



What is WingMan all about?

In 2019, Addiction Resource Systems, Inc. (ARS) created WingMan for Addiction to redefine the way that addicts progress on the road to recovery. The WingMan native app for iOS and Android is intended primarily for individuals in recovery from drug and alcohol addiction, with a secondary audience of family members, friends, and supportive professionals contributing to the care of recovering addicts.

The app is focused on what research shows to be the 5- to 25-minute period during which an addict experiences a typical craving. Using text or voice chat, participants interact with WingMan's AI-enabled chatbot, which provides a range of encouragement, productive distraction, and quick access to resources to allow individuals to push through the craving and maintain sobriety. The app continually determines which specific tasks and content work best for each person to weather cravings. WingMan is not intended to replace existing relationships or treatments, but rather to provide additional and immediate assistance to individuals in recovery.

Since every interaction with WingMan is recorded, treatment professionals have access through an online portal to frequent and near-real-time insight into the life and activities of recovering participants. The portal allows case managers and counselors to design their own reports and, if needed, to create push notifications and surveys to gain additional feedback from participants. Through the portal, the content of WingMan's knowledge base and activities may be tailored to the treatment methods used by each provider. In this way, each organization can adapt the behavior of the app for their patient population. This customized, specific accountability data is crucial to the overall recovery process by providing actual measures of recovery success.

While WingMan is primarily used by drug and alcohol addicts today, it can quickly and easily be extended to support other addictions as well as other mental health afflictions such as PTSD, depression, suicidal feelings, etc. The data collection and reporting capabilities of the app are equally valuable across all these use cases.

- There is a strong desire to improve long-term success in mental health programs
- One method to do that is to track the progress of participants in a real-time manner
- Ongoing regular contact with participants through WingMan notifications & emails may help keep recovery top-of-mind
- In addition, metrics from WingMan can inform service providers about which treatment methods are most effective
- Data feedback that may be provided include
 - Participant responses to surveys
 - Participant sentiment analysis
 - Participant location tracking
 - Participant completion of required activities (homework)
- As we learn more from the data, we can develop methods to predict relapse