



OMNI INSTITUTE REPORT

Colorado Opioid Abatement Region 4 Council: Evaluation Annual Report

October 1, 2023 – September 30, 2024

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Introduction

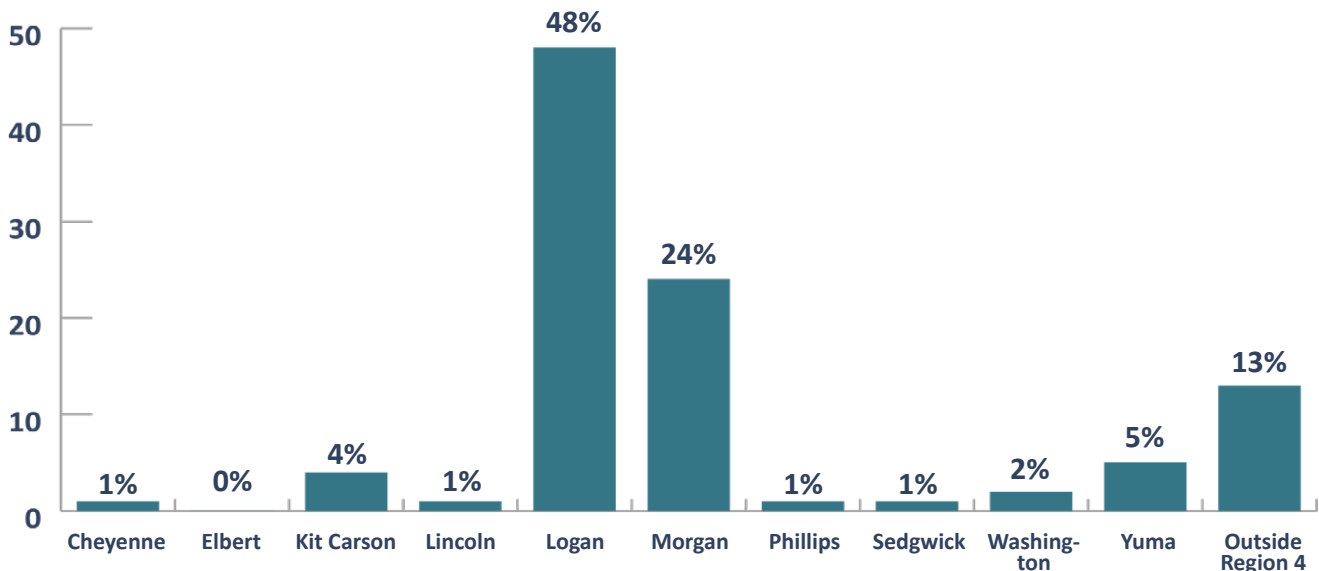
In 2022, Colorado's Opioid Region 4 which includes: Elbert, Lincoln, Kit Carson, Cheyenne, Yuma, Washington, Morgan, Logan, Sedgwick, and Phillips Counties, chose to develop a request for proposals (RFP) focused on initiatives that support increasing access to treatment and recovery services as the primary focus of the first two years of funding.

- Through this RFP process, two local providers were selected, **Centennial Mental Health Center (CMHC)** and **North Colorado Health Alliance (NCHA)**.
- Over the course of the first year of this funding, these organizations have developed transportation services, care coordination, and peer services that have positively impacted the lives of Region 4 residents, increased access to care, and provided greater opportunities for individuals in need as well as their families, to overcome the dangers of opioid addiction.

As the contracted evaluator for Region 4, OMNI has regularly assessed the impact of the funded programming on a quarterly basis starting in the fall of 2023. This report provides an overview of the funded programming and its impact within the first year of funding, and charts the programs' goals as they move into their second year of funding. In year one of funding:



Percentage of Services Received by County in Year One



Initial two-year award: \$156,602.32

Over the course of the first year of funding, CMHC has:

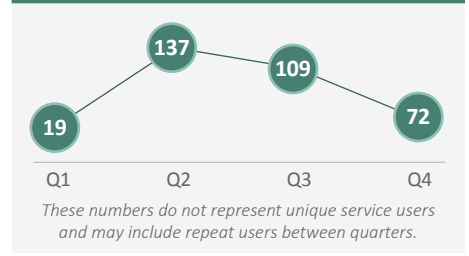
- Provided nearly 1,800 rides to over 300 individuals within Region 4.
- In total, CMHC’s transportation services drove over 100,000 miles in the first year of funding.

Although the number of individuals that received rides for each quarter varied, every quarter showed tremendous growth in access to care in comparison to the first quarter.

