



OMNI INSTITUTE REPORT

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# **Colorado Opioid Abatement Region 4 Council: Transportation RFP Evaluation Quarterly Report**

**Quarter 3 (April 1 – June 30, 2024)**



## Background

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 understand better 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 assessment results, 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, Centennial Mental Health Center (CMHC) and North Colorado Health Alliance (NCHA), were awarded funding through an RFP process.

As the contracted evaluator, OMNI has developed a comprehensive plan to evaluate the RFP grantees. This evaluation report provides a detailed account of the grantees' activities during the third quarter of the grant period (April 1, 2024 – June 30, 2024).

[Click here to view previous reports.](#)

# Centennial Mental Health Center

## Grant Overview

Centennial Mental Health Center (CMHC) received funding to expand existing secure transportation services to include 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

With the grant funds, CMHC purchased a Non-Emergency Medical Transportation (NEMT) van that meets Americans with Disabilities Act (ADA) qualifications. They also purchased a dispatch system for coordinating the transportation program. Additional funds are used each quarter to pay 25% of the salaries for 6 full-time employees (FTE).

## Quarter 3 Grant Accomplishments

### Transportation Services Launched October 2023

CMHC has built upon its existing secure transportation services to build a Non-Emergency Medical Transportation (NEMT) program that increases client access to SUD treatment.

In Quarter 3, 109 unique clients were served using Region 4 funding. Funding provided 462 rides to 109 individuals. Of those, 84 were secure transport and 378 were “NEMT-like.” There was a drop in the number of people transported and the total number of rides between Quarter 2 and Quarter 3, but still a large increase from the start of the program.

Clients who received transportation services averaged over seven rides over the quarter. In Quarter 3, secure transport vehicles averaged 300 miles daily, and NEMT averaged 30 miles daily, up from 270 and 20 miles respectively from Quarter 2, showing an increased range of coverage.



### 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:

- 1 Transportation Coordinator
- 4 Secure Transport Drivers
- 5 NEMT Drivers
- 4 Dispatchers



