



KENTUCKY INJURY PREVENTION
AND RESEARCH CENTER

Connecting People to Care:

*Understanding Availability and Capacity in Kentucky using
[FindHelpNowKY](#) and [FindRecoveryHousingNowKY](#)*

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Faculty Disclosure

The presenters declare no conflicts of interest or financial relationships with any commercial entities that could be perceived as influencing the content of the presentation.



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Learning Objectives

-  Describe a statewide snapshot of the availability and capacity of substance use disorder (SUD) treatment facilities, mental health (MH) treatment facilities, and recovery residences (i.e., recovery housing) in Kentucky using FindHelpNow data.
-  Identify key differences in service availability and support services across facility types and by geographic locations.
-  Explain how the FindHelpNow platform (including SUD treatment, recovery housing, and MH treatment facilities) functions as a near-real-time tool for locating treatment and recovery support services.
-  Discuss how service locator data and platform logistics can inform efforts to improve access to substance use disorder and mental health condition treatment and substance use disorder recovery resources (i.e treatment options, etc.)

Access to Treatment and Recovery Services in Kentucky





How FindHelpNow Supports Near-Real-Time Service Availability

- Near-real-time search locator for SUD, MH, and recovery housing
- Facilities report availability directly in platform
- Update frequency varies by facility type
- Supports identification of services with reported openings



FindHelpNowKY Update Schedule

Update frequency supports near-real-time availability reporting.

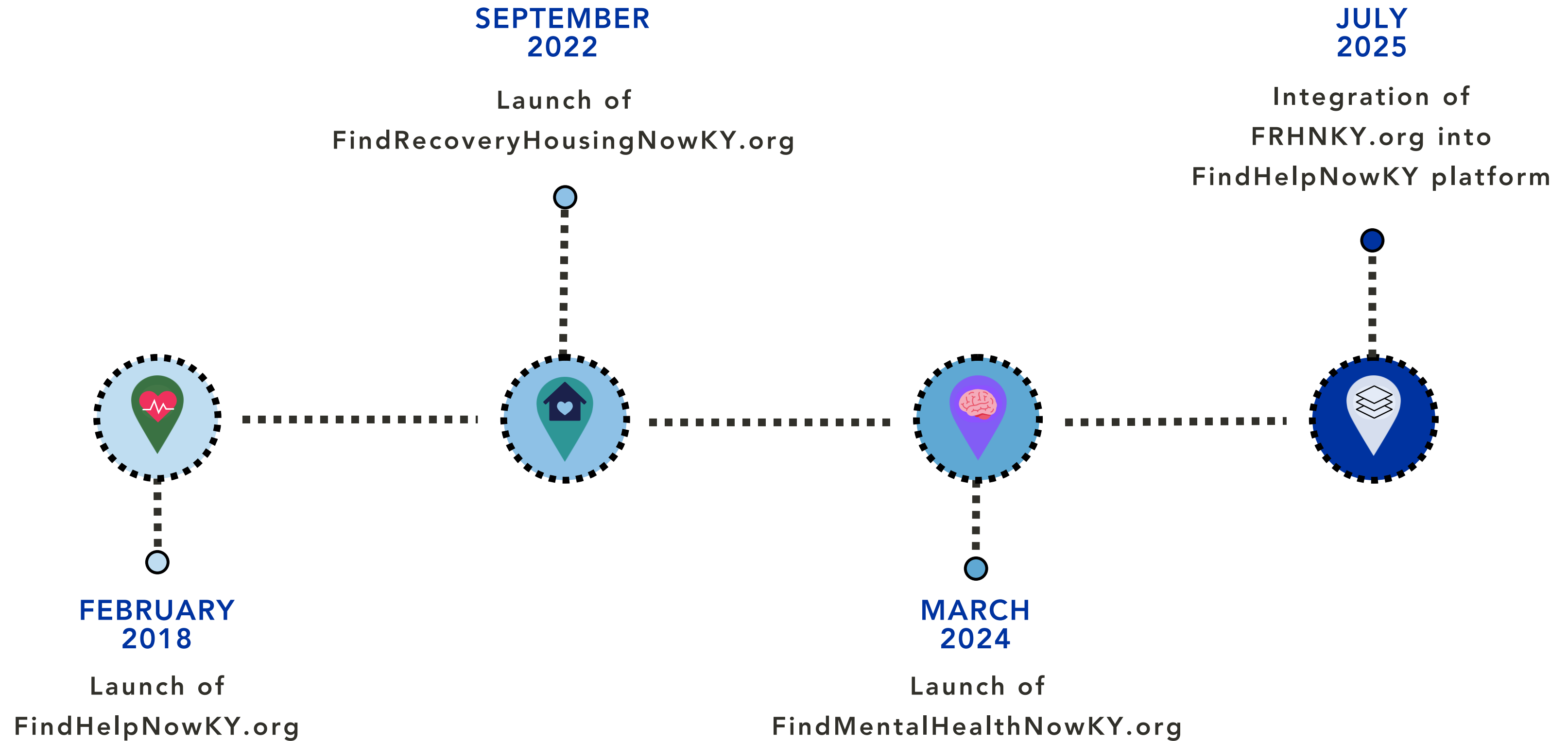
Type of Facility	Update Requirement
SUD Intensive Outpatient Program (IOP)/Residential	Once a week
Recovery Housing*	Once a week
SUD Outpatient	Every 6 months
MH Inpatient	Once a week
MH Outpatient	Every 6 months

*Prior to the merger of FindRecoveryHousingNowKY.org into the FindHelpNowKY platform, recovery houses were required to update on the same schedule.

