Recovery Navigator Program (RNP)
Quarter 2 Report   April – June 2024

November 4, 2024

Washington State
Health Care Authority

Overview

- Updates

- Referral and Outreach Data

- Case Management Data

- FY24 Data and Trends

Washington State
Health Care Authority

Updates

- ▶ Updated Timeline for Dashboard
- ▶ Reporting Schedule

SURSAC Meeting Date	RNP reporting period
November	Q2 – April – June 2024
TBD	Q3 – July – September 2024
TBD	Q4 – October – December 2024

Referral and Outreach Data Q2
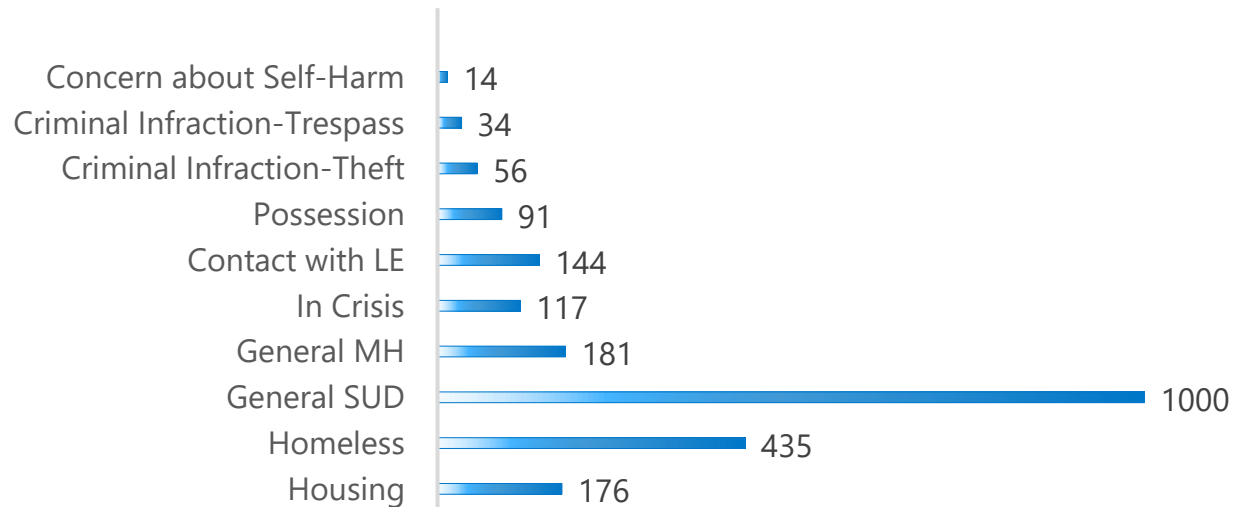**April 2024 – June 2024**

2,548
Estimated Unduplicated Clients

Law Enforcement Referrals (**)

4,842
Unduplicated Encounters

72%
Response Time in 15 Mins.

TOP 10 REFERRAL REASONS

Referral Reason	Count
Concern about Self-Harm	14
Criminal Infraction-Trespass	34
Criminal Infraction-Theft	56
Possession	91
Contact with LE	144
In Crisis	117
General MH	181
General SUD	1000
Homeless	435
Housing	176

*information based on estimated unique client

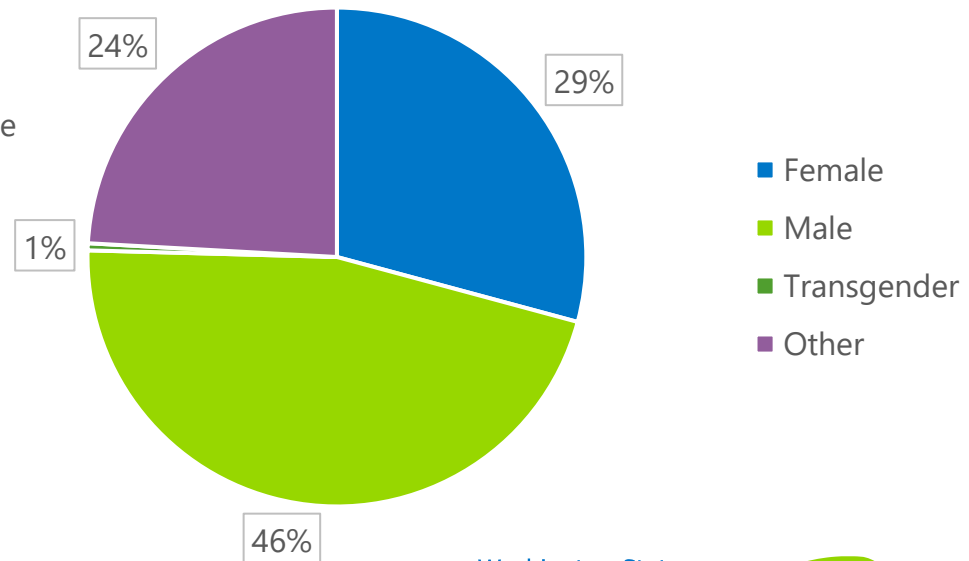| **2,548** Estimated Unduplicated Clients	**203** Newly Enrolled in Intensive Case Management	**364** Newly Enrolled in Light Case Management

