



OMNI INSTITUTE REPORT

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

Quarter 2 (January 1 – March 31, 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 second quarter of the grant period (Jan 1, 2023 – March 31, 2023).

[Click here to view the Quarter 1 report.](#)

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 2 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 2, 680 rides were provided to 137 individuals. Of those, 9 individuals received 24 rides in the ADA-complaint van purchased with grant funding. From Quarter 1 to Quarter 2, **the number of people transported increased by more than seven times, and the total number of rides provided increased by over six times.**

Clients who received transportation services averaged five rides over the quarter. In Quarter 2, secure transport vehicles averaged 270 miles daily, and NEMT averaged 20 miles daily.



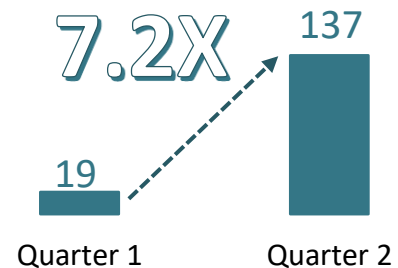
Program Sustainability

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:

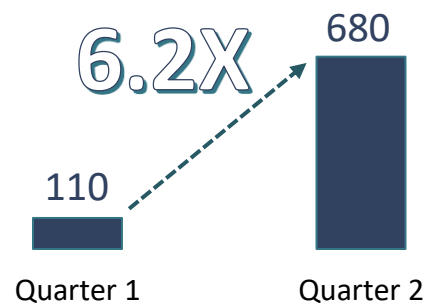
- 1 Transportation Coordinator
- 4 Secure Transport Drivers
- 4 NEMT Drivers
- 4 Dispatchers



Number Of People Transported

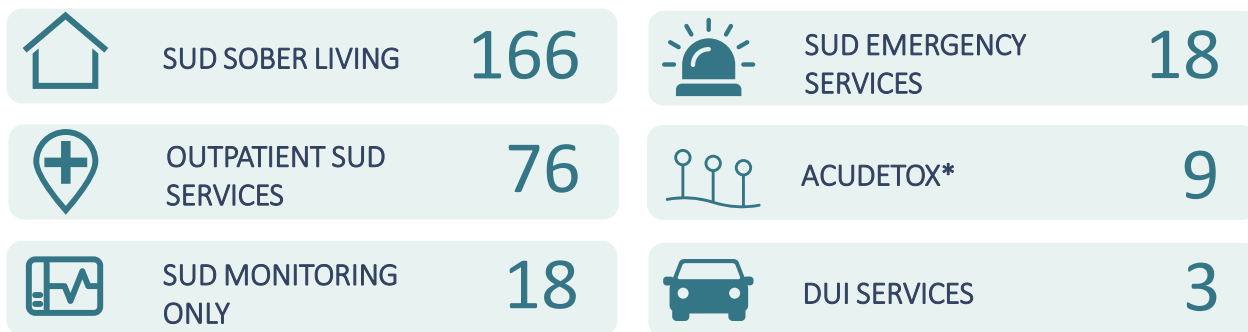


Total Number Of Rides



Services Provided

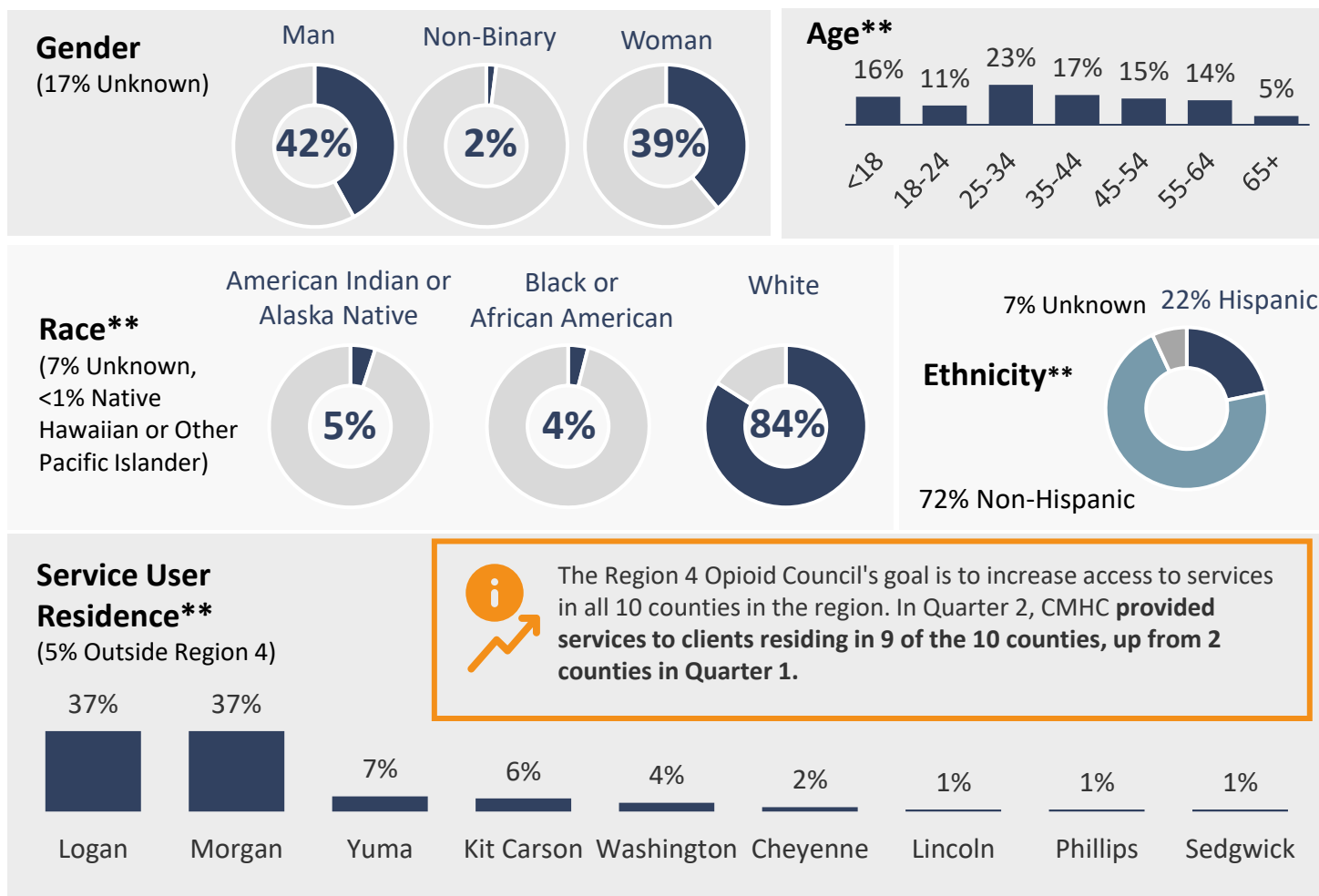
Below are the services and frequency of use by CMHC's SUD clients who use CMHC's transportation services.