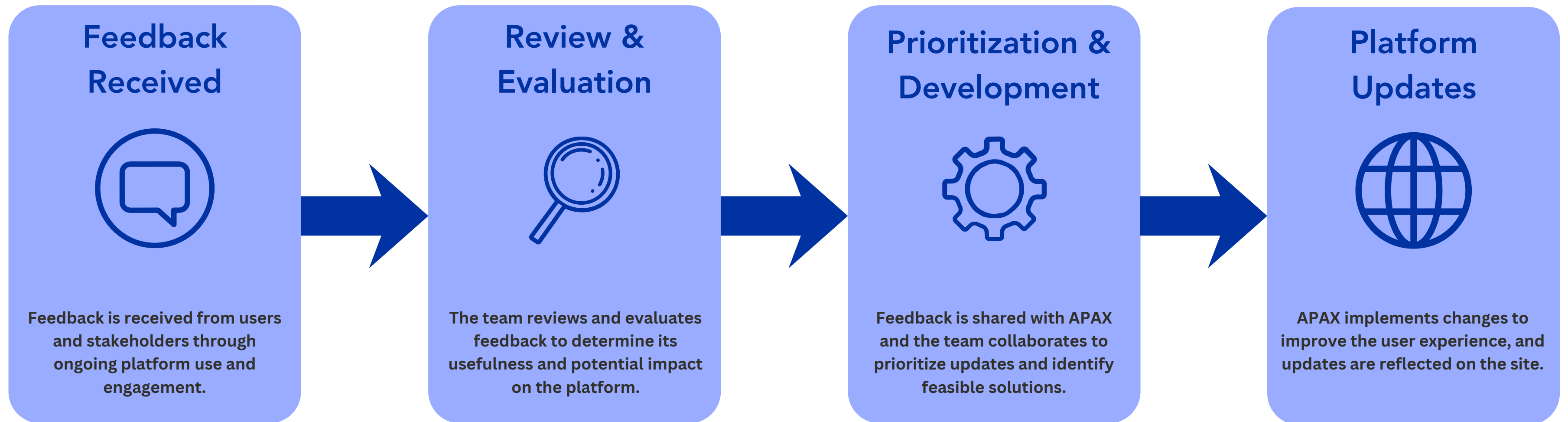
Structure of FindHelpNow Platform

Service Type	Website	Why?	Funding Stream
SUD Treatment	FindHelpNowKY.org (FHNKY)	Developed by the Kentucky Injury Prevention and Research Center (KIPRC) to quickly connect people seeking treatment to providers with available openings.	CDC Overdose Data 2 Action Grant (OD2A)
Recovery Housing	FindRecoveryHousingNowKY.org (FRH NKY)	Developed by KIPRC in response to the success of FH NKY and to continue the continuum of care for people with SUD seeking recovery-supportive housing. <i>(Note: During the study period, recovery housing was listed on a separate platform [i.e. FRH NKY] prior to its integration into FH NKY in July 2025)</i>	OD2A
Mental Health Treatment	FindMentalHealthNowKY.org (FMH NKY)	Response for Suicide Prevention (988) and developed to expand to mental health treatment in response to the success of FH NKY and FRH NKY.	Kentucky Cabinet for Health and Family Services