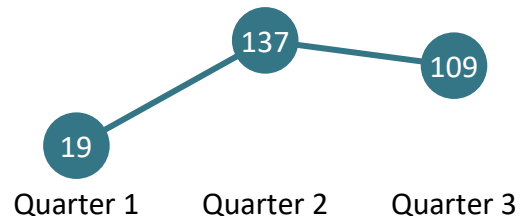
### Number of Vehicles Purchased

2

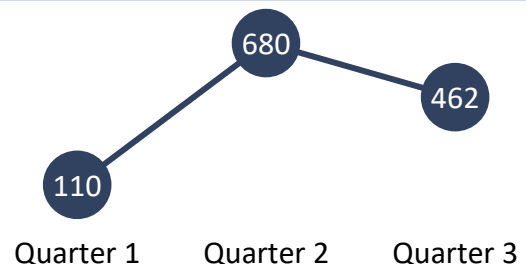
2024 Ford Explorers



### Number Of People Transported

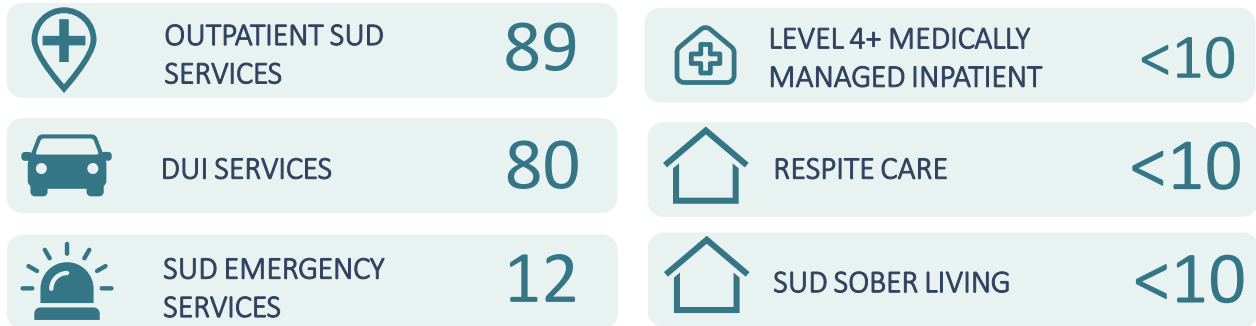


### Total Number Of Rides



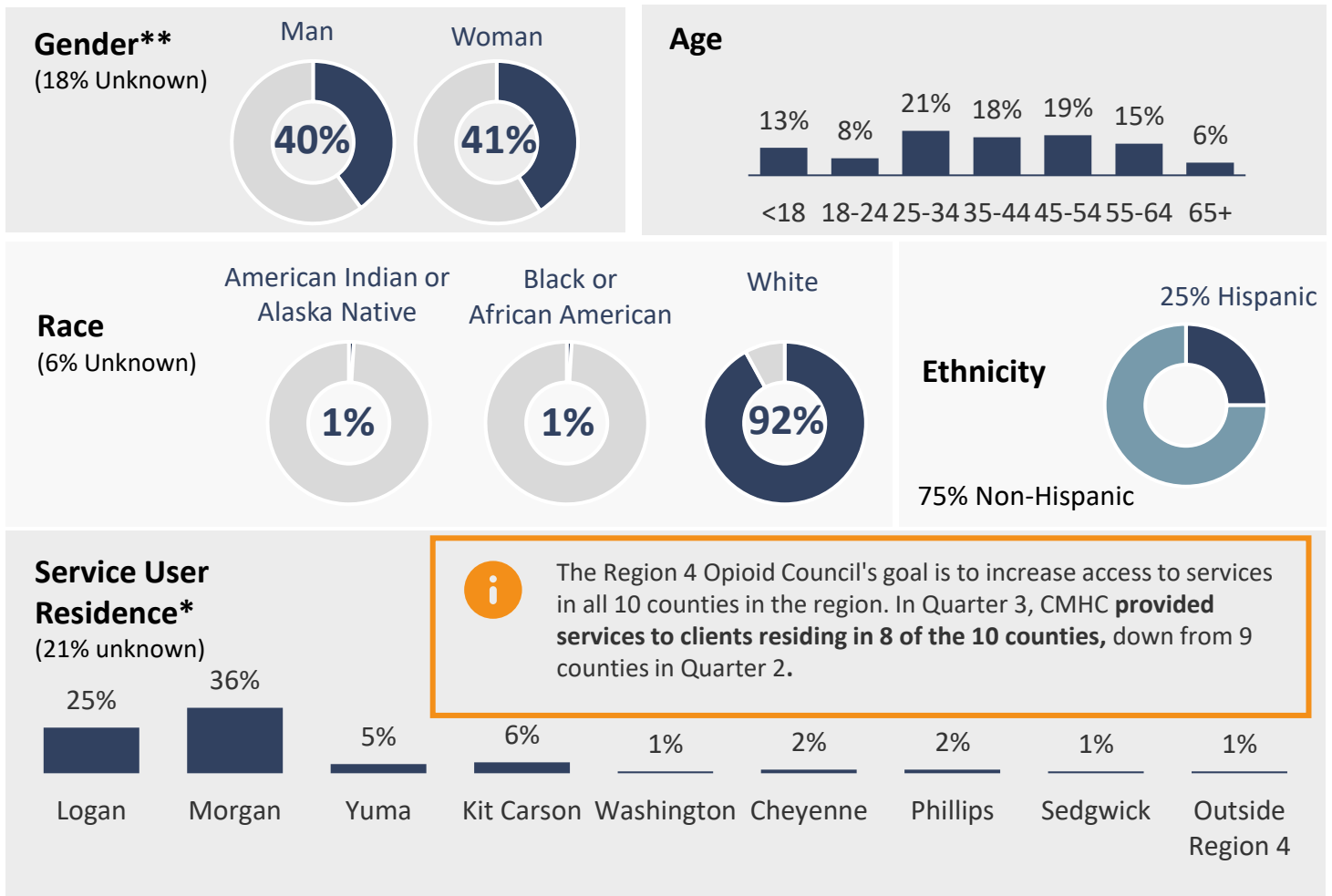
# Services Provided

Below are the top services and unique CMHC SUD clients who use CMHC's transportation services. Additional services included Acceptance and Commitment Therapy (ACT), HUD Services, and Mobile Crisis SUD.



