

FY 2023 PERFORMANCE PLAN

Opioid Response Program		BHD/RSSB	Emily Sigveland, x4216 Suzanne Somerville, x7340
Program Purpose	Reduce the number of opioid-related overdoses in the community through outreach, engagement, and streamlined access to treatment for individuals with opioid-use disorders.		
Program Information	<p>The Opioid Response Program has several components:</p> <ul style="list-style-type: none"> • The Arlington Addiction Recovery Initiative (AARI), a community stakeholders group that includes representatives from the CSB, public schools, police and fire departments, local hospitals and treatment centers, and interested citizens. AARI maintains a website, onearlington.org, and subcommittees focus on prevention, community awareness, outreach after incidents, increased access to treatment, alternative sentencing, and data collection. • Medication-Assisted Treatment for individuals with primary opioid use disorders, including the Office-based Opioid Treatment (OBOT) program and referral to the Alexandria methadone clinic. Treatment can include use of buprenorphine and naltrexone, which block the effect of opioids. • Opioid Continuum of Care (OCC) for individuals in the pre-contemplative state. These individuals may not be ready for medication services from the agency but would benefit from the therapy and case management services. OCC is also utilized for individuals in maintenance stage who have completed OBOT but would benefit from ongoing services. • Outreach and support by peer recovery specialists, and a telephone resource line for information and support. • Outreach to individuals with a non-fatal opioid overdose, witnesses of overdose, and loved ones who have lost someone to an overdose. • Education and marketing to community members about safe medication storage and disposal through medication take-back boxes, medication deactivation bags, and medication lockboxes. • Trainings for staff and community members in the use of Narcan, the opioid overdose reversal medication. <p>Target population includes individuals with opioid use disorders who may be involved with the criminal justice system, have prior treatment experiences, are IV-drug users, and/or are at high risk for relapse behavior and/or overdose. Community partners and family/social supports are included in the target population and are engaged through outreach, education, and engagement efforts to try to connect individuals with opioid use disorders to needed treatment, resources, and services.</p> <p>Funding sources include local funds, insurance reimbursement, and grants.</p> <ul style="list-style-type: none"> • Partners include the criminal-justice system, homeless shelters and other social services agencies, public health and primary healthcare providers, private and public-sector substance use disorder treatment programs, community self-help organizations, and regional Community Services Boards, all of whom refer clients for treatment. 		

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Service Delivery Model	<ul style="list-style-type: none"> In FY 2023, the team primarily utilized in-person services for its OBOT group sessions. When appropriate, individuals were provided virtual services to enhance access. Community events were held both in-person and online. In FY 2024, the program anticipates offering a similar service delivery model.
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PM1: How much did we do?

