

Why Fund Transportation Services?

In 2022, the Colorado Region 4 Council contracted OMNI Institute (OMNI) to perform an assessment of the Region, utilizing secondary indicator data and primary data to better understand the opioid crisis in the region and the gaps in existing resources. It was determined that there are significant gaps in the availability of Opioid Use Disorder/Substance Use Disorder (OUD/SUD) treatment services in the region.

Given the results of the assessment, the Council selected expanding treatment services, with a focus on increasing access through transportation services, as the primary focus of the next two years. Two sites were awarded funding through an RFP process— Centennial Mental Health Center (CMHC) and North Colorado Health Alliance (NCHA).

This evaluation report details grantee activities for the first quarter of the grant (October 1, 2023 – December 31, 2023). All data presented below reflects outcomes from Quarter 1 only.

Centennial Mental Health Center

Grant Overview

Centennial Mental Health Center (CMHC) received funding to expand existing secure transportation services to include demand response services to transport individuals seeking *voluntary admission* into substance use disorder in-patient services, such as:

- Residential Treatment
- Detoxification And Withdrawal Management
- Outpatient Substance Use Services
- MAT Services
- Individual Outpatient Therapy
- Outpatient Groups
- Relapse Prevention

Initial Start-up Costs

CMHC used funds to purchase infrastructure and bolster staffing capacity needed to support their new transportation services including vehicles, a dispatch system, and a percentage of employee salaries.



VEHICLES PURCHASED: **1**



DISPATCH SYSTEM SOFTWARE



25% OF SALARIES FOR 6 FULL-TIME EMPLOYEES (FTE)

Quarter 1 Grant Accomplishments

Transportation Services Launched October 2023

CMHC has built upon their work in secure transport to build a Non-Emergency Medical Transportation (NEMT) program that helps clients get to SUD treatment centers.

In just one quarter, CMHC has already transported 19 clients and provided over 100 rides. Each client averages over eight rides with the program.



NUMBER OF PEOPLE TRANSPORTED BY PURCHASED VEHICLES:

19



NON-EMERGENCY MEDICAL TRANSPORTATION RIDES COMPLETED TO SUD TREATMENT CENTERS:

110



AVERAGE NUMBER OF RIDES PER CLIENT:

8+



Program Sustainability

The RFP funding does not cover every cost associated with the transportation program. To keep the program running, CMHC offers the following in-kind support:

- .75 FTE Secure Transport Driver
- 3 FTE Non-emergency medical transportation (NEMT) Drivers
- 4 NEMT Transport Vehicles

Services Provided

All clients receiving transportation services participated in outpatient SUD services. Services provided in Quarter 1 included:



Assessment: clients receive an evaluation to determine SUD diagnosis and treatment recommendations



Case Management: clients work with staff to understand and address their individual needs



Individual Services: clients receive one-on-one treatment services



Group Services: clients receive treatment services in a group setting

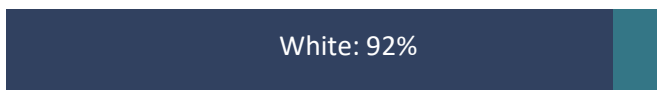
Who was Served

19 clients were served in Quarter 1. Below are demographics of those clients.

Sex



Race



Ethnicity



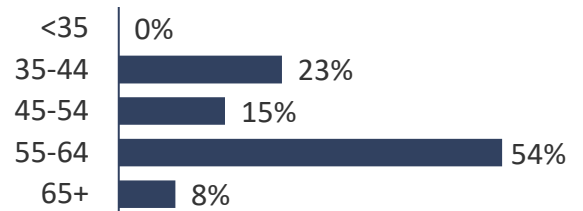
American Indian or Alaska Native: 8%



Client Impact

CMHC has received excellent feedback from clients. All riders have expressed their appreciation for the newly available services.

Age



Service User Residence



Average distance to Medication Assisted Treatment for residents:¹
Logan County-15.8 mi. | Morgan County - 14.3 mi.