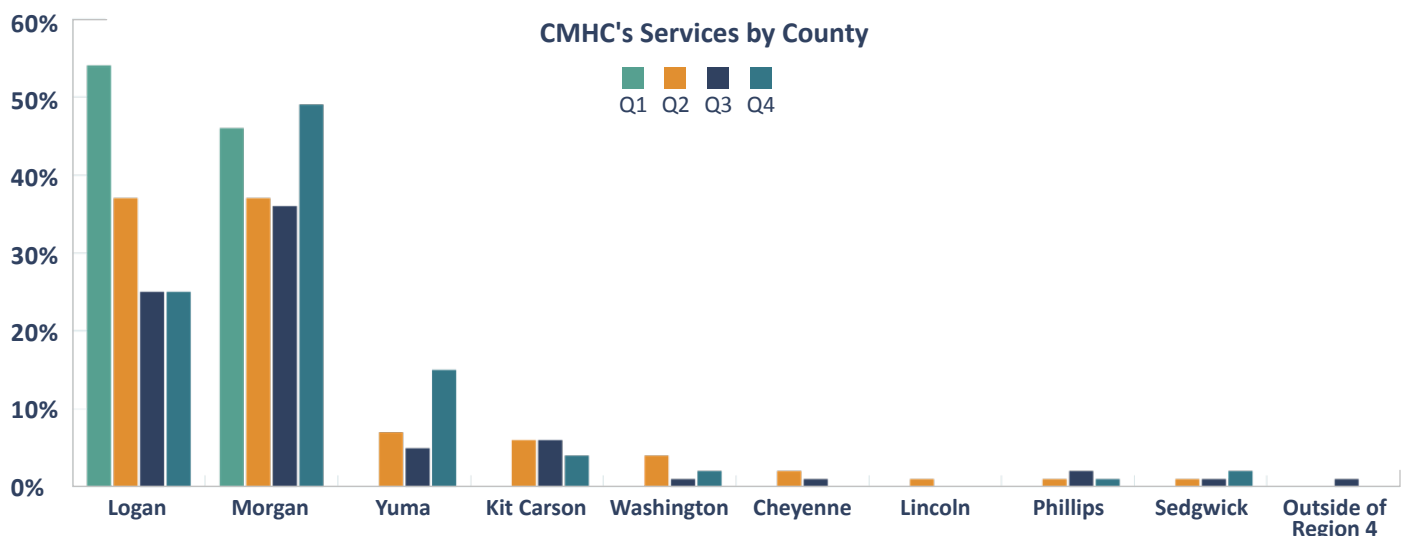
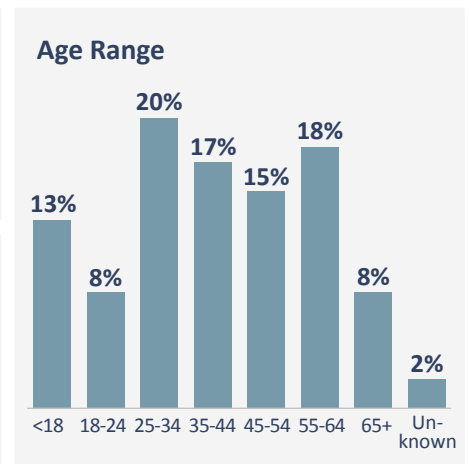
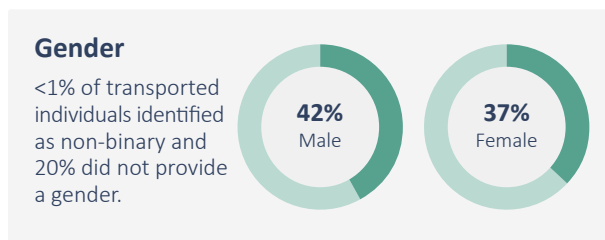
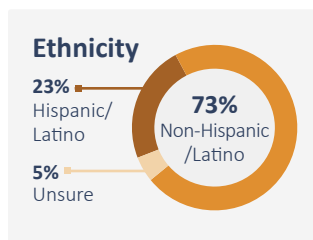
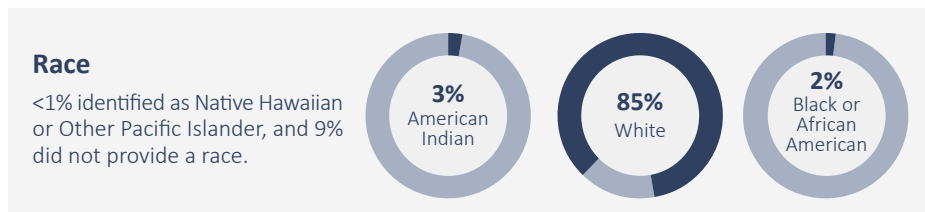
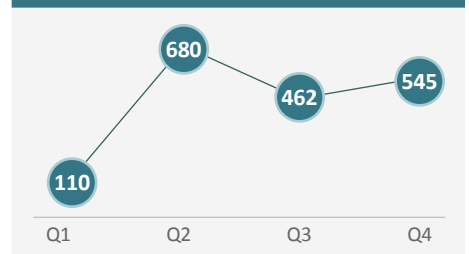
- Through CMHC’s transportation services, transportees were able to access roughly 800 service interactions which may have otherwise not occurred due to a lack of stable transportation.
- The most frequently used services over the past year include outpatient substance use disorder (SUD) services, DUI services, sober living housing, and emergency SUD services.

This page provides an overview of CMHC’s data for year one. More in-depth information on CMHC’s program for Q1 – Q3 of the evaluation can be found in Appendix A.