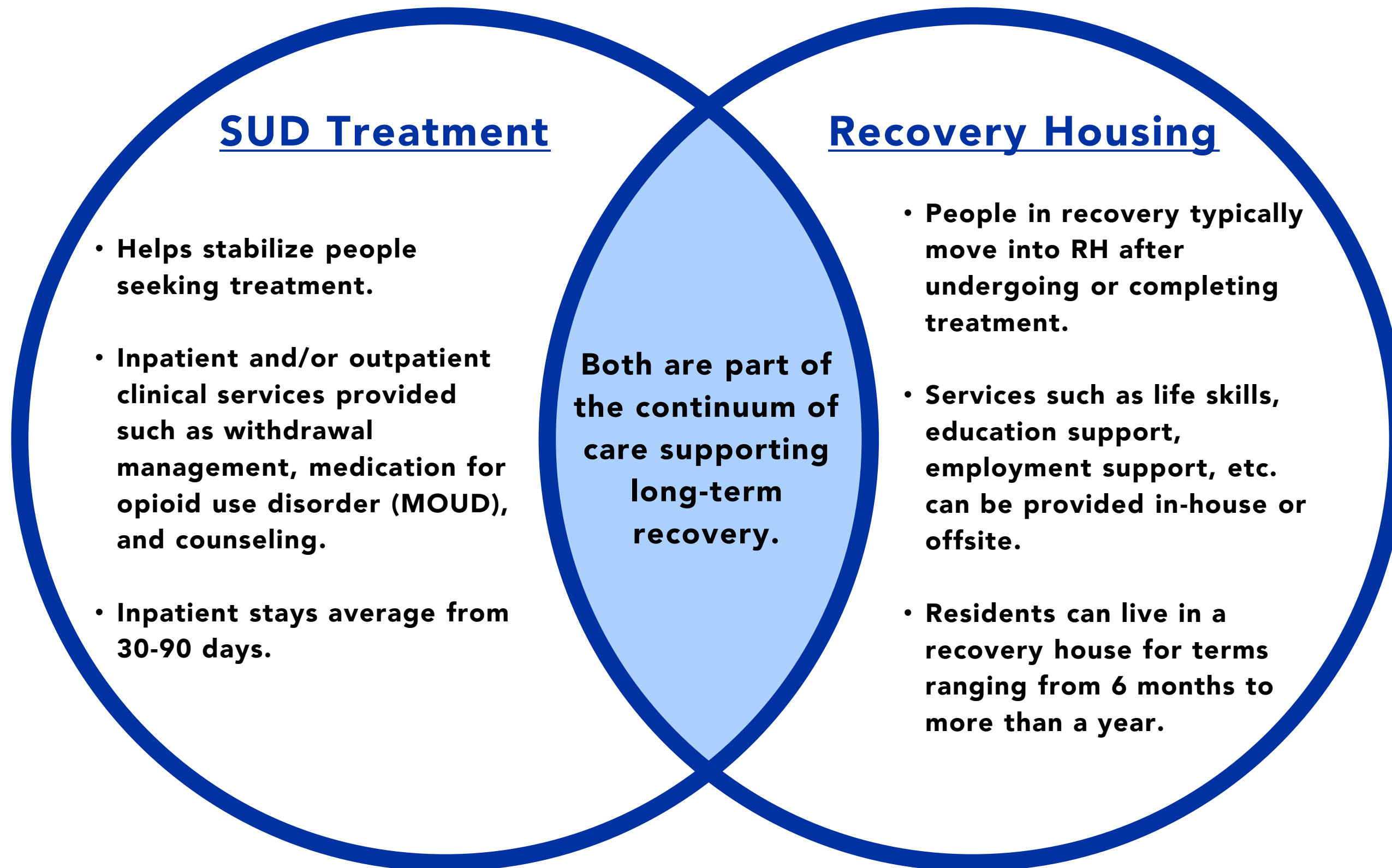
Evolution of the Platform



Platform Improvements Informed by User Feedback



Treatment vs. Recovery Housing





Study Purpose

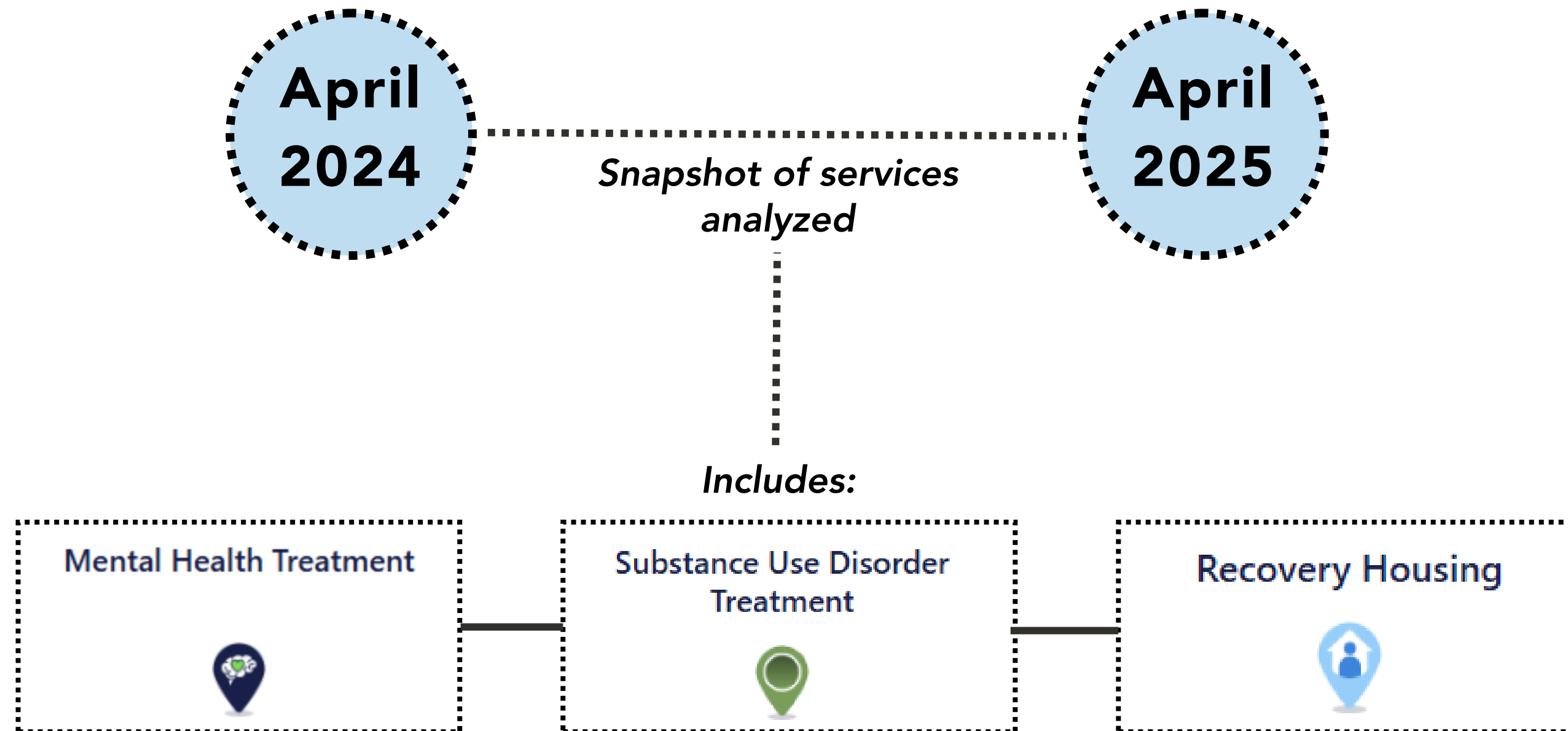
Understanding Access to Care

- Timely access to care is critical
- Availability of services can be difficult to identify
- Understanding service capacity can inform access and planning

Purpose of this analysis

- Describe availability and capacity
- Examine differences across services and geography
- Assess user engagement patterns

Analysis Overview and Study Scope



Data Sources, Methods, and Limitations

Data Sources

- FindHelpNowKY and FindRecoveryHousingNowKY facility listings
- Facility-reported capacity and openings
- Google Analytics user engagement data

