

Navigating Linkage to Care: Harnessing Online Resources for Help and Support

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Kentucky Public Health
Prevent. Promote. Protect.




TEAM 
KENTUCKY[®]
CABINET FOR HEALTH
AND FAMILY SERVICES

Welcome!



9.28.22

Governor Andy Beshear Announces launch of FRHNKY

-  Importance of linkage to care
 - Top-down support for these resources
 - Commonwealth backing in promoting accessibility and inclusivity for harm reduction, treatment, and recovery

Presentation Objectives



- 🛡️ After this keynote, attendees should be able to:
 - Identify all four websites on the Find Help Now platform and their respective purposes
 - Describe common challenges of linkage-to-care processes and how web resources can address those challenges
 - Apply lessons learned from real life examples in their own work and linkage-to-care processes

Understanding Linkage to Care

Definition:

- *“...the process of connecting people at risk of overdose to evidence-based treatment, services, and supports...”* – CDC, Overdose Data 2 Action (OD2A)

Questions for you:

-  Challenges faced by individuals seeking help?
-  Challenges faced by navigators linking clients to care?

<https://www.cdc.gov/drugoverdose/od2a/case-studies/linkage-to-care.html>

Exploring Find Help Now and Find Recovery Housing Now



Kentucky Overdose Data to Action (OD2A) Grant:

- Kentucky Injury Prevention and Research Center (KIPRC), University of Kentucky
 - » Funded as bona fide agent of the Kentucky Department for Public Health
- FindHelpNowKY.org and FindRecoveryHousingNowKY.org are funded under Strategy 9 of the OD2A Grant
- Strategy 9: Community-Based Linkage to Care ensures that people are connected to the care they need by leveraging systems and upstream prevention efforts
- KIPRC works to achieve this by maintaining the FHNKY and FRHKNKY websites and working with Recovery Navigators.

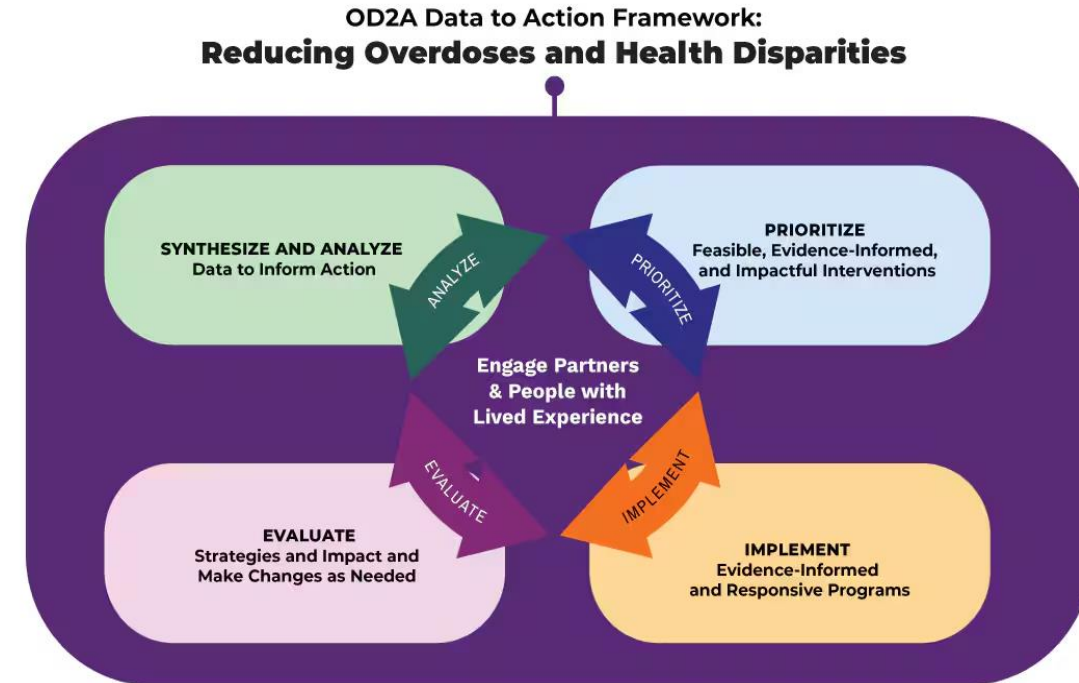


Image source: [Centers for Disease Control and Prevention \(CDC\) About Overdose Data to Action website](https://www.cdc.gov/od2a/about-od2a)

Our Partners

Organization	Role
APAX	Software company that developed FindHelpNow, FindRecoveryHousingNowKY, and FindMentalHealthKY website platforms
Kentucky Recovery Housing Network (KRHN)	Collaborates with KIPRC for Recovery Housing certification. State affiliate of National Alliance for Recovery Residences
Kentucky Department for Public Health (KDPH)	Collaborates with KIPRC on development and implementation process for FindHelpNow website
Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (KDBHDID)	Collaborates with KIPRC on development and implementation process for FindHelpNow website as well as community resources
Tyler Technologies	Software company that developed FindNaloxoneNowKY website platform
Voices of Hope, Kentucky River District Health Department, Jessamine County Health Department, Louisville Metro Public Health and Wellness Department	Recovery community organizations where OD2A is funding recovery navigators

