" (2555123200)

00:11:16.049 --> 00:11:30.989

Which means it's member led, um, you know, we want that to be a partnership. Um, we also want our members to know that, you know, they are matched up and assigned to a coach but, you know.

84 "Megan Colwell, Face It TOGETHER" (2555123200)

00:11:30.989 --> 00:11:40.974

We're human maybe we get that wrong, but the process is really where it's at. So we always tell people don't give up on the process. Let's just move you to a different coach. We have at this point.

85 "Megan Colwell, Face It TOGETHER" (2555123200)
00:11:40.974 --> 00:11:50.904

We have 14 coaches and have a variety of experiences and also, I tell people when you get matched up with a coach, you have a whole army.

86 "Megan Colwell, Face It TOGETHER" (2555123200)
00:11:50.989 --> 00:12:03.014

Of coaches behind that coach, supporting them drawing on their experience. So it's quite a wonderful process. Um, in the coaching process, we do also focus on harm reduction.

87 "Megan Colwell, Face It TOGETHER" (2555123200)
00:12:03.254 --> 00:12:10.964

You know, I think that's a very key piece to really taking away that stigma. We want to meet our members where they're at. So we want to start. We'll start with.

88 "Megan Colwell, Face It TOGETHER" (2555123200)
00:12:11.014 --> 00:12:20.704

Any any little stuff that they want to take, you know, maybe their goal is, you know, they're using multiple substances maybe their goals to stop 1. so, let's start there. Let's start the journey there.

89 "Megan Colwell, Face It TOGETHER" (2555123200)
00:12:21.274 --> 00:12:30.394

Um, the other key piece to the coaching process for us as well. Is that navigation to other services and resources again?

90 "Megan Colwell, Face It TOGETHER" (2555123200)
00:12:30.839 --> 00:12:43.464

We know how the peer coach role functions and what our scope is and so we want to really support our members and help them build that wellness team approach. Right? We want to help, connect them to a counselor and make that not as scary.

91 "Megan Colwell, Face It TOGETHER" (2555123200)
00:12:43.464 --> 00:12:50.664

Do that kind of warm introduction and hand off to a counselor continuing to peer coach all along, but helping them.

92 "Megan Colwell, Face It TOGETHER" (2555123200)
00:12:50.839 --> 00:13:05.084

If they want to find an, a meeting and a sponsor would be beneficial, we're going to help them find the right meeting. We're going to help them get into treatment. If that's kind of what our coaches identified is maybe the best fit for them at that moment.

93 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:05.924 --> 00:13:10.784

In patient, outpatient, we will kind of help take down the barriers and not only.

94 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:10.839 --> 00:13:11.759

That's.

95 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:11.759 --> 00:13:25.314

I really want to stress too, that it's a very holistic process. Yes, we focus on the addiction and the usage piece, but we also want to look at our members as whole people not just the addiction part.

96 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:25.314 --> 00:13:31.254

So, I always tell people it's kind of like getting a life coach with the specialty and addiction. So, in addition to.

97 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:31.759 --> 00:13:43.394

Prediction resources, they're also going to help if they're having housing crisis food crisis. If there's any anything that's stressing them out our coaches are going to help navigate and support them in that process.

98 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:43.724 --> 00:13:51.704

We've got coaches that of how people get started on getting their completed. You know, working on their financial goals, you know, sometimes.

99 "Megan Colwell, Face It TOGETHER" (2555123200)

00:13:51.759 --> 00:14:01.799

They don't have IDs or any of those kind of social service side so we can help navigate and get them started on on, you know, knocking down some of those barriers to moving their life forward.

100 "Megan Colwell, Face It TOGETHER" (2555123200)

00:14:02.969 --> 00:14:12.119

i want to take a moment to kind of dive into our loved one program because i think it's really important when we talk about addiction and we look at addiction that's

101 "Megan Colwell, Face It TOGETHER" (2555123200)

00:14:12.119 --> 00:14:22.529

We, we look at it as a, as a whole entity as as a family unit. Um, we did not start with a loved 1 program when we opened our doors back in

2009. um.

102 "Megan Colwell, Face It TOGETHER" (2555123200)

00:14:22.529 --> 00:14:33.419

But who do we get the most calls from? Usually loved ones looking for resources or helping support to get their person at risk help um.

103 "Megan Colwell, Face It TOGETHER" (2555123200)

00:14:33.419 --> 00:14:47.219

The more of those calls we took the more we said, listen, this is a need we have to meet. So, you know, 2013, we really kind of dove back into the research and data that was out there. We looked at a lot of more programs across the country. We.

104 "Megan Colwell, Face It TOGETHER" (2555123200)

00:14:47.219 --> 00:15:02.094

Carrie picked a little bit on what we'd like from each program and we created our own 8 pillar level 1 model. So same principle. I have coaches who are specifically persons with addiction coaches because that's where they lived experiences. I have coaches.

105 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:02.094 --> 00:15:07.134

That are loved 1 coaches. Because that is where their lived experience come as that support person and so.

106 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:07.219 --> 00:15:14.339

we try to match up on that perspective as well whether they're a spouse a family member

107 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:14.339 --> 00:15:19.314

We don't put a label on what a loved 1 is family friend Co worker neighbors. We've, we've supported them all.

108 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:19.314 --> 00:15:34.164

So, anyone who is trying to understand and get the tools to help support and navigate someone through the addiction path is is who we're here to help. We focus a lot. It's, it's still 1 on 1. it's still personalizing.

109 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:34.339 --> 00:15:48.254

But ones tend to have those overarching themes, right? So we focus a lot on understanding addiction as a disease, positive communication. Most of the time, when loved ones hit us, it's just been very negative.

110 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:48.764 --> 00:15:53.114

So we want to focus on how to have that positive communication. How to set those boundaries.

111 "Megan Colwell, Face It TOGETHER" (2555123200)

00:15:54.339 --> 00:16:07.504

How to learn compassionate approaches, but then also, how to take care of themselves so, compassion fatigue is a real thing, is we all know, so how, how do we provide them with a peer coach?

112 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:07.504 --> 00:16:14.134

That's their advocate through this journey. If at any time they're person at risk or person is struggling.

113 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:14.339 --> 00:16:26.579

Is ready for our services and wants to get a coach, they get their own coach on on the other side of the aisle. Our loved coaches are advocates and and their to support our loved 1 members.

114 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:27.024 --> 00:16:37.104

And loved ones can get help whether their person at risk is utilizing our services or not. We really want to focus on giving our loved ones education.

115 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:37.284 --> 00:16:46.494

And then the tools that they need to start modeling that behavior change, and hopefully that in turn, then will help their person either be ready.

116 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:46.579 --> 00:16:49.559

To get help, or or start to make some changes.

