Comprehensive Opioid, Stimulant, and Substance Abuse Program (COSSAP)

Reentry Resource Centers: Supporting Recovery, Shaping the Continuum of Care

June 9, 2022
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Welcome and Introductions
Welcome

Jennifer Christie, MCrin
Senior Program Associate
Advocates for Human Potential, Inc.
Presenter

Pamela Acosta

- Ms. Acosta is a lifelong resident of New Mexico and has 25 years of combined experience in behavioral health, human and community services, and criminal justice.
- Areas of focus have been in psycho-social rehabilitation, outpatient and intensive case management, crisis services, Temporary Aid for Needy Families (TANF), criminal justice and transition services.
- She has worked for Bernalillo County for 9 1/2 years.
- She previously managed the Inmate Benefits and Social Services Department at the Bernalillo County Metropolitan Detention Center, where she played a pivotal role in the development and implementation of the Social Services Coordinator program and the Medicaid enrollment and suspension process within the jail.
- In 2019, she accepted a position with the Bernalillo County Department of Behavioral Health Services where she currently manages the Resource Reentry Center and provides contract oversight and support to its contractors.
- Ms. Acosta currently serves as an executive committee member on the Criminal Justice Coordinating Council (CJCC) Diversion and Reentry Subcommittee, facilitates the High Frequency Utilizer Work Group, and is a member of the Forensic Intervention Consortium (FIC).
Chief Deputy Geoff Stobart

- Chief Deputy Geoff Stobart is the chief deputy of Research, Development, and Major Projects for the Franklin County Sheriff’s Office, Columbus, Ohio.
- With a career spanning over 27 years, Chief Stobart has gained wide and deep experience within the sheriff’s office.
- He manages the office’s largest division and is responsible for the custody and care of more than 2,000 inmates in two jails while overseeing the research and construction of Franklin County’s new state of the art, evidence-based corrections center slated to open in the fall of 2022.
- He has been assigned to every division of the office spending time in Patrol, Community Relations, Internal Affairs, and Investigations.
- Chief Stobart obtained a Graduate Certificate in Management Development from the School of Industrial and Labor Relations of Cornell University and is a graduate of Northwestern University’s School of Police Staff and Command.
- He serves on the Franklin County Criminal Justice Planning Board.
Melissa Pierson

- Melissa is the Chief Operating Officer for the Franklin County Office of Justice Policy and Programs (OJPP) where she has served for 22 years.
- She is responsible for budget oversight and administration of $8+ million in federal, state, and local grant funds, and supervises three departments including two direct service units and a grants administration division employing 21 staff and contractors.
- As the primary grant writer for OJPP, Melissa has secured close to six million dollars in competitive seed funding since 2015 supporting innovative reentry programs like the nationally recognized Pathways Program and Rapid Resource Center located in the releasing section of the Franklin County Correctional Facility.
- Melissa is proud to serve in leadership roles on the National Criminal Justice Advisory Council as a representative for the Midwest Region, as the Board Treasurer for the Ohio Justice Alliance for Community Corrections, and as co-chair of the Columbus and Franklin County Addiction Plan Public Safety Sub-Committee.
- Melissa attended Ohio University for her undergraduate degree in Sociology/Criminology and the University of Dayton where she obtained a master’s degree of Science in Education.
Ryan Newsome, B.A., BSW, MSW, LSW

- Ryan Newsome has been in the field of reentry since 2013.
- He has a B.A. in Criminology and Criminal Justice Studies, a B.S. in Social Work, a Master of Social Work (MSW), and is a Licensed Social Worker (LSW) with the State of Ohio.
- He currently serves as the Social Services Coordinator for the Franklin County Office of Justice Policy and Programs and manages the Male Pathways Program and Rapid Resource Center.
Presenter

Caitlin Looney, LISW-S

• Caitlin Looney is a licensed independent social work-supervisor (LISW-S) in the State of Ohio.

• She has worked in the justice field for over a decade and currently serves as the grants administrator for the Franklin County Office of Justice Policy and Programs in Franklin County.

• Current areas of focus for managed grants include jail-based medication-assisted treatment (MAT), Stop Addiction for Everyone (SAFE) Station, Peer Support, and jail-based cognitive behavioral treatment (CBT), and reentry supportive services.
Learning Objectives
Learning Objectives

• Describe at least three strategies for supporting recovery among individuals with substance use disorder (SUD) who are preparing for reentry into the community from incarceration.

