

Bridging Moments of Opportunity in SUD Care

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FRAMING STATEMENT

"In my experience, outcomes don't change because we add more services. They change when we increase meaningful contact earlier—and keep that connection consistent."



CURRENT LANDSCAPE

What I Understand Happens Today



Multiple strong entry points across all systems



Skilled teams working within each system



Structured referral pathways between services

Tone: respectful, observational, grounded

A DIFFERENT APPROACH

What I've Seen Work More Effectively

- Immediate human engagement at first point of contact
- Real-time navigation (not delayed referral)
- Continuity of contact across systems

"The biggest difference is not what services exist—but how quickly and consistently someone is connected to them."

CORE CONCEPT

The Power of Early Contact

Earlier contact leads to:

- Higher engagement
- Treatment entry
- Fewer crises
- Lower recidivism

"The sooner someone connects with a person—not a process—the more likely they are to stay connected."



JOURNEY REFRAME

Cold Call for Detox

CURRENT PATTERN

- Individual reaches out for help
- Assessment and referral pathway begins

MORE EFFECTIVE APPROACH

- Immediate peer engagement during the call
- Real-time navigation of options
- Follow-up within hours, not days

BENEFIT

- Higher likelihood of treatment entry
- Reduced drop-off between request and placement

JOURNEY REFRAME

Bed Availability / Detox Navigation

CURRENT PATTERN

- Availability varies
- Individuals may need to re-engage later

MORE EFFECTIVE APPROACH

- Stay connected during wait periods
- Provide support + interim harm reduction
- Maintain momentum toward placement

BENEFIT

- Fewer lost opportunities
- Increased successful admissions

JOURNEY REFRAME

Jail Release

CURRENT PATTERN

- Discharge planning occurs
- Resources and referrals are provided

MORE EFFECTIVE APPROACH

- Pre-release engagement with a peer
- Immediate connection at point of release
- Continued contact in first 72 hours

BENEFIT

- Reduced overdose risk
- Increased follow-through on services
- Lower recidivism

JOURNEY REFRAME

Street Outreach

CURRENT PATTERN

- Outreach teams build relationships over time
- Services are offered repeatedly

MORE EFFECTIVE APPROACH

- Same person maintains continuity
- Real-time service activation when readiness appears
- Tracking engagement across contacts

BENEFIT

- Converts engagement into action
- Builds trust → leads to service uptake

JOURNEY REFRAME

Veterans Pathway

CURRENT PATTERN

- Multiple systems available (VA, county, community)

MORE EFFECTIVE APPROACH

- Single navigator guiding across systems
- Parallel—not sequential—connections
- Follow-through to first appointment

BENEFIT

- Faster stabilization
- Less system confusion
- Higher retention in care

CRITICAL POSITIONING

Role of Peer Support

"In every system I've worked in, peer support has been the most effective way to increase early engagement and continuity."



Peers provide:

- Immediate connection
- Trust and relatability
- Consistency across systems

BENEFIT

- Higher engagement
- Stronger follow-through
- Better outcomes without adding new programs

SYSTEM IMPROVEMENT

Opportunity for Alignment

"When systems align around early and continuous contact, we see measurable improvements."

Opportunities:

- Strengthen real-time connection points
- Increase continuity across transitions
- Align data around engagement, not just services



OUTCOMES

What This Unlocks

More people entering treatment

Fewer repeat crisis events

Reduced system cycling (ER, jail, outreach)

Better use of existing resources

OPERATIONAL FOCUS

Simple Operational Shift

> *"This is not about adding more—it's about connecting what already exists."*

Focus on:

01

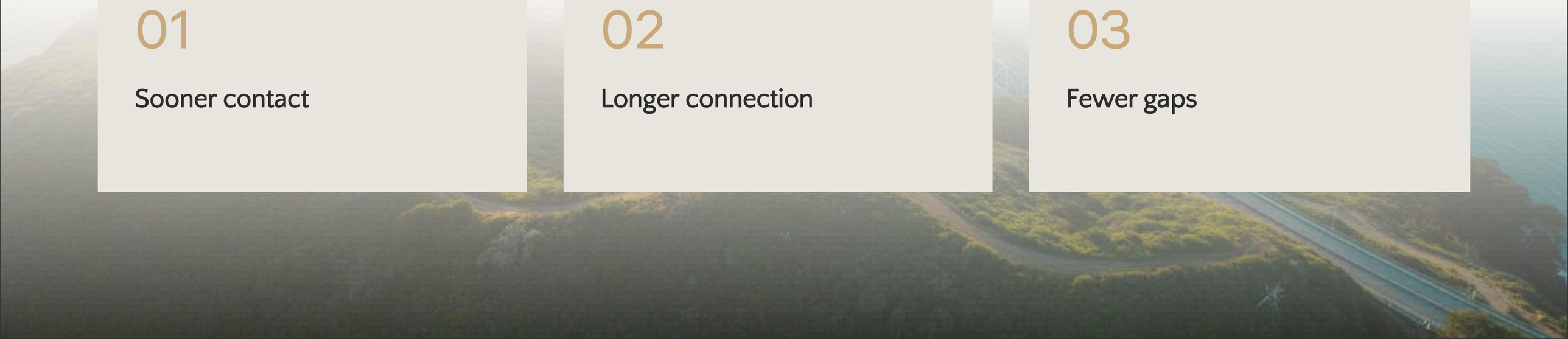
Sooner contact

02

Longer connection

03

Fewer gaps





"What I've consistently seen is this:

When someone reaches out for help, the system works best when someone reaches back immediately—and stays connected."

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