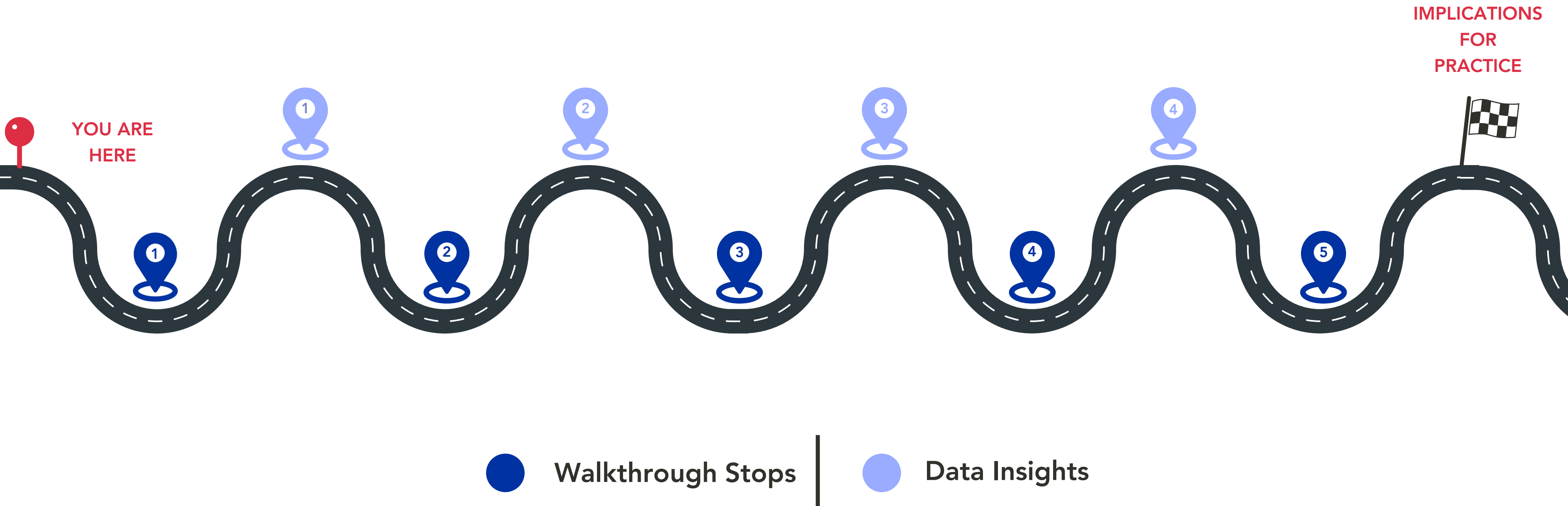
Methods

- Descriptive analysis
- Comparisons by service type and geography
- Chi-square tests for selected comparisons

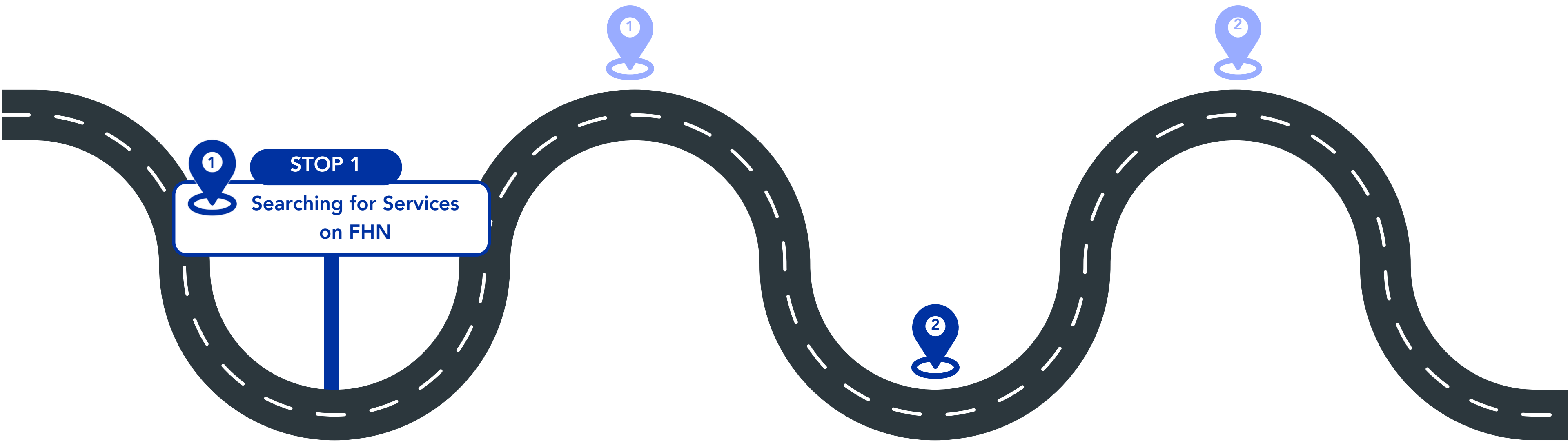
Limitations

- Facility-reported data may vary
- Recovery housing data were maintained separately prior to the July 2025 integration
- Google Analytics (GA) data are aggregated and limited
- Service categories were grouped for analysis