Race Distribution

1% 1% 0% 5% 1%
45%
44%
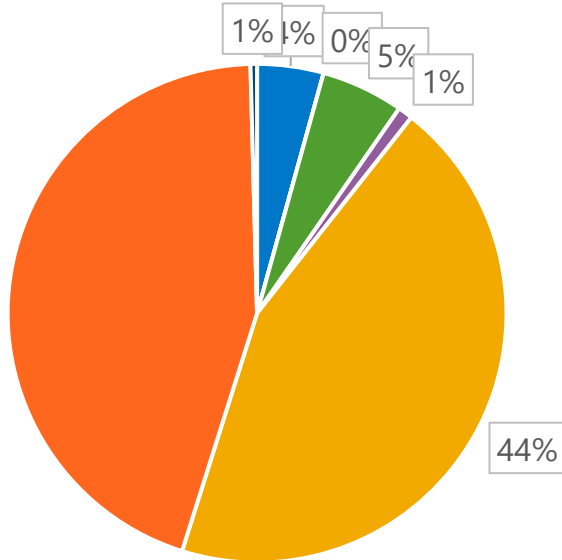
- AI/AN
- Asian
- Black/AA
- NHOPI
- Other
- White
- Two or More

Gender Distribution

24% 29%
1%
46%

- Female
- Male
- Transgender
- Other

*"Other" – Is not provided or refused to answer

Washington State
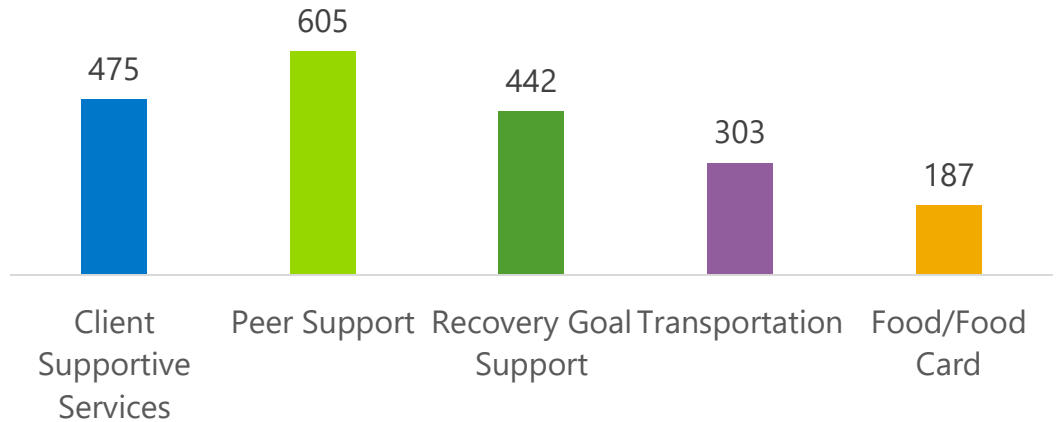Health Care Authority

Case Management Data Q2
April 2024 – June 2024

9,531
Case Management Events

2,063
Estimated Unduplicated Clients

4,078
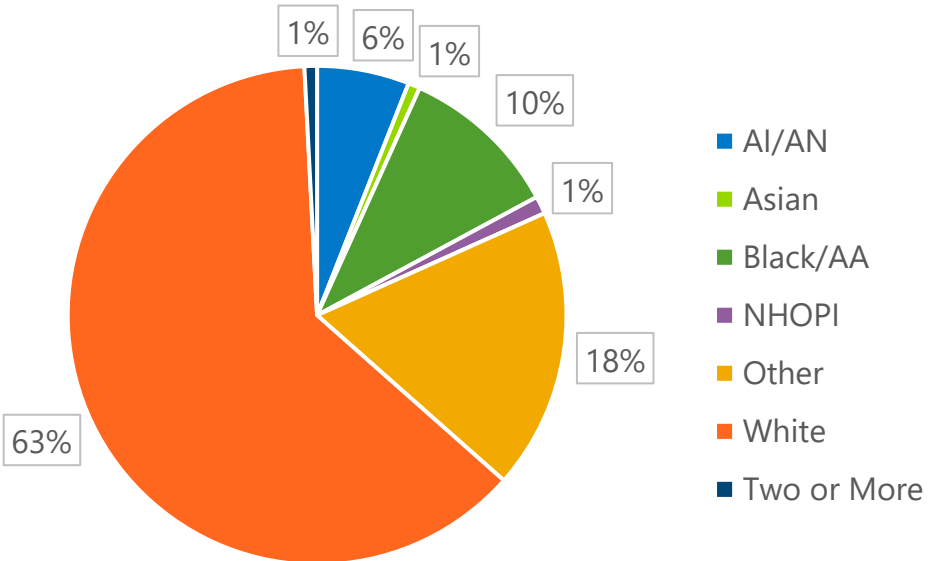Incentive-Based Encounters

Top 5 Direct Care Services

Client Supportive Services	Peer Support	Recovery Goal Support	Transportation	Food/Food Card
475	605	442	303	187