• Identify tools and resources for facilitating reentry planning.

• Discuss the role and responsibilities of correctional staff and community partners in shaping a continuum of care for individuals with SUD.
Resource Reentry Center

Pamela Acosta
Special Projects Coordinator
Bernalillo County, New Mexico
The Resource Reentry Center (RRC) is the first stop for those releasing from the Metropolitan Detention Center (MDC) in Bernalillo County.

RRC is housed in the Public Safety Building in downtown Albuquerque. It is open 24 hours, 7 days per week.

This voluntary program is designed to provide a safe landing spot for citizens releasing from MDC and plays an important role in jail diversion and reentry efforts.

Primary goals of the RRC include assessing and connecting clients to appropriate resources and services in the community in warm hand-offs.

RRC is funded through the Behavioral Health Initiative via the one-eight percent gross receipts tax. The yearly operational budget is $1 million.

RRC officially opened in June 2018.
Transition Planning Begins at Booking

- At booking, each incoming individual completes an *Intake Receiving Screening*. This is provided by MDC’s medical contractor, Corizon.

- This screening uses validated instruments to assess criminogenic risk, prevalence of substance or alcohol use, behavioral health needs, and suicidality.

- Based on the weight of the responses, an automated score is produced and assigns the individual to a specific risk group.

- This grouping assists service professionals in the jail and at RRC in determining the appropriate level of care and developing focused links to services (e.g., needs assessments, transition plans, types of referrals).
Prerelease

- Prior to release, individuals who are considered to have moderate to high needs (risk group 6–8) meet with a transition planner to complete a reentry needs assessment and a transition plan.
- Transition plans contain client-centered goals and interventions to guide the individual to a successful reentry into the community.
- Transition planners quickly begin efforts to connect individuals with community services, resources, and long-term assistance.
- Weekly roundings take place between jail partners and RRC’s transition and reentry teams to staff cases and ensure that everyone is on the same page.
2 Discharge Planners
Corizon

7 RRC Case Managers, Program Supervisor, and Special Projects Coordinator
Bernalillo County Department of Behavioral Health

8 Transition Planners
(including supervisor and assistant)
University of New Mexico Hospital–Forensic Case Management

13 Social Service Coordinators (SSC)
Metropolitan Detention Center

Various Community Service Providers/Partners

Screen, Assess, Plan

Transition

Link

- **Population:** Inmates of low to moderate risk (all units)
- **Services:** Provide in-house case management, Medicaid enrollment, resource referrals, and information; facilitate jail navigation and court/attorney liaisons

- **Population:** Inmates of moderate to high risk (all units)
- **Services:** Conduct reentry needs assessments and transition planning, make referrals, schedule appointments, coordinate with RRC

- **Population:** Individuals housed in the psychiatric acute care unit
- **Services:** Provide preliminary and discharge planning/coordination, cross-collaborate with Transition Planners/SSCs and other community providers

- **Population:** All clients released from MDC jail; all risk levels
- **Services:** Provide warm hand-off to community partners, referrals, transportation, and prescription access; conduct reentry needs assessments and transition planning; provide Narcan education and distribution; provide motel vouchers

- **Population:** All risk levels with emphasis on individuals with moderate to high needs
- **Services:** Varied services and resources (e.g., case management, housing, vocational/educational assistance, shelter, food, transportation, medication assistance)
Post Release

- Upon release, MDC transport vans transport clients to RRC, where they can meet with onsite case managers who are available to discuss next steps.
- Clients who completed a transition plan while in custody meet with a case manager to work on the goals they set.
- Clients who are released swiftly without consulting with a transition planner or social services coordinator while in jail can meet with an RRC case manager to complete a reentry needs assessment/transition plan or ask questions.
- Follow-up phone calls are conducted within 5 days up to 6 months post release to inquire about the client’s status and if additional services or referrals are needed.
RRC Highlights

- Active greeter process and informal roll call upon transport van arrival
- Access to phones, charging station, snacks, coffee, computers, clothing, bus passes, motel vouchers, Narcan, etc.
- Onsite case management
- Reentry needs assessment and transition plan prior to release or upon arrival to RRC
- Motivational Interviewing

