Referral, Assessment, and Plan Project &

Recovery Assist Platform.com

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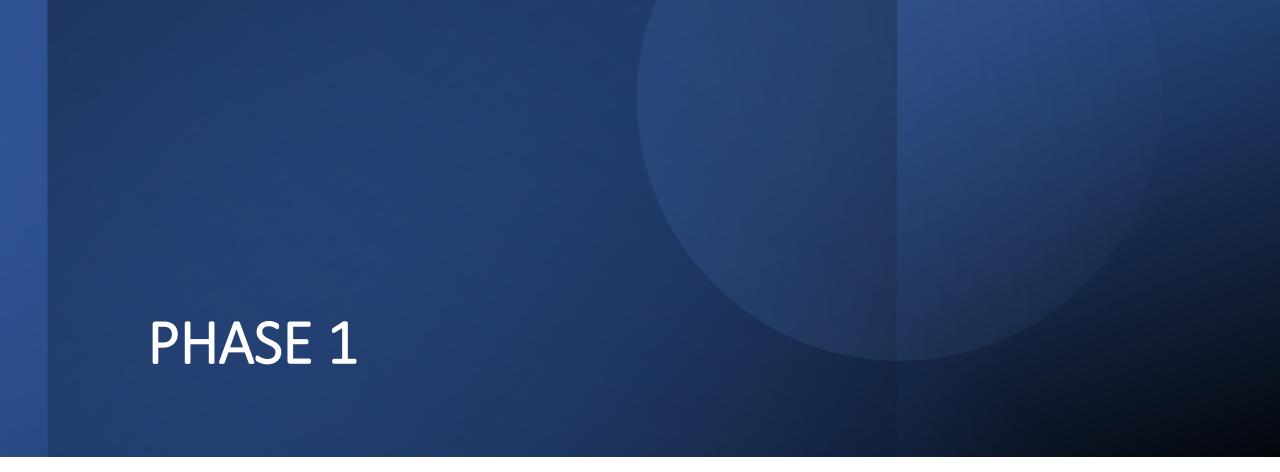
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WHAT IS THE RAP PROJECT?

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

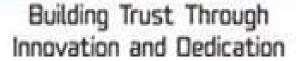| Assess	Assess the current landscape of SUD treatment and support in the greater Indianapolis area;
Identify	Identify barriers to effective communication and referrals between organizations supporting persons with SUD;
Recommend	Recommend practical short and long-term improvements to overcome these 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:

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

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

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.

PHASE 2

LET'S IMPLEMENT THE PLAN!

PHASE 2 OF THE RAP PROJECT REQUIRED A LEAD IMPLEMENTATION TEAM

BARRIERS	RECOMMENDATIONS	IMPLEMENTED SOLUTIONS
No current, comprehensive directory of treatment, recovery, and related providers.	Comprehensive, up-to-date online directory of treatment, recovery, and related services (e.g., housing, legal, financial, employment, faith-based)	RecoveryAssistPlatform.com
Organizations make referrals to those with which they are familiar. New organizations or personnel do not have established relationships.	Relationship building through regular networking events and educational conference hosting all types of providers serving persons with SUD	INSTEP Meetings
No universal referral form, so persons with SUD must complete a different form for each provider.	Online universal referral and release of information forms that are compliant with HIPAA, 42 CFR Part 2, and Indiana state law	Universal Referral and ROI Forms
Lack of transportation limits referral options.	Increased information and funding for clients with transportation needs	Transportation Toolkit
Referrals are limited by cost, limited payment options, and a lack of related information.	Increased sharing of information on cost of services, payment type(s) accepted, and limitations of service based on payment type	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

- 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

Or contact Dean Babcock at dbabcock@marionhealth.org or 317-506-4641