

Strategic Plan

Prepared by Westside ROSC Council Team

Last updated: Dec 24, 2025

ROSC Council 3 Year Strategic Plan

FY26 – FY28 (Initial Plan)

FY27 - FY29 (Updated Dec 2025)

Abstract

The Westside ROSC (Recovery Oriented System of Care) Council's strategic plan outlines a comprehensive framework for enhancing recovery support services within our community. This plan prioritizes collaboration, accessibility, and equity, focusing on strengthening partnerships across diverse sectors to create a seamless continuum of care. By implementing these strategies, the Westside ROSC Council aims to foster a resilient community where individuals and families affected by substance use and mental health challenges can achieve sustainable well-being.



Doorway Art Unveiling @ Bethel New Life's Mildred Wiley Wellness Campus
ROSC Council Team In Action on the West Side of Chicago

Mission and Vision

Mission

The Westside ROSC Council will continue to educate communities in the metro Chicago-Land area about the nature of addiction, recovery and mental illness. The Council will reduce the stigma associated with addiction while giving back to the community and building relationships with diverse populations. The Council will help individuals' access and sustain long-term recovery

Vision

The Council's vision is to put a face on recovery and support/promote recovery support services in the West Side of Chicago community. CRCC, as an RCO, offers life skills and recovery education workshops to recovery residences in the state of Illinois. We also provide individual personalized sessions to help clients and their families remove barriers to recovery.

Goals and Objectives

Our Goals

Westside ROSC Council's overall goal is to advocate and assist with guiding and monitoring the development of an integrated system of recovery by creating a shared vision to improve availability of services by building a sustainable ROSC Council.

The 4 goals established by the WS ROSC in its FY26 -FY28 Strategic Plan are:



Goal 1

Ongoing support of the Westside ROSC Council (WS ROSC) through CRCC Leadership



Goal 2

Reduce NIMBY and stigma regarding recovery residences



Goal 3

Expand transportation for treatment and recovery services



Goal 4

Establish warm hand-offs between treatment organizations and recovery organizations

Our Objectives

Goals, objectives, activities and measures are detailed in the Council Goals, Objectives, and Outcome Measures Section of this document. Additionally, the WS ROSC has established FY26 objectives within its Communication and Community Outreach Plan to support meeting these four strategic priorities and are detailed below.

The purpose of this updated strategic plan is to build upon goals, activities, and actions for the Westside ROSC Council (WS ROSC) developed during its initial planning cycle (2019-2024), update through FY29. Utilizing its on-going continuous quality improvement process (CQI), CRCC and the Westside ROSC has reviewed the successes and challenges experienced during the implementation of its first 5-year strategic plan to modify and update the current plan, which is intended to guide providers, policymakers, the recovery community and the general public in building and strengthening our community-based, recovery-oriented system.

Needs Assessment

The West Side of Chicago is home to a resilient and culturally rich population residing in neighborhoods such as Austin, East Garfield Park, West Garfield Park, North Lawndale, and Humboldt Park. These areas have historically been vibrant hubs of African American and Latino communities. However, they have also endured decades of disinvestment, systemic inequities, and structural barriers that continue to impact the quality of life for residents today.

Key findings from the FY25 Westside ROSC Community Needs Survey highlight the on-going service gaps, community strengths, and challenges related to recovery, mental health, and substance use on Chicago's West Side.

Demographic Profile

- The population on the West Side is predominantly African American and Hispanic/Latino
- Many residents face economic hardship, with a significant percentage living below the federal poverty line
- The area experiences elevated rates of unemployment and underemployment (underuse of a worker)
- Disparities in access to quality education, healthcare, and housing are prevalent

Impact of Substance Use and Mental Health

Communities across the West Side have been disproportionately affected by the opioid epidemic, heroin use, and rising rates of substance use disorders. FY25 preliminary data and reports from the Chicago Department of Public Health (CDPH) indicates that West Side continues to be the area most acutely affected by the opioid epidemic, with the majority of the city's overdoses occurring in Austin, West Garfield Park, North Lawndale, East Garfield Park, and Humboldt Park which are consistently identified as the neighborhoods with the highest rates of opioid-related EMS responses. At the same time, mental health challenges such as

depression, anxiety, trauma, and PTSD are exacerbated by chronic exposure to violence, incarceration, and limited access to culturally appropriate care.

