

## Camden RESET

### Frequently Asked Questions

**Camden RESET (Re-Entering Society with Effective Tools)** aims to discover and address the root causes of hospital use, arrests, and jail stays among Camden residents who have experienced extensive hospital and jail utilization. The pilot program helps participants gain the skills and support they need to avoid arrests and preventable hospital admissions, and improve their wellbeing.

Camden RESET is a collaboration with the Camden County Re-Entry Committee. The program is funded and supported by the [Laura and John Arnold Foundation](#). This document outlines frequently asked questions about Camden RESET. For more information about the intervention, contact Laura Buckley at [lbuckley@camdenhealth.org](mailto:lbuckley@camdenhealth.org).

#### What is the problem that Camden RESET aims to address?

Camden RESET builds upon insights from Camden ARISE, an initiative that brings together cross-sector data to better understand how individuals with complex health and social needs navigate across multiple institutions. Camden ARISE linked police department arrest data with hospital inpatient and ED data to identify individuals with significant criminal justice and hospital involvement. The data exposed the key risk factors underlying over-utilization, including housing instability, substance abuse, mental health, and other health and social needs, and showed that these needs were not being addressed.

#### Who does the program serve?

Camden RESET serves Camden city residents who have been admitted to Camden County jail at least three times in one year and have **either** a minimum of four ED visits **or** a minimum of two inpatient admissions during the same period.

Characteristics of current participants:

- Sex: 14 men, 2 women.
- Age: Average age is 35 years old.
- Race: 8 are African American, 4 are Hispanic, 3 are white, and 1 person is of mixed race.
- Physical health: 81% (13/16) have chronic medical conditions (e.g., gastrointestinal, urinary, cardiovascular) and/or have experienced emotional or physical trauma (7/13).
- Mental health: 69% (11/16) have a mental health condition.
- Substance use: 100% (16/16) have a history of or active substance use.
- Sentencing: When initially enrolled in the program, 11/16 participants were pretrial and had an average length of incarceration of 107 days (median 76 days).

## How are participants identified?

### First, Camden Coalition data analysts triage potential participants using jail data.

1. A partner from Camden County jail sends the Camden Coalition analysts four Microsoft Excel spreadsheets daily. These are spreadsheets for bookings, releases, charges, and aliases.
2. Using the jails' common booking identification number, which is consistent across all reports, analysts reformat and import the data from each spreadsheet into their own database and create one record per period of incarceration.
3. From this database of historical bookings, analysts identify the individuals who meet the minimum number of jail stays (three or more within the preceding 12 months) to qualify for the program, and create a spreadsheet with those individuals' demographics and jail history.

### Next, analysts combine the jail and healthcare data.

1. The Camden RESET care team uses patients' information, such as name and date of birth, from the spreadsheet created by the analysts to find potential participants in the [Camden Coalition Health Information Exchange](#) (HIE).
2. The care team uses the HIE data to determine if potential participants meet healthcare utilization criteria (**either** four or more ED visits, **or** two or more hospital admissions in the preceding 12 months).
3. The care team checks the HIE to confirm that potential participants are Camden city residents.
4. If there are more participants on the list than expected, the care team attempts to engage participants who have the highest levels of dual-sector involvement based on the data.

## What happens during the Camden RESET intervention?

Our care team, which includes nurses, social workers, and community health workers, first engages eligible individuals at the Camden County jail and offers them the opportunity to enroll in our program. Through our traditional care management intervention, we found that talking with individuals in the hospital leads to higher engagement rates than when the care team tried to enroll people in the community. For this reason, the Camden RESET care team visits potential participants while they are still in the jail. Our patient-centered care planning also begins in the jail, and during this time, the care team helps participants prioritize their needs and prepare for community reentry. Through a sustained relationship between the participant and the care team, participants address their medical and social barriers to wellness.

