

Recovery Works

Updated Referral Process Guide

Effective January 15th, 2022, Recovery Works began incrementally rolling out a new referral process across the state. This Guidebook is designed to assist Direct Service Providers, Criminal Justice Partners, and other community stakeholders in understanding the essentials of this new process.

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12/20/2021

Re: Recovery Works Initiatives

As Recovery Works enters its fifth year in service, the Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) is celebrating the more than 64,000 Hoosiers who received life-saving support through Recovery Works. The state's forensic treatment program was established in 2015 to promote recovery from substance use disorder through community support and treatment, ultimately reducing the number of individuals with mental health and substance use disorders entering the justice system. Over the last several years, DMHA has worked to address gaps in the delivery of mental health and substance use disorder treatment to justice-involved individuals through more permanent means, including robust coverage of behavioral health treatment through Medicaid. As Hoosiers' needs have shifted, so has the scope and focus of Recovery Works, and this process will continue in 2022.

DMHA is committed to an honest assessment of programming and a continuous improvement process to better service Hoosiers. The agency has engaged hundreds of Hoosiers at various stages of recovery in the review of Recovery Works. Their feedback has informed our understanding and philosophy of recovery. This shift transcends across programs and funding streams, including Recovery Works, where we are driven by the following principles:

- Empowering participant choice
- Making data-driven decisions
- Early intervention: This is critical to changing a person's trajectory away from continued involvement with the justice system. This is the driving principle behind our misdemeanor pilot and re-entry funding initiatives.
- Equity: Even as we are working together to move the justice system towards a recovery orientation, we must recognize the shift has not applied equitably: 68% of Recovery Works clientele are male and 78% are Caucasian. Recovery Works participation data, even from majority-minority communities, shows a drastic overrepresentation of Caucasian participants, and the exclusion of participants of color. We must do better.
- Focus on recovery supports: People who are stronger in the recovery domains of Home, Health, Community, and Purpose fare better in recovery.

Driven by these principles, in October 2021, DMHA announced new Recovery Works initiatives to commence in January 2022. The initiatives for 2022 include:

- Aftercare support for individuals who have maxed funding
- Recovery residence per diem increase for entities that accept all forms of FDA-approved medications for individuals with an opioid use disorder

- Recovery-focused assistance funding to aid individuals in recovery with basic needs
- Referral process and flow initiatives

To avoid disruption in existing workflows, DMHA has partnered with Public Advocates in Community Re-Entry (PACE) to create a regional liaison system to facilitate and expedite referrals for services. This is not a new concept; to the contrary, this model has been used with tremendous success in the healthcare field in the form of health navigators. The regional liaisons fulfill much the same role – working directly with participants and justice partners to help navigate the complex treatment and recovery system in a manner that respects their agency and choice. PACE will be a one-stop shop for data collection, allowing DMHA to react in real-time to changes in trends in the field.

There are two exceptions to this new referral process: (1) problem-solving courts and (2) jails. First, in recognition of the pre-existing connections between treatment providers and the problem-solving court process, these courts can continue to utilize current providers. Additionally, because jails are directly responsible for the safety of incarcerated individuals, security considerations require jails use more discretion when directly choosing service providers.

DMHA will host a series of webinars in early 2022 to provide additional details and an opportunity to ask questions. The rollout will be completed in stages. DMHA remains committed to constant communication with providers, participants, and justice partners to ensure a smooth transition. Recovery Works only works because of you.

Sincerely,

Catrinka Prestly
Recovery Works Director
Division of Mental Health and Addictions

Jay Chaudhary
Division Director
Division of Mental Health and Addictions

New Referral Process Overview

In the updated referral process, Recovery Works will now be utilizing Regional Liaisons through Public Advocates for Re-Entry (PACE). These Regional Liaisons will receive the information from the Criminal Justice Partner regarding a potential Recovery Works participant, reach out to the participant to obtain the needed information, and then, utilizing the participant's input, will refer the participant to the most appropriate agency to meet their needs.

Timeline of Change

In an effort to fine-tune the new process as it unfolds, Recovery Works will be rolling the new process out by regions on specific dates. The counties listed with the corresponding date will immediately change to the new referral process.

