

COME BACK

POST OVERDOSE WELLNESS CHECK

AN INITIATIVE OF FAMILIES AGAINST NARCOTICS

Program Overview



Families Against Narcotics

Your *connection* for information, resources, and support.

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PROJECT SUMMARY

COMEBACK Quick Response Team (QRT), an initiative of Families Against Narcotics (FAN), is a collaborative program created and developed to reduce the mortality rates in Michigan counties due to overdose deaths. These partnerships will engage in positive intervention to provide education, support services and recovery options all while working together to reduce the stigma associated with those suffering with substance use disorders (SUD).

BACKGROUND

Effective solutions to the opioid overdose crisis will only emerge from strong partnerships with stakeholders, treatment and recovery facilities, and local organizations across our communities. Alliances created between public health and public safety are especially important, as the impact of opioid use and prescription opioid misuse is on the rise. Effectively responding to the opioid overdose crisis requires us to make collaboration our plan in motion. This ensures that the entire community has a defined and active role in recovery.

Many communities across the country are creating and deploying the Quick Response Team model, in which a team comprised of EMS or law enforcement, social workers, peer recovery coaches, family recovery coaches and clergy provide outreach and education to people suffering with SUD and their families following an overdose. This model is used in Colerain, Ohio where it was developed and has spread to communities in other states. In January of 2020, Connie Priddy came to a FAN Forum to discuss Huntington Virginia's Quick Response Team that she coordinates. In their first year from December 2017 to December 2018, they responded to 1,036 individuals —overdose calls reported from EMS and those referred by friends or family members —who needed services. Out of those referrals, they successfully placed over 495 individuals into treatment.

In 2019, Families Against Narcotics was requested by the State of Michigan to develop and pilot a QRT program in Michigan that could be replicated throughout the state. Funded by the CDC through Michigan Opioid Data to Action (MODA), FAN developed and implemented the COMEBACK QRT program in Sterling Heights, Michigan in early 2020. In the first five weeks, prior to COVID-19, the COMEBACK QRT connected 23 individuals and family members to recovery and support services. In August 2020, the program was expanded to include law enforcement agencies in Midland, Saginaw and Roseville.

THE OBJECTIVE

To collaboratively work together to eliminate barriers and reduce the morbidity and mortality associated with overdoses in high-risk communities by addressing one or more of three focus areas:

- ❖ Prevention—reducing the occurrence of opioid addiction among new and at-risk individuals, as well as fatal, opioid-related overdoses, through community and provider education and harm reduction measures, including naloxone.
- ❖ Treatment—implementing or expanding access to patient-centered treatment including evidence-based practices such as medication-assisted treatment (MAT).

- ❖ Recovery—expanding the continuum of care through peer and family recovery coaches and establishing community relationships that connect participants to additional resources such as housing, employment and healthcare services.

PROGRAM OVERVIEW

The QRT initiative will focus on capacity building related to prevention and the rapid response to overdose cases offering support and quick access to treatment. While QRT team members can vary based on the needs of the community, this is generally achieved through a mix of the following:

- Member of Law Enforcement or EMS (Member will need access to overdose data in real-time)
- Peer Recovery Coach
- Family Recovery Coach (Alternative members - social worker, nurse or clergy)

TEAM ROLES (ROLES CAN VARY BASED ON TEAM MEMBERS)

Police Officer – Must attend a 4-hour QRT training session which includes program overview and protocols, addiction 101, cultural awareness, motivational interviewing, and behavior strategies. The officer will attempt to make the first contact with the individual at the home visit and then bring other team members, who will also be on-site. The officer provides support and expression of empathy to build rapport with the individual suffering from SUD and their families. They are responsible for the safety of the team and enforce any precautions necessary to follow protocol. The officer must possess knowledge of the signs of an overdose and naloxone distribution.

