

Ross County Community Action Commission, Inc.



CARES

Community Action Responds, Engages, and Supports Recovery

History of CARES

- Executive Director, Trina Payne interested in being a part of the solution in the battle against opioid abuse in the community
- Created CARES in response to community need and gaps in service delivery
- Originally created to provide transportation to and from rehab facilities

In what ways can the agency support recovery efforts?



Types of recovery services

Employment Services
Clothing

Access to Resources
Housing

Transportation
Food

Intensive Care Coordination

“Determine that the thing can and shall be done, and then we shall find the way.” - President Abraham Lincoln

How to build a successful program to provide recovery support services

Create the process

What elements are needed?

Sell to the community

Treatment providers

Medical providers

Homeless shelters

Drug Courts/Probation

Law enforcement/jail

Post Overdose Response Units

Determine success

What tool can be used to effectively track individuals?

How are the results reported to the governing board or the community?

Process elements of CARES



“You may have to fight a battle more than once to win it.” - British Prime Minister Margaret Thatcher

CARES 101

Referral

- Referral source
- Date of referral
- Description of needs

Intake

- History
- Individual needs
- Demographic info
- Sign consents

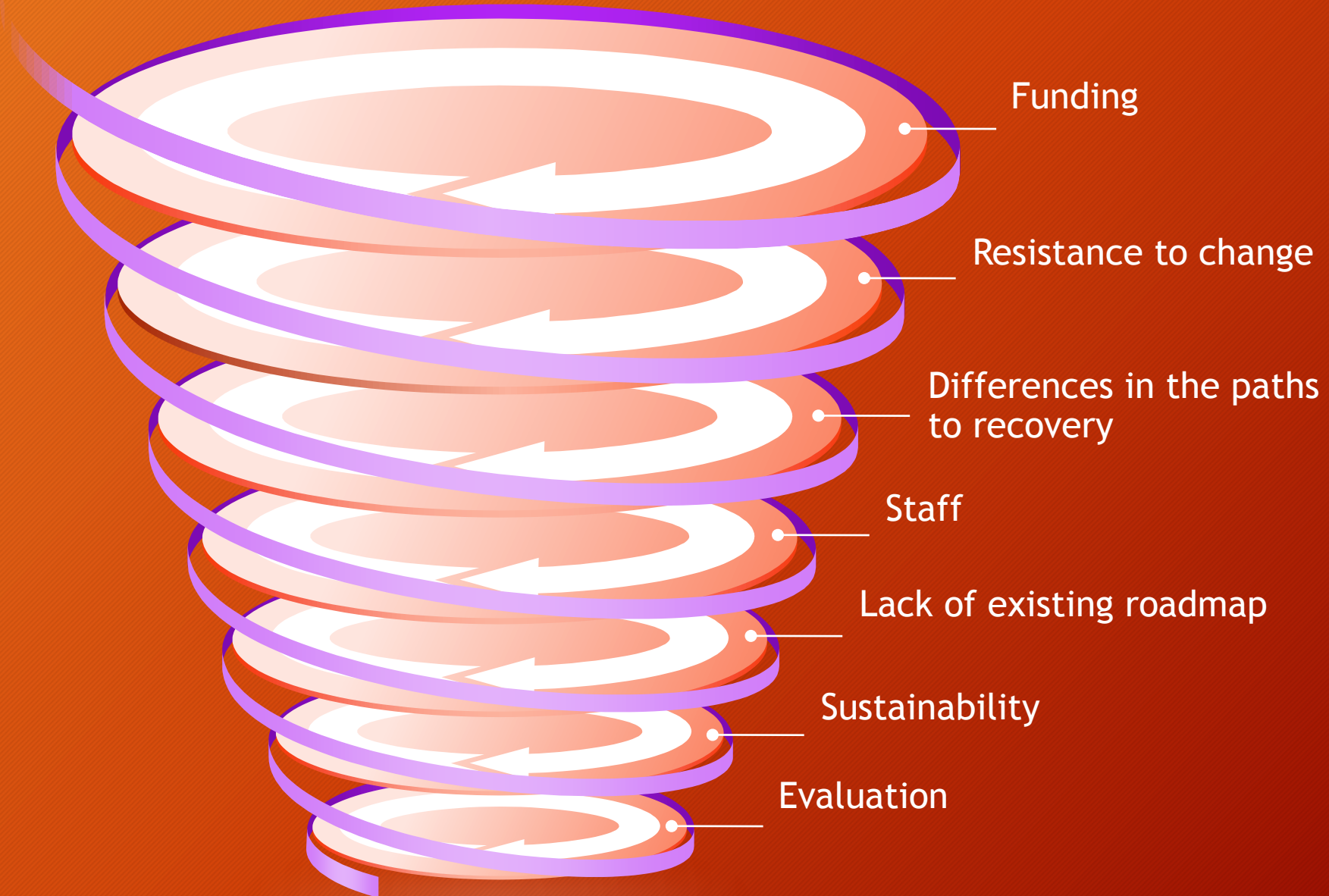
Eligibility

- CSBG eligibility requirements
- Obtain diagnosis

Recovery Plan

- Individualized services
- Driven by client
- Frequent contact
- Linkage to services

Challenges



Evaluation



Case management system

- ✓ # Clients served
- ✓ Demographics
- ✓ Program phase
- ✓ Ability to track service delivery
- ✓ Use stats to make data-informed decisions

<https://pimsyehr.com/>

A screenshot of the PIMSY software interface showing a client details form. The form is organized into several sections: Client Details, Administration, and a top navigation bar. The Client Details section includes fields for Prefix (N/A), Client Number (A-C-2064), Alt Client Number (BCBS), First Name (Jimmy), Middle Name, Last Name (Abanch), Suffix (N/A), Alias, Maiden Name, Date of Birth (10/10/2011), Age (4), Email, Cell, Phone, Fax, Work Phone, Address 1 (875 Yesterday Street), Address 2, Address 3, City (Sylva), State (NC), and Zip (586291566). The Administration section includes Date of Admission (10/10/2011), Client SSN, Active status (checked), Suspended (Notes) (unchecked), Primary Therapist (Evan Beck*), Q.P. / Clinician II (Peter Brady), CM / Clinician 3 (*** N/A ***), Clinician 4 (*** N/A ***), Physician (Internal) (Greg Brady), Default Division (1. Referral), Default Location Code (*** N/A ***), Default Location (Home Office), Ref. Source (*** N/A ***), and Date of Referral (12/16/2015). The top navigation bar includes tabs for Client Details, Demo. / Q&A, Insurance, Contacts, Check List / Comments, Medical, Diagnosis, Treatment Plan, Renewals, Authorizations, and Notes. Below the navigation bar are buttons for Save, Copy, New, and Delete, along with various utility icons.

EVALUATIONS

The Partnership Wants Your Feedback!



Please be sure to complete the evaluation
for this session online,
via the CAPCON18 Event App.

Thanks in Advance for your Cooperation!