- Universal Release of Information
- Narcan training and distribution site
- Ability to spend the night until daylight hours
- Metro and District Pretrial Connection
- Coordination with community partners and warm hand-off (including transportation in many cases)
- Direct referral to DBHS Detox Program Supportive After Care Program, and Crisis Stabilization Unit
From July 1, 2020 – June 30, 2021:

- 5,621 individuals released through RRC
- 84% engaged in case management and ancillary services
Comprehensive Assessment and Recovery through Excellence (C.A.R.E.) Campus

Direct care programs to reduce the impact of alcohol use, drug dependence, drug use, and mental health conditions within the community.

- **Public Inebriate Intervention Program**
  - Brief respite, safe sobering program, stabilization and observation, a meal, and connectivity to detox supports and long-term treatment.

- **Detox Unit**
  - 10-day, short-term, medically safe social model program
  - Meals, medication management
  - Suboxone induction

- **Supportive Aftercare**
  - CARF-accredited program; low intensity, residential program after completing alcohol and drug detoxification
  - Structured apartment-style living environment, daily living skills, long term recovery management
  - Group and therapeutic programming

- **Crisis Stabilization Unit**
  - 14-day, 16-bed step down program; behavioral health recovery
  - Social model (voluntary)
  - Semi-private rooms
  - Therapeutic groups
Diversion Efforts: Frequent Utilizers

In April 2019, Bernalillo County developed *The Frequent Utilizer Tool*.

- Identifies frequent utilizers of Bernalillo County services: Metropolitan Detention Center, Public Inebriate Intervention Program (PIIP), CARE Campus Detox, and ER admissions.
- 175–250 individuals identified each month.
- Services targeted to clients to reduce frequent utilizers cycling through county systems, hospital systems, and managed care organizations.
- Working group established through the Criminal Justice Coordinating Council Reentry and Diversion Subcommittee.
  - MOU, Universal release of information, and data-sharing platform.
Pamela Acosta
Special Projects Coordinator-
Transition Planning
Resource Reentry Center
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Rapid Resource Center

Melissa Pierson
Chief Operating Officer
Franklin County Office of Justice Policy & Programs
Franklin County
Ohio

- Population of 1.3 million (2020)
- Home to the state capital, Columbus
- Franklin County Corrections Center serves as primary jail for 42 local municipalities, villages and townships.
  - 2,320 functional beds
  - CY20 bookings: 17,716
    - 24% triggered the Clinical Opiate Withdrawal Scale (COWS)
  - CY20 overdose fatalities: 804
    - 19% incarcerated within 1 year prior to their death
    - 63% trigger COWS at booking (N=101)
Franklin County Approach

• Stepping Up Initiative

• Sequential Intercept Model (SIM) Workshop

• Partnership with Franklin County Sheriff’s Office (FCSO)
  • Customized Crisis Intervention Team (CIT)
  • Up-to-date jail population data
  • Pre-release medication assisted treatment (MAT), including MAT support group
  • Property bin naloxone distribution
  • Pre-release cognitive behavioral therapy (CBT) groups for men and women with SUD

• SIM Intercept 4 (Reentry 4) challenges for the jail population
Purpose
To increase access by individuals who have criminal justice involvement to transition planning, treatment referral and linkage, harm reduction education, and other identified supportive services that will support a positive community re-integration and reduce the likelihood of overdose deaths and recidivism.

Primary Goals
- Increase treatment referral and linkage
- Reduce the number of opioid-related deaths
- Decrease recidivism
Rapid Growth

2021
- February
- RRC soft launch, open 8 hours per day
- 1–2 people onsite

2021
- April
- Peers contracted, hours expanded to evenings and weekends
- Memorandum of understanding (MOU) signed with community partners; representatives scheduled onsite
- Prerelease in-reach visits begin
Location
- Post-custody lobby of Franklin County Corrections Center (FCCC) II
- Hours of operation
  - Monday-Saturday 8:00 a.m.-10:00 p.m.
  - Sunday 8:00 a.m.-5:00 p.m.