Because the timing of release from the jail can be unpredictable, we coordinate with jail administrative and clinical staff so that we can be nimble and ensure a "safe release" if release happens quickly. Once participants are released, the care team meets participants where they physically are — at their home, transitional housing, shelter, day program, or parole office. The care team provides wraparound care management, accompanying participants to appointments and connecting them to agencies and services like housing, mental health services, and

substance use treatment. Our services also include legal accompaniment, which can involve going with participants to court, making statements on their behalf, and writing letters. The Camden Coalition's [medical-legal partnership](#) attorney is available to provide legal consultation for Camden RESET participants.

## What are the initial lessons?

- **Care coordination can happen only through collaboration.**
  - We have developed a strong working relationship with jail administrators and clinical staff that has fostered access, communication, and care collaboration. Corrections administrators are supportive and want to see better outcomes, but innovation is challenged by the closed nature of jail systems.
  - Coordination between the jail and providers in the community requires ongoing communication. Successful reentry programs need continuity and communication between providers of various services (e.g., health information exchange).
  - We also receive more accurate, timely data because of our ongoing relationship with the Camden County Jail Population Manager, who runs the Re-entry Committee.
  - As part of Camden RESET, we participate in case conferences with jail staff to address individual-specific issues, and reentry meetings to address systemic issues with other organizations doing reentry work.
- **Serving the whole person, not just the diagnosis or charge, is crucial.**
  - Participants are among the most vulnerable, marginalized group of residents whose previous experiences with healthcare providers, social service agencies, and criminal justice personnel have often resulted in low levels of trust and social support. Participants experience relief from having their needs and histories acknowledged without judgment. While helping with administrative processes in multiple settings (e.g., programs, clinics, courts), the care team reflects back what participants say and honors participants' family events and special occasions such as birthdays. These practices demonstrate to each participant that the team understands them as a whole person, not just as a client, a patient, or worse, a criminal.
  - Camden RESET has opened opportunities for its participants during court hearings. Judges and prosecutors have been moved to reduce sentences for RESET participants because of their involvement with our intervention.
- **Jail is an opportunity for health interventions.**
  - Individuals in jail are not in the same point of crisis they experienced in the community. Before incarceration, they may have been homeless or living in precarious settings surrounded by harm or addiction. While jail does not provide any therapeutic value, it does allow the care team time to learn about a person and their goals. The relationship is strengthened because care team members can identify their individual needs in this setting over time, which

- helps neutralize participants' skepticism of healthcare and social service providers.
- People in jail frequently return to communities that have poor health outcomes and limited healthcare access. Not attending to the health needs of jailed individuals has direct and indirect effects on public health: when their health is neglected, it undermines them, as well their families and communities. If we intervene and improve the health of incarcerated people, we support community health and the wellbeing of others.

### **How is the intervention being evaluated?**

Our evaluation will allow us to understand, for a limited sample size, the initial effect of the intervention on intended and unintended outcomes. The evaluation will provide insight into factors that influenced success or non-success, including how beneficiaries perceive and value their experience in the intervention. The evaluation draws on analysis of: 1) administrative data, 2) performance tracking data, and 3) qualitative interviews with care team members and participants.

### **Which Camden organizations are involved?**

We work closely with the Camden County Re-Entry Committee to implement Camden RESET. The Re-Entry Committee includes: Camden County Correctional Facility, CFG Health Systems, Volunteers of America–Delaware Valley, Project H.O.P.E., Camden County Board of Social Services, and Genesis Counseling. We also engage with the local hospital systems, primary care providers, and behavioral health treatment providers.

### **About the Camden Coalition of Healthcare Providers**

*The Camden Coalition of Healthcare Providers is a citywide coalition of over 25 hospitals, primary care providers, and community organizations working together to deliver better healthcare to vulnerable citizens in Camden, NJ. Founded by Dr. Jeffrey Brenner in 2002, the Coalition knits together a fragmented healthcare system for patients with complex needs and repeated, ineffective and expensive hospitalizations, using smart data and holistic, multi-disciplinary team care. We believe if we can deliver better care at lower cost here in Camden, it can be done for everyone, everywhere in America. Learn more about the Camden Coalition on our website: [www.camdenhealth.org](http://www.camdenhealth.org).*