# Who was Served

109 clients were served in Quarter 3. Below are the demographics of those clients. Demographic data stayed mostly consistent with Quarter 2 data, with a decrease in racial diversity. Gender was split almost evenly between those who identified as a man and those who identified as a woman. The percentage of those who identified as white increased from 84% in Quarter 2 to 92% in quarter 3. The percentage who identified as Hispanic increased from 22% to 25% in Quarter 3.



\* Percentages total greater than 100% due to rounding.

# 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 Region 4 through:

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

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

## Quarter 3 Grant Accomplishments

### Transportation Services Launched December 2023

In Quarter 3, 121 unique NCHA and AFRC clients received services funded by Region 4. Grant-funded vehicles provided 3,140 miles of client transportation to 43 unique clients over 142 rides, averaging over 22 miles per ride. NCHA continued to increase their ridership each quarter of the grant.

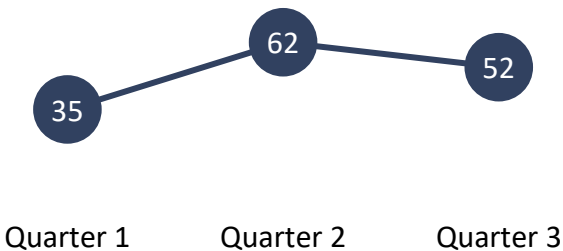
In addition to transportation services, NCHA and AFRC provided care coordination and peer-based support services to 52 individuals, a slight decrease from 62 in Quarter 2.



### Number of People Transported



### Number of People Receiving Care Coordination and Peer Services



### Program Sustainability

The RFP funding does not cover every cost associated with the transportation program. NCHA and AFRC offer the following in-kind support to support program efforts. There are seven NCHA full-time employees (FTE) and five AFRC FTEs supporting this grant.

#### NCHA:

- 2.0 FTE Care Management NCHA Outside of the grant
- 3.0 FTE Supervisors - Addiction Response & Care Management Teams
- 1.0 FTE Director of Addiction Response
- 1.0 FTE Director of Care Coordination

#### AFRC:

- 1.0 FTE Peer Recovery Coach
- 1.0 FTE Northeast Regional Manager
- 1.0 FTE Program Director FRC
- 2.0 FTE Supporting the program outside of the Grant

