



“No Wrong Door” Access to Care

Building a Network of Support
through the 5 Pathways

Contents

The Problem of Incarceration in the United States	3
5 Pathways to Community: A Holistic Approach	4
Connecting the Pathways	5
Leading by Example	6
Proving Efficacy of the Pathways with Cordata	7
Contact Cordata	9

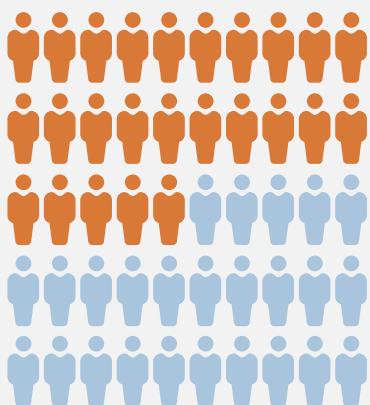


The Problem of Incarceration in the United States

The United States has the highest incarceration rate in the world and is home to the largest number of prisoners of any nation.¹ While rates of violent crime have decreased in the past 30 years, the criminalization of addiction and the de-institutionalization of mental illness, combined with “tough on crime” policies, have driven significant increases in the number of people arrested and incarcerated in America.^{1,2,3}

Not all populations in the United States are equally affected by mass incarceration. People with addiction and mental illness are over-represented in the American criminal justice system, as are people living in poverty and people of color.⁴

Some studies suggest that Black Americans are nearly ten times as likely to be arrested as other Americans, as they are also more likely to be incarcerated.⁵ Experts agree that bringing equity to the criminal justice system requires a “shift from automatic punishment... to community-based solutions that enable people to thrive.”⁶



More than half of the US prison population has a **substance use disorder**⁵



5 Pathways to Community: A Holistic Approach

Many communities have created innovative approaches to deflect people out of the criminal justice system by reducing arrests. These programs work with law enforcement and other first responders to create a “no wrong door” access to care that deflects people to social services, treatment, or other support systems instead of arresting them or sending them to jail and prison.

Programs such as Quick Response Teams (QRT), Law Enforcement Assisted Diversion (LEAD), Crisis Assistance Helping Out On The Streets (CAHOOTS), and Safe Stations have seen great success in increasing connections to treatment and reducing criminal justice involvement for at risk populations.

The Police, Treatment, and Community Collaborative (PTACC), the international voice of pre-arrest diversion and deflection, has identified and named five pathways that most pre-arrest diversion and deflection programs fall under.

- 1 Self-Referral**
Individual initiates contact with a first responder and receives a treatment referral without fear of arrest or criminal charges.
- 2 Active Outreach**
First responders identify individuals and make a warm handoff to treatment and service providers.
- 3 Naloxone Plus**
A collaborative team provides outreach and supportive services to people after they have overdosed.
- 4 Officer Prevention**
Law enforcement initiates treatment engagement and no charges are filed.
- 5 Officer Intervention**
Law enforcement initiates treatment engagement while charges are held in abeyance with requirement for completion of treatment or social service plan.



Connecting the Pathways

Identifying which programs fit the needs of the community and which populations are most in need of support, defining collaborative goals, and establishing a system for information sharing can create a “no wrong door” network of deflection that will improve outcomes for people in that community.

Development and deployment of deflection pathways can begin by first identifying the challenge, setting the table with the appropriate stakeholders, and finding supportive resources such as childcare services, housing, and recovery support.



Another key item to getting started is gathering as much data as possible from programs already in place and establishing a method for evaluation moving forward.

Although many communities have one or more pathways in place, they often do not communicate with each other, leading to a disconnect between programs and the individuals they serve. Incorporating a software that connects the programs ensures that no individual falls through the cracks.



Leading by Example

Hamilton County, a county in Ohio with a population of nearly one million, is a leading example of a community implementing multiple pathways that work together.

Programs in Hamilton County take both preventative and reactive approaches, and include a QRT to respond to overdoses, LEAD to support people with mental illnesses or who are in chronic poverty, and targeted outreach teams to support specific populations, such as Black men and victims of human trafficking. They work together to provide resources to individuals in need and keep them out of the criminal justice system. In the latest pathways created in the county, a peer supporter is assigned in drug courts to create a recovery-supported system of care for people with addiction.