Staff	<p>5.5 FTEs</p> <ul style="list-style-type: none"> 1.0 FTE Clinical Supervisor 1.0 FTE Mental Health Therapists 2.0 FTE Peer Recovery Specialists 0.5 FTE OBOT prescribers 0.5 FTE Outreach and prevention specialist 0.5 FTE Case Manager <p>Additional support is provided by interns, volunteers, police and fire departments, public schools, public health nursing staff, the CSB prevention manager, and a public health analyst through a partnership with the federal government.</p> <p>For FY 2024, an additional 1.0 FTE Mental Health Therapist has been allocated to the program to meet rising community need.</p>
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Customers and Service Data	<table border="1"> <thead> <tr> <th></th> <th>FY 2020</th> <th>FY 2021</th> <th>FY 2022</th> <th>FY 2023</th> </tr> </thead> <tbody> <tr> <td>Number of clients served (unduplicated)</td> <td align="center">88</td> <td align="center">96</td> <td align="center">108</td> <td align="center">104</td> </tr> <tr> <td>Number of clients served in OBOT</td> <td align="center">37</td> <td align="center">33</td> <td align="center">36</td> <td align="center">45</td> </tr> <tr> <td>Number of clients served in Alexandria methadone clinic</td> <td align="center">18</td> <td align="center">16</td> <td align="center">18</td> <td align="center">16</td> </tr> <tr> <td>Number of clients served in continuum of care</td> <td align="center">n/a</td> <td align="center">n/a</td> <td align="center">n/a</td> <td align="center">15</td> </tr> <tr> <td>Number of clients outreached following an overdose</td> <td align="center">33</td> <td align="center">48</td> <td align="center">54</td> <td align="center">41</td> </tr> <tr> <td>Number of visits to OneArlington website</td> <td align="center">6,378</td> <td align="center">16,913</td> <td align="center">7,492</td> <td align="center">32,667</td> </tr> <tr> <td>Number of people trained on Narcan administration</td> <td align="center">523</td> <td align="center">716</td> <td align="center">1,398</td> <td align="center">4,419</td> </tr> <tr> <td>Number of Narcan boxes distributed</td> <td align="center">484</td> <td align="center">624</td> <td align="center">1,323</td> <td align="center">5,095</td> </tr> <tr> <td>Number of pounds of medications collected at take-back boxes</td> <td align="center">2,196</td> <td align="center">2,632</td> <td align="center">2,318</td> <td align="center">3,078</td> </tr> <tr> <td>Number of medication deactivation bags distributed</td> <td align="center">481</td> <td align="center">95</td> <td align="center">609</td> <td align="center">1,628</td> </tr> </tbody> </table>		FY 2020	FY 2021	FY 2022	FY 2023	Number of clients served (unduplicated)	88	96	108	104	Number of clients served in OBOT	37	33	36	45	Number of clients served in Alexandria methadone clinic	18	16	18	16	Number of clients served in continuum of care	n/a	n/a	n/a	15	Number of clients outreached following an overdose	33	48	54	41	Number of visits to OneArlington website	6,378	16,913	7,492	32,667	Number of people trained on Narcan administration	523	716	1,398	4,419	Number of Narcan boxes distributed	484	624	1,323	5,095	Number of pounds of medications collected at take-back boxes	2,196	2,632	2,318	3,078	Number of medication deactivation bags distributed	481	95	609	1,628
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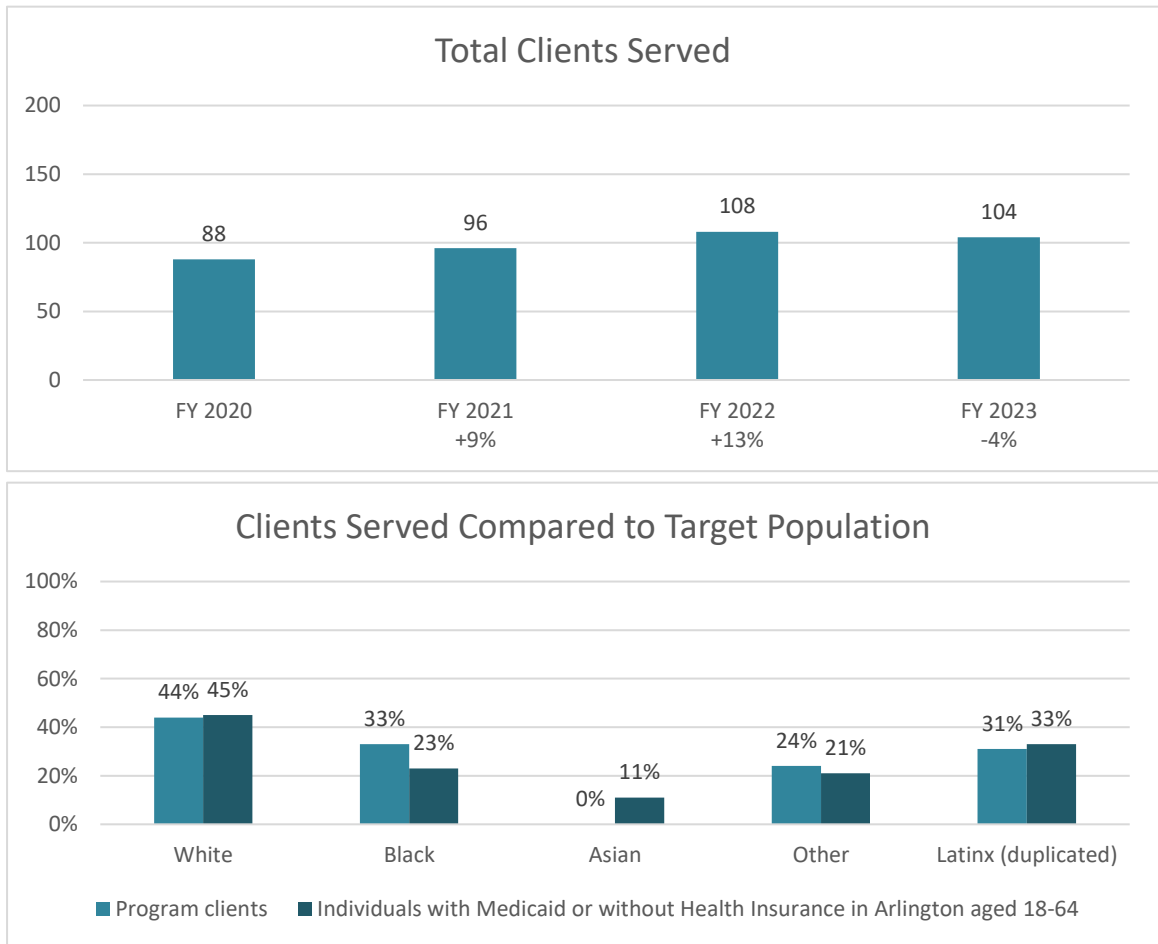
	Number of Fentanyl Test Strips dispensed	N/A	N/A	2,232	6,692
PM2: How well did we do it?					
2.1	Community outreach and training				
PM3: Is anyone better off?					
3.1	Individuals who receive connections or resources after an overdose				
3.2	Number of fatal and non-fatal overdoses				
3.3	Clients' successful engagement in treatment services				
3.4	Clients' improvement in functioning as a result of services received				

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Opioid Response Program

Measure 1 Total clients served (unduplicated)

Data



Data Summary

- From FY 2020 to FY 2023, the number of clients served increased by 18%
- There was a slight decrease in clients served in FY 2023 from the prior year. This is due to a decrease in the number of clients who could be reached after an overdose. The number of clients served in OBOT increased by 25%.
- The selected comparison population for the racial equity analysis is individuals with Medicaid or without other health insurance aged 18-64. These individuals are often those most in need. For many of those individuals, the Department of Human Services may be the only accessible mental health and/or substance use service provider.
- Data for this measure is collected in the agency’s electronic health record.
- 13% of OBOT and Alexandria Methadone clients (8) are missing data on race and 24% (15) are missing data on ethnicity. Demographic data is not available for clients outreached after an overdose. They have been excluded from the race and Latinx calculations.

