

Silverleaf Concierge: A Lived Environment Court Treatment Program



Court treatment for non-violent drug related arrests and re-entry treatment programs for those who have served time are common diversion programs. Treatment courts recognize that for people to successfully normalize back into quality living, it is more effective to address the root cause of these criminal offenses with rehabilitation, life skills training, and substance use treatment rather than incarceration alone.

This *Concierge* court treatment program extends the impact of person-to-person support with a virtual concierge, providing guidance and coaching in compliment to services traditionally offered through live court treatment programs. The *Concierge* delivers an interactive and personalized mobile experience including reinforcement of protocol-driven resources aligning full circle support for people as they return to a new – and healthier – daily lifestyle.



How Can This Program Help Reduce Recidivism?

Bi-directional, personalized and consistent communication provides a feeling of connectivity and community by extending support to clients and family members in their lived environment. This approach has shown to reduce stigma and increase self-trust and credibility, fully functioning as productive, contributing members of society.

Program Benefits:

- + Consistent, active engagement with court treatment clients; increasing daily “touches” for 12 months using our mobile bot.
- + Activate self-management of daily mental and physical lifestyle adjustments to achieve personal, professional and emotional success.
- + Loyal attendance, therapy reinforcement outside of session, and increased graduation rates.
- + Provide case managers with deeper client behavioral data to make their human touches more impactful.

Situation:

Rimrock is a leading addiction and mental health treatment provider in Montana offering comprehensive, interdisciplinary care to address substance use disorders, process addictions, and co-occurring mental health disorders for formerly incarcerated individuals, as well as misdemeanor and felony offenders with the objective of living a recovery-based lifestyle.

Rimrock's programs range from full service residential and diversionary/therapeutic court treatment programs to a continuum of outpatient services including day treatment, intensive outpatient, outpatient, and supportive ancillary programs such as parenting classes, anger management and targeted cognitive behavioral therapy groups. All programs include crucial peer support designed to reduce recidivism, sustain abstinence, promote life skills, and assist with transition into safe, healthy and productive living and sober housing.

Opportunity:

While these programs have had success, Rimrock recognized the vital need to connect with clients not just when in person, but to extend life nurturing to when clients are remote, alone, and post program discharge – during times of increased vulnerability.

Solution:

Augmenting In-Person Treatment Support with a Digital Therapeutic: The Rimrock/GoMo Health Court Treatment Concierge Program

The program includes multiple weekly “touches” designed to reinforce lessons, principles and skills taught in the live therapy programs. These are brief, “snackable” bites of information, often in the form of short text messages, with many containing hyperlinks to deeper web content including tip sheets, videos and articles.

- + **BehavioralRx:** Evidence-based content delivery is guided by BehavioralRx, a proprietary personalized science of engagement that enables tailored support of each participant's needs in terms of timing, frequency, tone, and sequencing of messaging.
- + **Personalization Variables:** The engagement protocol is adjusted for each participant, based on the feedback that they provide in periodic surveys and assessments, which can also gauge client mental outlook and physical well-being.
- + **Distress Screening:** These in the moment assessments collect outlook, depression and stress/distress triggers. Indicators are often managed by the Concierge bot, while issues of greater concern are escalated to the Rimrock live care team if needed. All data is collected via the secure GoMo Platform with a full suite of real-time reporting available.

Components:

- + Actionable resources that reinforce coping with substance cravings, recovery, and relapse prevention detailed in live sessions.
- + Helping clients to maintain a positive outlook; promoting motivation, engagement, and participation, and easing re-entry concerns.
- + Addressing “thinking errors” and other behavioral issues that may have contributed to drug use and abuse.
- + Preparing clients for required events such as court appearances, maintaining employment, and transitioning between phases in the program.
- + Promoting self-care, healthy living, education, skills training, interviewing tips, peer support and resiliency for life management.
- + Engaging, informing, and supporting caregivers who may want to help- but aren't quite sure how