Community Disparities and Systemic Barriers

- Underrepresentation in substance use-related hospitalizations
- Lack of sufficient behavioral health providers and trauma-informed services
- Growing youth mental health crises tied to community trauma and violence
- Underdeveloped infrastructure for harm reduction and recovery housing
- Barriers to access, including affordability, transportation, and insurance limitations

Community Perspectives

In addition to these critical indicators of the challenges facing the Westside ROSC Council in achieving its vision and mission is community perceptions on substance use and mental health challenges at the individual, service and treatment levels, as well as broader social concerns such as homelessness, crime, and youth wellbeing. Key highlights include:

- **Stigma and Respect:** 89% said that people who suffer from mental illness deserve respect compared with 75% who agreed that those who use drugs deserve respect.
- **Medication Assisted Recovery (MAR):** While 60% of survey respondents agreed that MAR was an effective tool in supporting recovery, 32% of respondents were either neutral or did not know. Additionally, survey respondents indicated a wide range of knowledge behind whether there are enough MAR services available, with 53% agreeing that there was enough of these supports, 39% disagreeing, 25% either neutral or reporting they did not know.
- **Harm Reduction Services:** 53% of survey respondents Agreed that harm reduction services (e.g., Narcan, syringe programs) are helpful for those that utilize these tools, however, only 39% of survey respondents indicated that accessing these supports was not difficult.
- **Access to Services:** 46% of survey respondents agreed that everyone has access to services for Mental Health, while 51% agreed that everyone has access to Substance Use Services the percentage is higher at 51%.
- **Community Health and Safety Trends:** Overdose Trend; 41% of survey respondents agreed that there had been an increase in overdose rates in the last year. Additionally, 57% of the respondents agreed there is higher crime rate over last year and 64% agreed there are more unhoused individuals.
- **Gaps in Services and Supports:** Prevention/Wellness; While 51% of survey respondents believe there are prevention and wellness programs and initiatives are available in the community for individuals to take advantage of a significant minority (32%) responded as either neutral or did not know. Sober Living Opportunities; Only 30% of survey respondents enough of these opportunities in the community. Recovery Supports; 69% of the respondents said that they know what Recovery Support Services are and know where to find them in their community and 80% of the respondents agreed that there needs to be more Recovery Support Services available in the community.

The results of the FY25 Westside ROSC Community Needs Survey have informed and underpins both the WS ROSC's Communication and Community Outreach Plan and its Strategic Goals, Objectives and Outcome Measures as established and detailed in the sections below.

WS ROSC Communication and Community Outreach Plan

Purpose

WS ROSC has developed a Communication and Community Outreach Plan (CC Plan) as part of its FY26 strategic planning process to update strategies within the 4 WS ROSC goals that were identified as on-going community challenges. This CC Plan outlines how the Council will engage with various stakeholders and the West Side Chicagoland Community and describes how the Council plans to communicate with members, consumers and partners, and what channels to be used.

The overall goal of WS ROSC's CC Plan is to develop and implement an organized and cohesive outreach and communication approach that supports the 4 goals of the Council to grow a diverse, vibrant and responsive recovery-oriented system of care for communities in Chicago's Westside. During its current planning cycle, WS ROSC updated the goals in its FY27-FY29 Strategic Plan and developed additional FY26 objectives within its CC Plan to better address the on-going community challenges and needs identified over the project year, as listed below.

