



OMNI INSTITUTE REPORT

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

**Year 2 Quarter 1 (October – December  
2024)**

# Centennial Mental Health

## 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

## Year 2 Quarter 1 Grant Accomplishments

### Transportation Services Launched October 2023

CMHC has built upon its existing transportation work to build a Non-Emergency Medical Transportation (NEMT) program that helps clients get to SUD treatment centers. Below are the number of transportations for Year 2 Quarter 1.

 173  
PEOPLE  
TRANSPORTED


 1,217  
TOTAL RIDES


 50,164 mi  
TOTAL MILEAGE


## Services Provided

In Year 2 Quarter 1, 748 total services were provided by CMHC. Below are the top RFP-funded SUD services CMHC provided in Year 2 Quarter 1 and the unique individuals receiving each service. Other provided services include Community Support Programs for SUD, DUI Services, Mobile Crisis SUD, Telehealth, and Sober Living SUD. These services had fewer than 10 individuals served and exact numbers are suppressed to protect client identities.

  
Group Meetings  
(47)

  
Emergency Services –  
SUD (42)

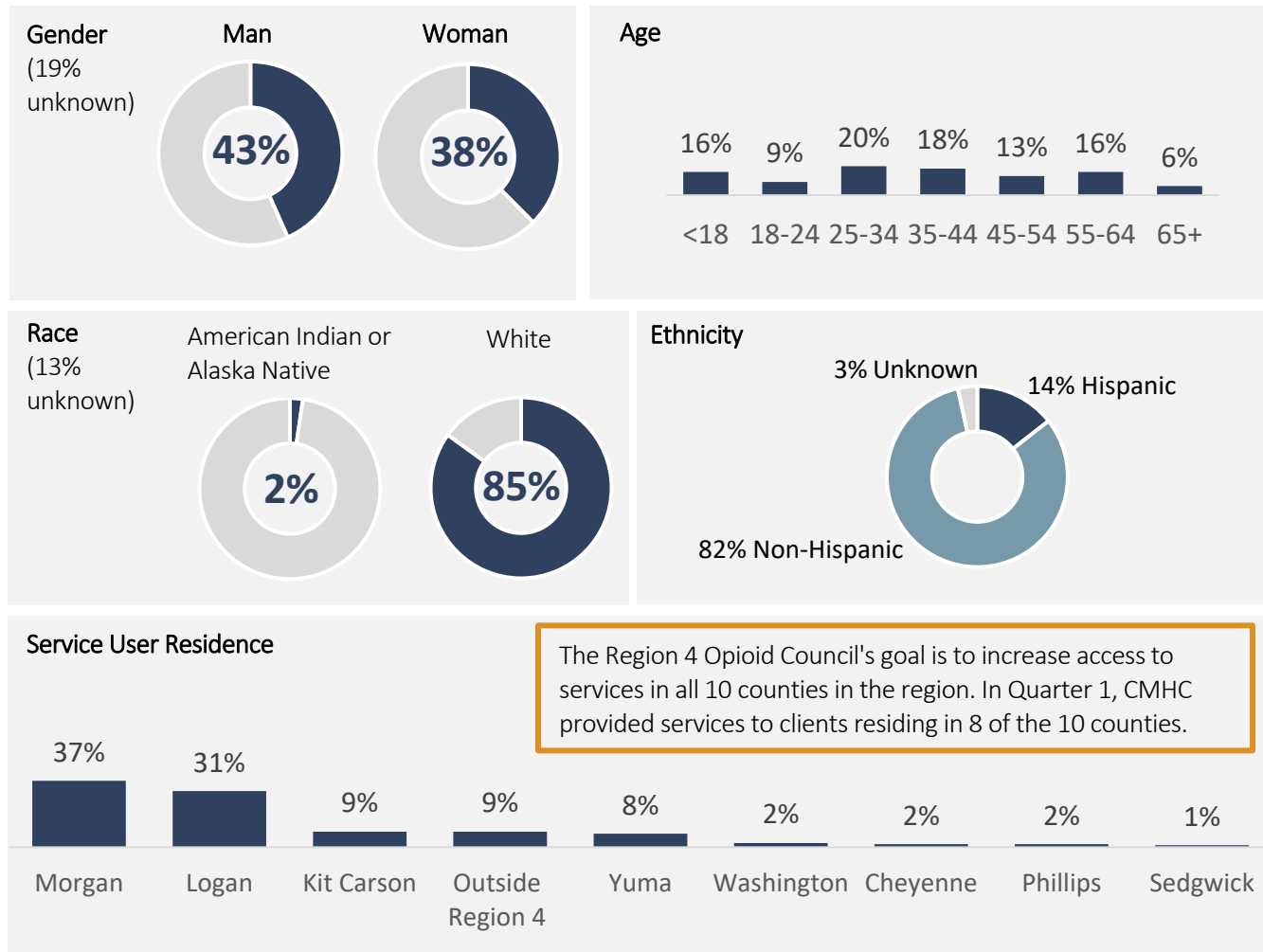
  
Acceptance and  
Commitment  
Therapy (24)

  
Outpatient  
(19)

  
Respite Mental  
Health (12)

## Who was Served

173 clients were served in Quarter 1. Below are the demographics of those clients. Gender was split fairly evenly between those who identified as a man and those who identified as a woman. The vast majority of clients were White and Non-Hispanic. Most clients were under 45 years old, with 16% of clients under 18.



