

# HERITAGE CARES PROGRAM OVERVIEW

## HERITAGE COMPREHENSIVE ADDICTION RECOVERY EDUCATION & SUPPORT PROGRAM DEVELOPED AND OPERATED BY HERITAGE HEALTH SOLUTIONS, INC.

### PROGRAM SUMMARY

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The Heritage CARES (Comprehensive Addiction Recovery Education & Support) Program provides substance misuse and abuse support. This confidential virtual program provides education, evidenced-based behavior modification, and personalized care from experienced Assertive Community Engagement (ACE) certified Peer Coaches.

Offered by Heritage Health Solutions, Inc. (Heritage), the program is unique in that it offers educational videos and Peer Coach support – together and virtually. Heritage CARES is offered to incarcerated individuals, newly released individuals, and their families as a re-entry program to reduce rates of recidivism in jail and prison facilities.

### PURPOSE & PROBLEM

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The purpose of Heritage CARES is to offer an all-in-one solution to help jails and prisons reduce substance abuse during incarceration and re-entry into society. According to a study from the National Institute on Health (NIH), within 2 weeks of their release former prisoners are more than 129 times more likely to die of a drug overdose than the general public.

The National Institute on Health reports that 65 percent of all inmates suffer from Substance Use Disorders (SUD). 20 percent of all crimes are committed by individuals under the influence of drugs or alcohol (Center on Addiction).

There are a myriad of reasons leading to substance misuse and abuse among those incarcerated and formerly incarcerated individuals. Several risk factors stem from trauma exposure or pre-existing issues that were present before incarceration. Additionally, inmate populations face a variety of unique challenges, including fear of stigma, lack of sleep, compassion fatigue, and gaps in receiving mental and physical health care. Increasingly, the demands stemming from continuous exposure to high-stress or traumatic situations are being recognized as a contributing factor to high-risk behaviors, including substance abuse and suicide.

Mental and physical health comprises a person's "whole health." This virtual program expands accessibility for formerly incarcerated individuals living in rural areas or in places where internet access may be limited or unavailable. Heritage CARES is accessible from anywhere, at any time. Participants can connect via laptop computers, tablets, mobile phones, or even call a toll-free phone number to speak with a nurse or Peer Coach. Furthermore, with the COVID-19 pandemic severely limiting options for face-to-face interactions, innovative methods to increase access to care are critical. Understanding the importance of family support for those re-entering society after incarceration, Heritage CARES is provided FREE to all immediate family members.

## KEY PROGRAM COMPONENTS

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The Heritage CARES program provides inmates, recently released inmates, and their families with behavioral and substance misuse and abuse care through a virtual platform available 24/7/365. Heritage CARES combines the following two elements as part of a care management platform to help participants.

**Educational Videos** – All Inmates will have access to *youturn*, an online learning management system. *youturn* has one of the most extensive libraries in the country, containing proprietary, counselor-led, educational substance abuse videos. The content helps inmates navigate substance misuse and abuse using evidence-based tools that drive behavioral modification.

**Peer Coach Support** – Facility identifies candidates for Peer Coaching Support. Assertive Community Engagement (ACE) Specialists/Peer Coaches are introduced to inmates two to four weeks prior to release. After release, an assigned ACE Peer Coach will work with the formerly incarcerated individual for up to five months (or longer if needed) and can also refer them to vital community resources such as public housing, education assistance, medical providers, and licensing. Additionally, our Peer Coaches are prior inmates who have personally overcome their battles with substance abuse and are trained and experienced to help guide others on their path to recovery. The program offers a toll-free number to reach Peer Coaches.

## SUMMARY

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The Heritage CARES program is an all-in-one platform that provides drug and alcohol support. This program provides an efficient and rapid path to increase access to mental health for inmate populations, formerly incarcerated inmates, and their families as means to reduce recidivism in jail and prison facilities.

Upon request, we can provide you with a tailored program to meet your desired outcome, agency budget, and patient needs. We look forward to discussing Heritage CARES and how it can positively impact your inmate population.