Number of People Transported



Total Number of Rides



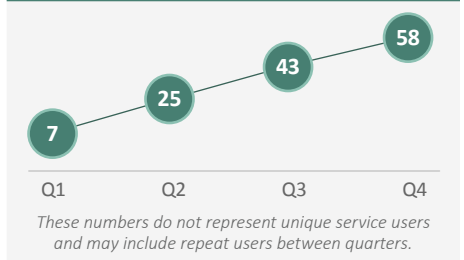
Initial two-year award: \$495,789

During the first year of funding NCHA, in partnership with Advocates for Recovery Colorado (AFRC):

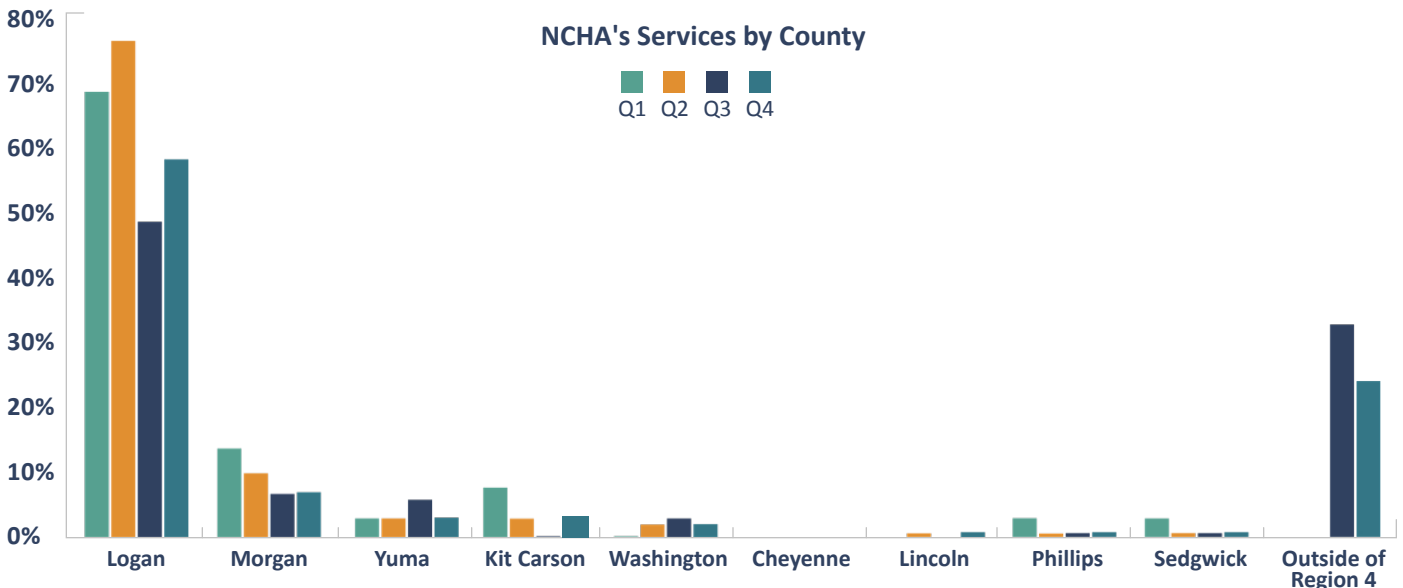
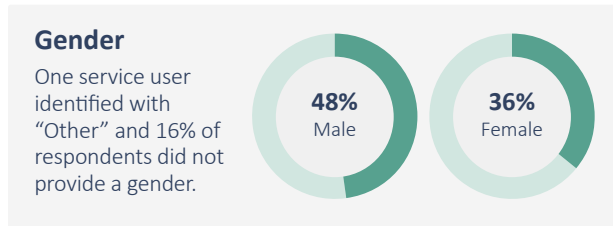
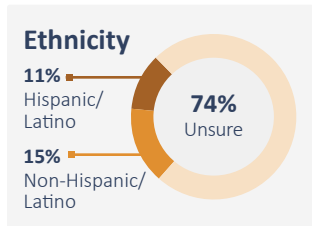
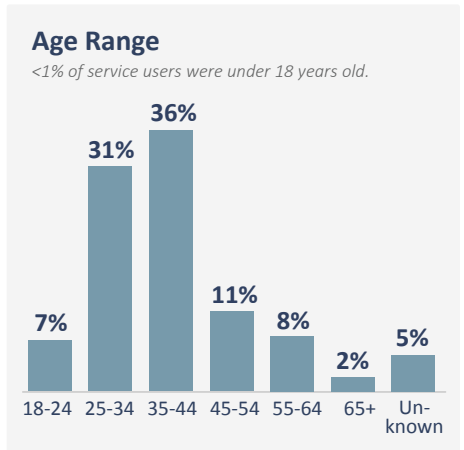
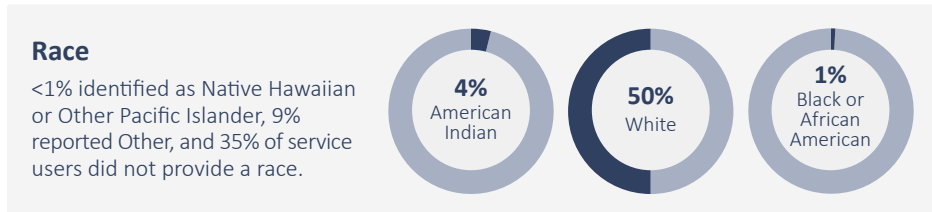
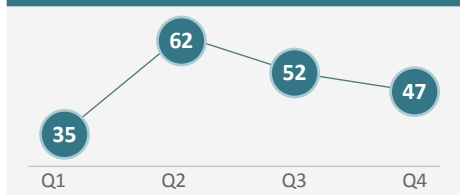
- Provided 324 total rides to those receiving services in Region 4.
- NCHA's funding covers both transportation and direct services and, as a result, they have transported 133 individuals and provided care coordination and peer support services for 196 individuals.
- NCHA's funded vehicles have driven over 8,000 miles to provide access to care for individuals in need (an average of 61 miles per person).
- In year one, NCHA and AFRC's funded efforts led to 1,564 service interactions, ensuring access to those who may have otherwise gone without treatment or recovery services.
- Of the many services offered by NCHA and AFRC, those who used transportation services most often received peer recovery support check ins, SUD appointment navigation support, individual recovery coaching, peer support referrals, assessments, and client check ins.