# Services Provided

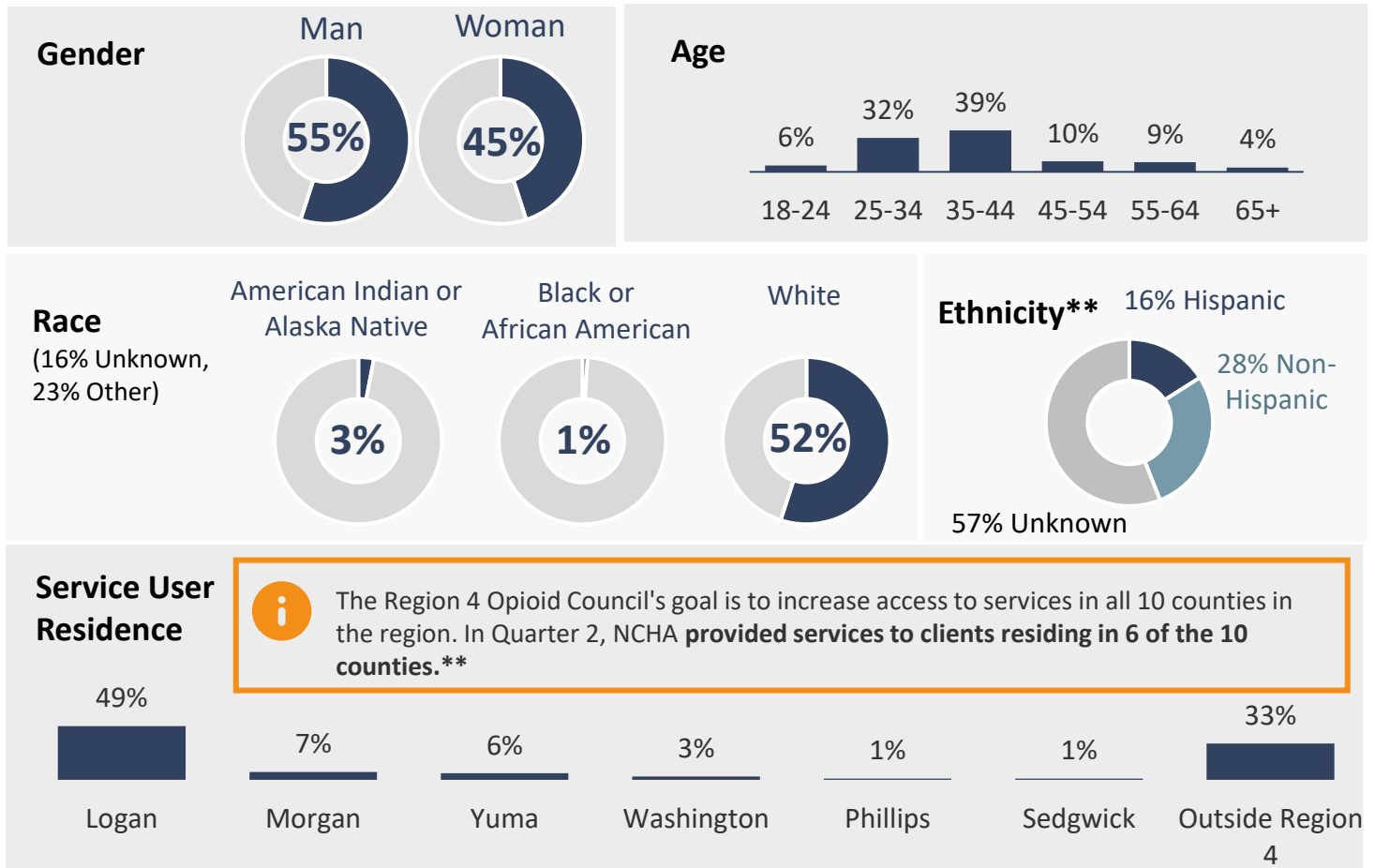
This section provides information on all 121 clients who received services funded by the RFP. 69 SUD clients were served by NCHA's program, and 52 served in addition to care coordination and peer-based support from AFRC. Below are the top services and the *number of times the services were offered*.



Additional services provided by NCHA include MAT connectivity, resource navigation, residential treatment placement, court support, prescription assistance, BH connectivity, withdrawal management, recovery planning, insurance enrollment, home visits, employment support, and community outreach. Additional services provided by AFRC include community support meetings and community recovery social events.

# Who was Served

Below is demographic information on the 69 individuals served by NCHA. In Quarter 3 NCHA did not provide services to anyone under 18 and provided services to clients from fewer Region 4 counties than in Quarter 2.



\*\*Q3 demographic data only contains data for NCHA and should not be compared to previous quarters

# CMHC Client & Provider Feedback

In Quarter 3, CMHC went through some staffing and procedure changes but feel they adjusted well. There is concern about the number of ways clients can schedule appointments and they're working on creating a single system where clients can schedule and cancel appointments. CMHC has noted that they have grown staffing to better meet the clients needs and have noted that interactions between staff and clients have been positive overall.

## CMHC has received mostly positive feedback from their clients:



Transportation services are reliable and help clients get from their appointments and group therapy session in a timely manner. CMHC also provides the transportation back home.



Clients appreciate having multiple ways to schedule and cancel their appointments.



Drivers are communicative and dependable and adjust schedules when needed.

# NCHA & AFRC Client & Provider Feedback

NCHA reports the needs of individuals seeking support continue to rise. As knowledge of services available also continues to rise, NCHA is finding that program capacity will always be a limitation. NCHA has a small staff and is working to pursue additional funds to expand the support they can provide to the region.



NCHA has finalized their new survey that will collect feedback from their transportation clients. This survey will launch in Quarter 4 and will be available in the next evaluation quarterly report. The schedule of AFRC's Perception of Care Survey did not allow for data to be reported in Quarter 3.