

Clubhouse Response to COVID-19 IMPACT SURVEY

Between April and June 2020, 310 member Clubhouses were invited to provide feedback about the essential needs and actions of Clubhouse communities during the pandemic.



Who Answered?

144 Clubhouses

- 22 Countries
- 29 US states

5,062 total responses!

Staying Connected

During the early phase of the pandemic

- 90% of Clubhouse buildings closed, yet
- 100% connected with active members
- 86% connected with members who had not been to the building in over 90 days
- 33% added new members!

"I'm actually more involved with the Clubhouse since Covid-19 happened due to our daily Zoom meetings, and my work with the Technology Group supporting members so they can connect with Zoom. I also do outreach calls to 5 other members daily to see how they are doing, which helps take my mind off my own problems."

Virtual Services Offered by Clubhouses

- All Clubhouses continued communicating with members by phone, text and/or email
- Use of social media tools increased, with the most significant growth (six-fold) in the use of "Hangouts" "Slack" and "Discord"
- Video conferencing also increased dramatically, with Zoom offerings jumping from 9% of Clubhouses pre-pandemic to 66%!

"The daily calls help me connect, the daily face time is important to keeping me connected to Clubhouse."

New Webinar Series!
We Are Not Alone:
Growing Stronger Together

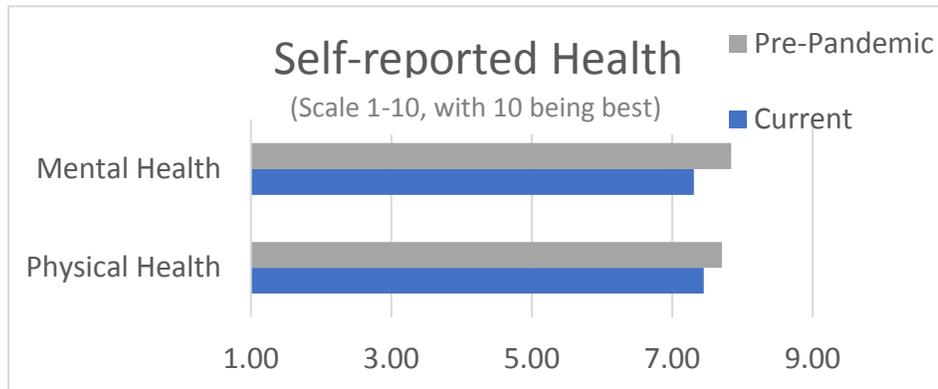
"I attend meetings through zoom and I feel like I am connected with what is going on and with other members. There are activities and I also check in with members from the Clubhouse through social media and personal calls."

"I have some days that I get depressed but reaching out to the staff members at the Clubhouse has really helped."



Clubhouse Community Resilience

- **88%** of members reported keeping a daily routine on most or all days
- Most common coping mechanisms included contact with Clubhouse staff (74%), contact with other members (47%), and technology use (internet, e-mail, social media; 43%)



Members reported very little change in their mental or physical health, indicating strong resilience within Clubhouse communities.

Virtual Tools Used By Members

Top 5 Preferred*

- Phone (78%)
- Text (35%)
- Facebook (21%)
- Email (19%)
- Zoom (19%)

Top 3 Barriers to Using Technology*

- Lack of knowledge about how to use equipment (20%)
- Cost of equipment (18%)
- Lack of knowledge about how to use apps or online meeting programs (16%)

55% of Members reported receiving training and/or technical assistance from their Clubhouse

*Could choose ≥ 1

“I feel ‘connected’... I talk daily with multiple staff, but I miss the physicality of the Clubhouse. The people in the building, the daily work ordered day tasks, time interacting with my friends, the routine of being out of the house with my Clubhouse community and not stuck in these four walls.”

What's Next?

- We have changed the way we do things during the pandemic to ensure the safety of our Clubhouse communities. Virtual services have allowed us to find creative ways to stay connected, and even increase the number of people we’re able to serve.
- We must continue to provide virtual options for equitable access to service in the post-pandemic future.

Created in collaboration with Club Itaca Roma, Fountain House, Magnolia Clubhouse, Michigan State University, Wayne State University, and all the Clubhouse Members and staff who participated.



Clubhouse International

Creating Community: Changing the World of Mental Health

<https://clubhouse-intl.org/>