

## RCCCP's Client Access and Services Exchange Program

Situated in Moberly, Missouri, Randolph County Caring Community Partnership (RCCCP) is 1 of 20 Missouri Community Partnerships, part of an initiative aimed at improving the condition of Missouri's families, children, individuals, and communities by strengthening community-based support systems through the cooperation of private and public entities. RCCCP is a nonprofit social service provider that has been delivering prevention and treatment services to rural Missouri communities for more than 15 years. Its mission is to engage the community in enhancing the quality of life for all residents, through the values of respect, collaboration, integrity, and accountability.

Under the Targeted Capacity Expansion, Technology-Assisted Care grant, RCCCP was able to launch the Client Access and Services Exchange (CASE) program. CASE is a person-centered motivational enhancement therapy (MET) project designed to increase clients' motivation for sustained engagement with treatment providers through the use of Web-based tools and a client portal. Through MET, CASE supports increased person-centered motivational interviewing and communication between clients and their provider.

CASE aims to break the cycle of addiction by coordinating with the wraparound services from partner organizations. The program is designed to initiate services during the pretreatment phase and to sustain client engagement throughout the continuum of care. The population served includes uninsured and underserved individuals aged 18 and over who reside in six of the rural counties lacking access to treatment in their communities. Participating clients will engage with providers via a client portal built into the iconic Community CareLink, which has a shared electronic medical record with encrypted email, text messaging, electronic enrollment forms, and screening and assessment tools such as the Addiction Severity Index Multimedia Version (ASI-MV).

The client portal and ASI-MV will be available to all treatment and behavioral health agencies in Missouri by the end of year 1, with 5 agencies participating in the initial phase, 8 treatment/behavioral health agencies adopting use of the client portal by the end of year 2, and 12 treatment/behavioral health agencies adopting its use by the end of year 3.

RCCCP has helped lead the effort in bringing the community together to address substance abuse, mental health, and other influences that affect an individual's ability to flourish as a resident in the community. By holistically addressing client needs, the CASE program provides the best chance for success.

To learn more about the CASE program and RCCCP, check out the [Mobile CASE Web site](#), [RCCCP Web site](#) and [Facebook page](#)!