What is the story behind the data?

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- The number of clients served in FY 2023 continued to be near record highs, as the program worked to provide counseling to an increasing number of OBOT clients while also dramatically expanding outreach efforts.
- The majority of program clients are under age 40. In FY 2023, 29% of program clients were in their 20s and 30% were in their 30s.
- In general, program demographics are similar to the target population. The biggest variance was in Asian clients, as the program served no Asian clients. A review of overdoses in Arlington County found that there were very few Asian individuals with documented overdoses. This is consistent with [Virginia trends](#), where 64% of fatal overdoses are White individuals, 29% are Black, 4% are Hispanic, 1% are other, and 0.5% are Asian.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Continue serving Opioid users in Arlington, and outreaching any individuals who experience an overdose. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Review data entry for demographic elements, including race and ethnicity 	<ul style="list-style-type: none"> • FY 2024 Q2

Forecast

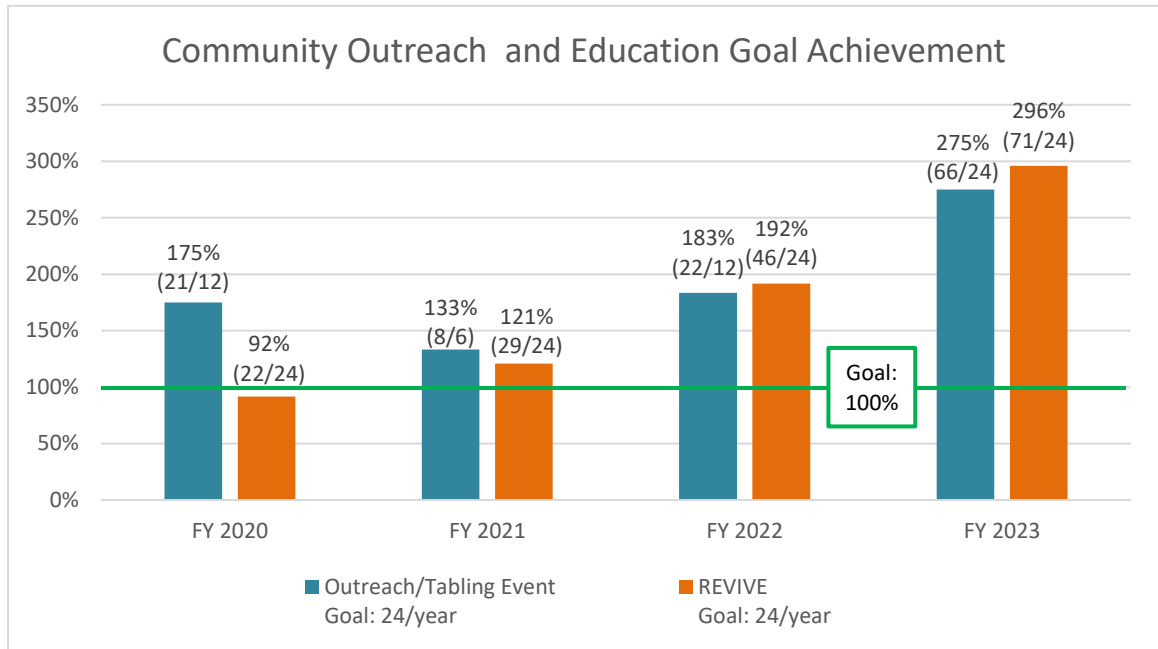
- In FY 2024, the program anticipates serving 118 clients.

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Opioid Response Program

Measure 2.1 Community outreach and training

Data



Data Summary

- In FY 2023, the team participated in 66 community outreach events, three times the number of events completed in FY 2022.
- In FY 2023, the team provided 71 REVIVE trainings (Virginia’s opioid overdose reversal training) to the community, a 54% increase from the prior year. Trainings were provided to a variety of groups including high-risk client/community groups, County staff, homeless shelters, and the criminal-justice system, among several others.
- 5,095 boxes of Narcan were dispensed after the trainings.

What is the story behind the data?