117 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:51.864 --> 00:16:59.634

I want to take a quick moment to kind of dive into the data piece of our organization as well, is really important to us.

118 "Megan Colwell, Face It TOGETHER" (2555123200)

00:16:59.814 --> 00:17:10.554

And I think as any business, any nonprofit organization you have to, you have to know your numbers. You have to measure what you're doing to make sure that, you know, you're being.

119 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:10.669 --> 00:17:25.274

Successful and you're not just throwing numbers at a wall. So, the data philosophy that we have, it's a key piece of our organization and through the data again. Same as our coaching process. Very holistic whole person focused. Same for our data.

120 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:25.724 --> 00:17:30.344

We look at all aspects of our members lives, not just their usage. Um.

121 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:30.669 --> 00:17:33.179

someone starts with us obviously

122 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:33.179 --> 00:17:34.524

You can't get away from paperwork.

123 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:34.524 --> 00:17:49.014

No matter where you go in life paperwork is always there, but we try to keep it really minimal and really quick because again, we don't want to create a lot of barriers, but 1 of the things that they do when they start with this is they take a particular assessment called our recovery capital index.

124 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:49.704 --> 00:17:51.564

This is an assessment that we created.

125 "Megan Colwell, Face It TOGETHER" (2555123200)

00:17:51.839 --> 00:18:00.804

Um, we worked with Sanford health to have it validated and then published as well. So we're very proud of this piece. Um, it's something that people take when they start coaching with us.

126 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:01.014 --> 00:18:11.364

Um, they take it every 30 days, as long as they are coaching with us, and it has not 1 single question about addiction or usage on there again full person.

127 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:11.839 --> 00:18:25.424

In a whole person house, so we are getting scores and their personal, social and cultural capital and these are some of the categories that we're asking, you know, under the personal side, you know, their employment, their education financial well,

128 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:25.424 --> 00:18:31.754

being their transportation, their overall health and mental emotional health, um.

129 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:31.839 --> 00:18:32.999

Social side.

130 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:32.999 --> 00:18:37.013

You know, we're getting scores and metrics on their relationship with their significant others.

131 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:37.013 --> 00:18:50.394

You know, what is their family support look like access to healthcare on the cultural side know their sense of community and their purpose and their beliefs and their values is is a key area for us to start reviewing in our coaching sessions as well.

132 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:50.789 --> 00:18:58.469

The great thing that this allows us to do, and I'm going to show you an example of how we can take the scores from this.

133 "Megan Colwell, Face It TOGETHER" (2555123200)

00:18:59.999 --> 00:19:09.474

Assessments and utilize it in our coaching sessions. So, for example, it gives our coaches the ability to pull some pieces.

134 "Megan Colwell, Face It TOGETHER" (2555123200)

00:19:09.624 --> 00:19:19.944

Now, if I put every single score that we got from the recovery capital index on a graph, we wouldn't, it would be too messy. We will be able to read it, but if a member has some particular goals that they're working on.

135 "Megan Colwell, Face It TOGETHER" (2555123200)

00:19:20.624 --> 00:19:30.044

We can kind of pull out those items and they really show them and graph and get a really good tangible visual metric to celebrate.

136 "Megan Colwell, Face It TOGETHER" (2555123200)

00:19:30.584 --> 00:19:39.044

So, for example, this particular member, you know, when she started with us, that kind of flat line there with her relationship with her significant other.

137 "Megan Colwell, Face It TOGETHER" (2555123200)

00:19:39.999 --> 00:19:41.819

Definitely, a lot of.

138 "Megan Colwell, Face It TOGETHER" (2555123200)

00:19:42.474 --> 00:19:53.934

Negative communication, combative and so it's great to be able to celebrate those successes with our members and then also identify some areas.

139 "Megan Colwell, Face It TOGETHER" (2555123200)

00:19:53.934 --> 00:20:01.734

Sometimes we see scores dip on these assessments before they've even verbalized in the session and it gives our coaches a roadmap.

140 "Megan Colwell, Face It TOGETHER" (2555123200)

00:20:01.819 --> 00:20:15.014

To be able to say, okay, hey, from last month of this month, we've had a drop in this in this area and we've not really talked about that. You know, tell me what's going on. And let's kind of dive into that. Um, I do want to put a caveat. I know you're all looking at this going.

141 "Megan Colwell, Face It TOGETHER" (2555123200)

00:20:15.014 --> 00:20:21.794

Well, what does that flatline from? May 2020 all the way across, um, this particular member I don't want you to think. you to think

142 "Megan Colwell, Face It TOGETHER" (2555123200)

00:20:21.819 --> 00:20:35.464

That her coach left her hanging out to dry. This particular member is from a very rural community in South Dakota. When she started coaching with us, she had never finished high school. She was working in a gas station.

143 "Megan Colwell, Face It TOGETHER" (2555123200)

00:20:36.574 --> 00:20:41.764

We'd hits things got really tough in in her small town. She lost her job.

144 "Megan Colwell, Face It TOGETHER" (2555123200)

00:20:42.834 --> 00:20:57.474

We were able to help her, get her GED and then she went back to school full time during that time, period. So we all feel when we're going back to school we feel very Mac and cheese. We feel very low about our financial situation.

145 "Megan Colwell, Face It TOGETHER" (2555123200)

00:20:57.474 --> 00:21:01.584

So, I just want to I just want to put a little more explanation on that.

146 "Megan Colwell, Face It TOGETHER" (2555123200)

00:21:01.819 --> 00:21:16.814

But she is actually doing amazing, she finished her degree in the meantime, and was able to get a full time remote jobs. So she was able to standard community with her family support and get a very successful job within her career.

147 "Megan Colwell, Face It TOGETHER" (2555123200)

00:21:16.814 --> 00:21:21.374

So, she's made quite quite a bit of progress that we're very proud of.

148 "Megan Colwell, Face It TOGETHER" (2555123200)

00:21:23.844 --> 00:21:33.504

Some of the other things that we're looking at and measuring when we're working with our members on the green side. You'll see some of our, our outcomes when we're working with our persons with addiction.

149 "Megan Colwell, Face It TOGETHER" (2555123200)

00:21:33.744 --> 00:21:41.634

You know, when we have somebody at 60 days of coaching that has an almost 90% reduction on the negative impact on their employment. employment

150 "Megan Colwell, Face It TOGETHER" (2555123200)

00:21:41.954 --> 00:21:53.774

You know, we're reducing that involvement with criminal justice system by almost 80% at 90 days. People are starting to take better care of themselves. Right? They're starting to see a primary care physician again.