January 15th, 2022

Counties: Lake, Porter, LaPorte, Starke, Pulaski, Fulton, Newton, Jasper, White, Carroll, Benton, Tippecanoe, Warren, Fountain, Montgomery, Knox, Daviess, Martin, Gibson, Pike, Posey, Vanderburg, Warrick

February 15th, 2022

Counties: St. Joseph, Elkhart, Marshall, Kosciusko, Whitley, Wabash, Huntington, LaGrange, Steuben, Noble, DeKalb, Allen, Wells, Adams, Grant, Blackford, Jay, Delaware, Henry, Franklin, Ripley, Dearborn, Jefferson, Ohio, Switzerland, Scott, Clark, Washington, Floyd, Harrison, Orange, Crawford, Perry, Dubois, Spencer

March 15th, 2022

Counties: Cass, Miami, Howard, Clinton, Tipton, Boone, Hamilton, Madison, Marion, Hancock, Johnson, Shelby, Randolph, Wayne, Union, Fayette, Rush, Decatur, Jennings, Bartholomew, Jackson, Brown, Lawrence, Monroe, Morgan, Owen, Greene, Clay, Hendricks, Putnam, Parke, Vermillion, Vigo, Sullivan

Standard Referral Process

The standard referral process is to be utilized for all circumstances unless specified otherwise by Recovery Works.

Step 1: Criminal Justice Partner will identify the participant and complete a Criminal Justice Information Form.

Step 2: Criminal Justice Information Form AND pertinent Criminal Justice documentation is forwarded to recoveryworks@paceindy.org.

Step 3: Regional Liaison will contact the participant (within 24 hours), record data and forward the referral and collateral information to the Direct Service Provider (DSP).

Step 4: Direct Service Provider (DSP) will provide monthly reports to the CJP

Incarcerated Participant Referral Process

Process One: Participant is incarcerated and seeking services from a Recovery Works provider who provides services **IN HOUSE**. This provider comes into the jail to provide services as the participant is UNABLE to leave the facility to access services.

Step 1: The Criminal Justice Partner completes Information Sheet and send to RecoveryWorks@paceindy.org

- On the information sheet, please specify that the individual is seeking Re-Entry service. In addition, participant choice should also be included.

Step 2: The Regional Liaison will collect data and process the referral based on participant choice and provider availability.

- Please note, specific facilities must register with Recovery Works by completing the Recovery Works Jail Information Form.
- The Regional Liaison will NOT contact the participant, as the participant is incarcerated.

Step 3: The Regional Liaison will forward the referral to the identified provider.

- If the jail has not registered their facility with Recovery Works, the Regional Liaison will return an email stating there are no providers active within the jail.
- The service provider will reach out to the participant and initiate services.

Process 2: Participant is incarcerated and seeking services **UPON RELEASE** from the facility. The participant may/may not have a definitive release date.

Step 1: The Criminal Justice Partner completes Information Sheet and send to RecoveryWorks@paceindy.org.

- On the information sheet, please specify that the individual is seeking services within the upon release (Outpatient). Also, be sure to obtain participant choice from the participant.

Step 2: The Regional Liaison will collect data and process the referral.

- The Regional Liaison will not contact the participant, as the participant is incarcerated.
- The Regional Liaison will utilize participant choice, provider availability and anticipated needs when determining a provider.

Step 3: The Regional Liaison forward the referral to the provider and email the CJP listed on the form with the provider the participant is referred to.

- CJP and DSP begin communication. CJP gives information to the participant to access upon release.
- When completing the information sheet, aim for 10 days post release when a release date is known in
- If a release date is known for the participant, the information sheet can be completed up to 14 days pre-release.

Work Release Facility Referral Process

Work Release Facilities who have been determined by Medicaid to have Freedom of Movement must follow the Standard Referral Process

Problem-Solving Courts Referral Process

Recovery Works recognizes Problem-Solving Courts as an essential collaboration necessary for identified participants. Participants who have been accepted into their county Problem-Solving Courts will continue to have access to Recovery Works funding. This process is for participants involved in problem solving courts and does not encompass the process for participants of general court services. All Recovery Works Problem-Solving Courts must complete a form with Recovery Works, noting their specific court and approved provider(s).

Step 1: Criminal Justice Partner will complete the Criminal Justice Information Form, including obtaining participant choice.

Step 2: Criminal Justice Partner will submit Information Sheet along with pertinent documentation AND court order noting acceptance into Problem-Solving Court to Regional Liaison (if court order not present, please specify pending on the form)

Step 3: Regional Liaison will obtain information, specific need, and provider eligibility

Step 4: Regional Liaison will submit referral to appropriate provider (within 24 hours).

Participants with No Contact Method

Participants who do not have means to communicate with the Regional Liaisons via phone, email or text, the Criminal Justice Partner can note that on the information sheet on the “additional info section” PACE will work with a Regional Recovery Hub in your area to ensure the participants have access to a phone to speak with the Regional Liaisons.