- In FY 2023, the goal for Outreach/Tabling events was doubled from 12 to 24. The program now has a goal of two community awareness events and two Narcan trainings a month.
- The program significantly exceeded its goal for both types of events in FY 2023, providing an average of five trainings and five outreach events a month. This was driven by a swell of community interest and compassion in the wake of a high-profile fatal overdose.
- In general, the program found that virtual events held for the general community were better attended than in-person ones; however, in person trainings for targeted groups have the highest attendance rates. For general community trainings the relative anonymity of attending an online session is a huge benefit, as it allows them to learn the information without the possibility that others will attach stigma to them. However, it was sometimes difficult to get all participants to fully engage with the virtual trainings, which is why the program continued to utilize the hybrid format in FY 2023.
- In FY 2023, tabling events were done in person with 2,171 individuals visiting the tables during these events.

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- On average, 368 individuals were trained in how to reverse an overdose either through abridged trainings or full 1-hour REVIVE Trainings each month by AARI. The highest month for trainings was February, with 1,264 individuals trained.
- In FY 2023, 28 virtual and 43 in-person REVIVE trainings were offered. Virtual trainings happen twice a month at scheduled intervals, while in-person trainings are done by request.
- To reach the young adult population, REVIVE trainings are held for Marymount University (MU) students and APS high school students. In FY 2023, the program targeted MU residential advisors and MU and high school student athletes for trainings, as well as providing general trainings open to all high school and college students. The number of Narcan boxes distributed in FY 2023 almost tripled thanks to these partnerships.
- In FY 2023, Narcan trainings continued to be provided to restaurant staff to help them learn what to do in the event of an overdose at a restaurant.
- In FY 2023, a policy change was enacted to allow Arlington high school students the ability to carry Narcan in their backpacks. The Opioid Response Program has helped train students on using Narcan and has distributed the life-saving medication to those who wish it.
- The program also provides passive outreach throughout the year through Public Service Announcements and digital advertisements on social media platforms. Instruction sheets on how to procure and utilize Narcan and Fentanyl test strips are available in both English and Spanish and have been distributed throughout the community.
- Whenever Narcan is distributed, an abridged training must be provided on effectively using it. The program provided thousands of these shortened trainings in FY 2023.
- In FY 2023, the program trained additional community volunteers who speak Spanish. These volunteers have been able to provide trainings in Spanish, which as increased attendance and engagement
- A new electronic system was established allowing for people to directly request Narcan without e-mailing program staff. This helps protect requestee confidentiality and removes a barrier to access. This helped drive the massive increase in website visits in FY 2023.
- In FY 2023, the Opioid Response program continued to increase its outreach to other County programs, collaborating with teams like Treatment on Wheels and Jail Based Services on harm reduction. This harm reduction could take many forms, like helping newly released individuals access fentanyl test strips and providing education to pet owners on the safe disposal of pet medications.
- In FY 2023, the Opioid Response program provided dozens of media interviews to local and international outlets to help the community better understand the Opioid epidemic and steps they could take to help reduce its impacts.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Explore posting signage for DHS clients in Sequoia 1 waiting areas. 	<ul style="list-style-type: none"> • FY 2024 Q2
<ul style="list-style-type: none"> • Continue to use police data to track opioid-related arrests and overdose hot-spots and adjust where trainings are presented as needed. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Continue tracking the number of attendees via clicker at each in-person outreach event. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Continue to explore options for virtual outreach events and presentations and track the number of attendees. 	<ul style="list-style-type: none"> • Ongoing

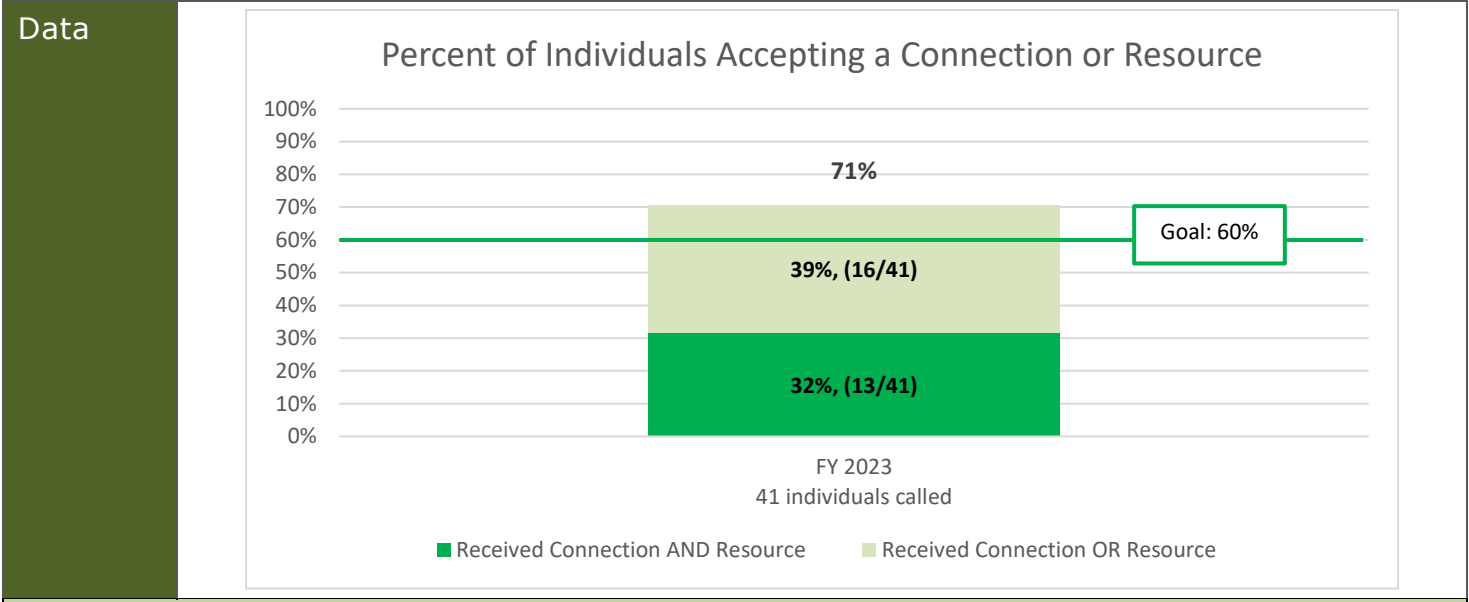
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<ul style="list-style-type: none">• Continue to explore outreach strategies to reach at-risk youth through partners such as the DHS Child and Family Services division, the Second Chance program, and truancy officers.	<ul style="list-style-type: none">• Ongoing
<ul style="list-style-type: none">• Explore the possibility of translating instruction sheets on how to procure Narcan and Fentanyl Test Strips in additional languages.	<ul style="list-style-type: none">• FY 2024 Q3
Forecast	
<ul style="list-style-type: none">• In FY 2024, it is expected that there will be 24 outreach events and 36 REVIVE trainings, meeting the program goals and surpassing historical averages. This represents a decrease from FY 2023, as it was an outlier year driven by unique circumstances.	

