

Referral,  
Assessment,  
and Plan  
Project &

Recovery  
Assist  
Platform.com

ECHO  
September 22, 2021

# WHAT IS THE RAP PROJECT?

**RAP stands for the Referral, Assessment, and Plan**

**RAP is a community-based effort aimed at increasing care coordination among substance use disorder (SUD) treatment, recovery, and related organizations.**

**Its goal is to enhance the referral process between agencies helping people achieve and maintain long-term recovery in the greater Indianapolis area.**

# RAP OBJECTIVES

Assess

Assess the current landscape of SUD treatment and support in the greater Indianapolis area;

Identify

Identify barriers to effective communication and referrals between organizations supporting persons with SUD;

Recommend

Recommend practical short and long-term improvements to overcome these barriers; and

Implement

Work with participating agencies to implement recommendations.

# PHASE 1

## THE ASSESSMENT

These agencies helped us engage with and solicit the help of the community:



Building Trust Through  
Innovation and Dedication



# ASSUMPTIONS FOR THE ASSESSMENT

No one agency had all the services a person would need and that persons may need the help of several agencies or services to build and maintain recovery in the community.

People needed a variety of services from different types of agencies including SUD treatment, mental health treatment, healthcare, housing, job assistance, faith- based services, etc.

We needed to ask the community agencies themselves to evaluate the current state of affairs in the referral process.

We needed to ask persons with lived experience to enhance our understanding of the current state of affairs.

# RAP ASSESSMENT METHODS

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## Organizational survey

- Emailed to 230 individuals from 148 organizations
- 76 individuals from 61 organizations responded (33% response rate) *Note: COVID-19 pandemic prevented many individuals from participating.*

## Survey respondent interviews

- 30 individuals from 22 organizations interviewed

## Interviews with persons living with SUD and their close friends and family

- 24 persons interviewed

# THE RAP ASSESSMENT IDENTIFIED BARRIERS IN THE REFERRAL PROCESS

No current, comprehensive directory of treatment, recovery, and related providers.

Organizations make referrals to those with which they are familiar. New organizations or personnel do not have established relationships.

No universal referral form, so persons with SUD must complete a different form for each provider.

Lack of transportation limits referral options.

Referrals are limited by cost, limited payment options, and a lack of related information.



# RECOMMENDATIONS FROM THE ASSESSMENT

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COMPREHENSIVE UP-TO-DATE ON-LINE DIRECTORY of treatment, recovery, and related services (e.g., housing, legal, financial, employment, faith-based)

- Some directories are in use but do not meet all needs
- Long-term, the database would provide online referrals with two-way feedback between providers and integration with electronic medical record systems

RELATIONSHIP BUILDING

- Regular networking events and educational conference hosting all types of providers serving persons with SUD

# RECOMMENDATIONS FROM THE ASSESSMENT continued



Online universal referral and release of information forms that are compliant with HIPAA, 42 CFR Part 2, and Indiana state law



Increased use of telehealth and increased information and funding for clients with transportation needs



Increased sharing of information on cost of services, payment type(s) accepted, and limitations of service based on payment type

# RAP EXECUTIVE SUMMARY REPORT AND ENDORSEMENT

Following the assessment, plan, and identified recommendations we asked all participating organizations to endorse the plan AND to provide a signed commitment to working with the Marion County Public Health Department (MCPHD) and other participating agencies to implement the plan

- 42 individuals from 39 agencies endorsed and committed to the plan, including all the major hospital systems

The RAP Project Executive Summary can be found in the “About Us” page on [www.RecoveryAssistPlatform.com](http://www.RecoveryAssistPlatform.com).



PHASE 2

**LET'S IMPLEMENT THE  
PLAN!**

PHASE 2 OF THE  
RAP PROJECT  
REQUIRED A LEAD  
IMPLEMENTATION TEAM



## BARRIERS

No current, comprehensive directory of treatment, recovery, and related providers.

Organizations make referrals to those with which they are familiar. New organizations or personnel do not have established relationships.

No universal referral form, so persons with SUD must complete a different form for each provider.

Lack of transportation limits referral options.