Presentation Roadmap



Walkthrough Stop 1



Location • Facility Listings • Key Information

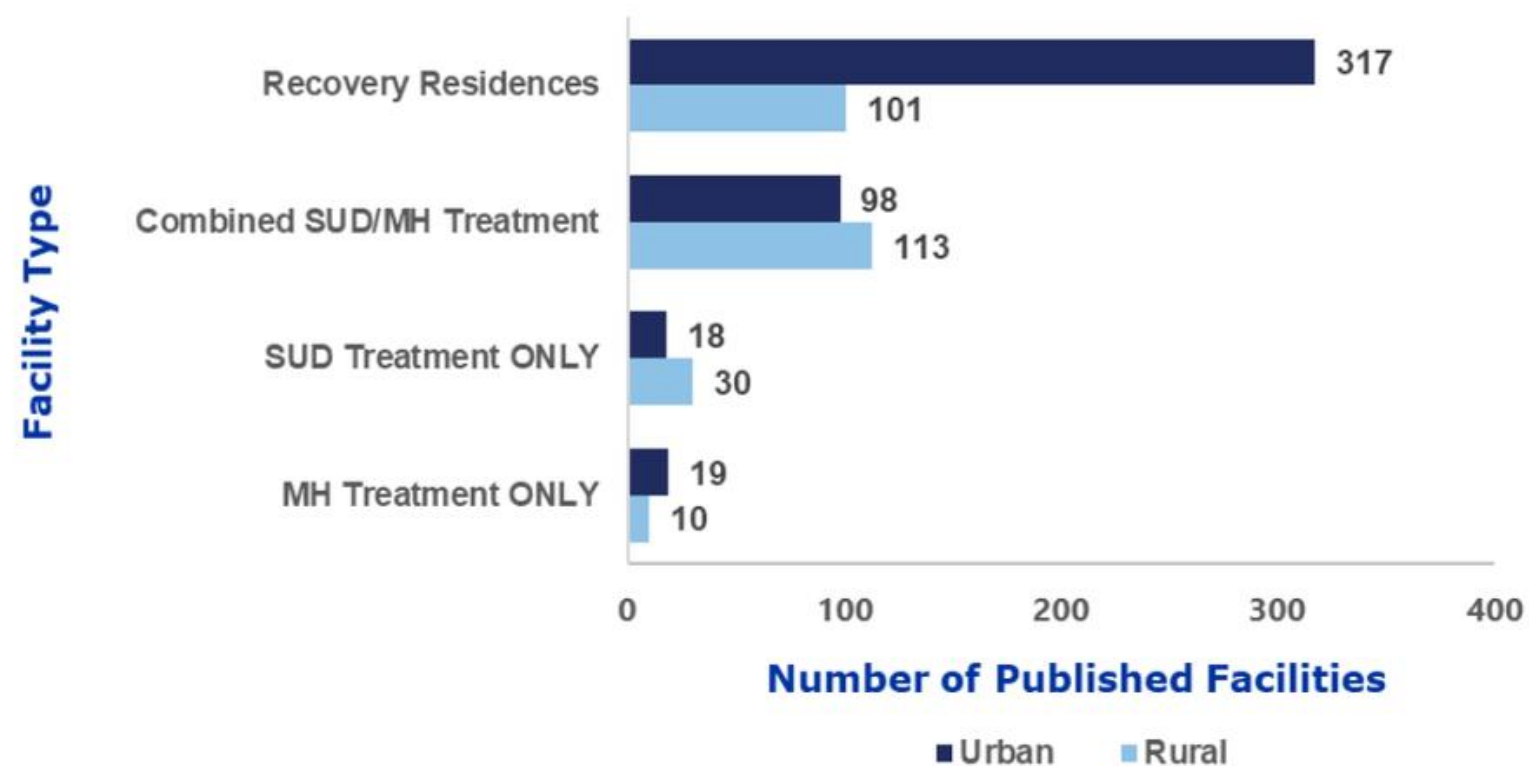


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INSIGHT 1

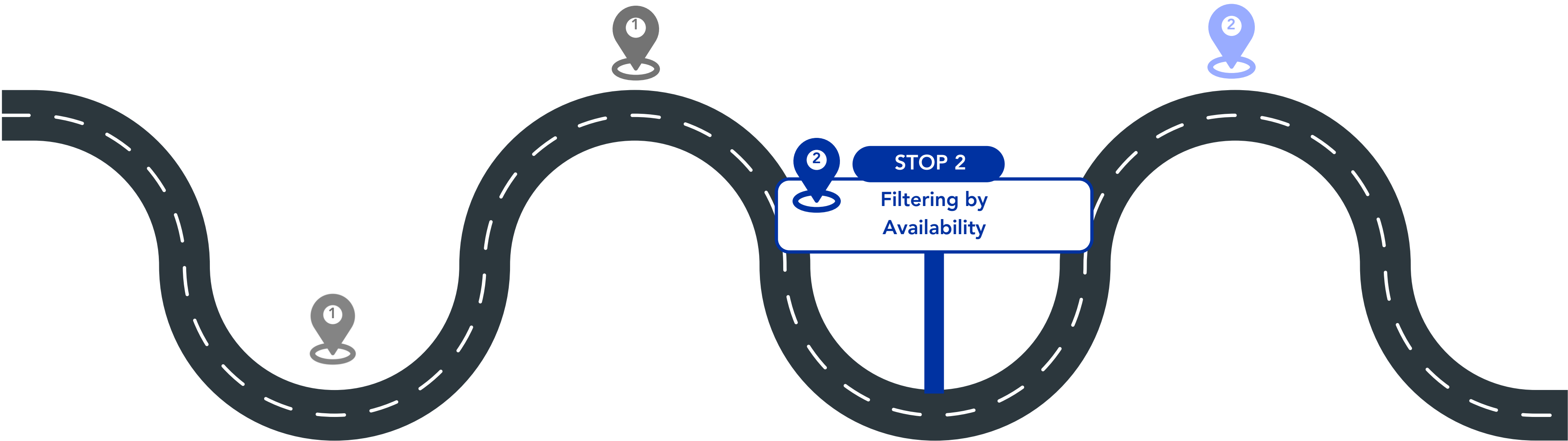
Landscape of Treatment
and Recovery Services

Figure 1. Published Treatment Facilities and Recovery Residences by Type and Location



- During the study period, **706** total facilities were listed on *FindHelpNow* and *FindRecoveryHousingNow*
- Services were distributed across both urban and rural areas (**64% urban; 36% rural**)
- Recovery residences represented the largest category (**n=418**) followed by combined SUD/MH outpatient treatment facilities (**n=211**)

