

Key Metrics

**40+**

Hours of Monthly
Reporting Time Reduced
to Minutes

**99%**

Accuracy Improvement in
Grammar & Language
Clarity

**75%**

Improvement in Overall
Documentation & Note
Accuracy



CHALLENGE



West Virginia Sober Living Solutions supports individuals in recovery across 6 sober living homes. As the organization grew, staff spent 40+ hours per month compiling reports across systems. Communication was inconsistent, difficult to track, and often unclear. Reporting for funders required days of manual effort, limiting staff capacity to focus on support.

SOLUTION



WVSL Solutions partnered with Moodr Health through the Early Innovators Grant to transform reporting and communication. The platform introduced AI-assisted rephrasing and message refinement, closed-loop referrals, and electronic consent forms. These tools standardized data and communication, reducing significant administrative burden.

**Automated
Reporting****Closed-Loop
Referrals****Electronic
Consent**

RESULTS

**1**

Operational Efficiency

Processing data had previously taken 40 hours per monthly report - now, with Moodr Health's software, it could be generated in less than two minutes.

2

Improved Accuracy

Documentation accuracy improved by 75%, with 99% clarity in grammar and language.

3

Stronger Engagement

Closed-loop referrals and electronic consent reduced delays and waitlists, strengthening continuity of care.

Case Study: West Virginia Sober Living Solutions & Moodr Health

By partnering with Moodr Health, West Virginia Sober Living Solutions transformed its reporting and communication system, improving engagement and efficiency with a purpose-built, intelligent platform.

The Challenge

West Virginia continues to face high rates of substance use disorders, with an estimated 274,000 individuals¹ aged 12 and older - 18% of the state's population - affected in 2023 (Substance Abuse and Mental Health Services Administration [SAMHSA], 2023). West Virginia Sober Living Solutions (WVSL Solutions) was founded on the philosophy of compassion and respect for individuals going through recovery, and provides transitional housing and recovery support to those in need. WVSL Solutions hosts six sober living homes across Morgantown and Charleston for men, women, and children.

Yet growth brought about major operational hurdles. Reliant on a costly and inflexible reporting system, staff spent over 40 hours per month manually compiling data for each population-level report. Personalization and customization for individual consumers' recovery plans and assistance were difficult. Preparing monthly reports for funders required days of back-and-forth with spreadsheets, while communication with consumers was often inconsistent and difficult to manage. Messages to consumers often contained technical jargon and grammatical errors, resulting in a lack of clarity and accuracy.

These inefficiencies are not unique to WVSL Solutions. A review of 135 studies found that documentation burden is widespread in healthcare delivery services, with clinicians facing fragmented workflows, duplicate data entry, and spending an extra 1-2 hours daily outside normal work hours on administrative tasks (Hribar et al., 2024). Furthermore, many

¹ WVSL Solutions uses the term “consumers” to refer to the individuals, clients, and residents it serves.

community-based organizations, such as WVSL Solutions, face significant financial barriers. Traditional technology partners often require upfront investment, costly licensing, or inflexible contracts. This often leaves many organizations without access to technology that could streamline operations and improve consumer engagement.

For WVSL Solutions, the challenge was evident: they needed a more precise, efficient, and human-centered approach to data management and communication.

The Solution

WVSL Solutions turned to Moodr Health for a digital transformation designed specifically around their unique needs. As a recipient of the Moodr Health Early Innovators Grant, the organization became a part of a cohort of mission-driven partners selected to advance behavioral health innovation. Not only does this grant enable organizations such as WVSL Solutions to adopt tailored tools for their operational challenges, but it also provides them financial support without traditional barriers, ensuring that innovation reaches the communities who need it most.

The platform offered robust, automated reporting and a built-in AI rephrasing tool to ensure every message was professional and detailed yet delivered in plain language. Processing data had previously taken 40 hours per monthly report - now, with Moodr Health's software and solutions, it could be generated in less than two minutes.

Building on this foundation, Moodr Health developed two additional key features tailored to WVSL Solutions' workflows. Staff at WVSL Solutions previously struggled with limited visibility into whether referrals were acted upon. This proved a large challenge for organizations managing huge resident populations, such as WVSL Solutions, especially given that national data show only 31-38% of individuals with a substance use disorder return for a follow-up within 14 days of initial contact (BMC Primary Care, 2020).

Moodr Health developed a closed loop referral process to ensure peers and care managers are notified of referrals in real time, can follow up directly with consumers, and track progress of those referrals. Not only did this enhance communication between care manager and resident,

but also created a seamless feedback loop tied directly to WVSL Solutions' reporting dashboard. Staff could now view all active and completed referrals from an individual resident's contact record, significantly bolstering continuity of care.

Previously, WVSL Solutions also faced long delays and wait times for in-person signatures on consent forms. Moodr Health's solution now streamlines this process by enabling secure electronic consent forms that can be delivered and signed remotely. Consumers no longer face the prior barriers to timely engagement and care, and staff are able to begin support efficiently without administrative delays.

By integrating Moodr Health's system, WVSL Solutions eliminated nearly all inaccuracies, standardized their communication across consumers, and significantly reduced their time spent on manual reporting. AI-driven tools elevated reporting accuracy from 30% to 99% in grammar and language clarity, while ensuring every message reached its designated recipient efficiently.

Testimonial

"Having one solution allows me to adjust priorities as an agency. From my perspective, reporting upstream now means I can provide all the data we collect over a month to our funders with just a click of the mouse. In the past, that was somebody pulling it off one spreadsheet and putting it on another spreadsheet. We are talking days of time and effort now reduced to one click."

– John Dower, Executive Director of Sober Living Solutions

The Results

Since implementation, the results have been immediate and measurable. WVSL Solutions reduced more than 40 hours of manual reporting work each month to mere minutes. Accuracy of note taking improved by 75% overall. Staff no longer have to spend entire work weeks across disorganized spreadsheets, instead consuming all of the data on one landing page.

These efficiencies provided WVSL Solutions new capacity to focus on what matters most: supporting consumers in recovery. Clear, consistent, and digestible communication transformed outreach. The inclusion of Moodr Health's closed loop referral process strengthened engagement and efficiency in resident care, providing staff real-time visibility into referral activity and ensuring follow-through. Likewise, the introduction of electronic consent removed delays tied to in-person paperwork, enabling staff to provide support efficiently. With Moodr Health's solutions, WVSL Solutions have not only automated reporting, streamlined workflows, and standardized messaging, but also built trust and strengthened relationships with their consumers.

About Moodr Health

Moodr Health is a HIPAA compliant communication and engagement platform that blends human outreach with intelligent workflows to improve care engagement, satisfaction, and outcomes. The platform is built on the backbone of a healthcare CRM and integrates seamlessly with existing systems and workflows to enable care teams to deliver scalable engagement across patient populations, turning real time insights into measurable outcomes. Moodr works with healthcare, education, and community based organizations to enhance satisfaction and reduce avoidable barriers to care. Learn more at moodrhealth.com.

About West Virginia Sober Living Solutions (WVSL Solutions)

West Virginia Sober Living Solutions (WVSL Solutions) is a nonprofit organization providing recovery housing and supportive services for individuals impacted by substance use disorders and co-occurring mental health conditions. The organization empowers clients to take ownership of their recovery through comprehensive support, including sober living, community outreach, supportive employment, and mental health services. Learn more at westvirginiasoberliving.com.