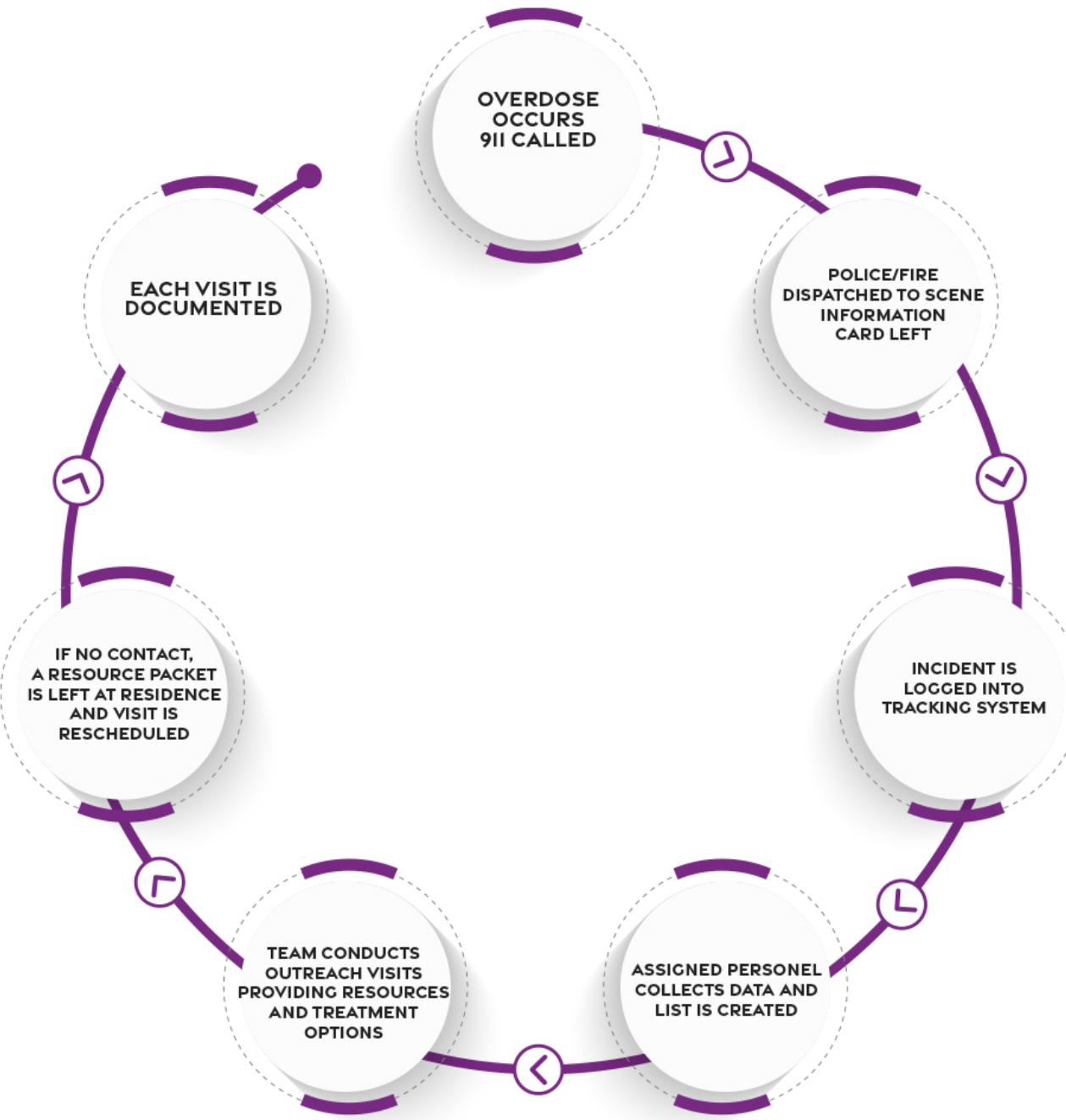
Peer Recovery Coach – In addition to attending the 4-hour QRT training, individuals must possess a CCAR certification as a Peer Recovery Coach. Coaches must have a lived experience with at least 2 years of continuous sobriety. Coaches provide support to the QRT participants in person during the home visit and act as guides/mentors for any person seeking a path to recovery. They assist participants through the Hope Not Handcuffs program for treatment, if applicable, and help connect them with additional community resources. The individual with SUD can also request the services of a long-term FAN peer recovery coach at no cost.

Family Recovery Coach – In addition to attending the 4-hour QRT training, individuals must be CCAR certified through the State of Michigan and have lived experienced with a loved one with SUD. Family members play an integral role in a loved one's recovery yet are often lost on how to help. The family recovery coach team member will connect with the loved ones present at the home and offer them community resources including local education and support meetings. They can also connect them with a FAN family recovery coach who will work to help them to establish healthy boundaries and develop strategies to create positive change throughout the family dynamic. There is no cost for this service.