This page provides an overview of NCHA's data for year one. More in-depth information on NCHA's program for Q1 – Q3 of the evaluation can be found in Appendix A.

Number of People Transported



of People Receiving Care Coordination and Peer Services



Reflections on Year One and Goals for Year Two

Centennial Mental Health Center

The feedback CMHC has received from their clients has been mostly positive, reflecting their overall satisfaction with the transportation services they offer. The majority of clients have had a pleasant ride experience and like the flexibility in ride requests from CMHC. They note that CMHC can pick them up with just one day's notice and appreciate that they do not have to wait for an extended period of time for a return trip home after their appointment. Clients also appreciate that they do not need to sign a Medicaid form every time they ride, which differs from some other service offerings.

In Quarter 3, CMHC went through some staffing and procedure changes and have grown staffing to better meet clients' needs. These changes have led to increased positive interactions and stronger relationships between clients and staff overall.

When it comes to challenges in year one, CMHC has noted that communication between clients and staff has been their greatest challenge. Specifically, CMHC faced difficulties internally in identifying which clients are eligible for rides and which types of locations are approved for drop off and pick up. Further challenges have been related to a lack of communication from clients about when their appointments are changed or cancelled. This has led to unnecessary trips and difficulty rescheduling rides. CMHC is looking into ways to improve the communication process to reduce these challenges.



Looking ahead to year two of the grant, CMHC looks to increase the number of clients they serve and build up the 34-corridor route.

North Colorado Health Alliance

NCHA Successes

“Transportation was not a service NCHA had previously provided. Over the course of Grant Year 1, we were able to establish our program, open a physical location in Sterling, CO in partnership with Advocates for Recovery Colorado and Porch Light Health, hire staff, and build out robust care coordination and peer recovery to substance use treatment and recovery support services and a way for folks to get there without the barrier of transportation weighing so heavily on their ability to access. We know that we have made an impact to date and look forward to continuing to pursue expanded access, better data collection methods and ways to measure the change we are having on the population's health.”

—MJ Jorgensen, Director of Addiction Response

In addition to its successes, NCHA has noted several challenges during the first year of funding. NCHA had an established presence on its Medicaid Care Management Team but building the presence for the Addiction Response Team took time, dedication, and trusted relationship building. NCHA additionally faced manufacturing shortages and delays in the acquisition of the vehicles and continues to face challenges with identifying dispatch software that meets client, regional, and organizational needs. It is important that this dispatch software is also fiscally sustainable, is in compliance with their data use and contracting needs, and is user friendly for both the organization and the individual seeking supportive services. NCHA also experienced delays with their IT infrastructure in getting tablets out to vehicles to support client experience reporting.



In the second year of funding, NCHA hopes to see more robust feedback from community members accessing services and from providers referring into care and transportation support, streamlined data collection to better meet quarterly reporting requests, and greater support to the southern and far east parts of the region through additional partnership building and growth in staffing.




Survey Responses


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. The survey, which was distributed from January 1, 2023 - March 31, 2024, had 76 responses in total. 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:



In Quarter 4 (July 1, 2024 – September 31, 2024), NCHA shared results of their new Transportation Experience Client Survey. Results of that survey indicated what participants liked about the transportation services:

-  Transportation services helped them **get to their appointments on time**
-  Services were **much more convenient** than having to walk or work around the bus schedule
-  NCHA staff were **kind, friendly, and helpful**

When asked what could be better, over 80% respondents couldn't think of any improvements. The other 20% wished there were even more services available.	 One client said without the transportation services "it would be hell" and one expressed that they "might return to jail for not making their meetings on time."
When asked what they would do without the transportation services, about half were unsure what they would do. Walking or taking the bus were the most common alternatives.	

Conclusion

Year one of the funding to increase service accessibility provided access to services for several hundred Region 4 residents, connected residents to over 2,000 unique care interactions, and included over 110,000 miles driven to connect those in need to crucial services. Although CMHC and NCHA experienced challenges in their first year, as can be expected with any new program, their hard work has streamlined their programming and will continue to do so in the second year of funding. Access to care is a crucial need for those in rural areas with opioid use or substance use disorder. Programs, such as these, are working to close the gaps in care and create a healthier community for those who live in Region 4.

Appendix A: Previous Quarter Data

Centennial Mental Health Center | Quarter 1

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



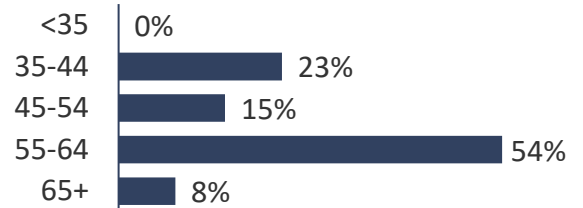
Race



Ethnicity



Age



Service User Residence



Client Impact

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



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/

Centennial Mental Health Center | Quarter 2

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 | → Individual Outpatient Therapy |
| → Detoxification And Withdrawal Management | → Outpatient Groups |
| → Outpatient Substance Use Services | → Relapse Prevention |
| → MAT Services | |

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.