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Opioid Response Program

Measure	3.1	Individuals who receive connections or resources after an overdose
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Data Summary	<ul style="list-style-type: none"> DHS staff attempt to contact all individuals who have experienced an overdose. When phone numbers are available, staff will conduct an outreach call. As part of those outreach calls, clients are offered connections to ongoing services and resources to prevent further overdoses. In FY 2023, DHS staff were able to reach out to 41 individuals who overdosed by phone. This represented 76% of all those with a reported non-fatal overdose (41/54). Of those, 71% (29/41) accepted a connection and/or harm reduction resource. National benchmarks have yet to be established for this work, as it is so new. However, studies of individual jurisdictions report anywhere between <u>30-67%</u> success rate. The agency has set a goal of 60% for the measure, and will continue to monitor national trends.
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What is the story behind the data?

- The most commonly accepted harm reduction resource was Narcan, with 58% (24/41) of those called accepting the medication.
- Additionally, 37% (15/41) individuals accepted Fentanyl Test Strips, 31% (13/41) accepted connection to a peer for support, and 24% (10/41) accepted ongoing treatment.
- The majority of those that did not receive resources either could not be reached because the listed phone number was disconnected (10%) or all calls went to voicemail (12%).
- An initial equity analysis of this measure indicated no significant variations by race in resources or connections received.

Recommendations	Target Dates
<ul style="list-style-type: none"> Continue tracking outreach efforts. 	<ul style="list-style-type: none"> Ongoing

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- Continue to track the resources that individuals were referred to and regularly review outcomes and successes with the team.

- Ongoing

Forecast

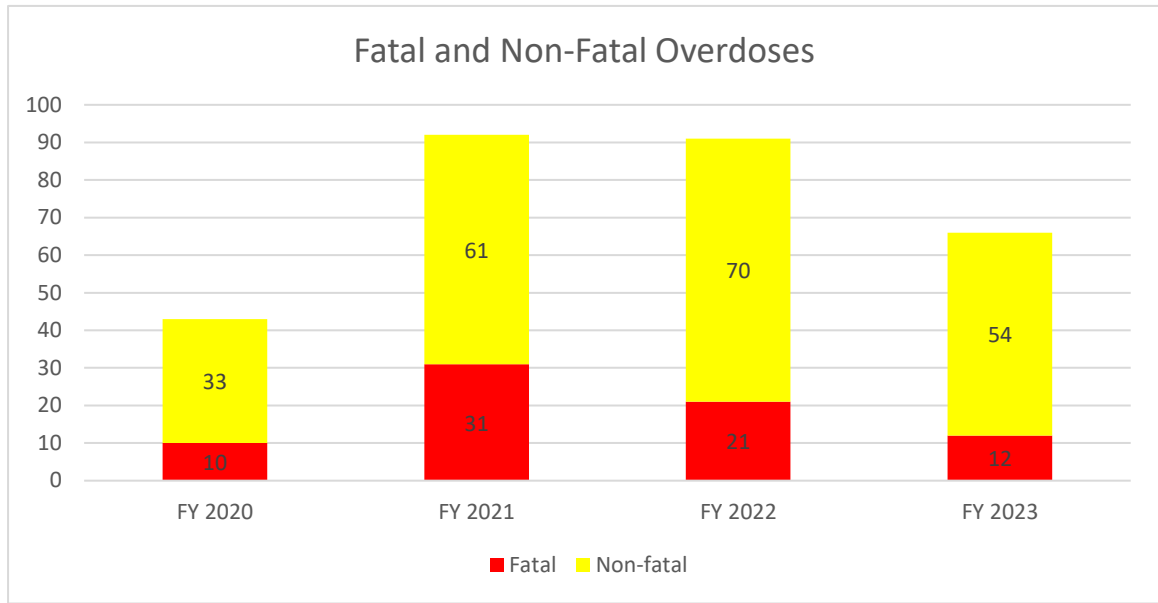
- In FY 2024, it is expected that 75% of those who are contacted after an overdose will accept a connection or resource.

