



# RECONNECT<sup>®</sup>

Helping Everyday Heroes<sup>™</sup> Create Better Outcomes



2025

## Expanding Impact: How Reconnect Supports Client Success in Oregon's Treatment Courts



# About Reconnect

Reconnect is a technology platform designed to support Treatment Courts by reducing barriers to program participation, fostering engagement, and providing practical tools that help both staff and participants succeed. The platform offers a comprehensive suite of features tailored to help clients stay on track while streamlining administrative processes for staff.



**40 States**

**400+ Programs**

**19,000 Individuals**

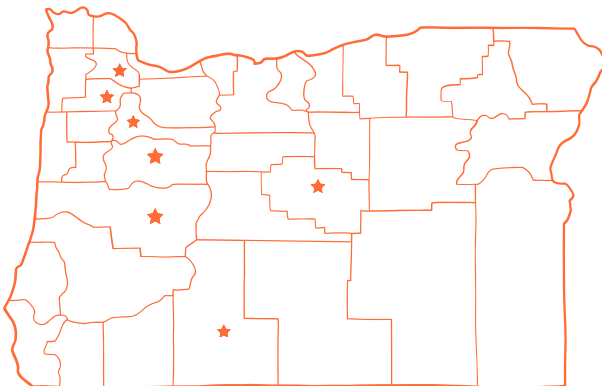
At its core, **Reconnect is built to enhance accessibility and communication**, ensuring that participants receive the support they need while fostering connection and reducing barriers to engagement. The platform is designed with flexibility in mind, allowing programs to configure features in a way that aligns with their goals and best practices.

Reconnect is focused on client success—**providing supportive reminders, structured communication, and non-stigmatizing check-ins that empower individuals** on their recovery journey by making participation easier and more accessible. By utilizing technology to remove logistical challenges, Reconnect helps create an environment where participants can focus on their treatment and progress without unnecessary barriers.

The platform is currently used in 40 states, supporting over 400 programs and 19,000 individuals nationwide.

## Oregon Partnership Overview

**Since 2018**, Reconnect has been a committed partner in Oregon’s Treatment Court programs, working alongside staff to provide meaningful support for recovery-focused goals. Through this partnership, we have helped **7 counties, 12 programs, and more than 1,060 clients** on their road to recovery.



**7 Counties, 12 Programs**



**1,060 Oregon Residents Supported**

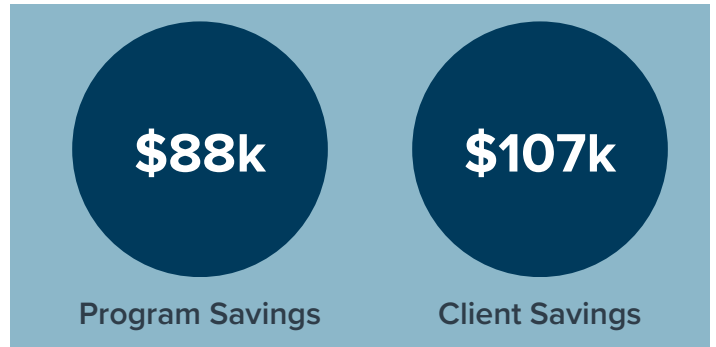
## Oregon Programs Using Reconnect

Crook County Community Corrections	Klamath County Veterans Court	Washington County Recovery Court
Marion County Star Court	Lane County Juvenile Treatment Court	Washington County Juvenile Department
Marion County FATC	Linn County	Yamhill Adult Recovery Court
Klamath County Adult Drug Court	Linn County Family Treatment Court	Yamhill County Juvenile Drug Court
Klamath County DUI Court		
Klamath County Mental Health Court		

Our team has worked hand in hand with Treatment Court professionals, providing hands-on training, guidance, and ongoing collaboration to ensure the platform is meeting the unique needs of each program.

### Cost Savings

Alongside its role in supporting recovery, Reconnect has also contributed to significant cost savings for the state. By utilizing Reconnect's technology to replace unnecessary in-person contacts, Oregon's Treatment Courts have saved an estimated **\$88,827 for programs and \$107,205 for clients in 2024 alone.**



Beyond immediate savings from virtual check-ins, Oregon's long-term partnership with Reconnect has allowed Treatment Courts to sustain cost-effective technology solutions over time. Because of our six-year collaboration, the state has been able to invest in a proven recovery support platform at a **50% lower rate than other statewide customers**—ensuring continued access to impactful, cost-efficient tools.



### Oregon Data

The following data highlights the measurable impact of Oregon's Treatment Courts leveraging Reconnect in 2024 to enhance engagement, reduce barriers, and support client recovery. These figures illustrate not just usage but the meaningful impact on both clients and staff.