Objectives

Community Challenges and the FY26 objectives selected by the WS ROSC to meet its strategic goals for the project are:

Community Challenge: Limited cross-sector collaboration and membership gaps

WS ROSC CC Plan: FY 2026 Objective 1: By June 30, 2026, increase membership base by 20%, establish 10 new MOU's and referral linkage agreements (as appropriate) with stakeholders/organizations to support continued growth of the WS ROSC and foster effective service delivery (WS ROSC FY26-FY29 Strategic Plan, Goals 1 and 4)

Community Challenge: Uneven harm reduction access and rising overdose rates

WS ROSC CC Plan: FY26 Objective 2: By June 30, 2026, expand harm reduction access and training by increasing the number of Narcan trainings by 25% over FY25 baseline and completing 2 CDPH Fentanyl Kit Build Outs. (WS ROSC FY26-FY29 Strategic Plan, Goals 2 and 3)

Community Challenge: Stigma and limited visibility of recovery support services in the community

WS ROSC CC Plan: FY26 Objective 3: By June 30, 2026, increase recovery education, address stigma, and promote/ increase visibility of recovery supports through hosting 10 community recovery events and facilitating 1,000 shares of marketing materials on stigma and recovery support services through the WS ROSC website. (WS ROSC FY26-FY29 Strategic Plan, Goals 1,2,3 and 4)

Target Audiences

WS ROSC's focus of its CC Plan is to include representatives of the 17 Community Sections identified in the SPF/DFC Frameworks and includes: SUD/MH Providers, Recovery Support Services Providers, Individuals in active addiction and /or seeking recovery, PLEs, Business Owners, Politicians/Legislators, Hospitals, Schools,

Family, Friends, Law Enforcement, Faith-Based Groups, Recovery Supports, Media, Senior Citizens, Youths and Returning Citizens. Each of these groups brings a unique perspective on the SU/MH services systems of care within the WS ROSC communities of Austin, Humboldt Park, West & East Garfield Park, North & South Lawndale, West Town, Near West Side, Lower West Side, Hermosa, Belmont Cragin.

WS ROSC's CC Plan implements strategies designed to both engage and keep informed these valuable ROSC stakeholders, as well as expand community interest in and support of the work on the project in strengthening the ROSC within Chicago's Westside neighborhoods. WS Council shares monthly meeting agendas, monthly meeting minutes, community event announcements and other critical information regarding its ROSC initiative via a combination of e-mails, zoom calls, social media/press releases and updates to the governors' state website. Additionally, as part of its outreach efforts to new providers, agencies, community members, individuals, family members and other recovery stakeholders, WS ROSC's CC Plan provides information and education on the initiative through one-on-one and small group contacts and meetings as requested.

Key Messages

The following key messages will guide all Westside ROSC Council communications, outreach, and engagement efforts across stakeholders and community audiences:

- Recovery is Possible: Recovery from substance use and mental health challenges is achievable, sustainable, and strengthened through community-based supports.
- Recovery is Person-Centered and Inclusive: The WS ROSC values lived experience, cultural humility, and community voice, ensuring services are accessible, trauma-informed, and responsive to diverse populations.
- Collaboration Strengthens Systems: Cross-sector partnerships among treatment providers, recovery support organizations, harm reduction services, housing providers, and community stakeholders are essential to building an effective recovery-oriented system of care.
- Stigma is a Barrier to Care: Reducing stigma and NIMBY attitudes is critical to expanding recovery housing, harm reduction services, and community acceptance.
- Warm Hand-Offs Save Lives: Coordinated referrals and seamless transitions between treatment, recovery support, and community services improve outcomes and continuity of care.
- Equity and Access Matter: Transportation, affordability, and system navigation remain barriers; WS ROSC is committed to addressing inequities that limit access to recovery supports on Chicago's West Side.
- Community Engagement Drives Change: Sustainable systems are built through ongoing community education, shared responsibility, and collective action.

These messages will be consistently integrated into outreach materials, meetings, public education efforts, and digital communications to reinforce WS ROSC goals and priorities.