151 "Megan Colwell, Face It TOGETHER" (2555123200)

00:21:53.774 --> 00:22:01.634

You know, they're reducing that healthcare usage because of addiction issues. Both of those by almost 75% and then I don't. then i don't

152 "Megan Colwell, Face It TOGETHER" (2555123200)

00:22:01.719 --> 00:22:14.699

hundred and twenty days we see about eighty three percent that have more meaningful participation in their community again looking at the whole person not just the the addiction piece on our loved one side um you know

153 "Megan Colwell, Face It TOGETHER" (2555123200)

00:22:14.699 --> 00:22:28.224

There's a great stats there at 60 days. We have 38% now have people in their community that look to them for support. Is that our flashy is that probably not but that 1 always gets me right in the heart. And I'll give you a little background. Why?

154 "Megan Colwell, Face It TOGETHER" (2555123200)

00:22:28.224 --> 00:22:31.104
We get so many calls. many calls

155 "Megan Colwell, Face It TOGETHER" (2555123200)
00:22:31.169 --> 00:22:39.599
From family members, and this, this particular stat really just translates into 1 mom who.

156 "Megan Colwell, Face It TOGETHER" (2555123200)
00:22:40.734 --> 00:22:54.474
Her son was struggling with math and she's like everyone in my company noise and I would go to work every Monday and I'd sit in the boardroom and the conference room and everyone would be like, well, you know, while we were at a basketball tournament for my son,

157 "Megan Colwell, Face It TOGETHER" (2555123200)
00:22:54.474 --> 00:22:58.944
and this is how it was when my daughter's getting married in 3 months.

158 "Megan Colwell, Face It TOGETHER" (2555123200)
00:22:59.599 --> 00:23:14.144
We're at, and everyone's talking about their families and their kids, and nobody would ask her anything about it because she had started to really isolate herself and didn't feel comfortable talking about it even though everyone knew kind of a little bit of what was going on.

159 "Megan Colwell, Face It TOGETHER" (2555123200)
00:23:15.044 --> 00:23:19.394
She started coaching with us, started putting some tools in those toolbox so I can get some.

160 "Megan Colwell, Face It TOGETHER" (2555123200)
00:23:19.599 --> 00:23:23.429
Standing and started to open up.

161 "Megan Colwell, Face It TOGETHER" (2555123200)
00:23:23.429 --> 00:23:35.784
And the beautiful thing about that is, as she started to open up being more willing to share, she's like, those Monday meetings changed. People were asking how was your son? I know you guys had on Friday, how did it go?

162 "Megan Colwell, Face It TOGETHER" (2555123200)
00:23:36.174 --> 00:23:43.344
And she said that made her feel inclusive and part of the process people weren't scared to approach her. And the more.

163 "Megan Colwell, Face It TOGETHER" (2555123200)
00:23:43.429 --> 00:23:49.979
She opened up and talked about that. The more people were reaching out

to her saying, hey.

164 "Megan Colwell, Face It TOGETHER" (2555123200)

00:23:49.979 --> 00:23:54.959

My dad too. My husband, my wife, my son, my daughter.

165 "Megan Colwell, Face It TOGETHER" (2555123200)

00:23:55.644 --> 00:24:07.614

And we're asking her for support and help and connection to resources. So that's what, that stat means to me. Um, and so it gets me gets me right in the fields. Every single time I see it.

166 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:07.914 --> 00:24:14.724

And I think it's important to put the humanity behind the numbers. The numbers are important. Um, so, bread and butter of what we do.

167 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:14.959 --> 00:24:27.524

You know, there are real people behind those statistics. 90 days of coaching 69% are less likely to have addiction negatively impacting their employment. That brings to mind another mom who was kind of in the same situation.

168 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:27.524 --> 00:24:34.934

And she was like, I'd go to work and she's like, I was a quarter there. I was punching my time clock and. clock and

169 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:34.959 --> 00:24:37.319

I was sitting there and thinking.

170 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:38.004 --> 00:24:47.574

Where's my son is he okay is he using? Is he home? We have court do I, the lawyer? What do I need for that? How am I going to pay for all this? How do I get him help?

171 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:48.714 --> 00:24:57.294

You know, she said it was a huge impact on her effectiveness as an employee and people don't really think about that. I think addiction has some very negative.

172 "Megan Colwell, Face It TOGETHER" (2555123200)

00:24:57.319 --> 00:25:06.269

Ripples that go out, but like, the story I referenced earlier, it has some very positive ripples that can go out as well in terms of support and resources.

173 "Megan Colwell, Face It TOGETHER" (2555123200)

00:25:08.694 --> 00:25:23.394

So, let's kind of dive into some myth surrounding addiction. Another key piece for our organization is education and awareness around addiction really? Breaking down the stigma and the judgment behind it.

174 "Megan Colwell, Face It TOGETHER" (2555123200)

00:25:23.639 --> 00:25:37.944

Um, you know, we want people to be able to feel comfortable getting help and so we just we do that 1 presentation at a time. So some of them miss that we've looked we brought forward today are more kind of family associated, kind of, on the left.

175 "Megan Colwell, Face It TOGETHER" (2555123200)

00:25:37.944 --> 00:25:43.614

1 side, um, you know, that myth tough love interventions and ultimatums are how we should deal.

176 "Megan Colwell, Face It TOGETHER" (2555123200)

00:25:43.639 --> 00:25:53.084

Addiction when, you know, in reality, that's that's not the case, you know, tough love seems to be the go to, um, as loved ones.

177 "Megan Colwell, Face It TOGETHER" (2555123200)

00:25:53.084 --> 00:26:03.614

You have a lot of feelings and your person that's struggling their choices do affect you, but Tableau and ultimatums don't work. I think it's human.

178 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:03.639 --> 00:26:18.574

you know if somebody comes to you with an ultimatum um you know do this or else it's it's it's part of our makeup as humans to be like um i don't want to and especially if you are dealing with a lot of

179 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:19.354 --> 00:26:23.434

feelings of guilt shame et cetera when you're

180 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:23.639 --> 00:26:29.939

With addiction, so we work with our loved 1 members to try to really have them.

181 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:30.384 --> 00:26:45.174

Put yourself in their shoes, you know, try to come to the table with a compassionate, almost vulnerable approach because that's that's where they are too. And, you know, that negative loggerheads confrontation

is it's just not appropriate.

182 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:45.564 --> 00:26:49.914

You know, there's science to support that compassionate non confrontational.

183 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:49.939 --> 00:26:56.219

Methods do work better, you know, they're better for behavior, change, lasting change and.

184 "Megan Colwell, Face It TOGETHER" (2555123200)

00:26:56.219 --> 00:27:02.519

We feel better than that really aggressive confrontation that usually just ends up with fighting and yelling.

185 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:02.519 --> 00:27:16.044

So, again, we cancel our loved 1 members that communication is vital in the process. And can also, we have to recognize that can also be really difficult as, you know, their, their person at risk.

186 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:16.044 --> 00:27:20.004

Their behavior might be really destructive to them and to the family.