# Oregon 2024 Usage Data: At a Glance



## Beyond the Numbers: Understanding Oregon’s 2024 Impact

Numbers tell part of the story—but the true value lies in understanding how these data points translate into real-world impact. The following section explores how Reconnect’s tools are actively shaping client engagement, reducing barriers, and creating meaningful efficiencies for Oregon’s Treatment Courts.

### Behavioral Change Support

Using Reconnect, Oregon’s Treatment Courts provided **98,684** behavioral change prompts in 2024 alone. This translates to an average of **425 prompts per client**—more than one per day! These prompts help create structure, reinforce positive habits, keep clients engaged in their recovery journey, and encourage long-term behavioral change.





## Why Engagement Matters

**Engagement drives recovery.**

Clients who stay actively connected to their program support system are more likely to build lasting habits that support long-term recovery.

Research shows that consistent behavioral reinforcement reduces setbacks and helps clients sustain positive change beyond the program.

## Client Engagement Frequency

In 2024, Oregon clients engaged with Reconnect an average of **524 times** per year—more than once per day—through messaging, reminders, check-ins, and forms. This steady engagement underscores the platform’s role in keeping clients connected, supported, and engaged in their recovery journey.

## Staff Time Saved

By replacing 3,063 in-person check-ins with virtual alternatives, staff **saved an estimated 1,531 hours** in 2024 (conservatively estimating 30 minutes per visit). This freed-up time allows staff to focus on higher-priority client interactions and individualized support.

## Client Time Saved

Clients also benefitted significantly from virtual check-ins. By replacing 3,063 in-person check-ins with virtual alternatives, clients collectively **saved an estimated 3,063 hours** in 2024—giving them more time to focus on recovery, behavioral change, and family.

Beyond overall engagement and time savings, the following data highlights how Reconnect’s individual features contribute to client success and program efficiency

- **12,633 reminders sent** – An average of **54 reminders per client**, ensuring consistent support and guidance, with at least one reminder per week throughout the year. Evidence-based research supports the effectiveness of timely reminders in prompting desired client behavior, helping them stay engaged and on track.
- **7,455 messages exchanged** – An **average of 32 messages per client**, representing 32 opportunities for improved communication and clarity between clients and staff. Clear and direct messaging fosters trust, reduces misunderstandings, and enhances program engagement.
- **649 digital forms submitted** – Digital forms ensure clients can complete necessary documentation without added stress, improving efficiency for both clients and staff.
- **3,063 virtual check-ins completed** – Virtual check-ins reduce excessive in-person visits while maintaining engagement. Providing a flexible alternative that supports client progress while also saving staff time and program costs.
- **77,947 completed testing check-ins** – Testing plays a vital role in Treatment Courts by ensuring clients receive the right support at the right time. A positive test isn’t just a result—it’s an opportunity to reassess needs, adjust treatment, and provide additional resources that help clients move forward.



## Expanding the Potential of Reconnect

Oregon's data clearly demonstrates Reconnect's ability to improve client engagement and streamline Treatment Court operations. However, current platform restrictions have limited its full potential. Expanding access could allow programs to maximize Reconnect's capabilities, ultimately improving both client outcomes and operational efficiency.

One key challenge is that court coordinators do not have access to the platform, restricting program-wide implementation. While Reconnect is already making a difference in Oregon, this limitation has prevented broader adoption—and in some cases, created barriers to participation.

For example, in October 2024, Marion County's Drug, Veterans, and Mental Health Courts were prepared to implement Reconnect. However, when the coordinator learned they could not facilitate within the system, the program ultimately withdrew. As a result, nearly 100 clients lost access to engagement tools, and three teams missed an opportunity to improve workflows and communication.

Beyond administrative restrictions, this limitation has also reduced feature adoption. Reconnect offers 13 engagement-driven tools, yet programs in Oregon are currently using only five. In most Treatment Courts across other states, coordinators play a central role in encouraging full platform utilization, ensuring clients and staff benefit from the full range of available resources.

While we recognize that Oregon's approach is unique, limiting coordinator access in this way is atypical of Treatment Courts in other states. Expanding access could help Oregon's Treatment Courts more effectively integrate Reconnect, improving engagement, retention, and long-term recovery outcomes. Looking at Reconnect's nationwide impact provides insight into what is possible with full-scale implementation.