Communication Channels and Frequency

Chicago Recovering Communities Coalition (CRCC) is a Recovery Community Organization (RCO), which is an independent, non-profit organization led and governed by representatives of local communities of recovery. Key roles of CRCC as an RCO includes a) providing recovery support services to individuals in or seeking recovery from alcohol, and other drugs and those struggling with mental health issues b) conducting ongoing local recovery support needs assessment surveys or focus groups c) organizing recovery-focused policy and

advocacy activities, d) educating recovery stakeholders through events to raise public awareness, and e) collaborating on the integration of recovery-focused activities within local prevention, harm reduction, early intervention, and treatment initiatives. 1

In its Leadership Role, CRCC has successfully facilitated the development and maturation of the WS ROSC since 2018 in strengthening the recovery-oriented system of care within our communities. CRCC provides the staffing necessary to facilitate the multi-faceted, multi-participant and multi-channel communications required to foster the collaborative processes necessary to implement a fully recovery-oriented system of care.

WS ROSC and its CC Plan utilize 4 key communication channels to share information with all stakeholders on the ROSC initiative. These channels include:

DIGITAL COMMUNICATION	TRADITIONAL COMMUNICATION
Email Facebook LinkedIn Twitter (X) Instagram Constant Contact	Local Newspaper - Publish information in the local west side newspaper Austin Voice Outreach Marketing - Disseminate Newsletters and Flyers
ZOOM COMMUNICATION	TELECOMMUNICATION
Developed monthly zoom meeting* We have developed an efficient system to run Hybrid meetings (in-person and online) All meetings have been held entirely on zoom or a hybrid version to ensure everyone has access to the council to increase reach and impact in the community.	Provide all contact numbers (Dora Dantzler-Wright, John Wright, Venessa Moreno) to address any questions the council may have. Make calls to the Council for follow-up and reminders of events.

* <https://us02web.zoom.us/j/695761637?pwd=eVVOUzJlN3VUcXl6WFJzSnVNOVJXdz09> | Meeting ID: 695 761 637 | Passcode: 038839

1 https://facesandvoicesofrecovery.org/wp-content/uploads/Documents/070623_National-Standards-for-RCOs.pdf#:~:text=Peer%20Recovery%20Support%20Services%20RCOs%20provide%20primarily,better%20meet%20the%20needs%20of%20their%20community.

In its leadership role, CRCC manages all digital communications for the WS Council, including responding to e-mail inquiries on ROSC activities and events. In another example, CRCC staffs the monthly WS ROSC meetings (i.e., create agendas, identify speakers, take notes, post meeting summaries and facilitate stakeholder connections).

An essential part of WS ROSC CC Plan outreach to and engagement of new stakeholders and participants in the Westside ROSC initiative. The goal of this outreach is to increase the visibility of WS ROSC and raise awareness of efforts, success and challenges in expanding the ROSC within Chicago’s Westside Communities. (WS ROSC FY26-FY28 Strategic Plan, Goal 1).

Strategies to foster these outreach and inclusion efforts are based on the WS ROSC's review of its communication and meeting processes, feedback from members, the FY25 Westside ROSC Community Needs Survey and other recovery stakeholder's feedback gathered at community events, service provider meetings and from individuals in recovery and their family members.

Outreach efforts include

- Word of Mouth – Council members, staff and peers will talk to others about ROSC and its goals.
- Flyers – Distributed via email and posted throughout the agencies.
- Interfacing – Requesting meetings with businesses and sector partners throughout the community.
- Conduct educational seminars via online such as Recovery Symposiums
- Attend C.A.P.S. Meetings
- Circulating Community Bulletins
- Attend Town Hall Meetings
- Host Holiday/Celebratory Events
- Attending other community forum meetings (i.e.. Westside Opiate TASK Force, NAFEI, Far South Side ROSC, Northern Illinois Lake County ROSC, CDPH Opioid Reporting Meetings, Stakeholders Monthly meeting, etc.) to disseminate ROSC info via online.
- Attend partner agency events, local business events, community/street outreach to disseminate educational information, COVID PPI and testing kits, and harm reduction kits.
- Host Bi-Monthly Narcan Meetings via Zoom
- Host weekly All Recovery Meetings via Zoom
- Continue to host Monthly Recovery Task Force meetings via Zoom.

Roles and Responsibilities

CRCC (Lead Agency/RCO): Convene and staff monthly WS ROSC meetings; manage communications and outreach; support CQI, needs assessment, and implementation of the Strategic Plan; coordinate workgroups and partnerships; provide training/technical assistance; maintain documentation and reporting.