187 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:20.369 --> 00:27:34.014

Um, addiction as the disease is so very baffling, you know, it comes from, you know, this, this whole impact and change in your brain, but there's also kind of a little bit of choice rolled in there.

188 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:34.254 --> 00:27:40.344

Um, you know, it's, it's a, it's a disease, it's a chronic disease, so it's, it's really.

189 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:40.369 --> 00:27:52.919

Be hard to understand that and it's so, it's understandable that people's 1st go to is to try that tableau option. 1st. Um, but again, we know that slowing it down.

190 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:52.919 --> 00:27:57.059

Bringing compassion to the table working on communication. 1st.

191 "Megan Colwell, Face It TOGETHER" (2555123200)

00:27:57.059 --> 00:28:03.869

Setting those healthy boundaries That'll ultimately be more effective than some of those types of options.

192 "Megan Colwell, Face It TOGETHER" (2555123200)

00:28:06.779 --> 00:28:20.609

All right, the next myth any help I give to a person in my life with addiction is enabling them, um, we, we know that that's not true in, in reality. Um, there are forms of helping that are, are.

193 "Megan Colwell, Face It TOGETHER" (2555123200)

00:28:20.904 --> 00:28:30.954

Great and there are some that are a little bit less constructive and maybe the way to look at it too is supporting someone versus enabling someone.

194 "Megan Colwell, Face It TOGETHER" (2555123200)

00:28:31.104 --> 00:28:40.524

So when I think of enabling, I think of those moments where you're stepping in, and you're doing a behavior that is maybe circumventing some of.

195 "Megan Colwell, Face It TOGETHER" (2555123200)

00:28:40.609 --> 00:28:47.759

Those consequences or things like that, you know, support. It looks like many things.

196 "Megan Colwell, Face It TOGETHER" (2555123200)

00:28:48.264 --> 00:28:59.664

For example, we had a loved 1 member who was was really struggling with with her son and he was he was asking for money and taking money from her.

197 "Megan Colwell, Face It TOGETHER" (2555123200)

00:28:59.874 --> 00:29:07.704

And she's like, I know that he's using it to buy more drugs with all these different, you know, excuses. And so, 1.

198 "Megan Colwell, Face It TOGETHER" (2555123200)

00:29:07.759 --> 00:29:15.779

1, little step that we had her change to is, you know, what he would come to ask for money for gas, you know yes. I can certainly.

199 "Megan Colwell, Face It TOGETHER" (2555123200)

00:29:15.779 --> 00:29:25.464

Help you with gas, which was there again it's very specific to each family, but she's like, yes, I can certainly help you with guests. So then she would go with him pump the gas pay for the gas.

200 "Megan Colwell, Face It TOGETHER" (2555123200)

00:29:25.464 --> 00:29:35.364

But then she knew he had guests to be able to get to work, but she also wasn't providing funding for him to go and purchase other substances. So, it's very.

201 "Megan Colwell, Face It TOGETHER" (2555123200)
00:29:35.779 --> 00:29:48.839

Specific and unique to the family and in this situation and kind of where they're at and what those boundaries and look for them and what that enabling looks for them because there is healthy enabling versus unhealthy enabling. So.

202 "Megan Colwell, Face It TOGETHER" (2555123200)
00:29:48.839 --> 00:30:00.629

Again, sometimes people go a little bit too far to the other spectrum where they need to cut off everything and label everything as enabling but we have to know the difference between support and enabling.

203 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:02.424 --> 00:30:15.294

All right, here's 1, I missed that. I run into quite a bit. Um, but people have to hit rock bottom before getting well, um, rod bottom. That's a that's a pretty common phrase you hear.

204 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:15.294 --> 00:30:17.484

Um, throughout society um.

205 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:17.969 --> 00:30:26.999

In conjunction with addiction and can really be a destructive phrase. It's dangerous to wait for that rock bottom.

206 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:27.354 --> 00:30:40.344

Whatever that looks like it's different for everyone else, but, you know, rock bottom tends to conjure up a lot of really negative consequences. And at that point, things can get really destructive and costly.

207 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:40.374 --> 00:30:46.944

You know, I'm talking emergency care incarceration, even ultimately loss of life. So, again.

208 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:46.999 --> 00:30:50.009

Understanding that addiction is a disease.

209 "Megan Colwell, Face It TOGETHER" (2555123200)
00:30:50.009 --> 00:31:01.764

Um, you wouldn't wait till you lost a limb to try to deal with your diabetes. So, making sure that we're keeping kind of that chronic disease model in mind. When dealing with. Addiction is really key.

210 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:02.124 --> 00:31:09.144

Um, we want to get people help as soon as possible, and as soon as people are ready, so they can move forward with recovery.

211 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:10.009 --> 00:31:10.619
Hmm.

212 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:10.619 --> 00:31:25.469
Our approach is again, we want to make sure people can get help whatever stage they're in. So, you know, we have a lot of members who are in that Pre contemplated stage, right? Do I have a problem? I don't know, but we have to tear down that stigma.

213 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:25.469 --> 00:31:33.744
So, people feel comfortable getting help at any point. They feel comfortable reaching out, just wondering and wanting to explore if they do have a problem.

214 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:34.164 --> 00:31:45.294
And I think too we've made a lot of strides with mental health and our approach to that and breaking down the stigma. And making sure people feel comfortable getting help and.

215 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:45.469 --> 00:31:49.139
Hopefully addiction will more fully follow suit as well.

216 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:52.344 --> 00:31:57.414
All right, the other myth, the only way to recover from addiction is absence.

217 "Megan Colwell, Face It TOGETHER" (2555123200)
00:31:57.714 --> 00:32:07.494
Um, you know, I mentioned earlier, just in our coaching process, harm reduction is something that we, we do focus on again meeting people where they're at.

218 "Megan Colwell, Face It TOGETHER" (2555123200)
00:32:09.624 --> 00:32:22.824
That all or nothing process tends to lead to a lot of perceived

failure and, you know, just just a lot of emotions surrounding that.
Um.

219 "Megan Colwell, Face It TOGETHER" (2555123200)

00:32:23.129 --> 00:32:35.394

It's, it can be really hard. I mean, even I think Dave Ramsey was talking about, in an interview that I watched, you know, from the financial principle. Like, you want to start kind of tackling some of those small debt.

220 "Megan Colwell, Face It TOGETHER" (2555123200)

00:32:35.394 --> 00:32:42.804

So that you can have some successes and win and kind of build up your confidence to move on to those bigger things. And that's really kind of the same piece when I, when I think about.

221 "Megan Colwell, Face It TOGETHER" (2555123200)

00:32:43.129 --> 00:32:57.554

Is we want to start where they're at? We want to meet them where they're at, and we want to start to get some, some progress and some small wins moving forward. Because again, that's the snowball rolling down the mountain in a positive way. We're, we're, we're gathering those positive changes.