Top 5 Referrals to Services

Basic Needs	Public Benefits	Housing	SUD Referral	Community Support Organization
387	154	236	136	157

Washington State
Health Care Authority
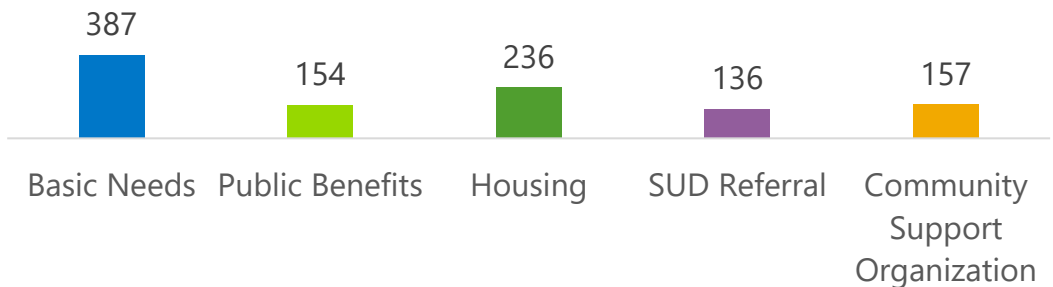
Case Management Data Q2
April 2024 – June 2024

Race Distribution

- AI/AN — 6%
- Asian — 1%
- Black/AA — 10%
- NHOPI — 1%
- Other — 18%
- White — 63%
- Two or More — 1%

2,063
Estimated
Unduplicated Clients

Gender Distribution

- Female — 35%
- Male — 60%
- Transgender — 0%
- Other — 5%

Washington State
Health Care Authority

Recovery Navigator Program - Referral & Outreach

Washington State Health Care Authority

About This Report	Referral & Outreach	Case Management	Demographics

Date Selector
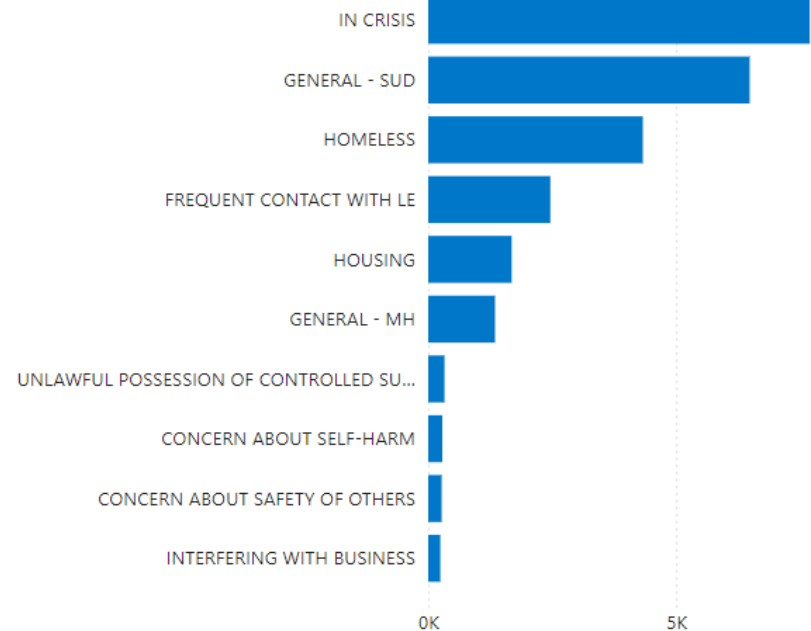
1/1/2023   3/31/2024

Region

All BHASOs

The *Screening Outcomes* and *Top 10 Referral Reasons* bar charts are displaying data that is multi-select. One service can have multiple Screening Outcomes or Referral Reasons.
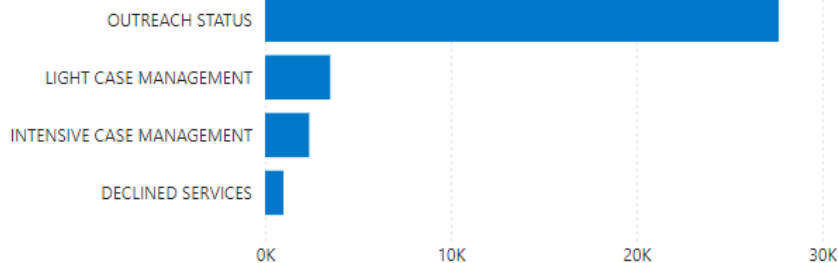
Referral & Outreach

