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/OUD)
  • 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/OUD
• 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/OUD
• 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/OUD
• 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