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Opioid Response Program

Measure 3.2 Number of fatal and non-fatal overdoses

Data



Data Summary

- In FY 2023 the number of overdoses reported to the police decreased.
- Of the overdoses that occurred in Arlington County in FY 2023, 57% (31/54) of the non-fatal overdoses and 58% (7/12) of the fatal overdoses were Arlington residents.
- Information is received from biweekly police data reporting. Data is consistent with annual Virginia Department of Health data.

What is the story behind the data?

- There was a decrease in fatal and nonfatal overdoses in FY 2023. This may be due to an increase in Narcan distribution, as the program has noted more and more reports of individuals being revived via Narcan by either friends or paramedics. It is critical to continue Narcan distribution, as it is the best defensive against fatal overdoses.
- In FY 2023, 17% (9/54) of the non-fatal overdoses and 17% (2/12) of the fatal overdoses were Arlington CSB clients. None of the fatal overdoses were connected to the OBOT program and one of the non-fatal overdoses was, which speaks to the effectiveness of the program.
- In FY 2023, one of the fatal overdoses occurred at Arlington Public Schools. The Opioid Response Team responded by providing outreach and trainings for youth and families and expanding efforts to distribute harm reduction tools.
- There continues to be a concern with other substances being contaminated with Fentanyl in the community, which continues to lead to overdose deaths from unsuspecting users who may not have Narcan. In FY 2022, the program began distributing Fentanyl test strips across the agency and in the jail to help clients identify contaminated substances. In FY 2023, the number of test strips distributed tripled.
- The increase in non-fatal overdoses starting in FY 2021 may be impacted by changes in Virginia law that bar police officers from arresting clients at the scene of an overdose. Some

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<p>clients and their family members may feel more comfortable seeking medical assistance in the event of an overdose, leading to a greater number of these cases being reported.</p> <ul style="list-style-type: none"> • Arlington County is home to National Airport, a major travel hub. Multiple overdoses occurred in hotels near the airport. It is possible that the influx of travelers to Arlington increased overdose numbers above regional trends. • In FY 2023, Opioid overdose emergency boxes were placed around the DHS campus to expand access to Narcan in the event of an emergency to all agency clients and staff. These boxes were also installed in Arlington’s libraries, schools, shelters, and public parks. • There is currently no effective way to track overdoses that did not have police involvement. 	
Recommendations	Target Dates
<ul style="list-style-type: none"> • Maintain a close working relationship with the police to ensure the data is received. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Outreach individuals who overdosed non-fatally within one week of receiving reports from the police 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Continue providing Narcan to the community and offering Narcan to witnesses of overdoses. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Continue to explore alternative sources for data on overdoses not reported to ACPD, including from the Virginia Department of Health and the new ConnectVirginia statewide tool being launched in FY 2022. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Do an equity analysis of Opioid overdoses for CSB clients in Arlington, utilizing new incident reporting systems. Revisit processes for ensuring CSB staff are able to distribute Narcan on request. 	<ul style="list-style-type: none"> • FY 2023 Q4
<ul style="list-style-type: none"> • Improve data sharing plan with fire department to outreach individuals who do not come into contact with Police. 	<ul style="list-style-type: none"> • FY 2023 Q4
<ul style="list-style-type: none"> • Provide outreach to hotels in Arlington to determine if there is interest in trainings or resources. 	<ul style="list-style-type: none"> • FY 2023 Q2
<ul style="list-style-type: none"> • Provide bi-annual e-mails to DHS staff reminding them of the locations of Opioid overdose emergency boxes. 	<ul style="list-style-type: none"> • FY 2023 Q2
Forecast	
<ul style="list-style-type: none"> • In FY 2024, it is anticipated that the number of total overdoses will decrease slightly from the FY 2023 levels, with 40 non-fatal and 15 fatal overdoses. 	