Walkthrough Stop 2



Availability • Level of Care • Program Details

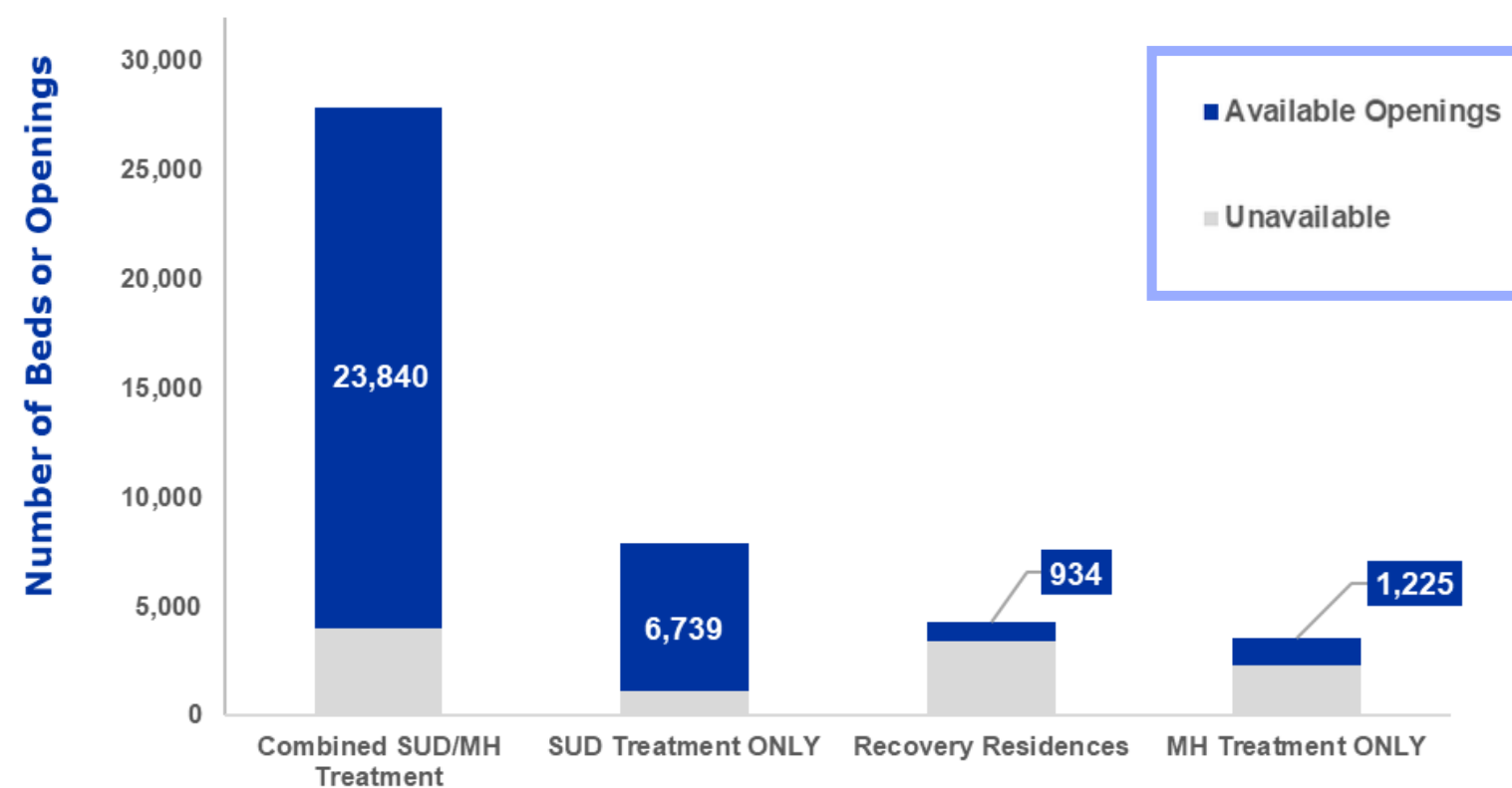


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INSIGHT 2

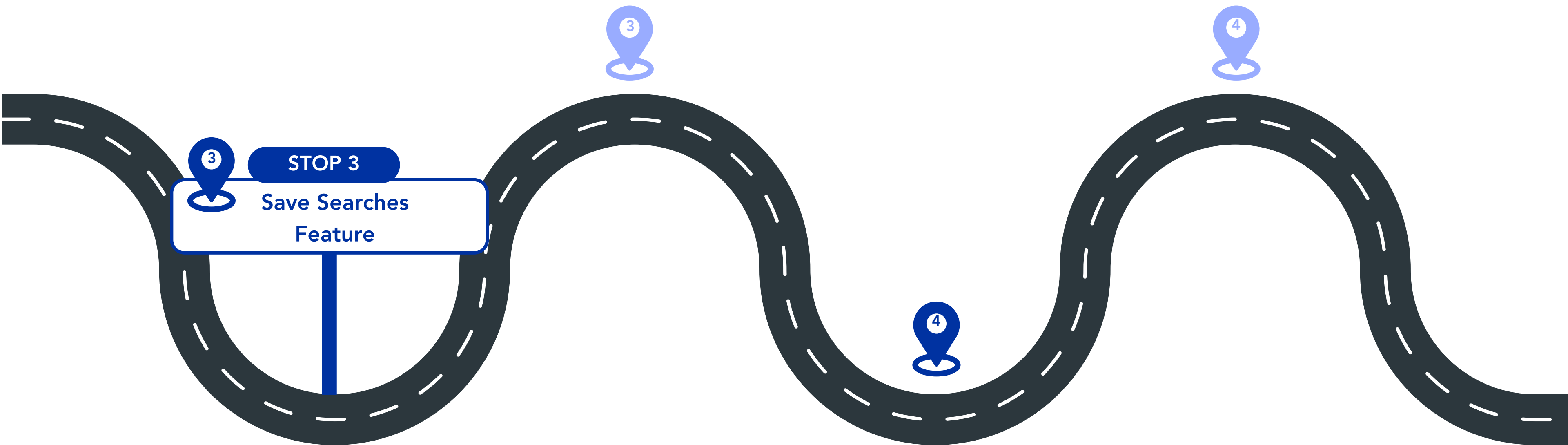
Capacity and
Available Openings

Figure 2. Treatment and Recovery Capacity by Service Type



- Combined SUD/MH and SUD-only treatment facilities accounted for the greatest available openings. (**23,840** and **6,739** available openings, respectively)
- Recovery housing had substantially fewer available openings relative to total capacity (~**22%**)
- MH-only treatment facilities also showed limited available openings (~**35%**)

Walkthrough Stop 3



Save • Revisit • Share



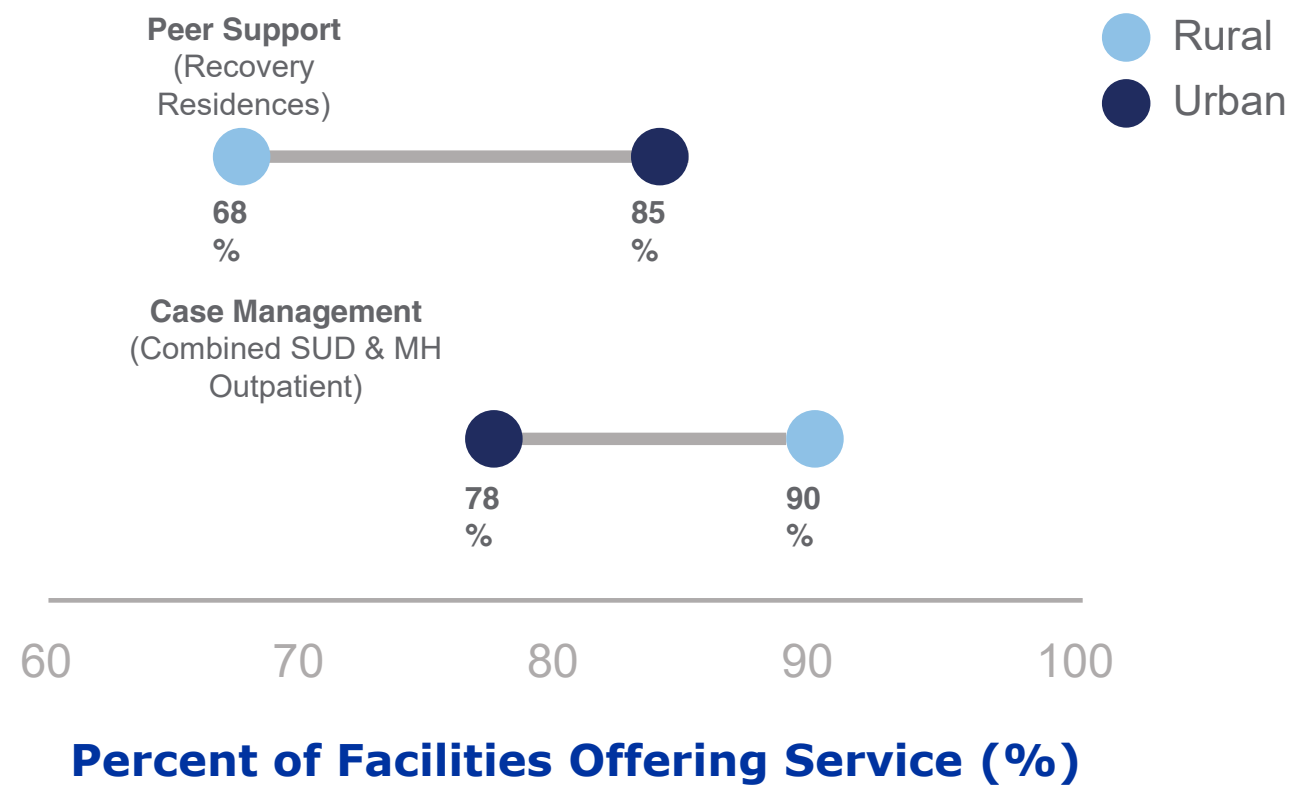
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INSIGHT 3