14509
Estimated Unique Clients

37355
Unique Services

25261
Follow Ups

66%
% responded in 15 mins or less

29992
Other Referrals

4716
Law Referrals

13%
% Law Referrals

7474
Outreach Outcomes

Screening Outcomes

(Bar chart – Screening Outcomes)
- OUTREACH STATUS
- LIGHT CASE MANAGEMENT
- INTENSIVE CASE MANAGEMENT
- DECLINED SERVICES

Axis: 0K, 10K, 20K, 30K

Top 10 Referral Reasons

(Bar chart – Top 10 Referral Reasons)
- IN CRISIS
- GENERAL - SUD
- HOMELESS
- FREQUENT CONTACT WITH LE
- HOUSING
- GENERAL - MH
- UNLAWFUL POSSESSION OF CONTROLLED SU...
- CONCERN ABOUT SELF-HARM
- CONCERN ABOUT SAFETY OF OTHERS
- INTERFERING WITH BUSINESS

Axis: 0K, 5K

Recovery Navigator Program

Washington State
Health Care Authority

About This Report	Report Usage Guide	Referral & Outreach	Case Management	Demographics

About This Report

- **Small Number Suppression:** Numbers that are less than 11 are suppressed in this report. In a text form, a suppressed number will be replaced with ***. In a graph, a suppressed number will simply not be shown.
- **Dates Contained:** November 1st, 2021 - Present

Definitions

- **Estimated Unique Clients:** A unique client is determined by the combination of ProviderOne ID, Client ID, First Name, Last Name, Alternate Name, and Birthdate. In general, a large amount of recorded services have data for those fields. Some services, however, do not contain enough data describe a unique client, so any counts of unique clients will always be an estimate.
- **Unique Service:** A unique service is determined by the recorded interaction of a provider and a client.
- **Incentive-Based Encounters:** Previously identified as Contingency Management, is an option used to represent when monetary items are provided. These monetary items may or may not be provided with a contingency for a specific behavior, which is why the term has been changed to better reflect this category.
- **Light Case Management:** When a referral is made, screening complete, and individual interested in basic services and referral is made. The individual has completed the intake process and is considered a program participant.
- **Intensive Case Management:** Referral made, screening completed, individual in need of intensive case management, has several comorbidities, might be experiencing homelessness, and multiple referrals are made.
- **Outreach Status:** May indicate when a referral is made, Screening completed, or individual not interested in intensive case management but indicates need for occasional support. RNP staff will check on the individual periodically to monitor safety and stage of motivation and change.
- **Follow-Up:** Number of attempts providers have made to follow up with program participants in the community when there may be indication of disengagement or reengagement with current participants.
- **Scheduled Follow-Up:** Displays the number of scheduled follow-ups for individuals that are in outreach status and have not yet converted to case management. This number may include duplicate follow-up instances per individual.
- **Law Enforcement Referrals:** Law Enforcement Referrals include referrals that occur as an alternative to arrest or citation (diversion) by law enforcement and also those referrals resulting from social contact with law enforcement. Social contacts describe instances when law enforcement officers are called by individuals or businesses to request a response to an individual, but no criminal activity is alleged, as well as instances when officers are making rounds and make a referral outside of a situation involving an arrest or pending arrest. This category does not include Criminal Legal System referrals from the courts or corrections, such as pre-trial, probation, and defense attorney referrals.
- **Referral Reason:** In reporting this data, RNP providers select one choice from a drop-down menu of different referral reasons. While there may be several different factors leading to an RNP referral, providers are instructed to choose the one that most closely aligns with the situation/interaction leading to referral at their discretion.

FY 2024 Data

July 2023 – June 2024

- **11,113** Estimated Unduplicated Clients
- **26,883** Unduplicated Encounters
- **72%** Response Time in 15 Mins.