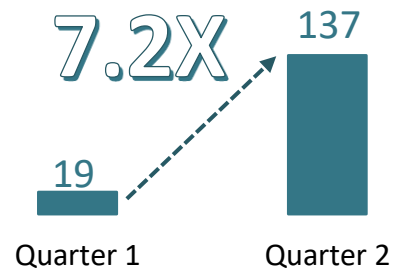
Program Sustainability

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:

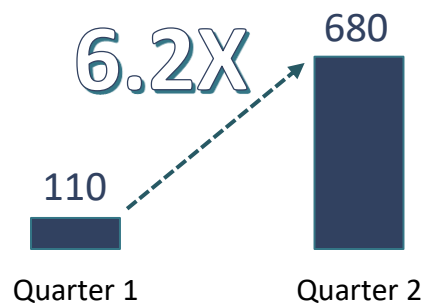
- 1 Transportation Coordinator
- 4 Secure Transport Drivers
- 4 NEMT Drivers
- 4 Dispatchers



Number Of People Transported



Total Number Of Rides



Services Provided

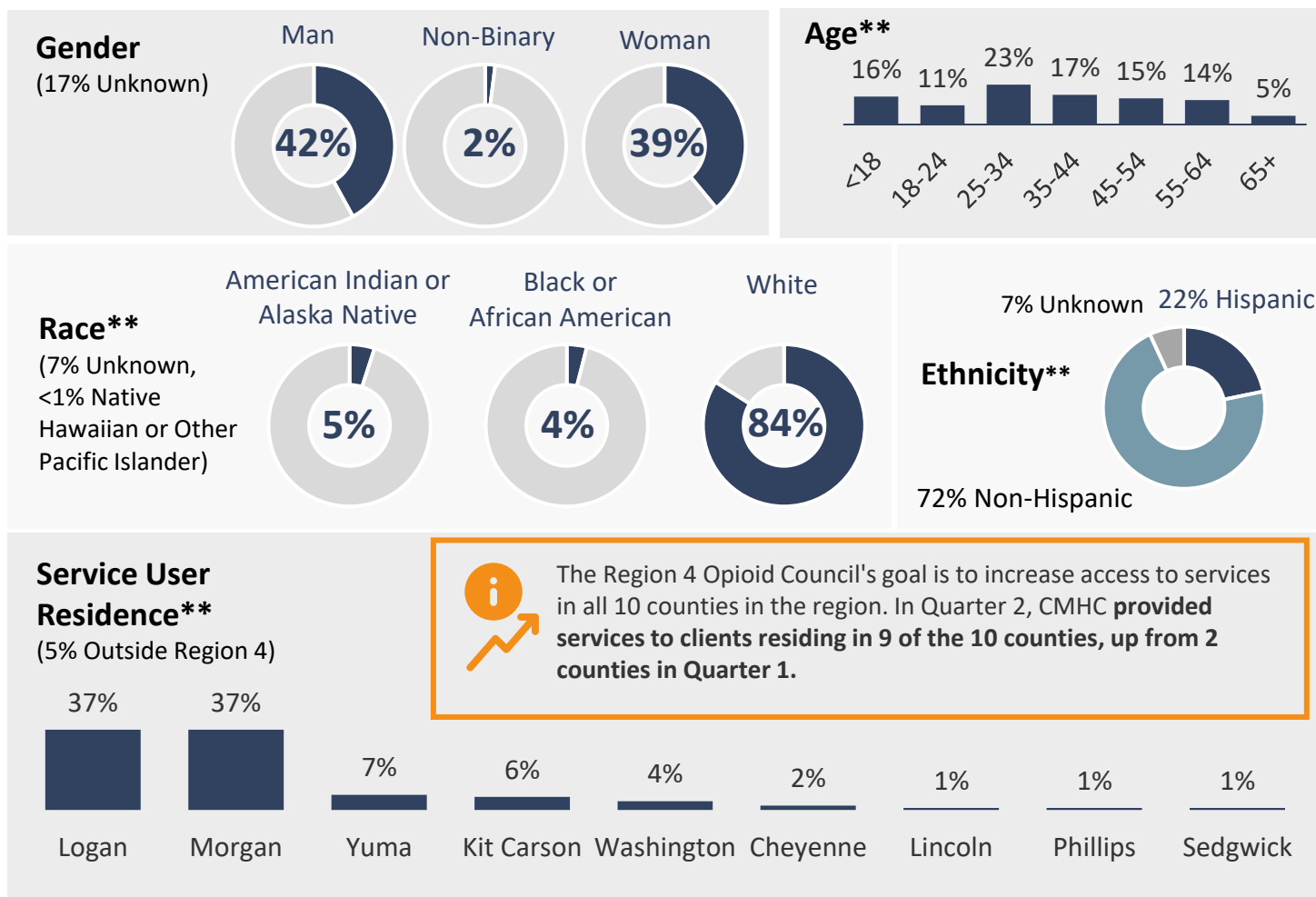
Below are the services and frequency of use by CMHC’s SUD clients who use CMHC’s transportation services.



*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.