Staffing
- OJPP Personnel
  - Full-time Social Services Coordinator (manager)
  - Peer Support Specialists (contractors)
  - Reentry Social Services Specialist (as needed)

Funding
- Braided
  - Comprehensive Opioid, Stimulant, and Substance Abuse Program (COSSAP)
  - Substance Abuse and Mental Health Services Administration

Community Partners
- Franklin County Public Health
- PrimaryOne Health
- North Central Mental Health
RRC Services

**BASIC NEEDS**
- Food
- Clothing
- Hygiene Items
- ID/Birth Certificate Vouchers
- Transportation Assistance
- Phone Charging Station

**HEALTHCARE & WELLBEING**
- Narcan Kit
- Substance Use Treatment Linkage
- Medication Assisted Treatment Linkage
- Mental Health Treatment Linkage
- Physical Health Care Linkage
- Reproductive Services Linkage

**REENTRY NAVIGATION SUPPORT**
- Food, Cash, and Insurance Application Assistance
- Community Resources and Support Linkage
- Housing Linkage

**EMPLOYMENT RESOURCES**
- Job Openings
- Job Training Information
- Job Readiness Assistance

VISIT THE RRC, ENJOY A CUP OF COFFEE AND LET US ASSIST YOU WITH:
Tour the RRC
2021 Data
RRC Initial Contact Form Data

- Initial contact form required to use RRC
  - Basic contact info
  - Whom they are seeking services for (self or other)
  - Checkboxes to identify services they may need
- Form information is only entered into the case management system if individuals receive a supportive or linkage service.

![RRC Sign-Ins](chart.png)

RRC Sign-Ins
N = 1,713

- Seeking Services for Themselves 93%
- Seeking Services for Family/Friend 6%
- No Response 1%
Total Number Served & Who Initiated Services
N=1,141

Client in the Community: 9%
Support Person: 5%
FCSO: 1%
Client Immediately Upon Release: 85%
What Brought Them In?

Reasons for Visiting RRC
(Guests can choose multiple)
N = 1,635

- Coffee/Snack: 1,296
- Charge my Phone: 527
- Use a Phone: 880
- Use a Computer: 93
- Pick up Resource Info/Literature: 325
What Made Them Stay?

Top Support Services
- 337 safe transports to central bus stop and bus pass
- 358 hygiene/clothing packs
- 189 state ID vouchers
- 131 birth certificates

Top Linkage Services
- 108 MAT/SUD soft linkages
- 96 MAT/SUD hard linkages
- 91 mental health soft linkages
- 233 jail in-reach visits
How Did We Get Them There?

- Supportive partnership with FCSO
- Targeted prerelease marketing
  - Video played in pods
  - Letters sent to populations at risk for vulnerability, including homelessness
- Located inside the corrections center building; visitors are also able to access
- In-reach visits by RRC personnel
  - Follow-up letters provided
- Hot card and fliers at release
Pre-release Introduction Letter Samples
Hello (Name),

It's (Name). I hope you remember meeting with me on (date). I would first like to thank you for taking the time to meet with me and sharing some areas where you would like assistance. Below you will find further information on the topics we discussed during my visit and a brief overview of the program I work in.

As I mentioned before, I’m a Community Health Worker with Franklin County Public Health and I will be able to continue to meet and work with you upon your release through our Care Coordination Program. We can work together to identify and establish goals that you would like to achieve, work to overcome barriers you may face in pursuit of those goals, and use the completion of those goals as motivation to continue towards self-sufficiency.

I also serve in the Rapid Resource Center which you will have access to upon your release. The RRC can help meet some of your immediate needs - access to Substance Use and/or Mental Health Treatment, applying for Medicaid and SNAP benefits, food, hygiene, ID/Birth Certificate vouchers, transportation assistance, phone and internet access, and phone chargers.

