

# Recovery Navigator Program: RNP 101

Ryan Keith

Recovery Navigator Program Administrator, Health Care Authority

*Division of Behavioral Health and Recovery*

Suzanne Straub

Behavioral Health Program Manager, Health Care Authority

*Medicaid Division*

# Overview of Presentation

---

- ▶ Recovery Navigator Program (RNP)
- ▶ Behavioral Health Administrative Service Organizations (BH-ASO)
- ▶ RNP based on LEAD Core Principles
- ▶ RNP implementation





# Recovery Navigator Program Overview

---

- ▶ The Recovery Navigator Program (RNP) is a statewide effort, in partnership with Behavioral Health Administrative Service Organizations (BH-ASOs), to provide community-based outreach, intake, assessment, referral, and long-term intensive case management services to individuals with substance use disorder, including individuals with co-occurring substance use disorders, and mental health conditions who are referred to the program.
- ▶ RNP framework has established a new system of response and care for people who live with unmanaged behavioral health needs, deep experiences of complex trauma, cognitive disabilities, poverty, as well as lifelong experiences of marginalization.



# Recovery Navigator Program Overview

---

- ▶ The RNP serves people who are at risk of arrest, or already have been involved in the criminal legal system. RNP connects social services to individuals who intersect with police due to simple drug possession and/or people who have frequent criminal legal system contact because of unmet behavioral health needs.
- ▶ The RNP provides referral pathways for law enforcement, emergency departments, businesses, and other referral points to access services.
- ▶ RNP staff work with local community resources to address the intersectional and holistic needs of the individual by addressing the social determinants of health, including education, housing, and employment.



# Recovery Navigator Program Implementation Timeline

## July – August 2021

Health Care Authority convened an ad-hoc work group to create Recovery Navigator Program Uniform Standards based on Core Principles of Law Enforcement Assisted Diversion (LEAD)

## August-Sept 2021

BH-ASO's hired Regional Administrators and developed strategic implementation plans for the RNP and began receiving technical assistance

The BH-ASOs submitted their plans. HCA reviewed the plans and worked with LEAD National Support Bureau to create a TA and Training Plan. All BHASOs were requested to submit plan addendums. HCA approved plans. BH-ASOs began program implantation.

## October-December 2021

Regions have established their Policy Coordinating groups, completed staff trainings, have begun accepting referrals and are providing outreach and case management services

## January-Current 2023

# Behavioral Health Administrative Service Organization (BH-ASO)

## What is a BH-ASO?

- BH-ASOs are under Integrated Managed Care (IMC)
- Most services for Apple Health are provided through managed care organizations

## BH-ASO Services

- 24/7/365 regional crisis hotline for mental health and substance use disorder (SUD) crises
- Mental health and SUD services, including mobile crisis outreach



# Recovery Navigator Program – LEAD Core Principles

---

Recovery Navigator Programs are based upon Law Enforcement Assisted Diversion (LEAD) Core Principles



Each region is provided TA by LEAD NSB for program design, implementation, and ongoing program needs



# RNP Workgroups

## Policy Coordinating Group (PCG)

- The policy-making and stewardship framework for the RNP

## Operational Work Group (OWG)

- Provides a common place to discuss day-to-day activities where partners can collectively monitor, identify, discuss, and address operational, administrative, and client-specific issues



# Golden Thread - Service Coordination

## Individual Intervention Plan

- A culturally directed service plan which the individual creates through a shared decision-making process with their case manager

## Caseload

- No more than 20 people and should represent a blend of very active individuals and those who still need proactive engagement in the field

## Case Management Classifications

- Various levels of engagement:
  - Outreach Referral – declined services
  - Outreach Status
  - Light Case Management
  - Engaged with Intensive Case Management

# Referral data – Q4 2022 (October – December)

---

Based on workbooks submitted in January, this is the most recent time period available and represents a time period when our most recent providers became fully operational.

5916 total referrals

- 519 from Law Enforcement Officers
  - 5397 as community referrals

# Referral And Outreach

Quarter

Region

2022 Q4

All

Total Referrals Referrals (LEOs) Referrals (other)