FindHelpNowKY.org Testimonial



“It was only a couple of months after the FindHelpNowKY.org launched. I was in a meeting of public health and health department employees and tending the registration table. Dana was sitting with me. The meeting had started and all was quiet in the lobby when a health department, harm reduction staff person left the meeting and came out into the lobby to take a phone call. **After she hung up, she was shaking and frustrated. She said that an older relative who lived in Louisville with a long history of substance use and mental health issues was in crisis and needed treatment but no one in the family could find a place and they were exhausted having dealt with the situation for decades.** The only insurance she had was Medicare and they couldn’t find a place that would take her as an inpatient.

One of us had a laptop. So we said, “Come on over and let’s see what we can find.” We brought up the FHNKY website, plugged in female, Louisville, and Medicare. The search returned several potential facilities that indicated they had openings. She called the first one on the list. I believe it was the Brook. **In less than 10 minutes from the website search to talking to the facility, she had secured a bed and was making arrangements with a family member to drive her relative to the facility.”** – *Genia McKee (KIPRC)*

FindHelpNowKY.org Analytics

From 02/02/2018- 06/16/2024

Over
491,000

USERS

Over
260,000

SEARCH EVENTS

Over
849,000

PAGE VIEWS

Over
14,000

VISITS TO LEARNING
MATERIALS

FindHelpNowKY.org Overview



If you're experiencing a crisis, [call 988](tel:988) to reach someone at the Suicide & Crisis Lifeline immediately.

Start Here To Find Treatment and Recovery Openings

Use this website to find facilities and providers who are actively taking new clients. We work with hundreds of mental health treatment, substance use disorder treatment, naloxone, and recovery housing organizations in Kentucky to bring you up-to-date and accurate information and available openings.

Experiencing a Crisis? Call or text [988](tel:988) or [Live Chat](#).

Need help finding substance use disorder treatment? Have questions about treatment or recovery? Contact our partners at the KY HELP Statewide Call Center to speak with a screening and referral specialist Monday through Friday from 8:30 am to 10:00 pm and Saturday and Sunday from 8:30 am to 5:30 pm EST/EDT at [1-877-318-1871](tel:18773181871).

After hours and need assistance? Call the Kentucky Opioid Assistance and Resource Hotline (KY-OAR) at [1-800-854-6813](tel:18008546813).

Interested in knowing your HIV status or ways to prevent HIV? Call [844-294-2448](tel:8442942448) for more information and resources near you!

Who Needs Help? Gender

Currently also has a mental health diagnosis.

Location

Treatment Types [Help](#)

Payment Types [Help](#)



FindRecoveryHousingNowKY.org Analytics From 09/28/2022 - 06/16/2024

Over
25,000

USERS

Over
18,000

SEARCH EVENTS

Over
33,000

PAGE VIEWS

Over
1,300

VISITS TO LEARNING
MATERIALS

FindRecoveryHousingNowKY.org Overview

The screenshot shows the homepage of FindRecoveryHousingNowKY.org. At the top left is the logo with a person icon and the text 'FINDRECOVERY HOUSINGNOWKY.ORG'. To the right are navigation links: 'Find Houses', 'Resources', 'Products', 'Glossary', and 'Log In'. The main banner features an aerial view of a residential neighborhood with the text 'Welcome! Let's find the best Recovery House for your needs.' Below this is a search bar with four dropdown menus: 'I am a... Select your role', 'Searching for houses... within 25 miles', 'In the following location... Enter City or Zip Code', and 'Searching for housing that serves... Select population'. A blue 'START SEARCH' button is on the right. Below the search bar are three white boxes with blue buttons: 'Not sure what to look for? Let us help you find a recovery house >>', 'Start a Path to Recovery Today View All Recovery Residences >>', and 'Looking for Treatment Facilities? Visit FindHelpNowKY.org >>'.

FindMentalHealthNowKY.org Analytics*

From 03/15/2018- 03/31/2024

Over
5,000

First Time Users

Over
30%

Searching for
MH

Over
900

Searches for MH
treatment

Over
4,000

Provider
Updates

*Data pulled from Google Analytics on June 1, 2024.

FindMentalHealthNowKY.org Overview



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Who Needs Help?

Select

Gender

Select

Currently also has a substance use disorder diagnosis.

Location

City, state or zip code

Treatment Types

[Help](#)

Select

Payment Types

[Help](#)

Select

Search



FindNaloxoneNowKY.org Overview



**Find
Naloxone
Now**KY

Questions?

June 20, 2024



Thank you.

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