Referral and Outreach

- **51,197** Case Management Events
- **7,003** Estimated Unduplicated Clients
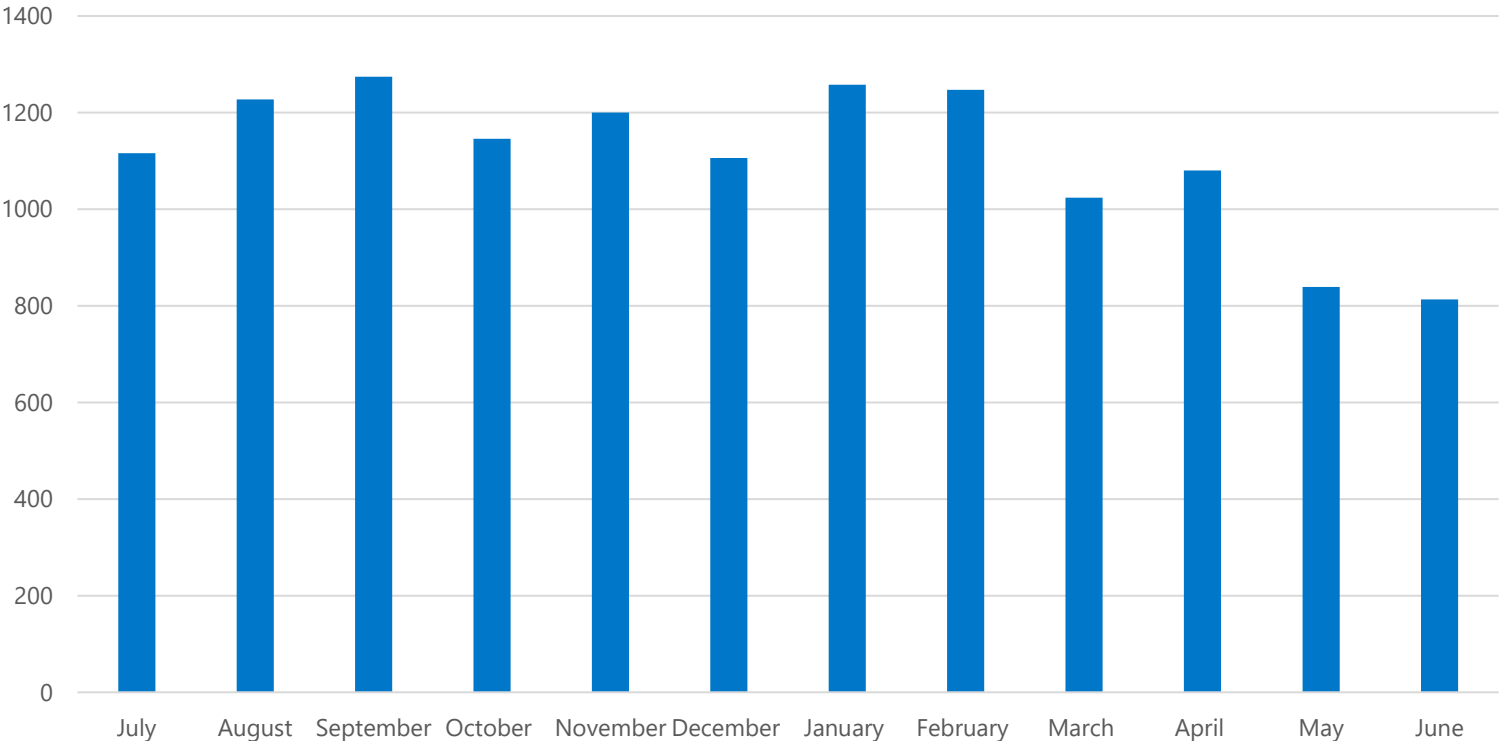- **17,265** Incentive-Based Encounters

