

Omni Institute Report

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

Year 2 Quarter 3 (Apr – Jun 2025)



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 3 Grant Accomplishments

Transportation Services Launched October 2023



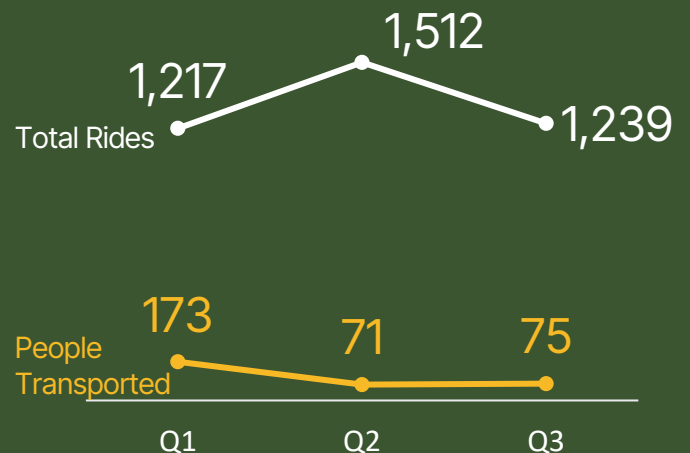
1,239 RIDES



75 PEOPLE
TRANSPORTED



42,674 TOTAL
MILES DRIVEN



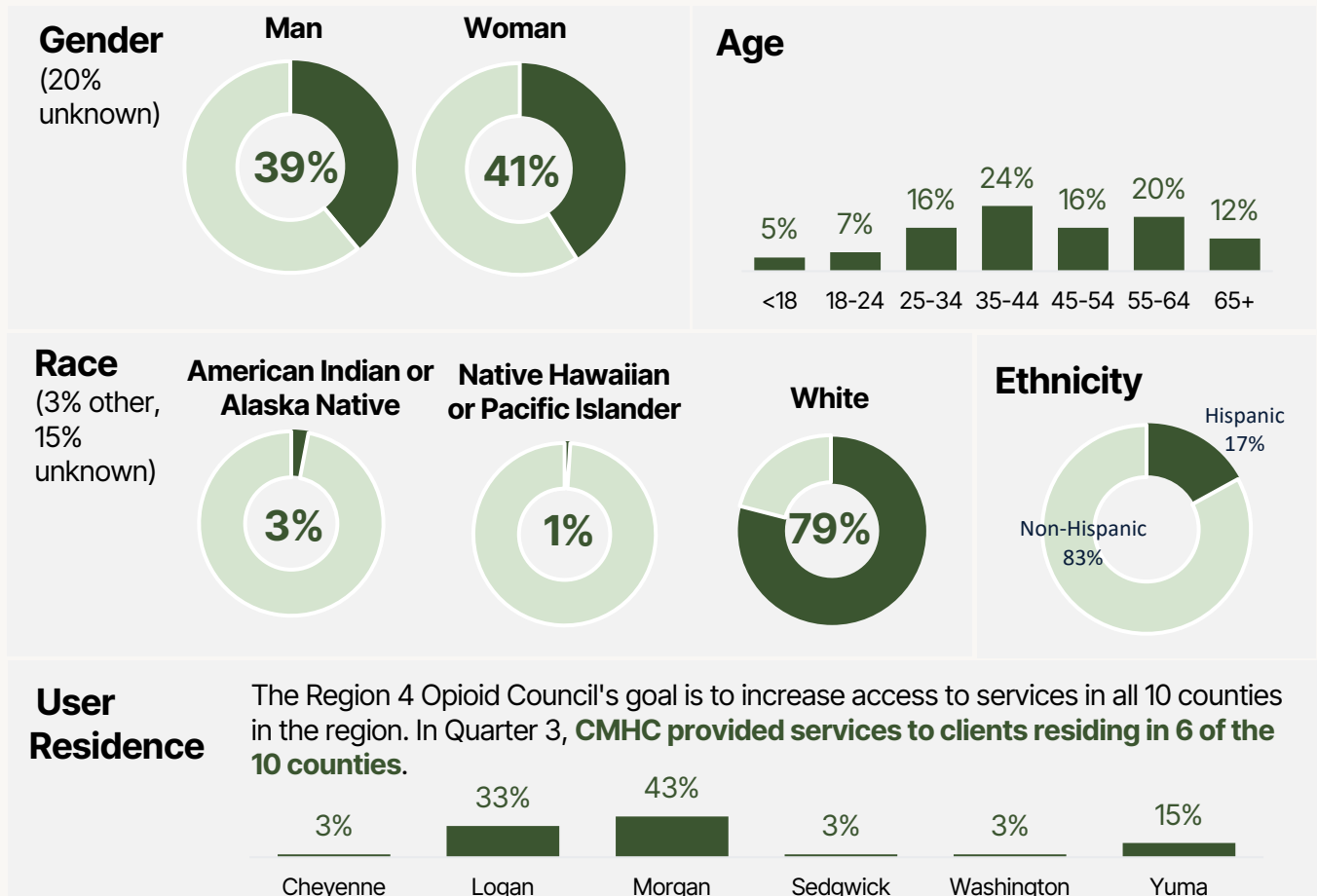
Services Provided

In Year 2, Quarter 3 388 total services were provided by CMHC. Below are the top RFP-funded SUD services CMHC provided in Year 2, Quarter 3 and the unique individuals receiving each service. Other services provided include DUI Services, Community Support Programs, Outreach, Mobile Crisis SUD, monitoring, and in-patient detox.



Who was Served

75 clients were served in Quarter 3. Below are the demographics of those clients. Gender was split nearly 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. Over a quarter of clients were 35 years of age or older.



