This report represents Fountain House, Inc.’s responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
Fountain House is dedicated to the recovery of men and women with mental illness by providing opportunities for our members to live, work, and learn, while contributing their talents through a community of mutual support. We are committed, as we have been since 1948, to bettering the lives of people with mental illness everywhere. We do this through the development of innovative techniques, research and sharing knowledge with others. Our goal is a high quality of life for all members, ongoing improvement and the ultimate elimination of stigma against those with mental illness. Success depends upon our ability to inspire partnerships between members, staff, board members, corporate partners, medical providers and the larger community. Fountain House has inspired the creation of hundreds of similar programs in 34 countries that serves more than 100,000 people annually. In 2014 the Conrad N. Hilton Foundation recognized our global reach and the efficacy of evidence-based model...
Charting Impact, visit www.guidestar.org/chartingimpact
1. What are we aiming to accomplish?

Since its inception in 1948, Fountain House has been working to improve the lives of people with mental illness through its innovative, community-based recovery model. Its goal is to increase access to its unique, evidence-based program, while at the same time reducing the stigma associated with mental illness. The Fountain House recovery model reduces isolation and hospitalizations, and challenges the long-standing beliefs of what a person with a mental illness can achieve. In order to increase Fountain House's capacity to reach individuals living with mental illness in New York City and across the globe, it is consistently evolving its programs to reach new demographics. Within the last year, Fountain House has launched several new programs: The College Re-Entry Program – College-age youth are particularly vulnerable to experiencing mental illness and there is an urgent need for early intervention programs that can help these young adults. Fountain House's College Re-Entry pilot program is designed to positively engage students who are in danger of abandoning their education due to mental health crises. It will help young adults develop the skills, confidence and motivation they need to successfully re-enter college in a structured and supportive community-based environment. The Veterans Program – Widespread mental health conditions and the associated stigma are serious obstacles for the successful reintegration of veterans into civilian society. The Veterans Project will address the high rates of Post-Traumatic Stress, suicide, unemployment, homelessness, and substance abuse among veterans. Once developed, Fountain House intends to scale an independent program that can be replicated throughout the US. Fountain House's unique approach has been recognized as a useful model for helping veterans transition back into civilian life. Fountain House Bronx – Fountain House officially opened its Bronx satellite clubhouse located at 564 Walton Avenue in July 2013. Fountain House President Kenn Dudek recognized a unique opportunity to expand organizational capacity in New York City. The Bronx clubhouse provides more New Yorkers living with mental illness the opportunity to become a part of Fountain House's unique community and Fountain House is able to demonstrate its efficacy as an international training base by developing a high quality “clubhouse” from the ground up. The Institute – In order to address the growing global mental health crisis, Fountain House has taken on a leadership role in supporting people to replicate its community recovery model. It operates as a training base for leadership, providing intensive three-week and specialized training to clubhouse affiliates training a total of 26 clubhouses with 73 colleagues attending from 9 different countries last year. The Institute also includes an Executive Fellowship, an immersion program that prepares the next generation of leaders in the worldwide clubhouse movement.

2. What are our strategies for making this happen?

A key component to Fountain House's success lies in engaging members in their own recovery. Members run Fountain House side-by-side with staff each day and the programs in which they participate – housing, employment, education, and wellness – are not only created with members in mind, but initiated and implemented by members. Fountain House enhances and supports its programs by: • Building community partnerships, including forming relationships with key local government representatives • Being sensitive to the evolving demographic affected by mental illness and the changing needs of this population • Hosting community-based events to spread awareness and combat stigma, such as the annual 1 in 4 5k run/walk, the annual Symposium and Luncheon To further Fountain House’s global reach and impact, it will continue to employ the following strategies: • Form key partnerships with global mental health leaders, including the World Health Organization, the United Nations, non-governmental organizations, governments and corporations to ensure mental health remains a core focus of all global health initiatives • Address stigma, both stigma that leads to stereotyping and discrimination in countries around the globe and self-stigma of those living with mental illness • Conduct international symposia and conferences with other clubhouse programs, professional associations, academics, and researchers • Continue to offer training in the Fountain House model philosophy and methodology to cultivate leadership around the world