Referrals are limited by cost, limited payment options, and a lack of related information.

## RECOMMENDATIONS

Comprehensive, up-to-date online directory of treatment, recovery, and related services (e.g., housing, legal, financial, employment, faith-based)

Relationship building through regular networking events and educational conference hosting all types of providers serving persons with SUD

Online universal referral and release of information forms that are compliant with HIPAA, 42 CFR Part 2, and Indiana state law

Increased information and funding for clients with transportation needs

Increased sharing of information on cost of services, payment type(s) accepted, and limitations of service based on payment type

## IMPLEMENTED SOLUTIONS

[RecoveryAssistPlatform.com](http://RecoveryAssistPlatform.com)

INSTEP Meetings

Universal Referral and ROI Forms

Transportation Toolkit

Agency Profiles



## Out of Scope Recommendations

There were recommendations we could not take on in the implementation phase due to lack of funding and resources or not having the sphere of influence to change this aspect of the system of care for people with substance use disorder. These were:

- A database that would provide online referrals with two-way feedback between providers and integration with electronic medical record systems; and
- Increased use of telehealth.
- Make resources more available and affordable

MOVING FROM PLANS TO ACTION,  
BRINGING THE COMMUNITY TOGETHER  
TO HELP IMPLEMENT THE  
RECOMMENDATIONS

We created “workgroups” to create the RAP Products

# RAP Work Groups

## Universal Forms Work Group

Developed the content of the universal referral form and the universal Release of Information (ROI) form.

## Agency Profile Work Group

Developed criteria and categories for the agency profiles that ultimately ended up in the RecoveryAssistPlatform.com directory.



Each group met weekly in the fall of 2020 with the number of participants ranging from 15-18 per week.

# RAP RELATIONSHIP BUILDING INITIATIVES

The RAP Team utilized a variety of established organizations and groups to help build relationship among the providers.

INSTEP Meetings

INSTEP Agency Spotlights

Marketed our efforts through Drug Free Marion County, Beech Grove Drug Free Coalition, and the Decatur Township Drug Free Coalition.

Overdose Data to Action Projects

Indiana Addictions Issues Coalition, Indiana Recovery Network

Meetings with other existing Directory Services representatives

# BUILDING A TRANSPORTATION TOOLKIT

Led by the Indiana Addiction Issues Coalition efforts were initiated to solicit and compile a set of resources clients could use for transportation to needed services.

Ride Services

Public Transportation

Free Transportation Services

Reduced fare information

Managed Care benefit information

# IDENTIFYING A CENTRALIZED ON- LINE RESOURCE TOOL

SO..... Now we have all these community developed products.....

Where do they live?



# **DECISIONS, DECISIONS, DECISIONS**

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- We initially thought it wise to work with existing on-line directory search platforms, we determined that we could not impose the level of detail contained in the community developed referral forms and agency profiles on another platform.
  - After much deliberation we concluded that it would be best to develop our own website.
  - We wanted a platform focused on the greater Indianapolis area and specific to services supporting SUD clients.
  - Funding prevented a larger scale project, such as a bi-directional on-line referral system.

# CREATING AN ON-LINE RESOURCE TO HOUSE THE RAP PRODUCTS

RCR Technologies and their development teams were employed to build an on-line service directory that would serve as an easily accessible resource to house the products developed by the RAP Project.

Agency Profiles

Universal Referral Form

Universal Release of Information Form

Transportation Toolkit

# WHAT MAKES THE SITE UNIQUE

RECOVERYASSISTPLATFORM.COM



Search by location,  
population served,  
service type, specific  
interventions, categories  
of care, ages, types of  
payments, etc.



Includes map  
locations



Multiple search  
parameters  
allowed



User-friendly



Downloadable  
referral and ROI  
forms



Information on  
transportation  
services



Can be used by  
agencies and the  
general public to  
find resources



BRIEF DEMONSTRATION OF THE  
RECOVERYASSISTPLATFORM.COM

FOR  
ADDITIONAL  
INFORMATION

Contact information can be found  
on  
[www.RecoveryAssistPlatform.com](http://www.RecoveryAssistPlatform.com)

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