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 3 Grant Accomplishments

Transportation Services Launched October 2023



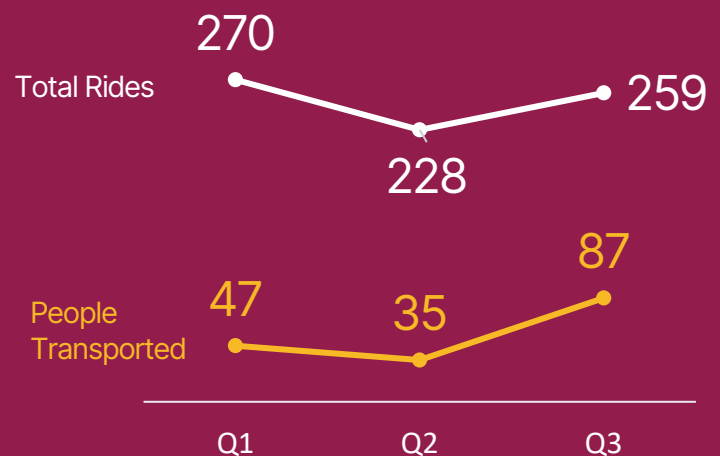
259 RIDES



87 PEOPLE
TRANSPORTED

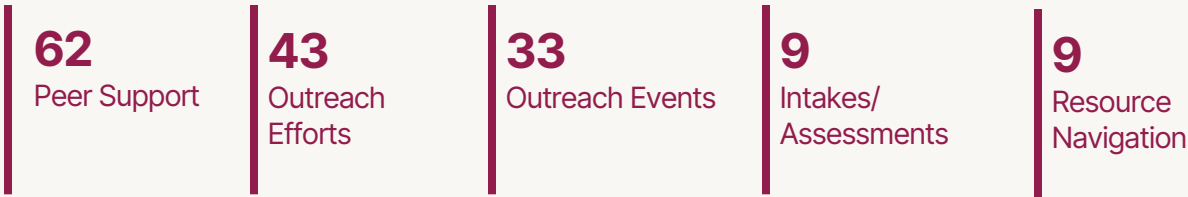


8,061 TOTAL
MILES DRIVEN



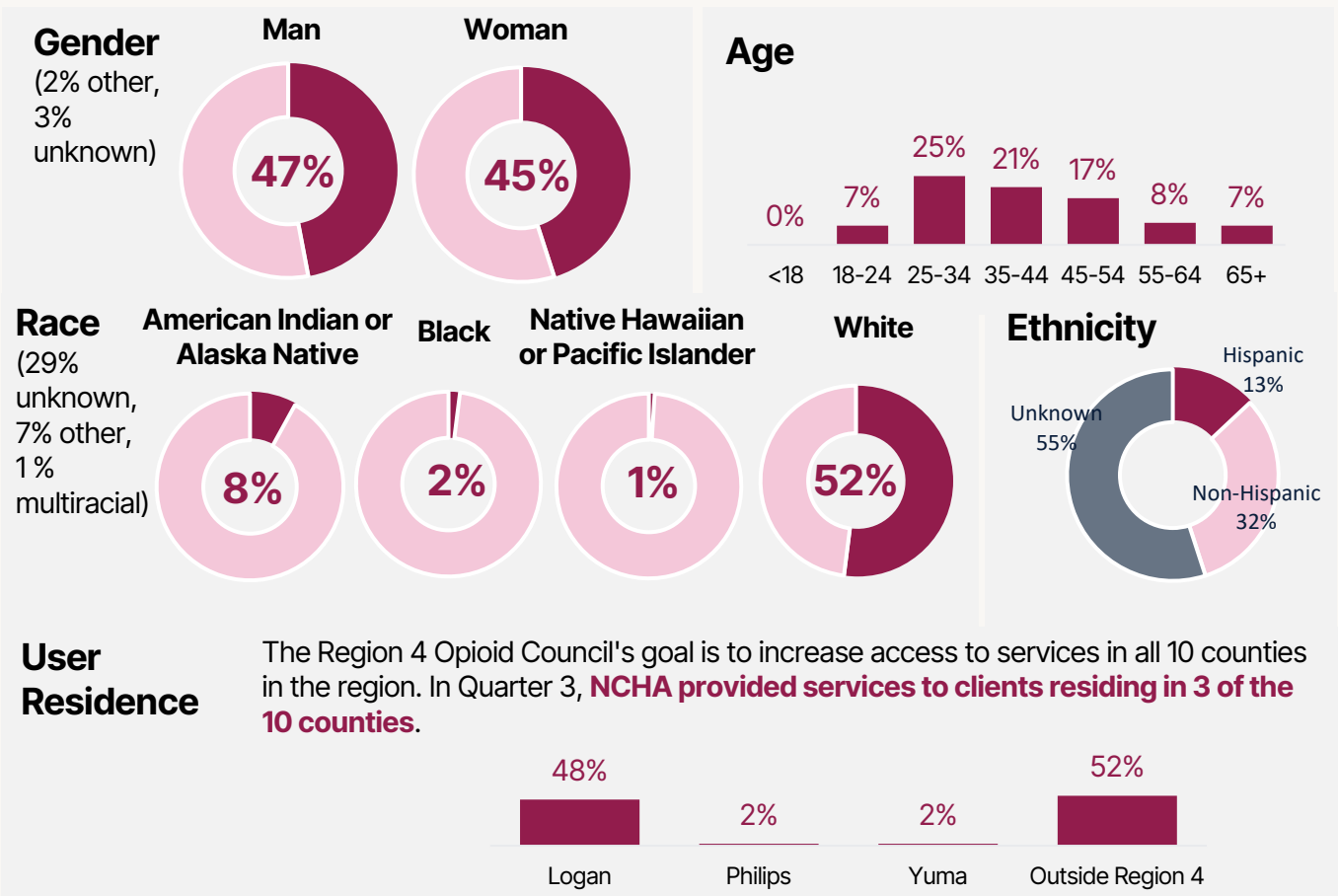
Services Provided

In Year 2 Quarter 3, NCHA and AFRC provided 588 total services. Below are the top RFP-funded SUD services provided in Year 2 Quarter 3 and the unique individuals receiving each service if that information was available. Other provided services include behavioral health connectivity, community resource navigation, justice system support, food security, housing/recovery housing, MAT connectivity, treatment connection and collaboration.