Case Management

Washington State
Health Care Authority

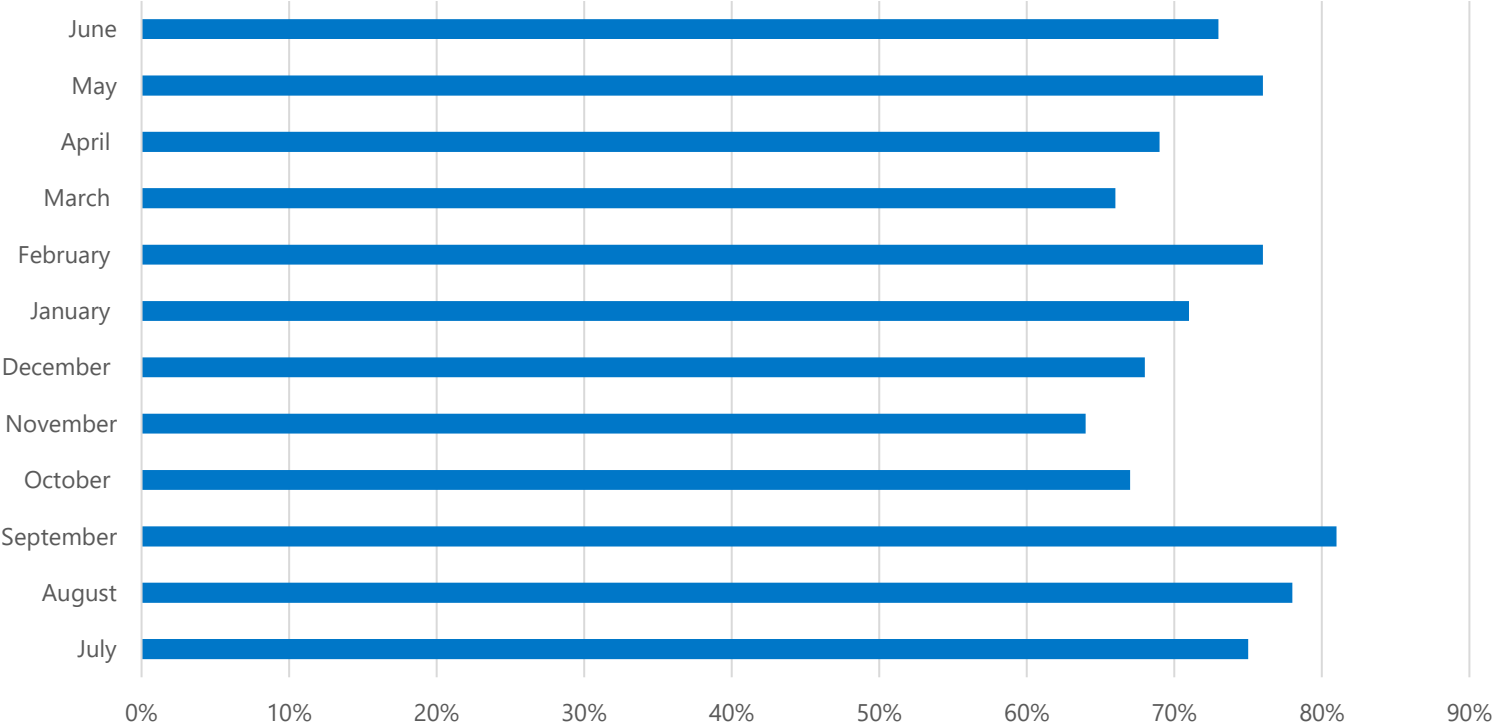# FY 2024 Trends – Referral and Outreach
July 2023 – June 2024

FY 24- Total Number of Unique Clients Per Month

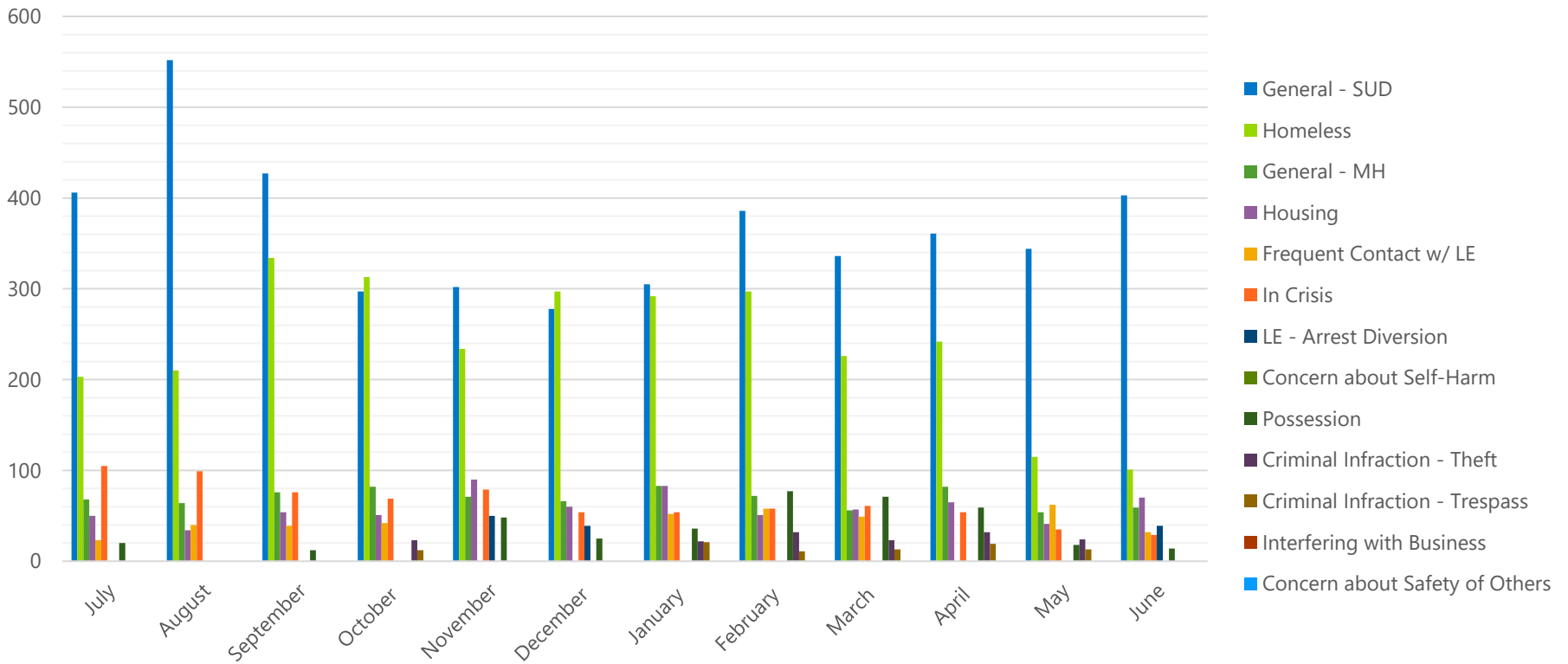# FY 2024 Trends – Referral and Outreach
July 2023 – June 2024

