



## **Erie County Opiate Epidemic Task Force**

**Quarterly Meeting  
February 4, 2019  
Treatment Workgroup**



**Chair:**

**Michael Ranney, LMHC**

Commissioner of Mental  
Health

**Co-Chair:**

**Julie Gutowski, LMHC**

VP of Clinical Operations and  
Services, Spectrum Health &  
Human services

- The work group continues to be a representation of treatment and prevention providers, family members, peers, hospitals, treatment court representation, managed care representation, Erie County staff as well as representation from NYS Office of Alcoholism and Substance Abuse Services (OASAS).
- Meetings are face to face or conference calls.

# Treatment Access

- Medication Assisted Treatment-MAT
- *Rapid Access*

- Surveyed local inpatient and outpatient substance use disorder treatment providers for the purpose of assessing progress and barriers.

# Survey performed 12/14/18-1/7/19

## 100% response

- Cazenovia Recovery
- Erie County Medical Center
- Horizon Village
- Stutzman Addiction Treatment Center
- Alba de Vida
- Beacon Center
- Bestself
- BryLin
- COA
- ECMC
- Endeavor
- Evergreen
- Horizon
- Msgr. Carr
- Sister's
- Spectrum

## Survey Question Focus

- Availability of walk in and same day appts.?
- Are MATs available?
- What is your capacity?
- When are MATs offered? At initial assessment?
- Time from 1<sup>st</sup> visit to administration?
- Barriers?

# Survey to be shared with Providers, Work group and NYSOASAS with the goal being to improve access

## ○ **Good News**

- Same day & walk-in is available with 68% of agencies
- MAT offered @ initial assessment 75%-w/in 5 days 25%
- MAT started/continued in some inpatient settings
- 1<sup>st</sup> administration; w/in 48 hrs-56%, w/in 5 bus. days-33%

## ○ **Bad News**

- Challenges exist in prescriber availability
- Underused Bup slots
- Need to improve community awareness on MAT
- Regs. & patient capacity limits
- Patient engagement & ability to stay in treatment is an issue

## Grants & Other Initiatives

- ❑ Recently applied for MISSION CJ grant to bring care management services to the Opioid Intervention Court.
- ❑ Crisis Intervention Team grant-training for law enforcement that includes substance use disorder education & targets services for veterans.
- ❑ Jail Substance Use Disorder services- to those incarcerated in County facilities-specifically targets sentenced inmates at the Correctional Facility with psych-ed., CBI, & Motivational Interviewing to identify, educate and link to treatment.

- ❑ Family Treatment Drug Court- brings care management and wraps services around the entire family with the goal to keep the family together.
- ❑ Critical Time Intervention Supported Housing Pilot- For those leaving intensive residential treatment, 16 slots. Facilitates community transition and supports independence in the community.
- ❑ Open Access Center and Addiction Hotline- update by Horizon



# Addiction Open Access Hotline

Update for Opiate Task Force Meeting  
2/4/18



**Addiction  
Open Access  
Hotline**



# No new partners have been added



Chemical Dependency  
Clinic



Niagara County  
New York  
Department of mental health  
outpatient services

# Data Update

- Data includes Walk-Up's to Terrace House & Calls to the Hotline

## July 1, 2018 – December 31, 2018

	July	August	September	October	November	December	Totals
<b>Total</b>	<b>130</b>	<b>148</b>	<b>139</b>	<b>191</b>	<b>166</b>	<b>132</b>	<b>887</b>
<b>Calls</b>	-	148	133	172	154	124	731
<b>Walk up</b>	-	-	6	19	12	8	45
<b>816 LOC</b>	-	-	2	22	9	10	43
<b>822 LOC</b>	-	-	8	2	9	4	23
<b>820 LOC</b>	-	-	0	0	0	0	0
<b>818 LOC</b>	-	-	5	19	6	13	43
<b>Follow-Ups</b>	-	-	0	21	11	15	47

- ***Some of these calls may have resulted in direct contact and an appointment made but that is not captured in OAC data.***
- Most common identified addiction issues were Alcohol, followed by Heroin, & Cocaine.
- Most patients calling were from Erie, but we are seeing small numbers from Niagara, Chautauqua, Cattaraugus, and Allegany county
- Most common time / day to call the hotline was Monday – Friday 9a-5p



**Addiction  
Open Access  
Hotline**



# Update on special components to the project

**UBER**  
Health

- Uber Health Transportation

- We have allocated funds from the budget to accommodate in assisting OAC Patients with transportation to their Initial Appointment.
- Horizon's Admissions Team will be operating this piece of the OAC project (1-716-831-1800). They have been trained and this resource is live with the project already.
- Crisis Services will be responsible for referring people to this line during their intake phone call if necessary.
- Patients will be responsible to call on their own and set the ride up.
- **We have been using Uber to assist bringing patients into Terrace House, but have not had any outpatient requests for it to date.**

- New After-hours Face to Face support

- Purpose will be for non-emergent Support & linkage 8p-8a, 7 days a week.
- Hotline is still available, this is just an additional support
- Located at 291 Elm Street, Buffalo
- Renovations to the building will accommodate this
- **We have one employee hired who has been operating this on a limited basis. We have another hired who will be picking up the other days of the week, so, by March this will be fully running. We are still continuing to hire for two more positions.**



# Marketing Update



- We have multiple media sources to help push out information to reach those in need
  - Active blog also on this website:  
[www.hopeonthehorizon.org](http://www.hopeonthehorizon.org)
  - We are pushing out an article today about meeting our individual partners we refer to and what makes their agency stand out, be sure to check that out!
- We are looking to increase the traffic and followers on our Facebook page, please join and share!  
[www.facebook.com/AddictionOpenAccessWNY](http://www.facebook.com/AddictionOpenAccessWNY)
- We have been pushing out print publications in our smaller counties to reach more people. (Allegany, Chautauqua, Cattaraugus).

We are always open for suggestions and to be linked with contacts to make OAC media more available.

**Contact Christina Pearl or Taylor Trusso for specific Marketing Questions / requests.**

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[Ttrusso@horizon-health.org](mailto:Ttrusso@horizon-health.org)

716.831.2700

As always, please be sure to contact me with any further comments, questions, or concerns you may have!

**Shannon Schwarberg:**

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Patient and Family Support Services

Coordinator

716.854.2444 x2215



**Addiction  
Open Access  
Hotline**



## Hotline

### *Operated by Crisis Services*

- ❖ Continues to operate 24 hours, 7 days a week to provide those in the community a point of access for information, referral, linkage to treatment and support.
- ❖ Trained on Medication Assisted Treatments and Motivational Interviewing that has been woven into phone counselor script to promote MAT and facilitate referrals for callers.
- ❖ Integrate into Substance Use Disorder Treatment system
- ❖ Open Access services network referrals flow thru the hotline.
- ❖ **Call volume since implementation 8/2016: 5427**
- ❖ **Call volume 2018: 1823**



Thank you  
for your  
support,  
dedication  
and hard  
work

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