Who was Served

87 clients were served in Quarter 3 Below are the demographics of those clients. The majority of clients identified as men. The vast majority of clients were White. The majority of clients were under the age of 45.



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 that their connections with staff have been lifesaving.

Success Stories

Clients and providers tout the importance of these transportation services. Without these services, clients are less likely to attend their appointments, which could result in legal consequences.

Without these Transportation Services...

"The clients express their gratitude and appreciation to the drivers for the opportunity to arrange rides to and from their appointments, groups, court, UA sessions, and other treatment programs. Without transportation, they would be unable to attend these essential treatments.- CMHC Provider

"The driver was great and on time. I would not have made it to my MAT appt without him." - NCHA client

Gratitude from Community Organizations

"Employees at Advantage Treatment Center and Journey Point Respite in Sterling, Colorado, have conveyed their gratitude for the opportunity to request transportation services to facilitate their clients' travel to and from appointments and group sessions.-CMHC Provider

Trusted Support

"We have several clients who possess their own transportation; however, they have conveyed their gratitude for our transportation services. When their vehicle breaks down or when they feel uneasy about driving in inclement weather, they contact us and are able to arrange a ride. This ensures that they do not miss their appointments, treatments, and group sessions, as they would otherwise struggle to navigate their day." -CMHC Provider

"[I] love [that] I got there right on time and didn't have to worry at all about that or pickup as she was already waiting for me. I really enjoy this service" - NCHA client



Recovery after Fentanyl Use

"This member recently called to share that she successfully completed the IRT program at the Sobriety House in Denver, CO. Our journey together had its ups and downs, but she never stopped reaching out for help when she needed it most. With her determination and the support of a treatment scholarship, she entered the program and committed fully. She shared that through this process, she's regained her self-confidence, along with a renewed sense of purpose and passion. This member was also in active substance use when peer services began. Our early interactions were brief and inconsistent. However, following her most recent incarceration, she made the courageous decision to enter Avenues Recovery. She's now fully participating in the program and making meaningful progress. After years of fentanyl use, she is beginning to build a new life rooted in recovery." – NCHA provider

Organizational Challenges

CMHC

CMHC has found that their transportation program is currently facing a decline in low-value rides as other transportation services are offering complimentary monthly specials or free summer ride programs.

Meeting People Where They Are

The Transportation Team is set to move its offices in Sterling to improve convenience and better support our NEMT service, ultimately enhancing the experience for our clients. Our goal is to minimize the use of multiple staff members, emails, and phone calls when scheduling transportation rides for clients to and from appointments, treatment programs, and groups.

Client Understanding

Providers and treatment facilities faced challenges with clients who require additional support in comprehending that having scheduled appointments or a desire to participate in Groups does not imply that transportation has been arranged for them to and from those appointments or groups.



NCHA/AFRC

Over the past quarter, NCHA has observed a growing sense of unease among both community members and organizational partners tied to ongoing shifts in the funding and policy environment.

The Unpredictable State of Behavioral Health Funding

The unpredictability of state and federal policy changes has contributed to mounting concerns about the long-term sustainability of behavioral health services and the economic security of those working in the field. This uncertainty is especially pronounced for individuals and families who already face systemic barriers, as they worry about continued access to critical care. These trends underscore the need for consistent, transparent communication and a shared focus on adaptive, future-ready systems of support.

Staffing Issues

AFRC experienced temporary staffing challenges this quarter due to the Peer Recovery Coach assigned to the program beginning a 12-week maternity leave in early May. During this period, the Regional Manager stepped in to maintain service delivery. While there was a slight decrease in services during this time, we anticipate service levels will return to normal upon the Peer Recovery Coach's return.

NCHA similarly experienced turnover during the reporting period and experienced a decrease in services rendered as a result. However, the vacancy has been filled and the new employee started in July to support the ongoing work of the region.

Updating the Electronic Health Records System

This quarter NCHA implemented a new electronic health records (EHR) system. The implementation of the new system led to a temporary gap in the recording of services offered. While these services were still delivered, it required increased efforts to track what services were offered during that time period. The system is now fully up and running and will lead to a more streamlined record keeping and HER transmission process in the future.