FY24- Referral Response Time within 15 minutes

Washington State
Health Care Authority

FY 2024 Trends – Referral and Outreach
July 2023 – June 2024

FY 2024 Trends – Case Management
July 2023 – June 2024

FY24 - Top 5 Referral to Services

Legend:
- Basic Needs
- Housing
- Public Benefits
- Community Support Organization
- SUD Referral - Inpatient
- MH Referral
- SUD Referral - Assessment
- SUD Referral - WM

Washington State
Health Care Authority
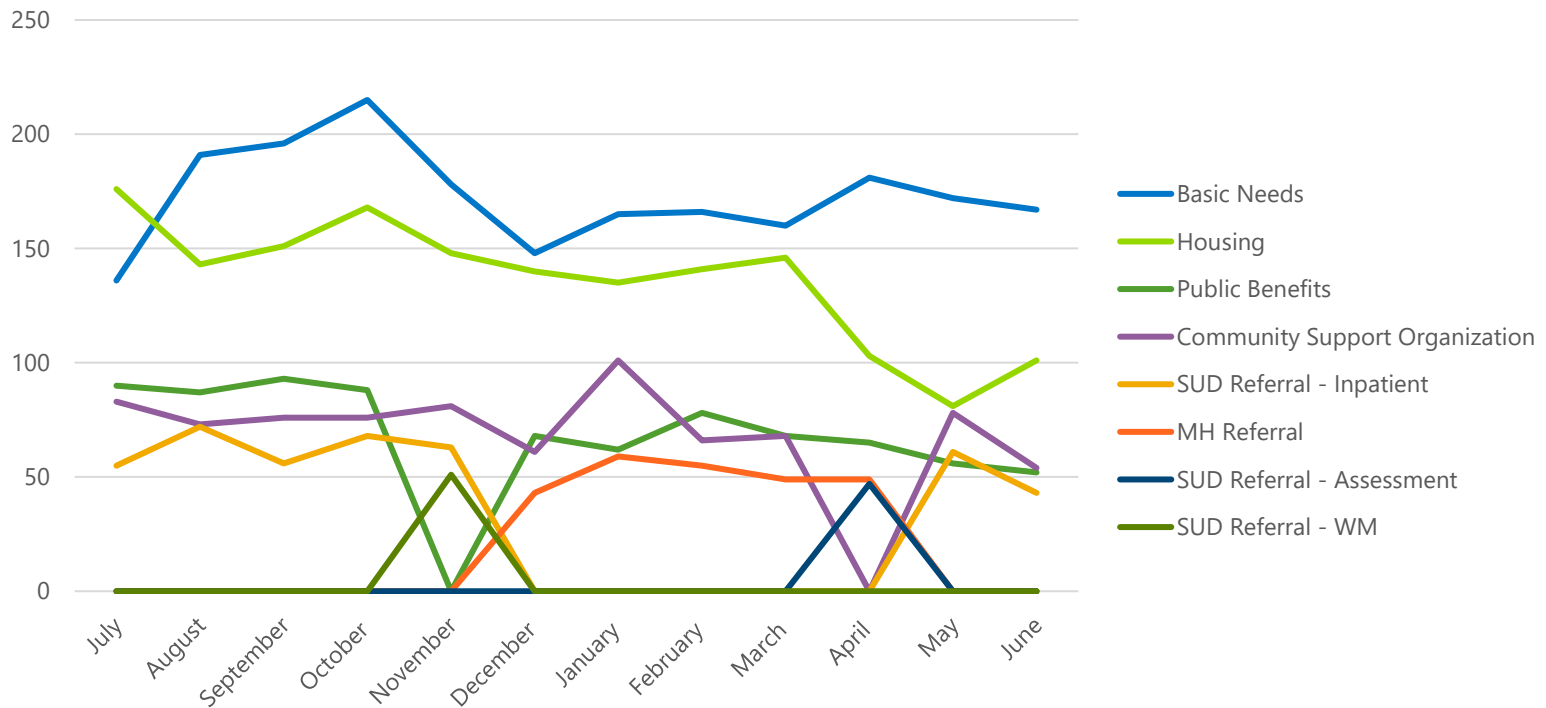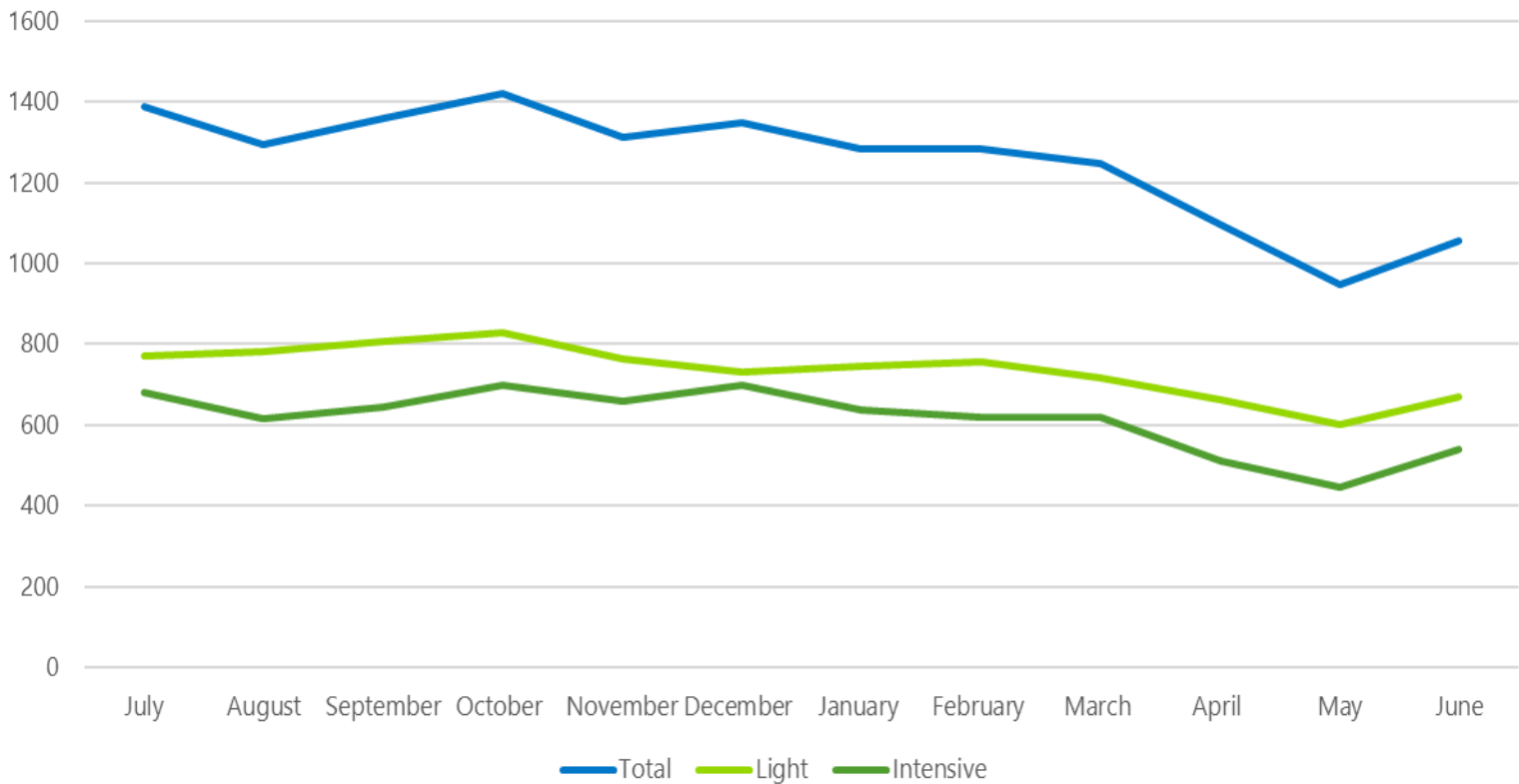
FY 2024 Trends – Case Management
July 2023 – June 2024

FY24- Case Management Engagement

RNP Data Workgroup

- Updates
  - Includes participation from RDA, CQCT, and data analysts
  - Improved error identifying tool
  - HCA has begun discussing the process to update RNP data collection. Aiming for all programs to be using the new system sometime in 2025.

- Next Steps
  - Ongoing discussion regarding collection of demographic data during outreach
  - Discussion about entries for demographic information within case management data
  - Addressing # of unique referrals vs. total referral count.

Washington State
Health Care Authority

Questions?

Contact(s)

▶ Brianna Peterson

Report Administrator

Brianna.Peterson@hca.wa.gov

▶ Ryan Keith

Recovery Navigator Program Administrator

Ryan.Keith@hca.wa.gov