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



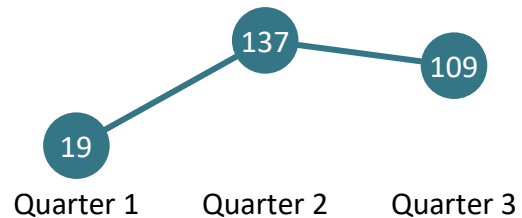
Number of Vehicles Purchased

2

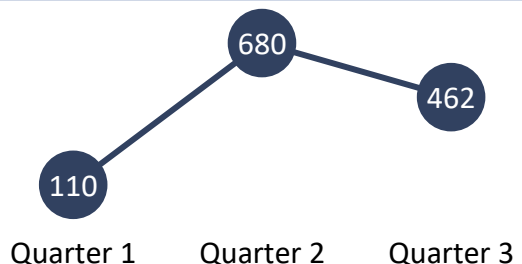
2024 Ford Explorers



Number Of People Transported



Total Number Of Rides



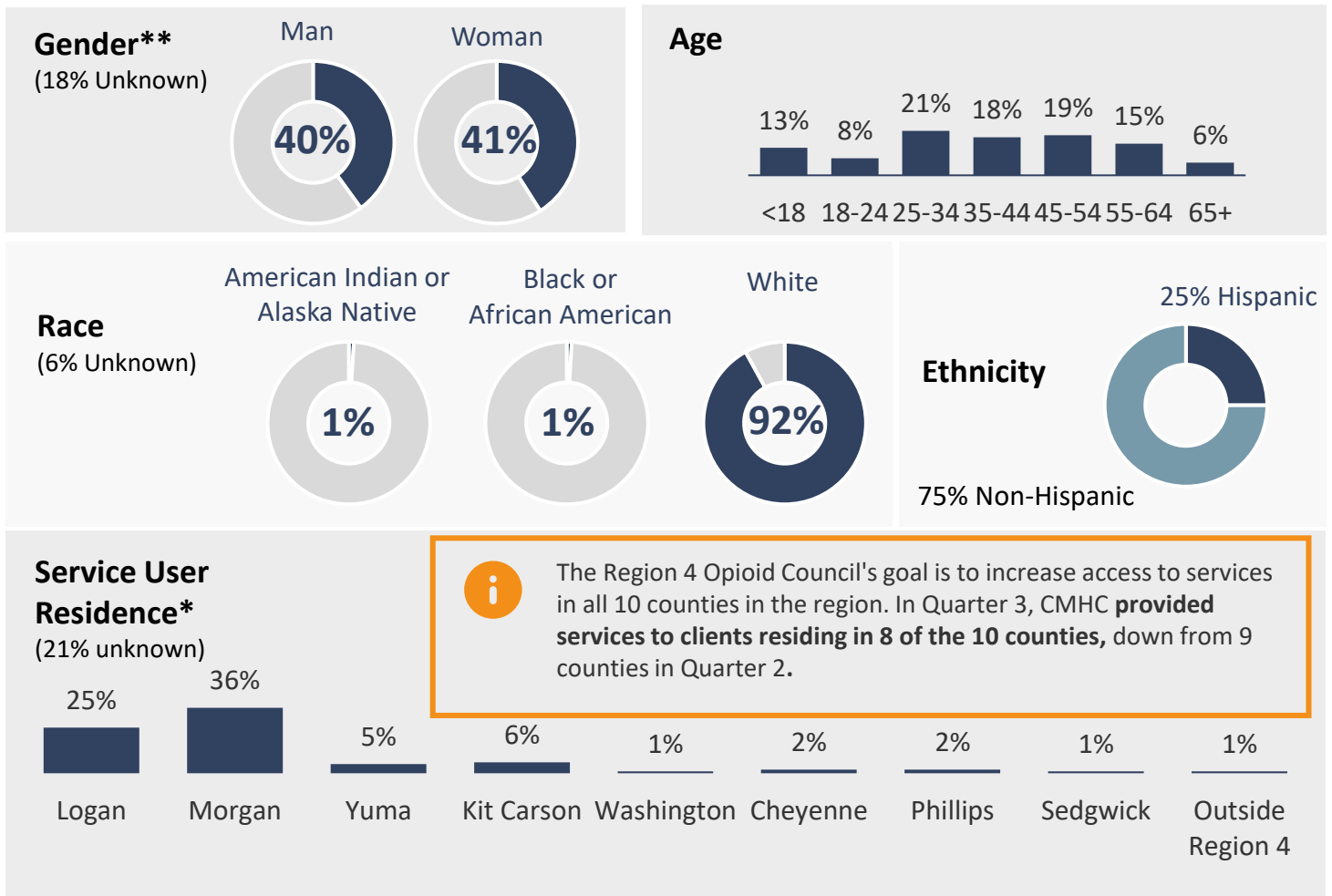
Services Provided

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 | Quarter 1

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



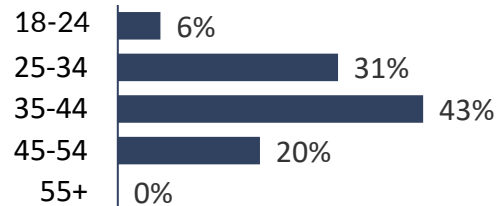
Race



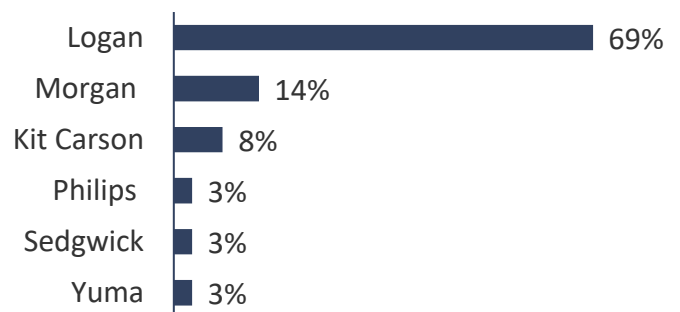
Ethnicity



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/

North Colorado Health Alliance | Quarter 2

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

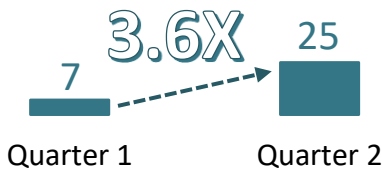
Transportation Services Launched December 2023

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.