Powered by Cordata, teams across Hamilton County follow-up on substance use or mental health cases, while also taking a harm reduction approach, therefore preventing anyone from falling through the cracks.

While the rest of the nation reported a surge in overdose cases in the past few years, reaching an all-time high during the COVID-19 pandemic, Hamilton County did not. The different pre-arrest diversion programs in the county played a role in preventing crises during a very stressful time.

To date **58%** of individuals who have engaged with the QRT were referred recovery support services.

Of those, **66%** were connected to services.

“There is no magic bullet. There will never be because people are people. They are very complex, and everybody needs a different approach to successful recovery. Our goal is to try to create as many different paths as we can.”

- Will Mueller, Assistant Fire Chief
Colerain Township of
Hamilton County



Proving the Efficacy of Pathways with Cordata

Once the pathways have been established, evaluation helps demonstrate their efficacy and identify gaps or areas for improvement. Continuous review and analysis of information helps teams understand who they are serving and ensure that they are meeting the needs of all populations. This will lead to greater support, better outcomes, and more funding.

Cordata, a community navigation platform, was developed by and for pre-arrest deflection programs to help communities gather information easily, whether it is for outreach, internal needs such as identifying what is and is not working, or external purposes such as grant reporting.

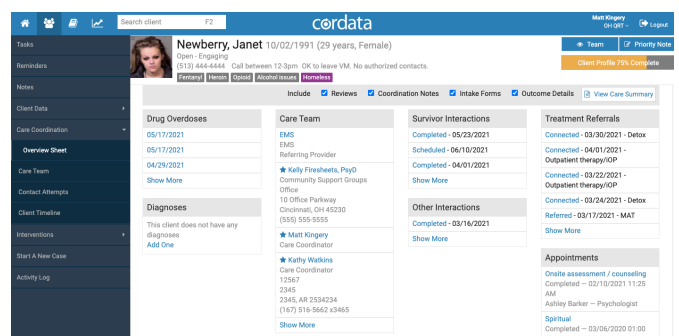
The platform displays all information in one place, allowing for programs in different pathways to easily communicate with each other and work collaboratively toward a shared goal.

Through Cordata, teams can organize their workflows and improve the efficiency of collecting data. The platform provides a holistic view of each case, allowing team members to easily see which pathways an individual has interacted with in the past.

Both HIPAA and 42 CFR compliant, Cordata simplifies data sharing, making it easy for different programs and stakeholders to communicate with each other. The user-friendly platform puts all information in one location so teams can focus on the task at hand rather than spending time gathering data from multiple sources.

“You must have a plan for data – what you are going to collect, what success looks like, what you need operationally every day. Program representatives all need their own versions of data collection as do government, non-profit, and private sector stakeholders. A shared data system across all these elements is key to successfully changing the system.”

- Jac Charlier, Executive Director, PTACC



Today, the majority of counties in Ohio have implemented Cordata into their programs, leading to more informed decisions based on shared data from all stakeholders. In 2020 alone, 1,298 individuals were deflected to treatment.

“You must have good data to know where overdoses are occurring, who is overdosing, and what you can do to find them. Cordata has shown that if we are able to find people, we have success.”

- Tom Fallon, Commander,
Hamilton County Addiction Response Coalition

Communities can develop collaborative solutions that keep people out of the criminal just system by developing multiple pathways to the treatment, social services and support.

Once the pathways have been established, the right technology can connect the programs and create a collaborative environment that will ensure that our justice system is equitable, effective, and creating opportunities for all people to thrive.

¹ <https://www.sentencingproject.org/criminal-justice-facts/>

² <https://www.pewresearch.org/fact-tank/2020/11/20/facts-about-crime-in-the-u-s/>

³ <https://www.treatmentadvocacycenter.org/evidence-and-research/learn-more-about/3695>

⁴ <https://www.prisonpolicy.org/reports/repeatarrests.html>

⁵ <https://abcnews.go.com/US/abc-news-analysis-police-arrests-nationwide-reveals-stark/story?id=71188546>

⁶ <https://news.harvard.edu/gazette/story/2021/02/bringing-equity-to-the-justice-system-is-possible/>

Take the Next Step

cordata

community response

The only comprehensive technology that connects deflection and diversion programs focused on addiction and mental health.



Talk to a Team Member

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Schedule a Demo

cordatahealth.com/deflection/schedule-demo



Learn More

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