Screening Outcome/Case Management Level

5916

519

5397

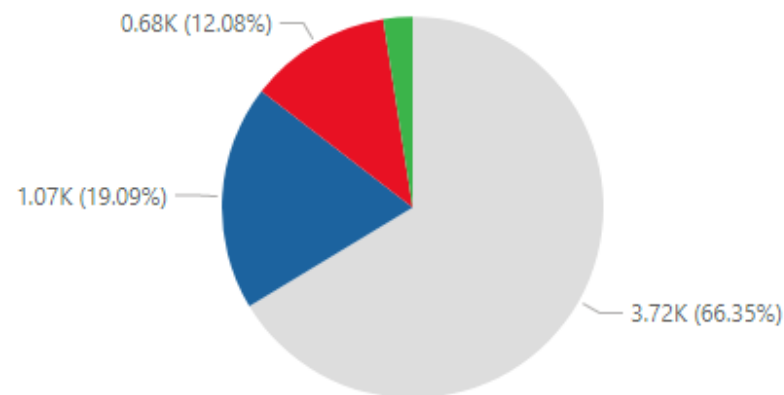
Follow-Ups Outreaches Avg. Rsp. Time

1646

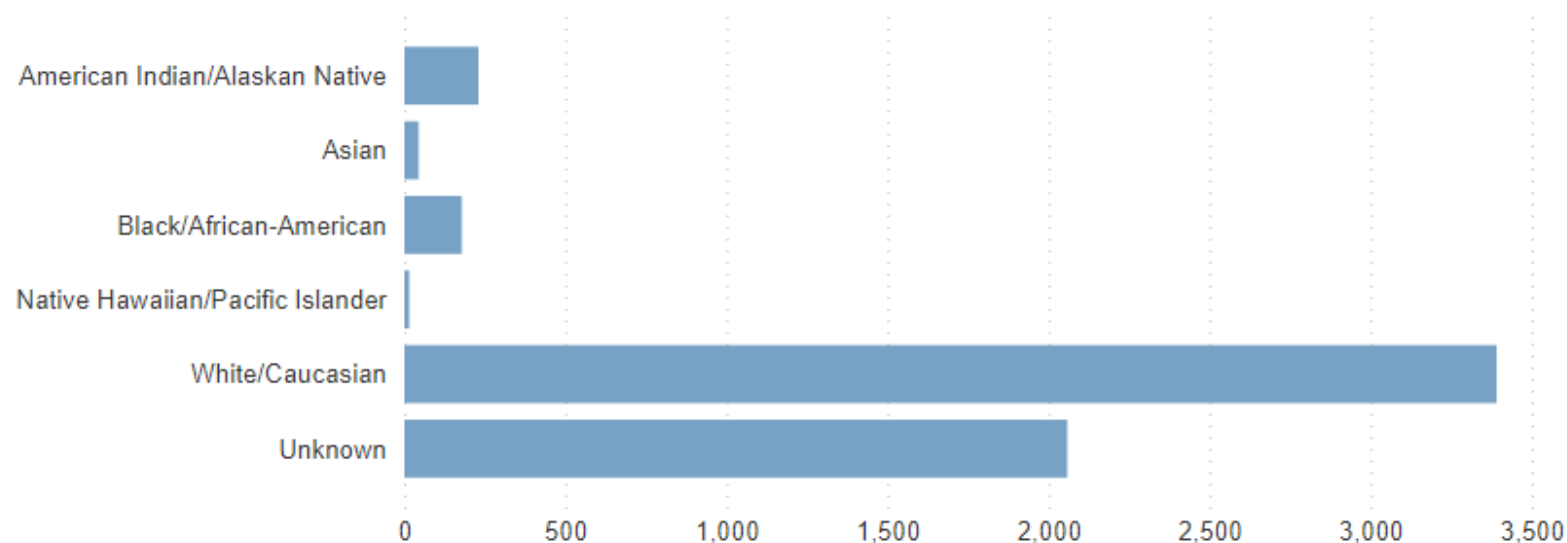
5532

0.28

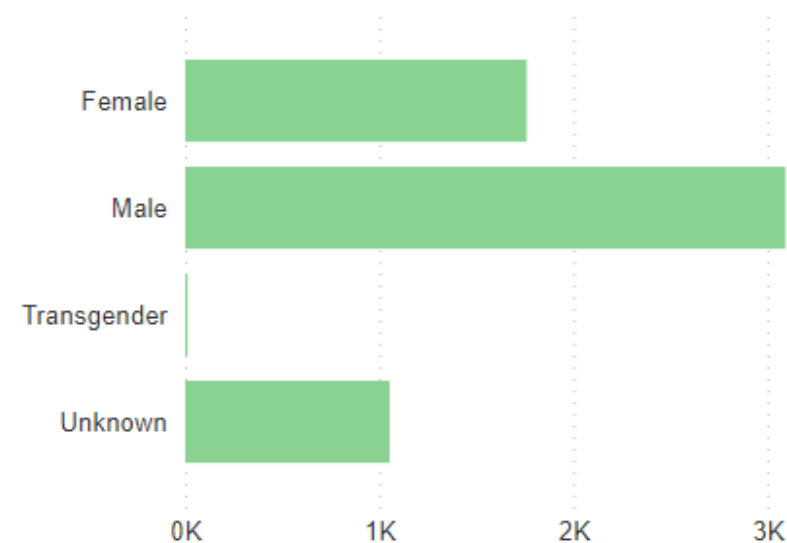
● Outreach Status ● Enrolled in Intensive Case Management ● Enrolled in Light Case Management ● Outreach Referral (declined services)



