



North Country Health Consortium Wellness And Recovery Model (WARM) Program

Community and Family Education

- NCHC to **educate community members, individuals, and families about:**
 - Understanding referral processes, treatment options, and best-practices for recovery
 - Preparing to enter treatment
 - Understanding addiction and Substance/Opioid Use Disorder (SUD/OD)
 - Stigma training to reduce access barriers
- Develop resources for dissemination to increase awareness of referral pathways, a basic understanding of treatment options, and local providers and their functions.
- Provide community education sessions to reach individuals at-risk for overdose or who are using substances to increase outreach and engagement into treatment

Warm Hand-off Model for Emergency Departments

- NCHC to work with Critical Access Hospital Emergency Departments to develop systems for integrating the evidence-based assessment and referral warm hand-off model for individuals presenting with SUD/OD
- NCHC LADC and Community Health Worker/Recovery Coaches (CHW) to provide necessary assessment and intervention with individual and provide supports to enter treatment, as appropriate
- Identify two emergency treatment beds at NCHC's Friendship House for access when needed
- NCHC CHWs and LADC to provide ongoing support for individuals to address unique needs to achieve the best possible outcome

Professional Training and Education

- NCHC to develop education plans to increase awareness of intervention model, local treatment and recovery resources, and best-practices for working with individuals who have SUD/OD
- NCHC to **educate law enforcement in:**
 - Understanding treatment options and referral pathways
 - Understanding of addiction and best-practices for encounters with individuals who have SUD/OD
- NCHC to **educate Emergency Department professionals in:**
 - Initial screening and treatment best-practices
 - The LADC and CHW's role in warm hand-off model
 - Motivational Interviewing
 - Mental Health First Aid
 - Integration of LADC and CHW into ED workflow
 - Providing family support and education