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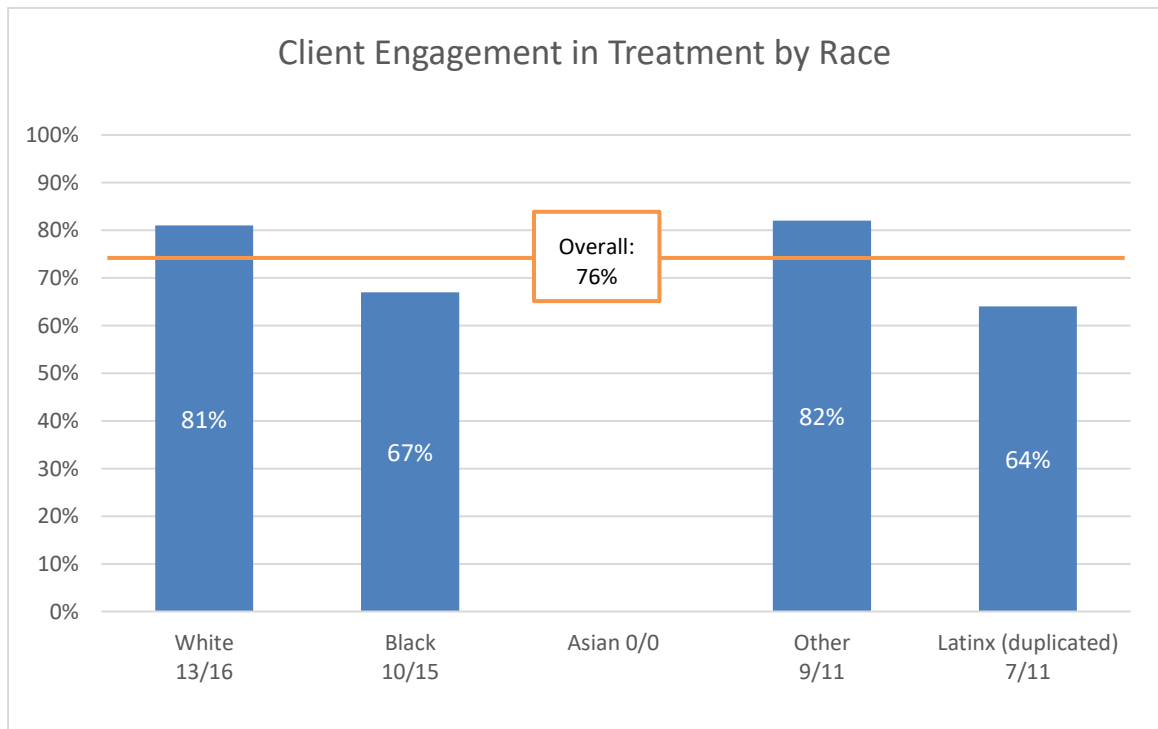
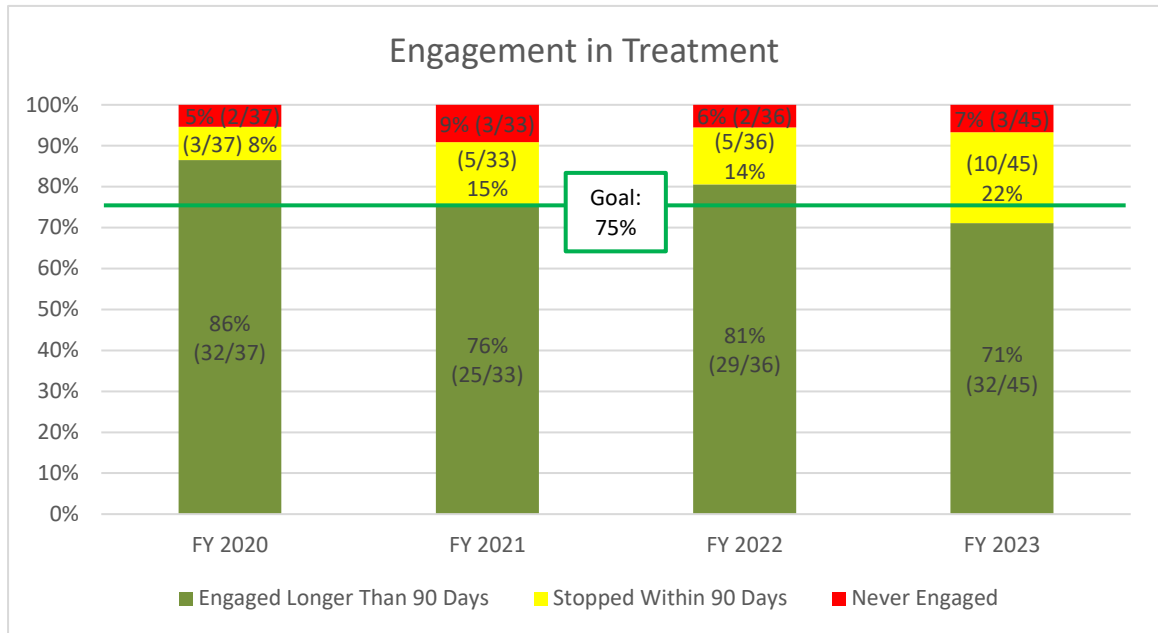
Opioid Response Program

Measure

3.3

Clients' successful engagement in treatment services

Data



Data Summary

- Data includes clients who were served in OBOT in each fiscal year.
- 32 of the 45 clients (71%) served in FY 2023 remained engaged in services after 90 days.
- Three clients missing race or ethnicity data are excluded from the equity breakdown.

What is the story behind the data?