WS ROSC Council Members: Attend and participate; share resources and expertise; support outreach and stigma reduction; strengthen referral linkages and warm hand-offs; serve as recovery ambassadors within their organizations and communities.

Partners/Community Stakeholders: Participate in feedback activities (surveys/listening sessions); support community education and engagement; collaborate on initiatives that strengthen access, equity, and continuity of care.

Roles will continue to evolve through WS ROSC's continuous quality improvement process as capacity, membership, and resources increase.

Evaluation & Feedback:

As part of its continuous quality improvement approach, CRCC, on behalf of the WS ROSC and in collaboration with members and stakeholders, conducted a full review of its communication and outreach channels, processes and products utilized during FY25.

<i>WS ROSC Strategic Plan Goal</i>	<i>Communication/ Outreach Strategy/ CC Plan</i>	<i>Measure</i>	<i>Targets</i>
G.1 WS ROSC Council	CC Plan: O.1 Use Zoom platform to hold monthly <i>WS ROSC</i> meetings, recovery events and activity calls to facilitate momentum of ROSC initiative and increase reach and impact in the community.	Expand monthly ROSC meeting attendance and types of participants MOUS and Referral Linkage Agreements	Identify new participants: 20% growth in membership, 10 new MOUs/referral linkages.
		Expand attendance at zoom-based activities and events	20% over FY-2025 baseline
G. 1 WS ROSC Council G. 2 Stigma/RR G. 3 RSS-Transport G. 4 Referral System	CC Plan: O.1, O.2 and O.3 Increase community outreach events to increase visibility of <i>WS ROSC</i>	Community outreach events Increase in Narcan trainings Increase access to CDPH Fentanyl	10 Community Events 25% increase in Narcan trainings 2 CDPH Fentanyl Kit Build Outs
G. 1 WS ROSC Council G. 2 Stigma/RR	CC Plan: O.3 Development of shared <i>WS ROSC</i> content via website and social media	Post updated information monthly	Share 1,000 Marketing Materials Stigma and Promoting RSS
G. 1 WS ROSC Council	CC Plan: O.1. Utilize new standard <i>WS ROSC</i> information dialogue	Develop and disseminate elevator speech for partners Conduct training /support to utilize materials	Implement by <i>WS ROSC</i> Council Leadership Team Conduct initial training by <i>WS ROSC</i> Council Leadership Team
G. 1 WS ROSC Council	CC Plan: O.1. Increase attendance at and participation of members of <i>WS ROSC</i> in monthly meetings	Utilize new standard ROSC meeting agenda Email/Post ROSC monthly meeting minutes Conduct invites and reminder phone calls Develop and manage monthly electronic invitation to members	Establish and e-mail/post agenda 2 days prior meeting E-mail and post minutes within 3 days Baseline: FY-2026 Baseline: FY-2026
G. 1 WS ROSC Council	CC Plan: O.1. Educate stakeholders on <i>WS ROSC</i> accomplishments	Develop monthly <i>WS ROSC</i> accomplishments and post to website	Initiate first update by June 30, 2026.

WS ROSC Council Strategic Plan Goals, Objectives, and Outcome Measures:

As noted above in this document, the WS ROSC reviewed its original FY19-FY24 Strategic Plan to guide its FY25 efforts and develop its current FY26-FY29 Strategic Plan in May 2025. As part of its FY26 planning process, and as noted above, WS ROSC conducted FY25 Westside ROSC Community Needs Survey to identify additional needs and to refine the current goals, objectives, activities and targets as indicated by survey results, stakeholder feedback, refined planning approaches and emerging priorities as the ROSC project grows within the state and Westside Communities.