1. Recovery Ecosystem Index. https://rsconnect.norc.org/recovery_ecosystem_index/

North Colorado Health Alliance

Grant Overview

North Colorado Health Alliance (NCHA) received funding to provide transportation services to patients seeking treatment and recovery services for a substance use disorder. The funding aligns the regional efforts of NCHA and Advocates for Recovery Colorado (AFRC) to bridge services across the continuum of care within the Region 4 area through:

- Improved Access to Transportation
- Care Coordination
- Overdose Prevention
- Peer Recovery Support Services
- Treatment Support

Initial Start-up Costs

NCHA used funds to purchase infrastructure and bolster staffing capacity needed to support their new transportation services including vehicles, a peer care coordinator, and a peer recovery coach.



VEHICLES PURCHASED: **2**



1 FULL-TIME PEER COORDINATOR



1 FULL-TIME PEER RECOVERY COACH

Quarter 1 Grant Accomplishments

Transportation Services Launched December 2023

With less than one month of transportation services in Quarter 1, NCHA has already established a program with two vehicles that helped 7 people access services. Each car averaged over 400 miles since the start of the grant.

Additional grant funding was used for care coordination and peer-based support services, as well as community partner meetings and supplies for the NCHA Community Hub in Sterling.



NUMBER OF PEOPLE TRANSPORTED BY PURCHASED VEHICLES: **7**



MILEAGE PER VEHICLE: **444 miles**



NUMBER OF CLIENTS SERVED WITH CARE COORDINATION AND PEER-BASED SUPPORT SERVICES: **35**



Program Sustainability

The RFP funding does not cover every cost associated with the transportation program. To keep the program running, NCHA and AFRC offer the following in-kind support.

There are seven NCHA full-time employees (FTE) and three AFRC FTE supporting this grant.

NCHA:

- 2 FTE Medicaid Care Managers
- 1 FTE Peer Recovery Supervisor
- 2 FTE Care Management Supervisors
- 1 FTE Director of Addiction Response
- 1 FTE Manager of Care Management

AFRC:

- In-kind support from AFRC includes: Peer Recovery Supervisor, Peer Recovery Coach, AFRC Leadership

Services Provided

This section provides information on 35 clients who received services funded by the RFP. 7 SUD clients were served by NCHA’s transportation program and 35 served in addition with care coordination and peer based support. All SUD clients had been in treatment, recovery, or coordination services for less than six months. Services provided in Quarter 1 included:



Community Recovery Social Events: clients have the opportunity to socialize with other community members in recovery



Individual Telephone Recovery Support Services: clients receive convenient over-the-phone support from staff



Community Support Meetings: clients participate in a selection of group support meetings serving different populations



Individual Recovery Coaching Sessions: clients receive one-on-one support from a coach in navigating their recovery journey



Peer Recovery Groups: clients participate in group support services led by a peer who has been successful in the recovery process and helps others experiencing similar situations

Who was Served

35 clients were served in Quarter 1. Below are the demographics of those clients.

Sex



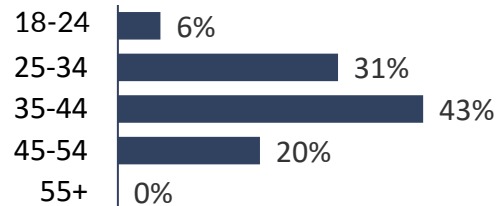
Race



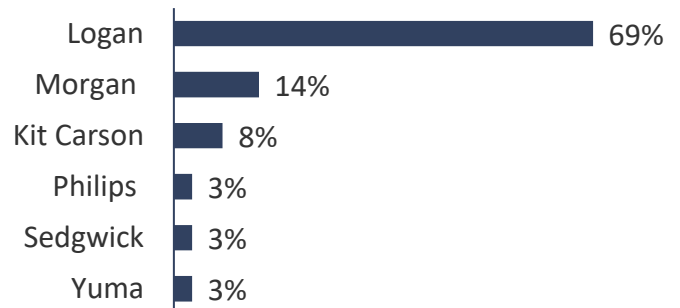
Ethnicity



Age



Service User Residence



Client Survey Launch

NCHA plans to launch their client feedback survey in 2024.



Average distance to Medication Assisted Treatment for residents:¹
 Logan County-15.8 mi. | Morgan County - 14.3 mi.
 | Kit Carson – 21 mi. | Philips – 9.8 mi. | Sedgwick – 10 mi. | Yuma – 15.7 mi.

1. Recovery Ecosystem Index. https://rsconnect.norc.org/recovery_ecosystem_index/