Regional Recovery Hubs are distributed geographically around the state. These hubs have the primary role of connecting Hoosiers with mental health and substance use disorders to treatment and recovery supports through Certified Peer Recovery Coaches, Community Health Workers, and Certified Recovery Specialists. These Regional Recovery Hubs can assist individuals with substance use disorder, regardless of where someone is in their recovery journey. You can find more information regarding Recovery Hubs here: [Regional Recovery Hubs](#)

Regional Liaison Role and Contact

Regional Liaisons are partnered with Recovery Works to facilitate referral distribution. The primary role of the Regional Liaison is to receive Criminal Justice Information Sheet and distribute the Recovery Works Referral to the Direct Service Provider

Regional Liaisons will not participate in phone calls/emails relating to process changes, region specific requests (CJP’s OR providers) etc. The Regional Liaison will be available for provider specific questions regarding placement (accept/deny) or CJP questions regarding how to submit the information sheet or explanation of specific process (how to submit for incarcerated participants, where to find information sheet etc.).

Regional Liaisons will be tasked with ensuring timely flow of referrals and participant access to treatment. The BEST way to contact Regional Liaisons are via email at RecoveryWorks@paceindy.org

Frequently Asked Questions

General Referral Process Questions:

1. *Why is Recovery Works changing the way referrals are distributed?*

Recovery Works is committed to participant choice, diversity, and inclusion as well as appropriate data collection. To ensure equity with access to these funds, we have modified the way referrals are distributed.

2. *How many Regional Liaisons will there be and have those liaisons been selected?*

There will be a flexible number of Regional Liaisons, based on need. There is no maximum number of Regional Liaisons.

3. *How long does the Regional Liaison have to contact the participant and connect them to treatment?*

The Regional Liaison will have 24 hours to connect the participant to treatment. The Regional Liaison will utilize phone, text and/or email services to connect with the participant.

4. *What will the Regional Liaison do if the participant does not have any contact information?*

In cases where the participant does not have any contact information, PACE will be open in Indianapolis for walk-ins. In instances where an individual is not located in the Indianapolis area, the Regional Liaison can schedule a time to follow up with the Criminal Justice Partner at a time the participant is present or schedule a time to utilize the contact method of a family or friend. Recovery Works is a voluntary program for participants which means the collaboration of the participant, Criminal Justice Partner and Regional Liaison will be crucial to the success of linking the participant to treatment.

5. *Can Criminal Justice Partners or Direct Service Providers contact PACE or the Regional Liaisons regarding region-specific changes?*

PACE and the Regional Liaisons will be solely responsible for disseminating referrals. PACE will facilitate calls regarding learning about specific agencies and/or to assist in becoming acquainted with the process. Any program suggestions or changes should be directed to Recovery Works.

6. *How do Regional Liaisons determine where a referral is sent?*

Referrals will be determined utilizing participant choice, individual need(s), and provider availability.

7. *Who is the Regional Liaison for our area and how can we contact the Regional Liaison?*
Specific Regional Liaisons will be assigned after we have been able to accurately assess the needs of implementation. Regional Liaisons will be available for basic questions about the referral process. The Regional Liaisons will not engage in discussion about the details of the process, specific area changes etc. The Regional Liaisons can be reached at recoveryworks@paceindy.org
8. *Where can we find more information about implementation dates?*
Recovery Works will have an updated section on its website to include information regarding process implementation as well as region specific timelines.

Criminal Justice Partner-Specific Questions:

1. *What is the standard process for Criminal Justice Partners in the New Referral System?*
Criminal Justice Partners will identify the participant and complete the Information Sheet that will be on the Recovery Works website. The Information Sheet as well as the pertinent Criminal Justice Documentation is forwarded to the Regional Liaison email at RecoveryWorks@paceindy.org.
2. *Are there any exceptions made to the referral process?*
All Criminal Justice Partners will complete the referral process in the same manner. Problem-Solving Courts, as well as services provided in jail, will continue to utilize the providers who they have partnered with.
3. *Why are Problem-Solving Courts and Jails given an exception?*
Recovery Works understands that partnerships with already-selected treatment providers is an imbedded aspect of the Problem-Solving Court process. As such, the scheduling and time commitment of both the provider and the court is crucial to the success of the individual. For in-house jail services, the safety and security of the county jail rests with the institution itself. The institution determines who is allowed to visit the jail and who is allowed to provide services.
4. *How do Criminal Justice Partners obtain Releases of Information (ROIs) from the participant?*
Recovery Works is a funding stream used to provide justice-involved individuals with financial assistance for mental health and substance use needs. Determining how ROIs are obtained rests with the individual criminal justice organization and/or the service provider.