*Acudetox is a five-point acupuncture protocol to reduce cravings and symptoms of withdrawal.

Who was Served

137 clients were served in Quarter 2. Below are the demographics of those clients. There was an increase in the diversity of clients served from Quarter 1 to Quarter 2. In Quarter 1, no clients were served under age 35, but in Quarter 2, age ranges included those under 18, 18-24, and 25-34. Additionally, there was more diversity in the race and ethnicity of clients served. In Quarter 1, 91% of clients were white, compared to 84% in Quarter 2. The ethnicity of clients increased from 0% Hispanic to 22% Hispanic in Quarter 2.



** 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 2 Grant Accomplishments

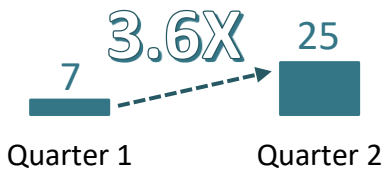
Transportation Services Launched December 2023

Quarter 2 was the first full quarter of NCHA's transportation program. Grant-funded vehicles provided 1,563 miles of client transportation to 25 unique clients over 21 rides, averaging nearly 75 miles per ride. NCHA provided transportation services to over 3.5 times more clients in Quarter 2 than in Quarter 1.

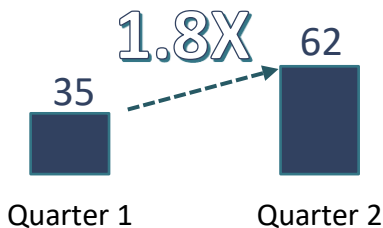
In addition to transportation services, NCHA and AFRC provided care coordination and peer-based support services to 62 individuals. Over 1.7 times as many care coordination and peer-based support services were provided in Quarter 2 compared to Quarter 1.