222 "Megan Colwell, Face It TOGETHER" (2555123200)

00:32:57.884 --> 00:32:58.604

Um.

223 "Megan Colwell, Face It TOGETHER" (2555123200)

00:32:58.949 --> 00:33:06.629

We have members again, like I said earlier, who will start with this, because they're using multiple substances and they, they want to stop.

224 "Megan Colwell, Face It TOGETHER" (2555123200)

00:33:06.629 --> 00:33:20.844

1, and let's start there. We have members who are drinking every night at the bar, driving home, drunk Nothing's happened to them at this point, but, you know, they want to stop that behavior. Let's start there.

225 "Megan Colwell, Face It TOGETHER" (2555123200)

00:33:20.844 --> 00:33:26.544

There's the larger kind of harm reduction pieces that go into, you know, making sure that if you have a.

226 "Megan Colwell, Face It TOGETHER" (2555123200)

00:33:26.629 --> 00:33:36.749

A person at risk that's using, making sure you have narkan available if in the event that anything goes wrong on the overdose side.

227 "Megan Colwell, Face It TOGETHER" (2555123200)

00:33:36.749 --> 00:33:49.109

You know, more complex needle, exchange all of that stuff, but when it comes down to it again, it's really starting somewhere. And let's start with some small steps to get to those big wins.

228 "Megan Colwell, Face It TOGETHER" (2555123200)

00:33:52.799 --> 00:34:06.329

Another miss the person with addiction needs to help. Not me. Um, I've talked so much about loved ones today. I don't know that how I can put any more emphasis on that. Addiction affects.

229 "Megan Colwell, Face It TOGETHER" (2555123200)

00:34:06.354 --> 00:34:11.844

Everyone it ripples out negatively and positively. Like I said earlier.

230 "Megan Colwell, Face It TOGETHER" (2555123200)

00:34:12.054 --> 00:34:24.624

Um, so getting the tools like I said, supporting the loved 1 working on that compassion fatigue, making sure that they have an understanding of what their person at risk is going through. Um.

231 "Megan Colwell, Face It TOGETHER" (2555123200)

00:34:25.049 --> 00:34:28.559

Is more likely to motivate change.

232 "Megan Colwell, Face It TOGETHER" (2555123200)

00:34:28.559 --> 00:34:41.639

You know, you're modeling that behavior change you're, you're being supportive, but you're also setting boundaries to take care of yourself and and understand kind of where you lie. But you're also keeping that that positive relationship too.

233 "Megan Colwell, Face It TOGETHER" (2555123200)

00:34:41.639 --> 00:34:54.024

It's so key, um, in the wellness process and that allows you as a loved 1 to be a participating member of that recovery that wellness journey.

234 "Megan Colwell, Face It TOGETHER" (2555123200)

00:34:54.024 --> 00:34:59.724

And I, those that have that are even more successful. Um.

235 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:00.059 --> 00:35:08.304

I can't I can't harp on that enough and that's something that we really, really try to change whenever we're out in the community is love ones can get help and support.

236 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:08.574 --> 00:35:16.824

And the tools that they need before their person is is even ready, ready for help and it helps to have that advocate in your corner.

237 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:17.249 --> 00:35:22.049

To help you navigate that journey and and understand how to have some of those conversations.

238 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:24.714 --> 00:35:38.814

That being said, I wanted to show you a little clip on 1 of our members and her journey with her son, her son struggles with substances for quite a long time.

239 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:38.814 --> 00:35:41.784

And I'm happy to say he's doing very, very well at this point.

240 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:42.049 --> 00:35:51.869

She is 1, who has given us a lot of feedback on the impact of her employment, as she was going through that process. Um, you know, just.

241 "Megan Colwell, Face It TOGETHER" (2555123200)

00:35:51.869 --> 00:36:05.339

Her thoughts, emotions and behaviors, and she's in a technical piece to our organization and our member advisory council. So I'm going to give you a quick snapshot of Christian story.

242 "SP2" (645450752)

00:36:07.074 --> 00:36:16.044

I have a son who has struggled with his own addiction since he was 14. he's currently 29 and I struggled along with him.

243 "SP2" (645450752)

00:36:16.044 --> 00:36:26.784

I became very, very unhealthy in my own behaviors and my interactions with my son during that time, cause I really didn't know what I was doing. I learned so much. much

244 "SP2" (645450752)

00:36:26.984 --> 00:36:38.564

My coach, he taught me how to communicate with my son, our family, it was just a really big pivotal moment for us in our relationship, and the growth that we all went through after that.

245 "SP2" (645450752)

00:36:38.954 --> 00:36:46.754

And I would say that now we are in a place where we are all very, very well. And we talk very openly with each other and work through the.

246 "SP2" (645450752)

00:36:46.959 --> 00:36:55.949

Pulls together, which we had never really done before the picture that I have at my family. I mean, so much to me is the time that we got together after.

247 "SP2" (645450752)

00:36:55.949 --> 00:37:01.769

It's a beautiful picture about for my family.

248 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:09.774 --> 00:37:13.314

I love that was a brief snapshot of of Christian story.

249 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:13.344 --> 00:37:27.294

She's got a more in depth video, but you can just see kind of the effect, and the emotion on the loved ones and, uh, they are doing well, still coaching with us. Cause again, it's, it's remember it's.

250 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:27.599 --> 00:37:35.789

Understanding the chronic disease model, and making sure that you have kind of those long term support pieces in place to support you on that journey.

251 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:37.169 --> 00:37:40.674

So, I want to kind of close it full circle. We've talked about pure coaching.

252 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:40.674 --> 00:37:55.044

We've broken down some miss, but how do how do people get started with our organization and our services we can reach out via phone or on our website, which is where I direct people most of the time. That's the fastest easiest way to get connected with us.

253 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:55.254 --> 00:37:56.994

There's a big green button on the top.

254 "Megan Colwell, Face It TOGETHER" (2555123200)

00:37:57.169 --> 00:38:04.034

Hand corner of our website that says get started you click that it asks for some contact information again. Very minimal.

255 "Megan Colwell, Face It TOGETHER" (2555123200)

00:38:04.184 --> 00:38:17.144

We are not going to make you fill out an application or go through hoops and hurdles to try to get started and get connected with somebody. It's basically just going to ask for your contact information that will trigger us to.

256 "Megan Colwell, Face It TOGETHER" (2555123200)

00:38:17.194 --> 00:38:21.243

Reach out and give you a call again.

257 "Megan Colwell, Face It TOGETHER" (2555123200)

00:38:21.274 --> 00:38:35.674

Our whole focus is to tear down that judgment and stigma piece make that onboarding process as easy barrier free as possible and as warm and open as possible everyone on our onboarding team also has lived experience.

