

Innovative Partnership Improves Access to Specialty Expertise

Array and Arbor Place team up to bridge care gaps for patients with co-occurring mental health and substance use disorders, offering tailored and holistic support.

Arbor Place faced challenges in hiring and retaining therapists for substance use treatment, resulting in care gaps and delays. Communication inconsistencies exacerbated the issue. Through a strategic partnership with Array, Arbor Place now has reliable access to virtual care and consultation from a specialist in co-occurring mental health and substance use treatment.

Challenges



- Hiring and retaining master's degree level therapists for long-term work with substance use and recovery patients due to burnout and difficulty attracting candidates to rural areas.
- Maintaining clear, formalized forms of communication across Arbor Place care staff, especially between residential and outpatient settings, to prevent gaps in understanding of patient history and treatment plans.
- Creating continuity of care to enhance patient motivation and consistency along the treatment pathway.



Partner Profile

Arbor Place, a non-profit treatment center in western Wisconsin in operation for 50 years, provides prevention, treatment, and recovery services to individuals with substance use and mental health disorders.

Solution



- Array matched Arbor Place with a highly qualified therapist experienced in substance use treatment, enabling them to provide their desired level of service.
- The partnership has improved service consistency, patient rapport, and communication across inpatient and outpatient settings.
- Telehealth integration created an effective model for treating co-occurring substance use and mental health conditions.



“There are so many aspects of the mental health system that are siloed and segmented. We are grateful for solutions like Array that generate more consistency in care for our clients.”

- Jill Gamez, Executive Director, *Arbor Place*