Support Services
Offered

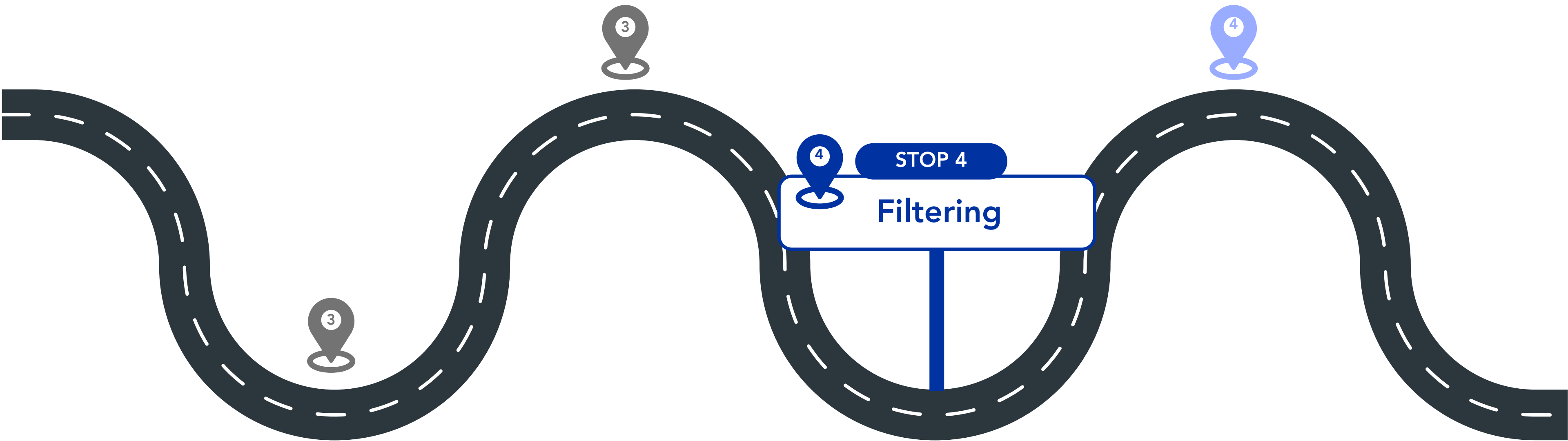
**Figure 3. Urban-Rural Differences in
Selected Support Services**

Services shown differed significantly by rurality (χ^2 tests, $p < 0.05$).



- Peer support services were more commonly offered in urban recovery residences (**85% vs. 68%**).
- Case management was more frequently offered in rural combined SUD/MH outpatient facilities (**90% vs. 78%**).
- Support service availability varied across facility types and geographic locations.

