

ACCESS Line and Transportation Enhancement

**Community Provider Forums
May, 2017**

Some History

Substance Abuse Treatment Enhancement Project (SATEP)
Access Line for Region IV (1-800-563-4086)

- ▶ Operated by ABH since 1998
- ▶ Answered 24/7
- ▶ Detox screening via conference call (individual, Access Line and detox provider)
- ▶ Stay on line with caller until nearest detox bed located
- ▶ Referral info available to walk-in assessment centers, other LOCs, and recovery support
- ▶ Transportation provided to detox
- ▶ Transportation between SA residential LOCs

Increasing Concern about opioid crisis

- ▶ Accidental intoxication deaths (Office of the Chief Medical Examiner—Connecticut) between 2012 and 2016 up 250% (from 357 in 2012 to 917 in 2016)
- ▶ 2016 Access Line Expansion: Referrals to “Walk-In Assessment Centers” statewide
- ▶ Ongoing need for improved and additional transportation

Need to access services

- ▶ Stakeholder feedback: people can't access treatment when they want/need it
- ▶ The driving force is getting people help before an overdose/death occurs
- ▶ Give individuals the opportunity to access services at the moment they're ready
- ▶ Statewide transportation through Columbus House Road to Recovery has been limited to Husky D recipients, Mon to Fri, 1st shift
- ▶ DMHAS able to re-structure some funding and contracts to support an Access Line and transportation expansion without new funds

What Will Not Change

- ▶ The Access Line 1-800-563-4086 number will not change
- ▶ Access Line hours will not change (24/7)
- ▶ Informational questions concerning services will be answered
- ▶ Referrals will continue to be made to SA residential levels of care and walk-in Assessment Centers
- ▶ Conference calls with client and detox will continue

What will change as of July 1

- ▶ All requests for transportation must go through the 1-800-563-4086 line (all individuals are eligible regardless of insurance type)
- ▶ Transportation is provided between SA residential LOCs, i.e., SA residential programs, DMHAS-funded recovery houses, and Supported Recovery Housing Services (SRHS) uniformly across state
- ▶ Priority will always be given to transports to detox from the community or EDs (post-medical clearance)
- ▶ Transportation to detox from safe locations
- ▶ 3rd shift transportation provided to detox

Detox and residential Treatment are not the Answer for everyone

- ▶ Community based Medication Assisted Treatment (MAT) with counseling and other recovery support services are highly effective—Methadone, Buprenorphine (Suboxone) and Naltrexone (Vivitrol)
- ▶ Research shows that the mortality rate of untreated individuals using heroin is **15 times higher** compared to individuals receiving methadone maintenance treatment (who have a similar mortality rate to the general public)
 - Information on medication assisted treatment www.ct.gov/dmhas/mat and <http://www.ctbhp.com/medication-assisted-treatment.html>

Working within current resources

Resources are still limited:

- No change in current expectation that case managers and other providers will assist with transportation as necessary
- Providers should continue developing transportation plans with clients to ensure that alternative resources are explored prior to requesting Access Line transportation

Post implementation

- ▶ Data will be tracked and reviewed regularly including:
 - Call volume
 - Types of requests
 - Number of transports
 - Transport origins and destinations
- Based upon data, modifications may be made as necessary

Contact info and Q & A

- ▶ DMHAS Regional Managers
 - Regions I and II: gina.florenzano@ct.gov
 - Regions III and IV: rhonda.kincaid@ct.gov
 - Region V: shelly.nolan@ct.gov
- ▶ Access Line: Mike Williams
mwilliams@abhct.org and Aaron Nathenson
anathenson@abhct.org
- ▶ Inter-Community: Bill Young
wyoung@intercommunityct.org
- ▶ Columbus House: Tamisha Delrish
vehiclereservation@columbushouse.org