## 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 Program Coordinator



9 Drivers

# 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

## Year 2 Quarter 1 Grant Accomplishments

Transportation Services Launched October 2023

In Year 2 Quarter 1, 63 unique NCHA and AFRC clients received services funded by Region 4. The total transportation numbers for NCHA and AFRC are below. In addition to transportation services, NCHA and AFRC provided care coordination and peer-based support services to 52 individuals.

 47  
PEOPLE  
TRANSPORTED

 270  
TOTAL RIDES

 4,566 mi  
TOTAL MILEAGE

## Services Provided

In Year 2 Quarter 1, NCHA and AFRC provided 1,084 total services. Below are the top RFP-funded SUD services provided in Year 2 Quarter 1 and the unique individuals receiving each service if that information was available. Other provided services include Withdrawal Management, Resource Navigation, Prescription Assistance, Behavioral Health Connectivity, Insurance and Benefits, Housing Support, Home Visits, and Food Assistance.



Peer Support, Coaching  
& Recovery Planning



Peer Support Referrals  
(23)



Treatment Connection,  
Collaboration, Placement  
(12)



MAT Connectivity  
(11)



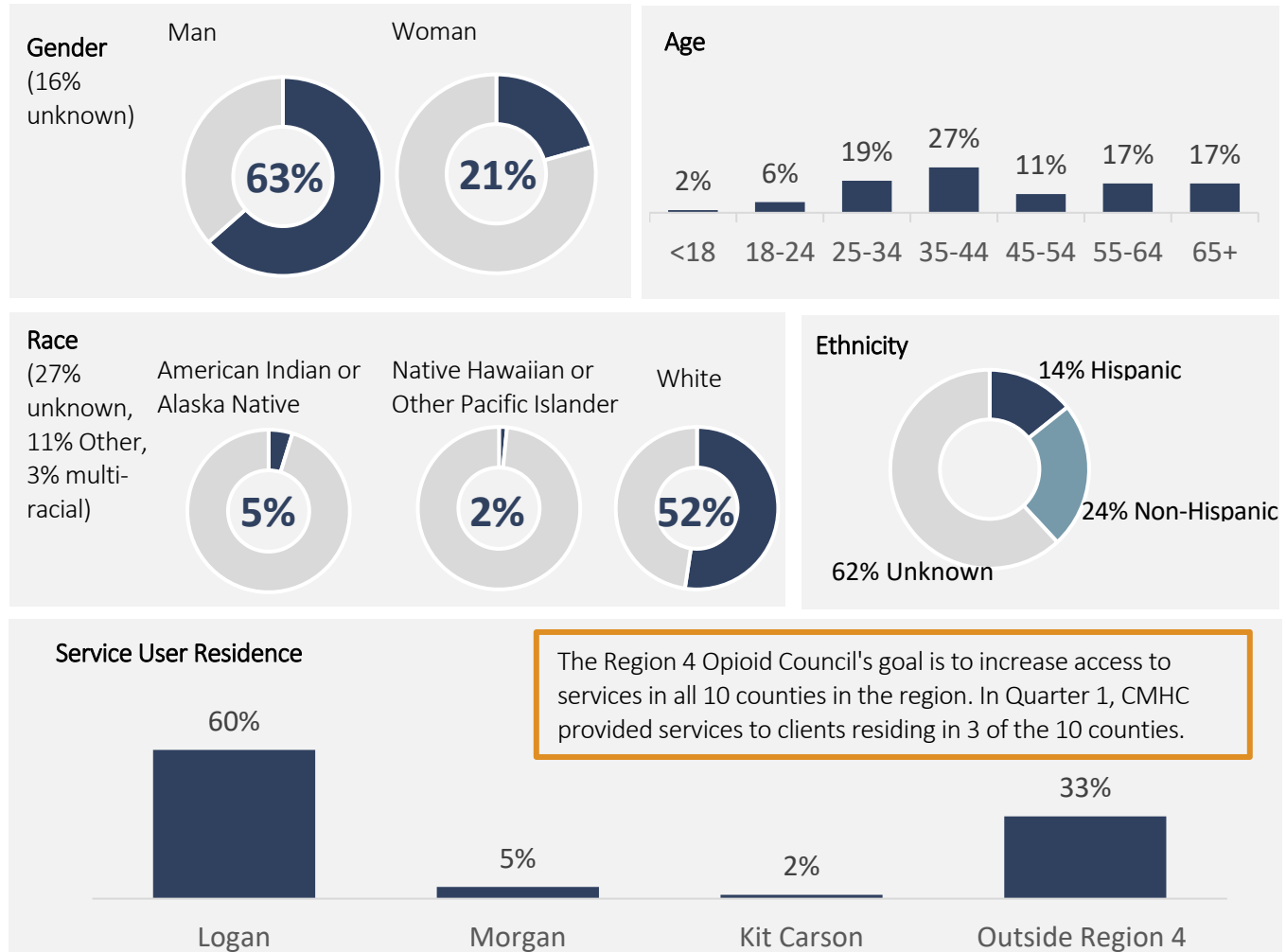
Individual Coaching



Community Support  
Meetings  
(11)

## Who was Served

63 clients were served by NCHA and AFRC in Quarter 1. Below are the demographics of those clients. Clients were mostly men. The majority of clients were White but it is important to note the large number of unknown responses for race and ethnicity as demographic reporting is not required by NCHA/AFRC. Almost all clients were 25 years or older.



## Program Sustainability

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

### NCHA

- 2.0 FTE Care Management
- 3.0 FTE Supervisors - Addiction Response & Care Management Teams
- FTE Director of Addiction Response
- FTE Director of Care Coordination

### AFRC

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

# Client and Provider Feedback

Through the first year of funding from Region 4, CMHC, NCHA, and AFRC have created vital services for their community and their clients appreciate their work. Transportation services have allowed individuals to attend their appointments and meetings, leading to sustained sobriety and improved relationships. Clients report their connections with staff have been lifesaving.

## Success Stories



### Providing the Motivation to Attend Appointments

*"When I make a call to cancel the ride, they advise me to consider attending group sessions when I am feeling low. They contribute positively to my mood during the rides. Their assistance is vital in providing the stability I need to attend both groups and appointments."* – CMHC Client



### Trusted Services and Strong Communication

*"The passengers are increasingly expressing their thoughts and developing a stronger trust in our services. We have enhanced our communication concerning their requirements for transportation."*  
– CMHC Provider



### A Year of Sobriety

*"A client, living 8 miles from the office, has lost his ability to drive and has struggled with addiction issues. Nevertheless, he successfully arranged transportation for his appointments. After being sober for nearly a year, he is now able to spend time with his grandchildren."* – CMHC Provider