Walkthrough Stop 4



Population • Payment • Services

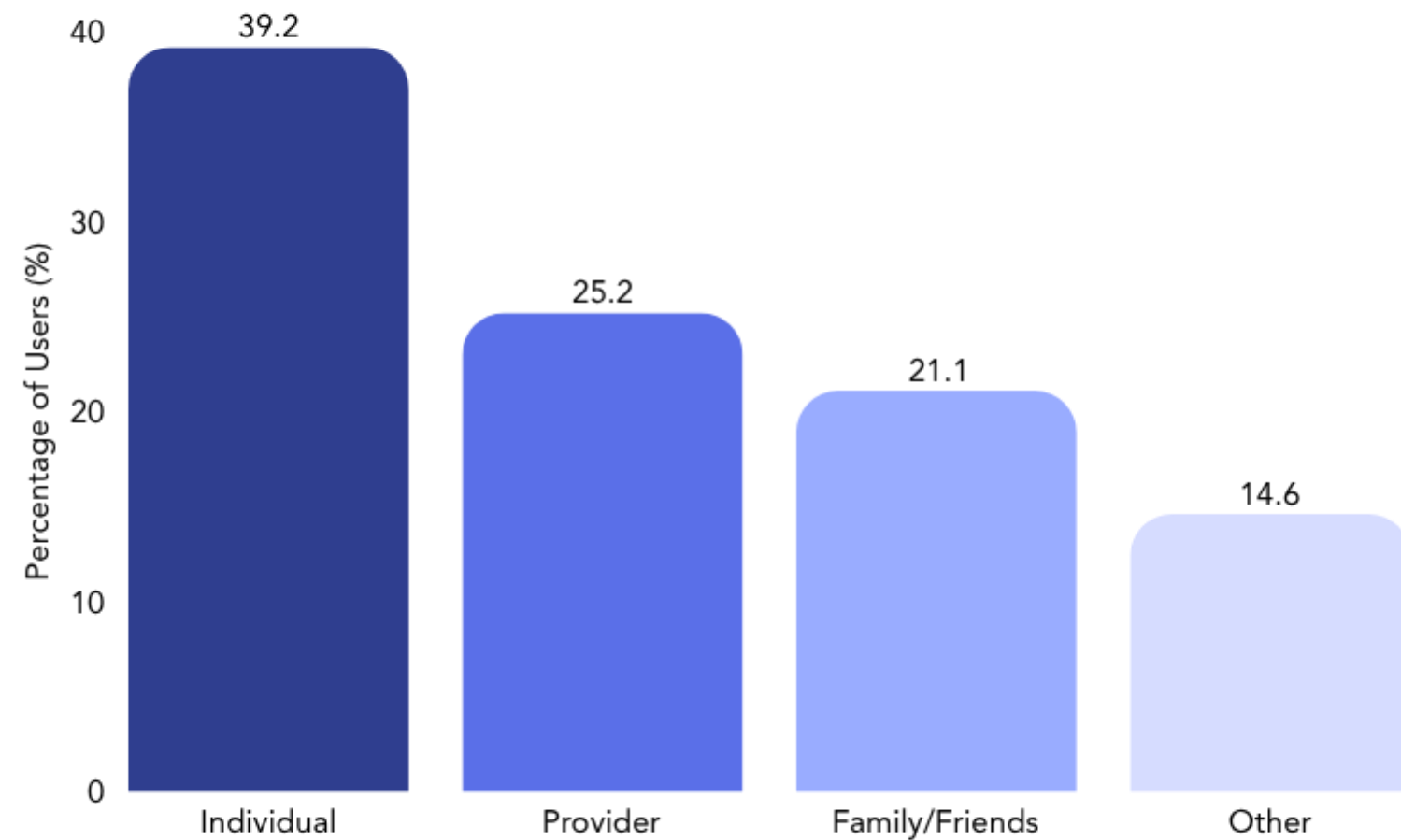


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INSIGHT 4

Platform Use
and Engagement

Figure 4. Who is Using the Platform
FindRecoveryHousingNowKY (April 2024–April 2025)



- Most users accessing the platform were new, with more than **80-90%** identified as new across both platforms.
- Platform use reflects a mix of individuals (**39%**), providers (**25%**), and family/friends (**21%**) searching for services.
- Users frequently searched for services to address complex needs, including co-occurring disorders and legal considerations.

Walkthrough Stop 5

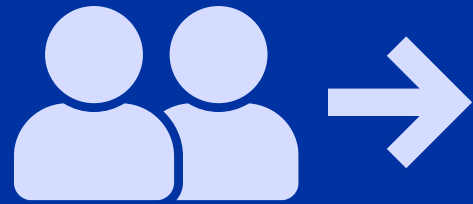


Listings • Products • Resources



Implications for Practice

1



Supporting Referrals

FindHelpNow helps providers quickly identify available services, enabling faster referrals and reducing delays in access to care.



Practice Takeaway:

Use near-real-time availability and detailed listings to support informed referrals during intake and follow-up.



Search, Filter Results, and Save features help users quickly identify and act on available options.

2



Identifying Service Gaps

Data from the platform can highlight differences in availability and services across regions, populations, and facility types.



Practice Takeaway:

Use insights to spot gaps, advocate for resources, and better understand community needs.



Filters for population, payment, and services help reveal differences in service availability across regions and facility types.

3



Informing Planning and Policy

Findings can support decisions related to resource allocation, service expansion, and systems-level planning.



Practice Takeaway:

Use platform data to inform planning conversations, strengthen proposals, and support policy decisions.



Exploring availability, services, and filters in the platform can help identify gaps and inform planning and policy decisions.



FindHelpNow supports timely referrals, highlights gaps in services, and provides data to inform planning and decision-making.

Partners & Data

Request



Partners can submit data requests through the ['Contact'](#) form on FindHelpNowKY or by completing the [data request form](#) available on the KIPRC website.

Review and Approval



Each request is reviewed to ensure it aligns with data sharing agreements and confidentiality requirements. Identifiable information is not shared as part of this process.

Data Shared



If approved, the requested data is prepared and securely shared with the partner.



Examples of FHN Data Usage

- **Public Communication and Awareness**

- Press releases for the Governor's office
- Community outreach campaigns
 - *2025: Marion County Heartland Coalition used FHN data in a 988 awareness campaign*

- **Program & System Support**

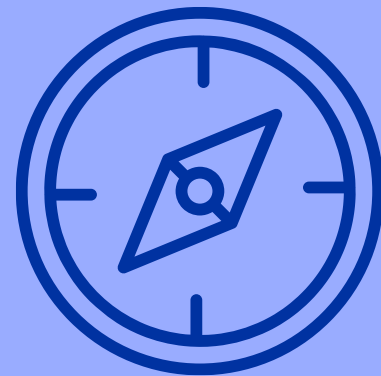
- Cabinet for Health and Family Services' internal dashboards updated using FHN data
- Monthly reporting to support the State Health Improvement Plan
- Recovery Navigator trainings
 - *4/2025–3/2026: 983 participants trained using FHN data and tools*

- **Planning & Decision-Making**

- Informed expansion into recovery housing and mental health treatment
- Informed the launch of Tennessee's FindHelpNow platform
- Supported the Kentucky Perinatal Quality Collaborative
 - *FHN data used to identify facilities serving pregnant and postpartum populations*
- March 2025: Provided Kentucky Access to Recovery with data on medication-assisted treatment service availability by county and region

Upcoming FindHelpNow Updates

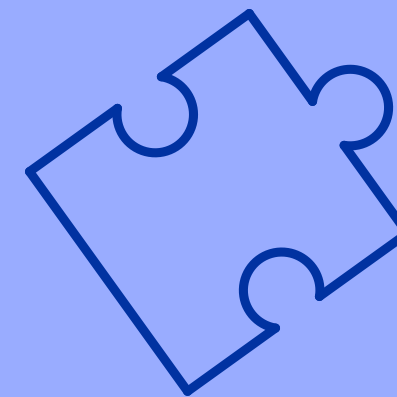
Guided Search Tool



Helps users navigate to the services they need, including treatment, recovery housing, crisis support (988), and community resources.



Expansion of Community Resources



Expands community resources by adding a main site tile, additional listings, and improved filtering and search information.



Q & A

Evaluation Survey



Please take a moment to fill out this evaluation survey to let us know how we are doing and/or if you are interested in arranging a FindHelpNow.org demonstration for your organization.



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