258 "Megan Colwell, Face It TOGETHER" (2555123200)

00:38:35.734 --> 00:38:37.084

Um, and so.

259 "Megan Colwell, Face It TOGETHER" (2555123200)

00:38:37.169 --> 00:38:47.940

You get to it's kind of like a mini coaching session in the beginning so we're gonna we're gonna do it by a phone. Everything is online. We will send those assessments out.

260 "Megan Colwell, Face It TOGETHER" (2555123200)

00:38:47.940 --> 00:39:01.375

And then we'll get you matched up with a coach that is hopefully the the right match on not only the experience, but the personality side to to be that support for you. I always tell people don't let finances be a barrier.

261 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:01.375 --> 00:39:07.375

We have so many grants and sponsorships available that most of our members don't pay anything out of pocket.

262 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:07.940 --> 00:39:10.470

It is very, very rare that somebody pays out of pocket.

263 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:10.470 --> 00:39:19.530

Again, side note, um, you know, pure coaches, we're not clinical, so we can't build through insurance. We can bill through, but.

264 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:19.530 --> 00:39:30.475

That's why we went out and got the grants. We do a lot of work on the back side to make sure that finances aren't a barrier for anyone. So not only, um, whether or not you meet the financial requirement.

265 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:30.685 --> 00:39:39.505

We also have grants for specific types of usage, um, geographical areas, et cetera. So we have a plethora to kind of match you up with to make.

266 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:39.530 --> 00:39:52.830

Sure, that it's just because you don't qualify for something on paper financially. We still have options with other grants to cover you. The other thing I get asked quite a bit when people reach out to us for services and are struggling.

267 "Megan Colwell, Face It TOGETHER" (2555123200)

00:39:52.830 --> 00:40:01.440

Just because in the addiction landscape, and I think in the mental health landscape too, you know, people reach out and that's a 1000 pound phone that they pick up.

268 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:01.440 --> 00:40:12.085

And in that moment, then they're told, it'll be 3 months before we can get you in, or we have a bed available, or we have, we have a wait list. We don't we try to stay ahead of that trend in our hiring.

269 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:12.505 --> 00:40:21.295

So, from that 1st phone call to your 1st coaching session, that's generally in 4 to 5 days. However, when we meet our members where they're at, we will throw the paperwork.

270 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:21.440 --> 00:40:29.970

The window, especially if someone's in crisis and get them connected to a coach and we'll figure out the paperwork and all that good stuff.

271 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:29.970 --> 00:40:37.830

A day or 2 later it's important to make sure that we provide that support in the moments. And again, our members where they're at.

272 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:39.745 --> 00:40:51.955

So, in closing, that's just a general overview of peer coaching our organization and hopefully just filling some stigma some barriers and

some myths around addiction.

273 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:52.225 --> 00:40:57.745

I appreciate so much the time that you've given me today and.

274 "Megan Colwell, Face It TOGETHER" (2555123200)

00:40:57.830 --> 00:41:02.940

Feel free to reach out to us at any time with any questions or concerns.

275 "Megan Colwell, Face It TOGETHER" (2555123200)

00:41:02.940 --> 00:41:06.360

And we would love to start helping support any 1.

276 "Megan Colwell, Face It TOGETHER" (2555123200)

00:41:06.685 --> 00:41:10.135

Thank you so much great. Thank you.

277 "Mack, Kari" (1825490176)

00:41:10.135 --> 00:41:21.745

So much Megan for that information and for sharing more about the awesome support, it sounds like your organization provides we're going to move into the question and answer part of our presentation here today.

278 "Mack, Kari" (1825490176)

00:41:21.745 --> 00:41:26.275

So, listeners go ahead and continue to submit your questions and we'll just answer as many as.

279 "Mack, Kari" (1825490176)

00:41:26.360 --> 00:41:38.910

We're able to or as much as time permits. So, 1st, question that we have here is what qualities or characteristics do you look for in a successful peer coach?

280 "Megan Colwell, Face It TOGETHER" (2555123200)

00:41:39.445 --> 00:41:54.265

That's a great question and I actually get that quite a bit because I have people asking okay, so what's the length of wellness that then makes you a successful peer coach and we don't or education or, you know, what,

281 "Megan Colwell, Face It TOGETHER" (2555123200)

00:41:54.265 --> 00:41:58.705

what are those background experiences characteristics that roll into that.

282 "Megan Colwell, Face It TOGETHER" (2555123200)

00:41:58.910 --> 00:42:00.060

Um.

283 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:00.060 --> 00:42:09.360

Obviously, we need our coaches to have the live experience and to be well, that's that's the most important. Because a coach who has has.

284 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:09.985 --> 00:42:17.095

They're they're fully well, they can help support others that's critical to the process. However, we don't put a number on it.

285 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:17.275 --> 00:42:28.075

So I think it comes down to, you know, you can be into your recovery and be well for 8 years versus somebody who's into the recovery. And well, for 3 years.

286 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:29.395 --> 00:42:43.525

But that does not determine the quality of their wellness, and I don't want to say quality, but it really depends on the person. So, just like our coaching being very unique and personalized. We don't have an education requirement on coming onto that.

287 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:43.525 --> 00:42:47.845

Our coach is coming in and we also don't set kind of a wellness.

288 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:47.910 --> 00:42:58.375

Um, piece, we do like them to have, at least a few years of wellness underneath their belt, but it comes down more to our particular assessments that we created for that process.

289 "Megan Colwell, Face It TOGETHER" (2555123200)

00:42:59.215 --> 00:43:07.825

They then go through an interview process, not only with our coaching supervisor, but then with a panel of our veteran coaches.

290 "Megan Colwell, Face It TOGETHER" (2555123200)

00:43:07.910 --> 00:43:20.325

You know, our rock star veterans, who have been coaching some of them since we opened our doors in 2009, they are our best asset when it comes to that because they can really better than I ever could.

291 "Megan Colwell, Face It TOGETHER" (2555123200)

00:43:20.325 --> 00:43:27.345

Or, even our CEO ever could really identify the characteristics during

that process. during that process

292 "Megan Colwell, Face It TOGETHER" (2555123200)

00:43:27.910 --> 00:43:34.740

So that was a non answer answer. Um, but it gave you a little glimpse of how we approach that.

293 "Mack, Kari" (1825490176)

00:43:35.940 --> 00:43:47.760

Great and the next question just kind of follows up how is peer coaching qualifications different than the coaches for the loved ones programs? Is there any difference in qualifications there?

294 "Megan Colwell, Face It TOGETHER" (2555123200)

00:43:48.565 --> 00:44:02.155

No, I should have mentioned this earlier, too like some of our coaches come to us and, you know, they're certified addiction counselors, but that was from a previous past role. Um, you know, those who are passionate about supporting people going through addiction.