The updated FY27-FY29 WS ROSC Strategic Plan directly responds to community challenges identified in the FY25 Westside ROSC Needs Assessment, including high levels of stigma, uneven harm reduction access, and limited cross-sector collaboration and aligns with the Illinois Statewide ROSC goals of:

- Reducing stigma
- Promoting harm reduction
- Ensuring effective service delivery

In the revised WS ROSC Strategic Plan, Goals 2 and 3 have been expanded to better reflect community needs in growing recovery-oriented services, including expanded overdose and harm reduction supports, within Chicago's westside communities and incorporates the 3 objectives identified within WS ROSC Communication and Community Outreach Plan. (WS CC Plan)

FY27-FY29 WS ROSC Strategic Plan

(Updated Dec 2025)

Goal 1: Ongoing support of the Westside ROSC Council (WS ROSC) through CRCC Leadership

Objective 1: By June 30, 2029, increase the capacity the WS ROSC by increasing membership and participation by 20% each year. (WS CC Plan-Objective 1)

Activity 1: CRCC will support monthly meetings of current and new members to increase participation in WS Council.

Activity 2: CRCC will identify and outreach to key organizations and individuals to join WS Council to increase membership by 20% per year.

Activity 3: CRCC will update yearly new member orientation that clarifies membership roles, terms of service, responsibilities, meeting attendance requirements.

Activity 4: CRCC will develop and implement new tools as described in its WS CC Plan to enhance participants' ability to participate in monthly meetings and promote the WS ROSC (WS CC Plan-Objectives 1-New)

Objective 2: By June 30, 2029, secure resources to maintain WS Council as a formal structure.

Activity 1: CRCC will identify resources (i.e., federal, state, local, donations, fundraisers, etc.) and processes to maintain financial support of the WS Council, including monthly meetings, website,

materials and community education activities.

Activity 2: CRCC will present resources and processes to WS Council membership to develop an action plan to procure these resources.

Activity 3: CRCC will implement an action plan to secure these resources to sustain WS Council activities.

Objective 3: By June 30, 2029, increase community awareness of WS Council's role and actions to foster ROSC within the community, including project priorities.

Activity 1: Update ROSC joint public awareness effort/media campaign on common components of ROSC. (WS CC Plan- Objectives 1,2 and 3)

Activity 2: Continue education on long-term recovery, stigma and stereotypes through provision of best practices information, training materials and current research through the WS Council website and community-based events. (WS CC Plan- Objectives 1,2 and 3)

Goal 2: Address Stigma and Increase Access to Sober Housing (Revised of FY26)

(Note: In the FY25 Westside ROSC Community Needs Survey, stigma, homelessness and access to sober housing options were identified as critical issues impacting the vision of the WS ROSC of a fully integrated recovery-oriented system of care. As a result of this, the WS ROSC revised this goal with its objectives, activities and measures to reflect this feedback and incorporate objectives in its WS CC Plan.)

Objective 1: By June 30, 2026, complete an initial assessment of community challenges limiting sober housing development

Activity 1: Complete inventory of the current level of service capacity for recovery-oriented housing options within and across the WS Council membership

Activity 2: Conduct on-going assessment of current recovery-oriented housing through an inventory of current housing capacity, demand, challenges, etc. through listening sessions with current RR operators. (revised)

Activity 3: Deferred for FY26

Activity 4: Incorporated in Objective 4 below

Objective 2: By June 30, 2027, design a Recovery Residence Capacity Building Action Plan (Deferred for FY27)

Activity 1: CRCC, on behalf of the WS Council, will develop and facilitate a Recovery Residence Work Group (RRWG), to include WS Council members, recovery residence operators and interested community stakeholders.

Activity 2: Through the RRWG, identify 2 initial educational and capacity-building challenges spotlighted by WS Council members, recovery residence operators and community-focused listening sessions and develop an initial Action Plan to address these challenges

Objective 3: By July 1, 2027, implement at least one educational and one capacity-building activity from the Recovery Residence Capacity Building Plan (Deferred for FY28)

Activity 1: WS Council shall select one educational and one capacity-building activity, based on the recommendations of the RRWG and based on available resources.

Activity 2: RRWG, with the assistance of CRCC, shall launch and monitor the implementation of these educational and capacity building activities.