RRC Hours of Operation:
VISIT THE RRC

FIND ALL THE HELP YOU NEED IN ONE PLACE

LET US ASSIST YOU WITH

BASIC NEEDS
- Food
- Clothing
- Hygiene Items
- ID/Birth Certificate Vouchers
- Transportation Assistance
- Phone Charging Station

HEALTHCARE & WELLBEING
- Narcan Kit
- Substance Use Treatment Linkage
- Medication Assisted Treatment Linkage
- Mental Health Treatment Linkage
- Physical Health Care Linkage
- Reproductive Services Linkage

VISIT THE RRC, ENJOY A CUP OF COFFEE AND LET US ASSIST YOU WITH:

REENTRY NAVIGATION SUPPORT
- Food, Cash, and Insurance Application Assistance
- Community Resources and Support Linkage
- Housing Linkage

EMPLOYMENT RESOURCES
- Job Openings
- Job Training Information
- Job Readiness Assistance
Lobby Signage
Pike TV Video
From Peer Supporter Wendy Adcock

Late one evening on 12/8/2021, a gentleman by the name of Michael was released from FCCCII. He came into the RRC wearing shorts and a sleeveless t-shirt. He wanted to use the phone, get something warm to drink and to collect his thoughts. He was very cold and sad. Because of his incarceration, he lost his apartment, employment and all of his belongings. He was unsure of where he would be able to go that night for shelter. He was devastated and lost.

He proceeded to call several friends & family members. No one was able to accommodate him. Myself and Valerie gently urged him to call the shelter hotline. He let out a deep sigh and stated that he needed to call his daughter who lived out of state. He said that he promised to call her upon his release as she would not worry about him. As he conversed with his daughter, he told her that he no clothing and he didn't know where he was going to sleep that night. Valerie and I looked at each other. Peer Supporter Mitchell Patterson had left a suit and other articles of clothing for another client who decided that he did not need it.

Valerie and I jumped up; I gathered up the clothing and Valerie put together a hygiene bag. Both were offered to him. Michael began to cry and immediately put on the suit- it fit him perfectly! We then gave him information for several agencies that could assist him with housing and employment in the future. He thanked us for being so thoughtful.

Valerie and I again gently urged him to call the homeless hotline. He could not believe that everything he owned was in two bags and he no longer had a home. I called the shelter for him and had him speak with intake. They were able to get him in. The intake specialist assured him that he would be able to speak with someone the next day.

We provided an UBER to take him directly to the shelter. We gave him two bus passes to go see his PO as well to travel to other places that he needed to go to. As he left, he thanked us again for our kindness.
RRC Lessons to Share

Ensure staff and community partners understand nature of release schedule

Time, consistency, and quality services help build support among corrections staff

Community partners providing in-reach to target populations (veterans, individuals with SUD, individuals at risk of homelessness)

Location, Location, Location

Snacks, Snacks, Snacks
New Franklin County Corrections Center

State-of-the-art facility with foundation in evidence-based practices for rehabilitation-focused corrections.

Design exponentially expands opportunity for programming.

FCSO proactively began expanding social services department, including director position.

Rapid Resource Center addition
- Access from releasing and community
- Intentional space design
- “Hoteling” space for community partners to be onsite

New Franklin County Corrections Center
2551 Fisher Road, Columbus, OH 43204
RRC Future Vision

- Expansion of FCCCI hours to 24/7 operations
- Provide ID access onsite
- Collaboration for onsite harm reduction vending machine
- Increase in-reach visits and transitional planning
- Telephones
- Telehealth opportunities
- Bridge Program pilot targeting population at risk of homelessness released during third shift
Questions?
Contact Information

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If you are interested in requesting training and technical assistance, please complete the form at [https://www.cossapresources.org/Program/TTA](https://www.cossapresources.org/Program/TTA)
COSSAP Resources

**Tailored Assistance**—The COSSAP training and technical assistance (TTA) program offers a variety of learning opportunities and assistance to support local, tribal, and state organizations, stakeholders, and projects in building and sustaining multidisciplinary responses to the nation’s substance abuse crisis. **You do not need to be a COSSAP grantee to request support.** TTAs are provided in a variety of formats, including virtual and in-person training events, workshop and meeting presentations, and online resources. Request TTA to support your activities at [https://cossapresources.org/Program/TTA/Request](https://cossapresources.org/Program/TTA/Request).

**Funding Opportunities**—Current COSSAP and complementary funding opportunities are shared at [https://www.cossapresources.org/Program/Applying](https://www.cossapresources.org/Program/Applying).

**Join the COSSAP community!** Send a note to [COSSAP@iir.com](mailto:COSSAP@iir.com) with the subject line “Add Me” and include your contact information. We’ll be happy to ensure you receive the latest-and-greatest COSSAP opportunities, resources, and updates.
BJA’s Comprehensive Opioid, Stimulant, and Substance Abuse Program