3. What are our organization's capabilities for doing this?

Fountain House has a long tradition of effectively evolving its programs to meet the changing needs of people living with
mental illness. Fountain House is recognized globally as a social innovator and premier National Institute of Mental Health (NIMH) evidence-based leader in creating working communities. As an organization, Fountain House continues to expand its reach through piloting new programs, and currently has over 15,000 donors supporting its mission and goals, which contributes to the financial security and success of its model. Additionally, Fountain House maintains a strong, diverse Board of Directors, including Fountain House members, people with family members living with mental illness and mental health advocates. The Board of Directors cultivates involvement and strong leadership within its subcommittees, which strengthens the organizations ability to successfully meet its goals and fulfill its mission. In July 2013, Fountain House received an $840,000 grant from Substance Abuse and Mental Health Administration (SAMHSA). These funds will be used to develop and implement the e-Supported Sobriety and Recovery project, which will enhance and expand access to recovery supports and treatment services for people with co-occurring substance use and mental health disorders (COD) via Smartphone e-technology services. Fountain House’s work in education serves as a national model. In 2013, FH won first prize for excellence in supported education from the National Council for Behavioral Health, the leading association of mental health organizations in the US. In 2013, Columbia University Press published Fountain House: Creating Community in Mental Health Practice, a book that lays out the conceptual evolution of its signature approach in psychiatric recovery. It is intended to be an important asset for anyone who is interested in building a clubhouse as well as providing an aid for researchers and academics in understanding the impact of a supportive community in mental health policy and practice. It holds a promise and hope for the future of people living with mental illness that is lacking in today's community-based mental health recovery systems.

4. How will we know if we're making progress?

Fountain House employs a customized database (AWARDS) to capture and analyze information and statistics about all Fountain House members. The Research Unit, comprised of members and staff, maintains this database, providing reports on the various programs at Fountain House on a daily, weekly, monthly, and annual basis – the Dashboard. The Dashboard is a quantified presentation of the work in each Fountain House program, measuring success in employment, education, wellness, and housing. The dashboard is reviewed at every Board meeting and is monitored closely by appropriate Board committees. Additionally, every three years Fountain House programs are audited by outside evaluators from Clubhouse International, the official international accrediting body, to ensure that Fountain House is meeting the uniform international clubhouse standards. Moreover, the success of Fountain House programs is demonstrated by the replication of its model throughout the world. There are over 300 programs worldwide, in over 32 states and 30 countries, positively impacting over 100,000 individuals living with mental illness globally.

5. What have and haven't we accomplished so far?

Fountain House accomplishments include: • Pioneered the most successful community-based recovery program for people living with mental illness in the world • Developed an innovative employment program that has been embraced by employers worldwide and established the capacity of men and women with mental illness to go to work and hold jobs • Created an award-winning education program that has radically improved the success rate at schools and universities for people living with mental illness • Pioneered an independent living program for people with mental illness • Developed a new concept in healthcare by integrating medical and mental healthcare and wellness initiatives, applying a holistic and preventative approach to health and well-being • Established local, national and international training and technical assistance programs to replicate the Fountain House model throughout the world • Created an international organization which certifies and accredits Fountain House model programs according to a uniform standard (www.clubhouse-intl.org) • Initiated ongoing research to improve understanding and measurement of the Fountain House approach and its successful outcomes • Built an international movement leading social transformation for people living with mental illness • Written a definitive book laying out the principles and philosophies of working communities to act as a blueprint for those planning to create new Fountain House model programs • Changed mental health policy legislation at national and local levels • Advocated for human rights legislation for people with mental illness • Initiated anti-stigma campaigns at all levels throughout the world which have been
supported by broad coalitions of mental health organizations, including US-based Bring Change 2 Mind (www.bringchange2mind.org) Fountain House's greatest challenge is to replicate its community-based recovery model throughout the world while continuing to challenge discrimination and stigma. This evidence-based, cost-effective model can dramatically transform the lives of people living with mental illness as they help one another and themselves through award-winning programs in housing, education, employment, and wellness. However, governments currently spend less than 2% of all healthcare expenditures on mental health, and have been laggards in investing in community-based models. The fragmented mental healthcare system in the United States invests in medication and crisis intervention but lacks the breadth and scope of community-based mental health recovery centers that are necessary to address this daunting issue. Fountain House has relied primarily on private investment – from individuals, foundations, corporations – to grow and sustain itself. This makes private investments a critical resource in leading people from socially isolated, devastated, destitute lives to lives where they can be healthy and productive.