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

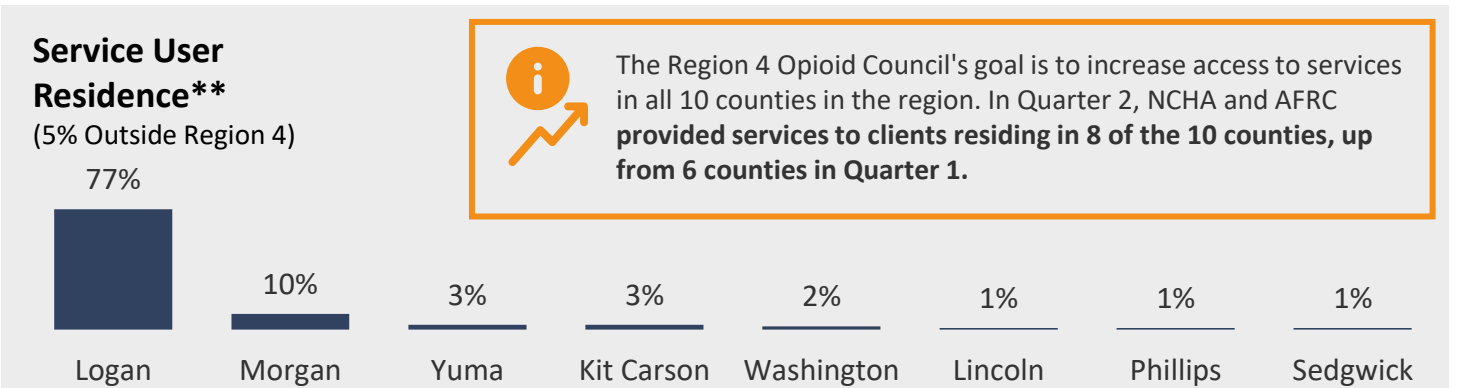
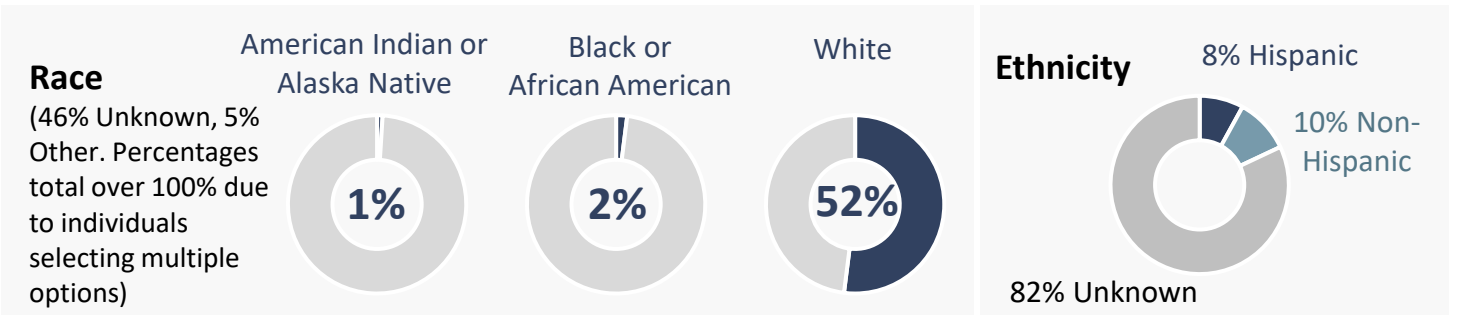
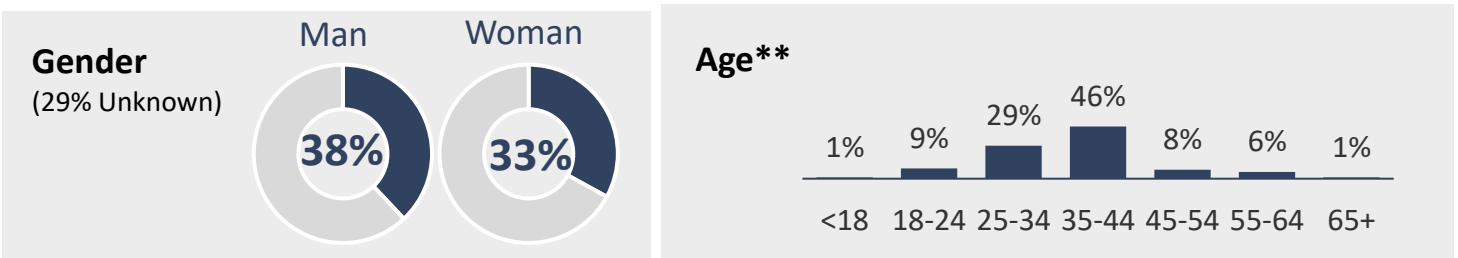
This section provides information on all 87 clients who received services funded by the RFP. 25 SUD clients were served by NCHA's transportation program, and 62 served in addition to care coordination and peer-based support. Below are the top services and the number of times the services were offered.



Additional services provided include: Individual telephone recovery support services (8), support with medication costs and pharmacy navigation (6), housing navigation (4), street outreach (2), community recovery social events (1), home visits (1), food security support (1), and hospital visits (1).

Who was Served

87 clients were served in Quarter 2. Below are their demographics. NCHA and AFRC expanded the age range from Quarter 1 to Quarter 2 to include clients under 18 and older than 55.



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

Client & Provider Feedback

The feedback we have received from our clients has been mostly positive, reflecting their overall satisfaction with the service we offer. The majority of our clients have had a pleasant ride experience and have provided positive feedback. – Centennial Mental Health Center

In January 2023, NCHA's Addiction Response Team launched a Perceptions of Care survey to find out what members thought about the care coordination services they were receiving. From January 1, 2023 - March 31, 2024, 76 members responded to the survey (n = 76). Overall, members provided very positive feedback about the services they received from care coordinators. Most members said their care coordinator always made them feel welcome, respected, and listened to.

Below are the percentage of clients who agreed/strongly agreed with the following statements:

100%

My care coordinator had a positive impact on my treatment and recovery.

100%

I am involved in my care and included in the decision making regarding my treatment.

99%

My care coordinator successfully coordinates care with my other treatment and service providers.

97%

I am able to access care when I need it.

Looking to the Future

CMHC and NCHA were asked to describe lessons learned from the first two quarters of the grant. CMHC is working on improving communication with passengers and front office staff and accessibility to all clients. To improve transportation services, NCHA is working to identify a transportation dispatch system that they can leverage to support staff scheduling rides.