

Norwich CARS

(Coordinated Addiction Recovery System)

What is CARS?

CARS provides motivational engagement, inspirational support, and connections and linkages to resources for individuals who experience problems or stressors in their day-to-day life due to their relationship with drugs and/or alcohol. The CARS program was designed to:

- Plant seeds of hope that recovery is possible
- Empower a person to lead their recovery plan
- Shorten the amount of time to connecting a person seeking recovery support with the help that they need
- Lengthen the amount of time a person sustains recovery
- Help to Increase the support of family members and loved ones connected to a person seeking recovery by linking them with support services appropriate to their loved one's needs
- Help to increase meeting the basic needs for a person by providing access to additional services via 2-1-1
- Help to increase care coordination through use of shared database system and structured collaboration among providers

How does it work?

Individuals in the greater Norwich area seeking assistance can call the 24-hour 2-1-1 hotline to request Recovery Coach assistance through Reliance Health. The Recovery Coach works directly with persons seeking assistance to create individualized recovery support plans to include everything from meeting basic needs, to accessing a detox bed, to providing longer term recovery supports.

- Easy intake process and access to recovery help via 2-1-1
- Dedicated Recovery Contact Specialists
- Dedicated Full-time Recovery Coach
- Follow-up and care coordination
- Coordinated access network with community providers
- Shared client database

