



Dear Care Coordination Partner,

We've begun to receive Olympic Connect referrals for individuals releasing from carceral facilities and are assigning those referrals to your team. Across the state, many prisons and jails are participating in a [statewide Re-entry Initiative](#) to support people for a successful transition and reentry into their community and help them live their healthiest life. The Re-entry Initiative is part of the same overall project that funds and supports Olympic Connect. This initiative includes many services including targeted case management. In the Olympic region, the Kitsap County Jail and Clallam County Jail are both currently participating, and more facilities will follow. The Community Care Hubs of Washington, including Olympic Connect, are expected to provide ongoing care coordination support as individuals are released jail/prison. Re-entering the community after incarceration is a vulnerable time and being connected to the people and services you need to thrive can have an incredibly positive impact. Olympic Connect is honored to walk alongside individuals in this transition.

We are providing guidance and shared expectations to support your team to successfully support these referrals. Here are some common questions and answers to help you navigate serving this new Olympic Connect population:

Why am I receiving referrals for individuals who are currently incarcerated? The carceral facilities will refer individuals who are expected to be released soon. Oftentimes, release dates are not known in advance. To ensure individuals do not fall through the cracks, the re-entry case managers within the jails will often refer an individual before an official release date is set. We are working with the facilities to ensure referrals have as much information about individuals as possible and that is passed along to you, our care coordinators, in the client profile.

How do I connect with a client who is currently incarcerated? Contact the referring provider directly as they can provide you with updated information, including release dates or additional contact information. Please do not attempt to visit the client in the carceral facility or send mail to the carceral facility unless you have permission directly from the facility. Please do not begin your three outreach attempts to enroll the client in Olympic Connect until you confirm the client has been released.

Can I coordinate with the referring provider if I don't have a signed consent & authorization form? Yes. A consent & authorization form is not needed for you to receive information from the referring provider. You may provide very basic information back to the referring provider to coordinate care, such as confirming whether you



connected with the client or requesting contact information. You may not provide detailed information without authorization such as health diagnoses or other personal and/or confidential information.

How do I contact the referring provider? The referring providers' contact information is included in the case team section of the client's profile. Additional information is provided in the referral note when the case is assigned. When emailing, please include "Olympic Connect" in the subject line and always identify yourself as the assigned Olympic Connect care coordinator. In alignment with our privacy policy, please do not send identifiable information via email. Instead, you may provide first and last initials or partial, unidentifiable spellings (e.g., M.B., or Mir. Bur.).

I need help with my assigned case. Please work with your supervisor to solve problems and receive support with your assigned cases. Supervisors can reach out to Connect@OlympicCH.org if further assistance is needed. We can collectively discuss successes and challenges during your organization's regular check-ins.

I don't think we are the best organization to serve this population. All referrals, regardless of carceral status, are assigned based on the criteria your organization shared with us in the contracting process and all partners will serve this population. We encourage you to build your team's capacity, so you feel safe and confident performing your work. We encourage you to explore development that aligns with your identified needs. Olympic Community of Health offers many training opportunities, and we have deployed a mentorship program as well. Please work with your supervisor to determine what development opportunities will be most beneficial. Please share your identified training needs with us so we can intentionally plan future learnings and convenings.

We believe everyone deserves dignity and support; together we can support individuals in building belonging and brighter futures after incarceration. Olympic Connect is proud to partner with our local carceral facilities to support this population. This is an important opportunity to collectively demonstrate our value to current and potential decision-makers and funders. We appreciate your continued commitment to serving all community members.

In partnership,

A handwritten signature in black ink, appearing to read "Miranda Burger".

Miranda Burger, Director of Programs
Olympic Community of Health