Race Distribution



Gender Distribution



# Case Management

Region

Quarter

All

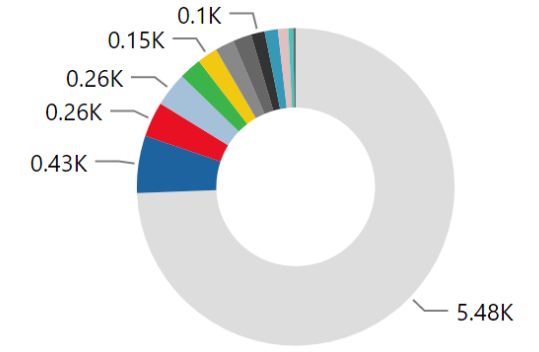
2022 Q4

## Referral To Services Made

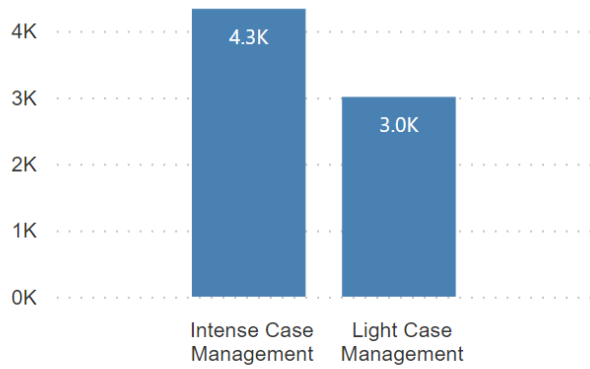
## Linkage to Care

Referral To Services Made	Total
Basic Needs	1117
Basic Needs (hygiene, food, clothing)	22
Basic Needs (hygiene, food, clothing), Community Support Organizations (Recovery Cafe, other Non-Profit)	***
Basic Needs (hygiene, food, clothing), Community Support Organizations (Recovery Cafe, other Non-Profit), Employment Service, Housing	***
Basic Needs (hygiene, food, clothing), Community Support Organizations (Recovery Cafe, other Non-Profit), Employment Service, Housing, Mental Health Referral	***
Basic Needs (hygiene, food, clothing), Community Support Organizations (Recovery Cafe, other Non-Profit), Housing, Mental Health Referral	***
Basic Needs (hygiene, food, clothing), Employment Service, Housing	***
Basic Needs (hygiene, food, clothing), Employment Service, Housing, Physical Healthcare Referral	***
Basic Needs (hygiene, food, clothing), Faith-Based Organization	***
Basic Needs (hygiene, food, clothing), Housing	***
Basic Needs (hygiene, food, clothing), Self Help Support Group (AA/NA/Alanon/SMART recovery/etc)	***
Basic Needs (hygiene, food, clothing), SUD Referral- Assessment	***
basic Needs e.g. hygiene, food, clothing	***
Basic Needs; Community Organization	***
Basic Needs; Housing	***
Basic Needs; Mental Health Referral; SUD Referral- Assessment	***
Basic Needs; Physical healthcare Referral	***
Basic Needs; Physical healthcare Referral; Public Benefits	***
<b>Total</b>	<b>3836</b>

- Basic Needs
- Housing
- Public Benefits e...
- Community Supp...
- Mental Health Ref...
- Substance Use Di...
- Substance Use Di...
- Self Help Support ...
- Physical healthcar...
- Substance Use Di...
- Faith-Based Orga...
- Transportation to ...



## Engagement Level



PLACEHOLDER FOR RACE AND GENDER DATA COMING Q2 2023

## Case Management      Contingency Management

7340

3107

## Follow-Ups      Outreaches

7252

39

# Success Story

---

Destination Hope and Recovery received an email from Officer Loren Neil and it states:

“I just wanted to say thanks so much for you two helping with program participant X this afternoon. It was great to see you guys come out and provide another option rather than her arrest. I hope you don't mind, I took a photo showing your compassionate actions today and wanted to share it with you. You guys rock!” -Officer Loren Neil

Photo credit: Loren Neil, Aberdeen Police Department







# Success Story

---

- ▶ Greater Columbia Recovery Navigator Program-Kittitas County
- ▶ Program Participant sent a handwritten letter to RNP Administrator





# What's Next?

---



- 24/7 coverage
  - Regions working on 24/7 response to law enforcement referrals
  - Some have already implemented 24/7 access
  - All regions to be 24/7 by July 2023



# Resources

---

- ▶ State v. Blake: ESB 5476 and behavioral health expansion
  - ▶ Recovery Navigator uniform program standards
  - ▶ Recovery Navigator program fact sheet
- ▶ LEAD National Support Bureau





# Questions?

Ryan Keith

Recovery Navigator Program Administrator

*ryan.keith@hca.wa.gov*

Suzanne Straub

Behavioral Health Program Manager

*suzanne.straub@hca.wa.gov*

Washington State  
Health Care Authority