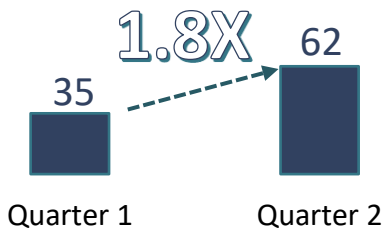
In addition to transportation services, NCHA and AFRC provided care coordination and peer-based support services to 62 individuals. Over 1.7 times as many care coordination and peer-based support services were provided in Quarter 2 compared to Quarter 1.



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

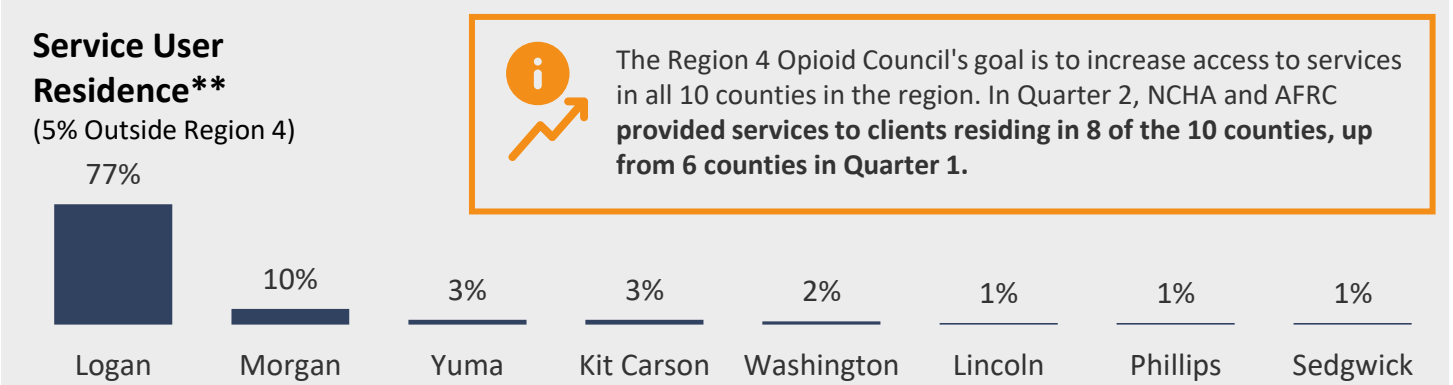
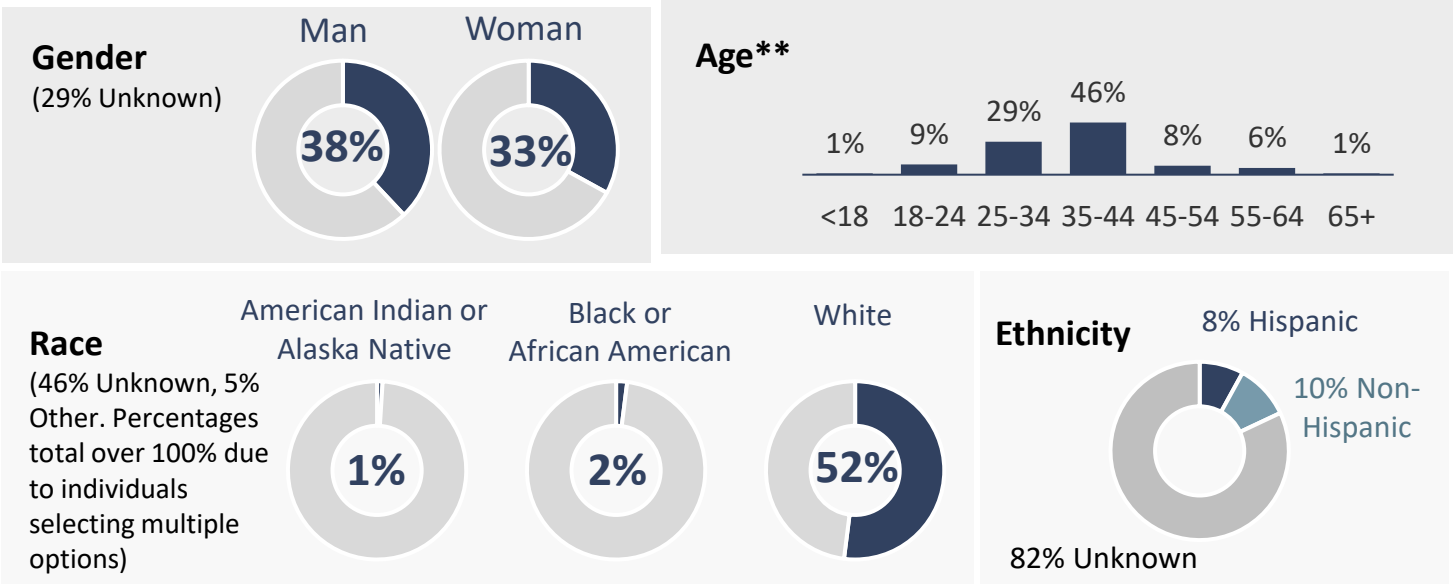
This section provides information on all 87 clients who received services funded by the RFP. 25 SUD clients were served by NCHA’s transportation program, and 62 served in addition to care coordination and peer-based support. Below are the top services and the *number of times the services were offered*.