### My Care Coordinator Changed My Life

*"[My care coordinator] was one of very few people who fought for me to get help at one of the lowest points in my life. [My care coordinator] always goes above and beyond for me and I'm sure all her clients, she has gone out of her way to help me regardless if it's within business hours or not. She really fought for me to get into treatment and has helped me all the way to the door of the facility if I needed her to be there. I truly appreciate the fact that she is always one phone call away and never makes you feel like your needs come second to what other work she has. She's attentive and passionate about her job and it definitely shows! I'm now 643 days sober and I couldn't have done it without her help. I'm so thankful I met [my care coordinator] and I know that if I ever need anything I can reach out and she's there. She has truly helped change my life so I can only imagine the impact she's had on others! Thanks for all you do."* – NCHA Client



### Going Above and Beyond to Help Clients Succeed

*"[My care coordinator] has been an integral part of my recovery and has been nothing but an excellent asset to me in all areas of my life that I have been struggling [with] and need help [with]. [My care coordinator] has gone above and beyond in helping me to succeed and I know that she truly cares about me and my success in recovery and the halfway house program. I don't know what I would do without her. Honestly, I cannot thank her enough. Give this wonderful woman a raise!"*  
– NCHA Client

# Challenges

Both agencies continue to face challenges in the programs. CMHC has emphasized the importance of clear communication with clients so they understand their eligibility and any changes to protocols. NCHA feels restricted by their small staff and lack of capacity as they work to increase their transportation services. They hope that additional grant funding can help them build their capacity to meet demand.



## Communication Issues

*Clear communication among company personnel is vital for establishing a client's eligibility for transportation and for detailing the trips that can be arranged for that client. – CMHC Provider*

*When altering the protocol, it is essential to articulate your requirements with precision. – CMHC Provider*



## Lack of Staffing Capacity

*The most common challenge is rooted in capacity across service areas. We have increased staffing by 1.0 FTE and added a vehicle with an additional grants but still find that this remains a barrier.*

*– NCHA Provider*

*The needs of individuals seeking support continue to rise and knowledge of services available also continues to rise and we are finding that the capacity will always be a limitation. We have a small staff and are working to pursue additional funds to expand the support we are able to provide to the region. We are hoping that additional collaboration with the Council & Regional Partners will allow for additional collaborative pursuits to increase access to care. – NCHA Staff Member*



## Data Collection

*[We're] still waiting for additional providers' responses...completion of the [provider] survey has been a barrier to [collecting provider feedback]. – NCHA Provider*