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- In FY 2023, the percentage of clients engaged in treatment for at least 90 days decreased from the prior year, even though the total number of engaged clients increased.
- A chart review was completed to review the cases of clients who were engaged for less than 90 days. The most common reason for client disengagement was frustration with the monitoring requirements of medication assisted treatment, particularly observed urine screenings.
- A new program was established in FY 2023, the Opioid Continuum of Care program. This program offers therapeutic support for clients who choose to get their medications from a private provider. This goal of this program is to meet the needs of clients who would otherwise disengage from Opioid Response services.
- An equity analysis suggests that engagement rates were lowest for Black and Latinx clients. These clients may have experienced additional trauma from the legal system based on their racial and/or ethnic identity and may thus be more likely to feel stigmatized by the monitoring requirements of OBOT.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Continue monitoring client engagement through a racial equity lens to determine if any programmatic changes are needed. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Consider a policy detailing the frequency with which clients will be observed when tested for abstinence from substances, as this can provide a barrier to client engagement. 	<ul style="list-style-type: none"> • FY 2024 Q2
<ul style="list-style-type: none"> • Procure a consultant to do a program review and help align all practices with proper treatment protocols. 	<ul style="list-style-type: none"> • FY 2024 Q3

Forecast

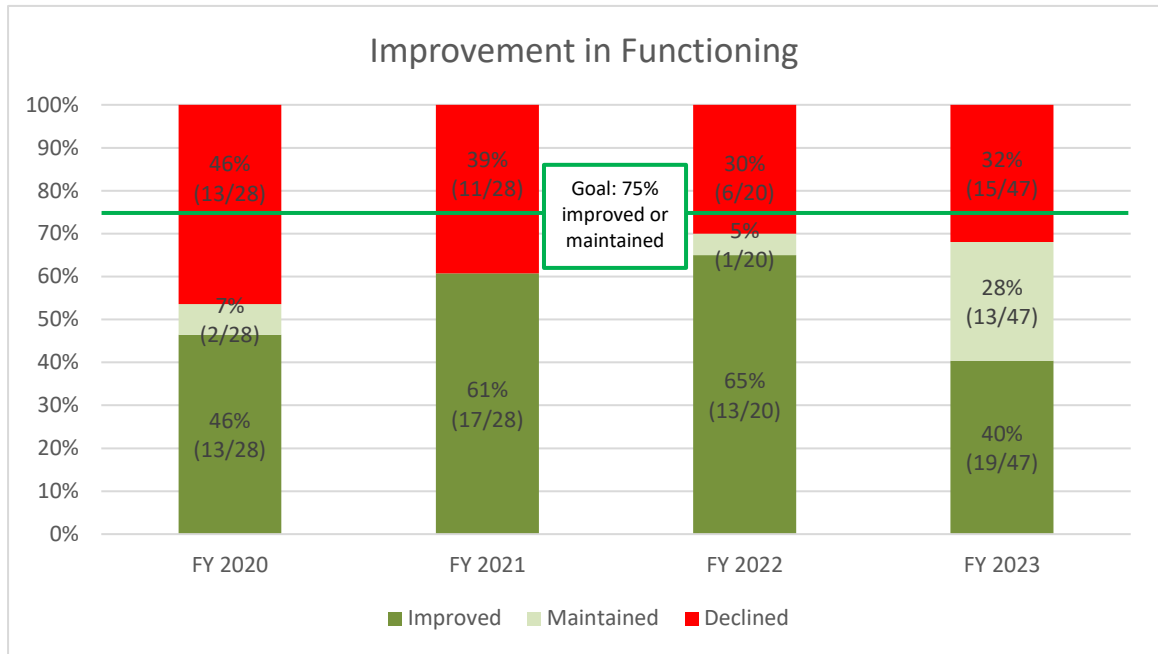
- In FY 2024, it is estimated that 75% of clients will engage in treatment longer than 90 days.

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Opioid Response Program

Measure 3.4 Clients' improvement in functioning as a result of services received

Data



Data Summary

- In FY 2023, 47 clients in the program were administered more than one DLA-20 functional assessment, and changes in scores from first administration to most recent administration are provided here.
- 19 of the 47 clients improved their scores, while 13 individuals maintained the same DLA score.

What is the story behind the data?

- In FY 2023, a lower percentage of clients increased their DLA-20 scores than in prior years. This may be because significantly more clients were assessed this year than previously, as the total number of clients who increased their scores was actually higher than in previous years. This year may be a better reflection of all program clients.
- A significant number of clients were able to maintain their DLA-20 scores in FY 2023, which is a major accomplishment. Substance use recovery is a lifelong journey, and remaining stable requires the conscious use of therapeutic tools and constant discipline.
- Across the agency, DLA-20 scores have not increased at the rate they did in FY 2022. It is hypothesized that there was a "pandemic bump" that year which accompanied the rollout of the COVID-19 vaccine and the re-opening of many social opportunities. For many individuals, this represented a major improvement to quality of life, which may not have been matched at a society-wide level in FY 2023.

Recommendations

- In addition to DLA results, continue to collect client satisfaction surveys twice per year, in December and June.

Target Dates

- Ongoing

Forecast

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- In FY 2024, it is expected that 70% of clients will show stability or improvement in functioning.