Objective 4: By June 30, 2026, increase recovery education, address stigma, and promote/ increase visibility of recovery supports through hosting 10 community recovery events and facilitating 1,000 shares of marketing materials on stigma and recovery support services through the WS ROSC website. (WS CC Plan-Objective 3)

Goal 3: Transportation for treatment and recovery services (Revised of FY26)

(Note: In the FY25 Westside ROSC Community Needs Survey, unequal access to harm reduction supports, including Narcan and Fentanyl testing strips, were identified as critical issues impacting the vision of the WS ROSC of a fully integrated recovery-oriented system of care. As a result of this, the WS ROSC revised this goal its objectives, activities and measures to reflect this feedback and incorporate objectives from its WS CC Plan.)

Objective 1: By June 30, 2026, expand harm reduction access and training by increasing the number of Narcan trainings by 25% over FY 2025 baseline and completing 2 CDPH Fentanyl Kit Build Outs. (WS CC Plan-Objective 2)

Objective 2: By June 30, 2026, complete an assessment of transportation issues (non-emergency) for persons and family members that impede access to treatment and recovery support services within the WS Council's ROSC service area. (Revised number)

Activity 1: Inventory current transportation needs and challenges experienced by WS Council members through an initial needs assessment

Activity 2: Conduct 2 community-focused listening sessions to gather community and stakeholder feedback regarding transportation challenges to treatment and recovery services. (deferred for FY 2026)

Activity 3: CRCC, on behalf of WS Council, shall research current best practices in addressing transportation issues for treatment and recovery services and report on finding quarterly. (completed in FY 2025)

Objective 3: By June 30, 2029, design a Transportation Action Plan for non-emergency transport to treatment and recovery services. (Deferred for FY29)

Activity 1: CRCC, on behalf of the WS Council, will develop and facilitate a Transportation Work Group (TWG), to include WS Council members, people in recovery, family members, and interested community stakeholders.

Activity 2: Through the TWG, identify 2 initial capacity-building challenges and develop an initial Action Plan to address these challenges

Goal 4: Establishing warm hand-offs between treatment organizations and recovery organizations (Referral System)

(Note: In the FY25 Westside ROSC Community Needs Survey, limited cross-sector collaboration across providers of

recovery-oriented services was cited as a key challenge in increasing the knowledge of and access to community-based treatment and support services, limiting the vision of the WS ROSC of a fully integrated recovery-oriented system of care. As a result of this, the WS ROSC revised this goal, objectives, activities and measures to reflect this feedback and incorporate Objective 1 from its WS CC Plan.)

Objective 1: By June 30, 2026, complete an assessment of existing continuum of services within the WS Council's ROSC service area. (Completed for FY26 & Updated Annually)

Activity 1: Inventory current service providers within the WS ROSC service area, including service array, current capacity, waiting lists for services, eligibility and participation requirements and rules. Including formal and informal referral processes in place. (Updated annually and posted on WS ROSC website)

Activity 2: Assess current referral processes, protocols and wait times among WS Council member organizations. (WS CC Plan, Objective 1-Updated Referral Linkage Agreements)

Activity 3: Identify two most common referral challenges within the WS Council membership. (updated annually)

Activity 4: On behalf of the WS Council, CRCC shall research and report on the best practices on warm hand-offs. (Updated annually and posted on WS ROSC website)

Objective 2: By June 30, 2028, design a pilot WS Council Warm Hand Off Project. (Deferred for FY28)

Activity 1: CRCC, on behalf of the WS Council, will develop and facilitate a Warm Hand Off Work Group, to include WS Council members, people in recovery, family members, and interested community stakeholders.

Activity 2: Through this Work Group, identify a treatment organization and a recovery organization to design an Action Plan to launch a Warm Hand Off Project. The action plan will address funding, staffing, eligibility criteria, and processes and protocols for initial and subsequent (if necessary) handoffs.

Objective 3: By July 1, 2029, initiate the WS Council Warm Hand Off Project. (Deferred for FY29)

Activity 1: WS Council shall launch and monitor implementation of project.

Activity 2: CRCC, on behalf of WS Council, shall conduct an assessment of the project, including agency staff, individual participants and family members feedback on the challenges and successes of the Project.