5. *How will the Regional Liaison notify the Criminal Justice Partner of the agency the individual has been accepted to?*

The Regional Liaison will inform the Criminal Justice Partner within 72 hours that efforts with the participant have been successful. For circumstances that warrant a priority response due to upcoming court deadline or incarceration release date, the Regional Liaison will work to notify the Criminal Justice Partner upon the participant being referred to treatment.

6. *How will the Regional Liaisons reach participants who are incarcerated?*

The Regional Liaisons will utilize the information on the CJP Information Sheet to disseminate referrals. For individuals who are incarcerated and seeking services inside, the Regional Liaison will utilize Option 1 under the Incarcerated Participant section. For individuals seeking services within the community upon release, the Regional Liaison will utilize Option 2 under the Incarcerated Participant section.

7. *Can the Criminal Justice Partner contact the Regional Liaison with who they want participants to receive treatment from?*

Recovery Works continues its commitment to participant choice throughout the treatment process. The option for treatment providers rests with the participant and/or the availability of provider, and that process will continue. The CJP will complete the Information Sheet and forward it and the pertinent CJ documentation to the Regional Liaison. The Regional Liaison is responsible for speaking with the participant regarding his/her choice provider.

8. *Can a Criminal Justice Partner restrict a participant from certain agencies?*

The criminal justice partner is unable to restrict a participant from certain agencies as it relates to Recovery Works funding.

9. *What if the Regional Liaison is unable to connect with the participant?*

Recovery Works is a voluntary program and participant willingness to treatment is crucial. The Regional Liaison will utilize various methods of connecting with the participant, including phone, email, and text messages. If the Regional Liaison is unable to contact a participant within 24 hours, a return email will be sent to the CJP with all efforts made.

10. *What if the participant is seeking multiple services from different providers?*

The Regional Liaison will make all referrals to providers. If the participant needs treatment from multiple locations, the Regional Liaison will distribute referrals

accordingly. The CJP will need to be sure to include all anticipated services on the Information Sheet.

Direct Service Providers (Recovery Residences and Treatment Providers)- Specific Questions:

1. *Will Direct Service Providers (DSP's) still have a choice in accepting referrals?*
Recovery Works has worked to understand each organization's service standards and acceptance/denial needs and will distribute referrals accordingly. The ultimate decision of acceptance continues to rest with the DSP. If a referral is not accepted, the DSP will forward the specific reason for rejection (in detail) and email all documentation back to the Regional Liaison.
2. *How are the liaisons going to know the beds available in homes as this often changes?*
The Regional Liaison will contact a particular service provider for questions regarding availability, capacity, acceptance etc. Providers are also encouraged to reach out to the recoveryworks@paceindy.org each week with availability to help speed up the process.
3. *Are we still able to accept Recovery Works referral forms from Probation, Parole, Community Corrections etc.?*
When the new referral process is implemented in your area, referrals from a CJP will become invalid. The Regional Liaison will be the **only** way to receive referrals. You may notify the CJP of the invalid referral, but you may NOT forward the referral to the Regional Liaison on behalf of the CJP. Please redirect the CJP to the Recovery Works website for more information.
4. *We receive Recovery Housing & Treatment referrals from more than just Criminal Justice Partners, so many people don't know they're eligible for Recovery Works. What do we do if someone is eligible but does not have a referral?*
As with our current process, you would send the individual back to the CJP to begin the process. For participants who are already at a treatment facility, Recovery Works will accept a limited number of referrals for this. If it is found that participants are sent to direct service providers to circumvent the referral system, Recovery Works may restrict the criminal justice partner and the direct service provider from participating in the Recovery Works program.
5. *Does this new change include the misdemeanor pilot?*
The new process will encompass ALL Recovery Works facets except the Misdemeanor 2 pilot. Misdemeanor Pilot 2 service providers will continue to have their own referral system.

6. *Will the expectation of the intake assessment deadlines continue to be the expectation?*
Yes, providers will continue to have the allotted number of days to complete an intake from date of referral.

7. *What do we do if a person completes 3.1 or 3.5 treatment, and now needs to transition into a different Recovery Residence?*

Prior to the individual completing treatment, the 3.1 or 3.5 facility should email the Regional Liaison and inform them of the participant's readiness for transition. Be sure to include the date the participant is anticipated to be discharged. If the participant knows he/she will need transition services at the time of the original referral, the Regional Liaison can arrange those services all at once (provided the participant is inpatient for 10-15 days).