295 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:02.155 --> 00:44:07.525

Some of them come to us with other certifications prior to that for the loved 1 coaches.

296 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:07.760 --> 00:44:11.460

They go through the same hiring process they go through.

297 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:11.460 --> 00:44:22.405

A little bit different assessments rate, because the questions have to be different because they're working with the left 1 population. So they're more focused on on the left 1 side. The panel of coaches then changes too.

298 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:23.125 --> 00:44:31.375

Well, we use a combination for both, but a little bit more heavy focused on our loved 1 coaches. Our Rockstar loved when coaches, they go through.

299 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:31.460 --> 00:44:37.245

The same training that certification process that our persons with addiction coaches do,

300 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:37.665 --> 00:44:51.375

but they also have some of their own continuing education pieces and

that's really driven by what our loved 1 coaches are seeing in our members what our members are looking for. Um.

301 "Megan Colwell, Face It TOGETHER" (2555123200)

00:44:51.460 --> 00:45:06.060

Bringing in additional resources, like, we just did a continuing education piece on tapping to overcome and help, um, process and work through, um, anxiety and other things that are coming up.

302 "Megan Colwell, Face It TOGETHER" (2555123200)

00:45:06.060 --> 00:45:14.250

But loved ones, kind of the, the lateral coaches go through the same qualifications, but they do have a little bit different of continuing education.

303 "Megan Colwell, Face It TOGETHER" (2555123200)

00:45:14.250 --> 00:45:17.370

More focused on working through that piece.

304 "Mack, Kari" (1825490176)

00:45:19.500 --> 00:45:32.940

Great next question my son has been clean for 5 years now, but it was a very rough road to get where he is today. Also. If he were to ever relapse. I do not have a professional support system. 1. can.

305 "Mack, Kari" (1825490176)

00:45:32.940 --> 00:45:36.750

What can you offer for parents and family members in my position.

306 "Megan Colwell, Face It TOGETHER" (2555123200)

00:45:36.750 --> 00:45:48.300

1st of all. Congratulations 5 years and the journey that it took to get there. So I just, I just want to take a moment for all of us to recognize and celebrate that with, you.

307 "Megan Colwell, Face It TOGETHER" (2555123200)

00:45:49.525 --> 00:46:02.365

We call it re, recurrence of symptoms, you know, it's it's pretty normal in the process. So I also don't want to kind of stigmatize that piece. What we, what we do is on the left 1 side.

308 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:02.365 --> 00:46:08.155

We would love to coach you even right now, and kind of keep you in touch.

309 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:08.300 --> 00:46:14.925

Keep you supported and kind of keeping you focused on not only your own wellness and supporting your son and his wellness as well.

310 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:16.095 --> 00:46:28.125

So, we just like, for our person's with addiction where we coach people at any stage in the process, we do the same for loved ones. It's okay that your son has been well for 5 years. That's amazing.

311 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:28.620 --> 00:46:37.980

We will take you on as a loved 1 coaching member and continue to support you and kind of provide those tools for you moving forward. But again.

312 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:38.755 --> 00:46:51.895

It was a hard road for you as many of our members, but it's important to keep that open communication keep that compassionate approach with him. Help him celebrates all of these moments that he's having.

313 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:51.895 --> 00:46:57.745

I mean, he's 5 years in, but, you know, there are still good days and bad days and there are experiences that can still be.

314 "Megan Colwell, Face It TOGETHER" (2555123200)

00:46:57.980 --> 00:47:10.110

Paying for him, so the more right now that you can stay open communicative and positive with him the more that you are going to be able to be there for him. If a recurrence of symptoms ever does happen.

315 "Mack, Kari" (1825490176)

00:47:11.700 --> 00:47:17.010

Perfect, thank you. What is the cost of a coaching session for a loved 1?

316 "Megan Colwell, Face It TOGETHER" (2555123200)

00:47:17.010 --> 00:47:31.650

The beautiful thing is that whether you're a person with addiction or a loved 1, it doesn't matter for the grants. So it's the same it's the same process. So, our loved ones get qualified underneath the same grants as our persons with addiction dual.

317 "Megan Colwell, Face It TOGETHER" (2555123200)

00:47:33.630 --> 00:47:43.650

So, to clarify that, again, they fall underneath kind of just our general coaching members. And again, it's very rare that I have a coaching member pay out of pocket.

318 "Mack, Kari" (1825490176)

00:47:44.880 --> 00:47:51.360

Okay, do you offer coaching for nicotine marijuana or any other types of vaping addiction?

319 "Megan Colwell, Face It TOGETHER" (2555123200)

00:47:52.255 --> 00:47:58.195

Yes, so we specifically coach for alcohol and substances.

320 "Megan Colwell, Face It TOGETHER" (2555123200)

00:47:58.765 --> 00:48:11.185

So I get a lot of people that reach out for gambling shopping, pornography, et cetera and those we need to navigate and connect to another resource. You know, marijuana is.

321 "Megan Colwell, Face It TOGETHER" (2555123200)

00:48:11.360 --> 00:48:23.100

Something we're seeing an increase in our, our coaching members that are looking for help and support with that. Nicotine specifically probably doesn't fall underneath that. Um.

322 "Megan Colwell, Face It TOGETHER" (2555123200)

00:48:24.025 --> 00:48:26.125

Our overall model,

323 "Megan Colwell, Face It TOGETHER" (2555123200)

00:48:27.085 --> 00:48:41.725

we would kind of look at do they have any other alcohol or substance use that's kind of going along with that in the same for vaping so I just want to provide some clarification alcohol and substances are what we focus on for both our persons with addiction on our loved ones.

324 "Megan Colwell, Face It TOGETHER" (2555123200)

00:48:41.725 --> 00:48:43.015

So, marijuana definitely.

325 "Megan Colwell, Face It TOGETHER" (2555123200)

00:48:43.100 --> 00:48:52.860

Falls underneath that, if it's only nicotine, if it's only vaping, then that probably won't qualify for for us. We need to be a.

326 "Megan Colwell, Face It TOGETHER" (2555123200)

00:48:52.860 --> 00:48:59.160

A master of our trade and be really focused on our mission and overall goal.

327 "Mack, Kari" (1825490176)

00:49:00.870 --> 00:49:08.700

You had mentioned that you serve members in more than 46 States wondering which states are not included.

328 "Megan Colwell, Face It TOGETHER" (2555123200)

00:49:09.175 --> 00:49:21.145

Um, I just looked at the map the other day that came out and I should have memorize them some East Coast. Some of the smaller East Coast.

329 "Megan Colwell, Face It TOGETHER" (2555123200)

00:49:21.145 --> 00:49:24.714

I know New Hampshire specifically was on there that were missing.

330 "Megan Colwell, Face It TOGETHER" (2555123200)

00:49:27.720 --> 00:49:35.310

I think the Washington D. C area, I want to say Marilyn, we've got like, a little pocket of the East Coast kind of.