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.

North Colorado Health Alliance | Quarter 3

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.

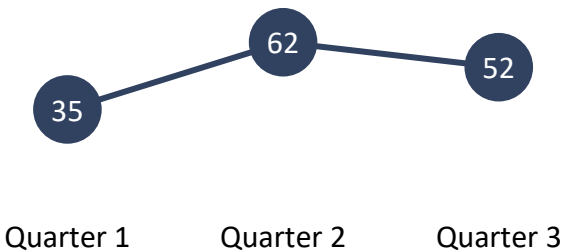
In addition to transportation services, NCHA and AFRC provided care coordination and peer-based support services to 52 individuals, a slight decrease from 62 in Quarter 2.



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

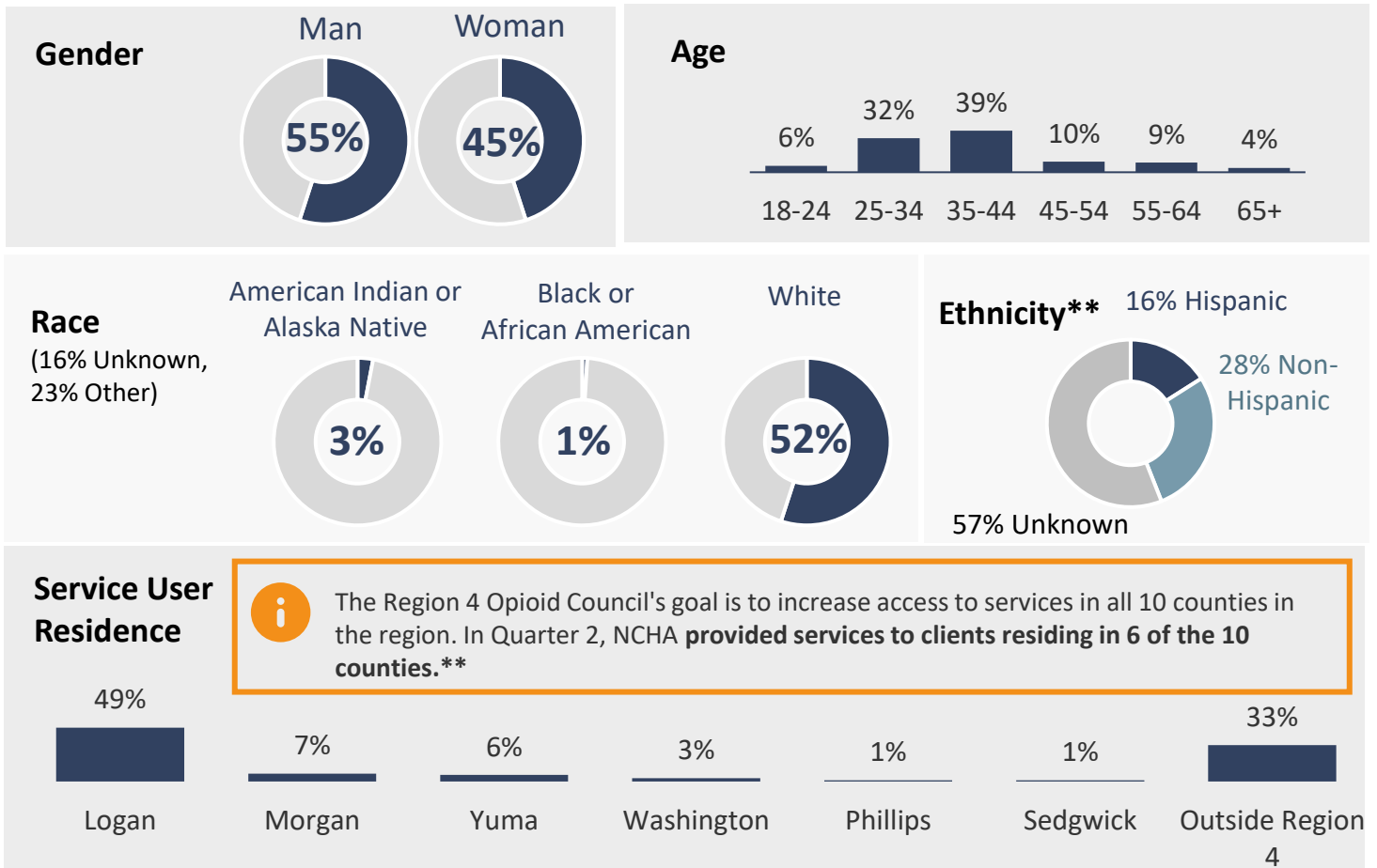
This section provides information on all 121 clients who received services funded by the RFP. 69 SUD clients were served by NCHA's program, and 52 served in addition to care coordination and peer-based support from AFRC. Below are the top services and the *number of times the services were offered*.



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