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CYCLE OF PROCEDURES



ON SCENE OF THE INITIAL OVERDOSE INCIDENT:

The responding on-scene officer should do the following:

- Leave an informational card at the location of the surviving overdose indicating that the Quick Response Team will be making a follow up visit within a few days. The informational card clearly states that the Quick Response Team will be back to provide resources for help.

POLICE OFFICER DUTIES:

On the day prior to home visits, the department's intelligence officer or QRT assigned officer will gather any new overdose incident reports since the last QRT designated home visit day.

- A report will be generated with the following information: Incident case number, name of victim, date of birth, address of incident location, address of residence, and phone number.
- Any safety concerns from the initial overdose incident (example: combative, warrants, weapons) will also be noted in the report.

On the designated QRT day(s) every week, the Quick Response Team will convene to coordinate a response plan to contact surviving victims.

ON THE DAY OF QRT DEPLOYMENT, OFFICERS SHOULD DO THE FOLLOWING:

The involved officer will be in plain clothes (COMEBACK QRT polo shirt provided), but equipped with bullet proof vest, handgun, badge and prep radio.

- A designated unmarked vehicle should be assigned to the QRT if available. For a softer approach, a standard unmarked investigative vehicle should be utilized and is preferred.
- Convene with other QRT personnel (Peer Recovery Coach, Family Recovery Coach) to brief and coordinate the visitation to each overdose victim's location.
- On the team's arrival, the Officer should radio dispatch of their location.
- The officer approaches the door first, identify themselves, and advise those present of the reason for the visit.

POTENTIAL OUTCOMES:

If the Individual is Present and Accepts Assistance

- If the person is receptive to listening, and would like assistance, the Officer shall introduce the Peer Recovery Coach, and turn the conversation over to them. The family coach will communicate with any loved one's present.
- If treatment is accepted, the peer or family recovery coach will begin seeking treatment options immediately following Hope Not Handcuffs' protocols.

If the Individual is Present and Refuses Assistance

- Officer will leave information and resources with the individual.
- Officer will offer the victim Narcan training for themselves and/or their families. FAN can provide the training and Narcan kits to the victim on location. Officers will assure them “the door is always open” and offer contact information for follow up. *Remember: Always use a harm reduction and anti-stigma approach when speaking with the victims.*

If the Individual is Not Present:

- If the person is not home, advise the family that you would like to speak to them and reassure the family the individual is not in trouble. We are just concerned and checking in with them. The team then leaves contact information.
- If family members volunteer that they are aware of the situation, they will be offered resources including naloxone, information on Hope Not Handcuffs, FAN meetings and support groups, and peer and family coaching services.

TEAM FOLLOW UP & SUPPORT

After the initial visit and a commitment to the program, FAN will continue to assist in providing treatment and support programs to help ensure the participant has access to a continuum of care. If contact was not made, a return visit will be scheduled.

DATA COLLECTION AND TRACKING

FAN has contracted the services of DATA-BLOOM Consulting to develop a data collection, analysis and reporting system for COMEBACK QRT. The Program Director will work directly with the peer and family coaches to ensure data is being collected according to established policies. General program results will be shared with participating agencies on a regular basis.

QRT LAW ENFORCEMENT REQUESTED OBLIGATIONS:

- Access to real-time overdose data and willingness to share basic information with team
- Assign a designated officer(s) 4-8 hours per week (pre-determined by Agency and FAN)
- QRT officers must attend a 4-hour QRT training session
- Access to an unmarked vehicle for Quick Response Team visits, if available
- Memorandum of Understanding*
- Data-Sharing Use and Nondisclosure Agreement, if applicable*
- Confidentiality Agreement*

*Copies of documents available upon request.

CONCLUSION

The COMEBACK QRT program reflects a collaborative diversion program in connection with communities and local agencies. We are guided by the principle of “meeting people where they are”, showing compassion and tolerance to people in crisis. It embodies recognizing that all people are at dissimilar stages of behavior change, yet by offering life changing opportunities through empathy, resources, and community support, we can help them make the transition from despair to hope.