331 "Megan Colwell, Face It TOGETHER" (2555123200)

00:49:35.310 --> 00:49:40.230

That mid coastal area that we're missing, um.

332 "Megan Colwell, Face It TOGETHER" (2555123200)

00:49:40.230 --> 00:49:45.240

We do pretty well, we have numbers in New York, New Jersey, et cetera. Um.

333 "Megan Colwell, Face It TOGETHER" (2555123200)

00:49:45.240 --> 00:49:53.100

We do have our own data evaluator, so she's always trying to. She's like, we need to like, color and all the Mac. We're almost there. We're close.

334 "Mack, Kari" (1825490176)

00:49:55.290 --> 00:50:04.140

Sure, next question is what is the timeframe that support is provided is peer support time limited.

335 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:05.160 --> 00:50:19.705

So, I'll start with, you know, when somebody on boards with us and starts coaching, it's really individualized to kind of where they're at. So, if it's kind of a crisis situation, they're in the heat of things and they're like, I need to talk to somebody every day for a while.

336 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:19.855 --> 00:50:25.075

That's great. We're gonna meet them where they're at. In general. Most of our members do weekly sessions with.

337 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:25.160 --> 00:50:27.900

Our coaches for about 45 minutes long.

338 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:27.900 --> 00:50:33.540

Where that goes from there really is dependent on the coach and the member.

339 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:34.105 --> 00:50:44.515

So that's so, that's very subjective. So, we have members that have been coaching with us since we opened our doors in 2009. their frequency has changed, depending on kind of where they're at and their wellness.

340 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:44.515 --> 00:50:53.455

But all of our members know that, you know, if they're only doing quarterly, because they've been coaching for years and there's. years and there's

341 "Megan Colwell, Face It TOGETHER" (2555123200)

00:50:53.540 --> 00:51:05.535

Decades into their wellness journey, if a life event happens a loss and appointment change anything that's just in them out. They know that they can pick up that frequency more often, depending on, you know, kind of what they need.

342 "Megan Colwell, Face It TOGETHER" (2555123200)

00:51:05.745 --> 00:51:12.225

So, we don't put a timeframe or a time limit on well, you know, you've been coaching with us for 6 months. So now you're done.

343 "Megan Colwell, Face It TOGETHER" (2555123200)

00:51:12.985 --> 00:51:27.685

That that's not how it works. It's very personalized and unique so we need to adjust with our members. And again that's a conversation between the pure coach and the member. They're not scheduling through the onboarding team or a 3rd party. Once they get connected with that coach.

344 "Megan Colwell, Face It TOGETHER" (2555123200)

00:51:27.685 --> 00:51:32.395

It's them and the coach kind of identifying hey, I'm in a really good place.

345 "Megan Colwell, Face It TOGETHER" (2555123200)

00:51:32.570 --> 00:51:40.440

I think I could go from weekly to every other week or things that really happened and I really need extra support this week leading up to this.

346 "Megan Colwell, Face It TOGETHER" (2555123200)

00:51:40.440 --> 00:51:47.010

I meant that I'm really stressing out about so they can again adjust and meet our members where they're at.

347 "Mack, Kari" (1825490176)

00:51:49.590 --> 00:52:01.740

Perfect next question is there any things someone should know about using coaching? Virtually what? Virtual platform and how virtual coaching is compared to face to face.

348 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:01.740 --> 00:52:05.490

Perfect that's an excellent question. Um.

349 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:06.025 --> 00:52:20.095

I think we all got really comfortable with virtual support virtual just lives, um, through the pandemic. It kind of reset our, our culture in that way.

350 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:20.575 --> 00:52:25.405

We use a zoom platform, but it runs through our, um, again, we don't call.

351 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:25.490 --> 00:52:30.105

Then patients, but patient care platforms. So that is, is HIPPA compliance.

352 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:31.245 --> 00:52:45.195

So, how it works, if you're doing a video session is about 10 minutes before your session starts, the coach engages the link and sends that out via text and email so that you can do it either on your phone, your laptop, your.

353 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:45.490 --> 00:52:51.720

Stop however, you want you click the link, you go right into the session with your coach. Um.

354 "Megan Colwell, Face It TOGETHER" (2555123200)

00:52:51.720 --> 00:53:04.885

How does that compare to face to face? Uh, we actually did a deep data dive. We tried to do 1 a year and so our last 1 looked at the outcomes between our in person coaching our, our video coaching and our phone coaching, right?

355 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:04.885 --> 00:53:11.485

Because we wanted to see, like, are we being effective, especially with the growing increase of the use of that platform.

356 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:11.720 --> 00:53:24.465

We were very pleased to see that in person and virtual were were almost dead, even I think there was a 2 percentage point difference between the, the 2, in terms of, um, outcome ratios phone drops off quite a bit.

357 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:24.825 --> 00:53:31.395

But, again, you're missing that face to face connection. I think if we had done that data study in, say, 2019. thousand and nineteen

358 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:31.720 --> 00:53:44.975

Probably would not have had the same results, but the pandemic kind of spread that telehealth comfortability along and it's just good to know that, that we are still being effective via video, sometimes people like,

359 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:44.975 --> 00:53:51.695

to start with a phone call too, because they need a little distance. Right. They want to kind of feel it out. See what this coaching process is going.

360 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:51.720 --> 00:53:52.440

Of.

361 "Megan Colwell, Face It TOGETHER" (2555123200)

00:53:52.440 --> 00:54:06.120

You know, look like, but that's another thing we let our members flow between video phone. If they have access to, in person, we want them to be able to kind of take take us wherever they need us. And wherever we, they go.

362 "Mack, Kari" (1825490176)

00:54:07.410 --> 00:54:20.580

Great Thank you. Just a few minutes left here. I think we're going to. That will be our last question here for today. I am going to turn it over to my team member, Jordan, and she'll help us close out the session here. Go ahead. Jordan.

363 "Jordan nielsen" (318786048)

00:54:21.595 --> 00:54:36.535

thanks gary and thank you gentlemen again from face it together for this informative presentation there will be a five question survey on the side panel we finally just ask you to take a few moments to fill that out so we can keep our presentations and

364 "Jordan nielsen" (318786048)

00:54:36.535 --> 00:54:40.555

seminars relevant to you and if you haven't already done so feel free to

365 "Jordan nielsen" (318786048)

00:54:40.580 --> 00:54:52.800

To listen to the replays of any of our past seminars and be sure to sign up to receive automatic emails as well for upcoming sessions. Um, thank you all. And I hope you have a great rest of your day and thank you again again.

366 "Megan Colwell, Face It TOGETHER" (2555123200)

00:54:52.800 --> 00:54:59.580

Thank you guys for having me on today.