## Missed Impact: What 100 More Clients Could Have Meant for Oregon



**42,500** additional behavioral change prompts – Reinforcing recovery-focused actions.



**52,400** instances of meaningful engagement and connection.



**5,400** additional reminders sent – Helping clients stay up with appointments & treatment sessions.



**3,200** more messages exchanged – Reducing confusion and ensuring clarity.



**300** additional forms completed – Removing paperwork barriers.



**1,300 client hours saved** – Time that could have been dedicated to treatment, employment, or personal growth.



**650 staff hours saved** – Freeing up valuable time for higher-priority client support

## What Oregon Could Achieve

States that fully integrate Reconnect see higher client engagement, improved retention, and greater operational efficiency. By expanding platform adoption and access, Oregon's impact could mirror the successes seen in another statewide treatment court implementations,

### Statewide Implementation Stats

Another of our statewide customers has integrated Reconnect across nearly 70 courts, leveraging the platforms engagement tools to support individuals at every stage of recovery.



This state's success demonstrates how a more comprehensive approach to implementation enables Treatment Courts to maximize Reconnect's benefits. With broader access and adoption, Oregon could achieve similar results—offering more clients meaningful support while improving program efficiency.

### National Data: The Power of Full Adoption

Beyond state-level success, Reconnect's impact is even more tangible. In 2024, programs utilizing Reconnect's full engagement toolkit accomplished the following nationwide:



The measurable success of Reconnect at both the state and national levels is driven by its carefully designed engagement tools. To fully understand how these outcomes are achieved, the following section outlines the features that enable this impact—highlighting the tools already in use in Oregon and those available for expanded implementation.

## Reconnect Features

Reconnect offers a suite of tools designed to empower Treatment Court clients and staff by fostering engagement, reducing logistical barriers, and streamlining program operations. Each feature is adaptable, ensuring programs can tailor Reconnect to meet their unique needs while enhancing client success.

### Oregon Utilized Features

The following tools played a key role in supporting Oregon’s Treatment Courts in 2024:



Secure two-way messaging



Automated reminders



Digital Forms & Documentation



Virtual Check-ins



Testing Randomization & Check-ins

### Other Reconnect Engagement Features

Oregon Treatment Courts also have access to Reconnect’s full suite of engagement-driven features, designed to further enhance client support and streamline program operations. These tools include:



Goals & Gamification



HIPAA-compliant video chat



E-signature Tool



Document Library



Learning Lab LMS



Success Streaks



Customizable Forms & Surveys



Assessment Tools

### Optional Reconnect Features



Health & Life-Skills Library



Case Management



Configurable Smartphones



Hardware Free Location Monitoring



The tools above provide essential support for Treatment Courts, but how do they work in practice? The following section breaks down each feature.

## Understanding Reconnect's Tools: How They Work

**Secure Messaging** – Enables direct, confidential communication between clients and staff, reducing miscommunication and fostering stronger support networks.

**Automated Reminders** – Sends scheduled prompts for court dates, treatment sessions, and program requirements, helping clients stay on track and reducing missed obligations.

**Digital Forms & Documentation** – Allows clients to submit required paperwork electronically, eliminating logistical barriers and improving efficiency for staff and participants.

**Virtual Check-ins** – Provides a structured, flexible alternative to in-person check-ins, reducing unnecessary travel while keeping clients engaged.

**Testing Randomization & Check-ins** – Streamlines the drug testing process by notifying clients of required tests and randomizing scheduling according to best practices.

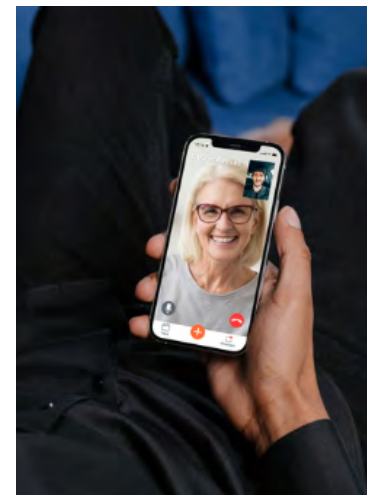
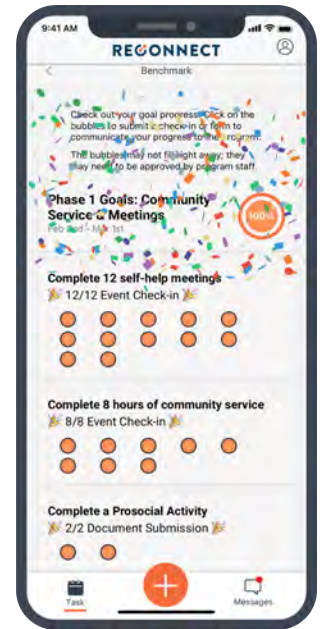
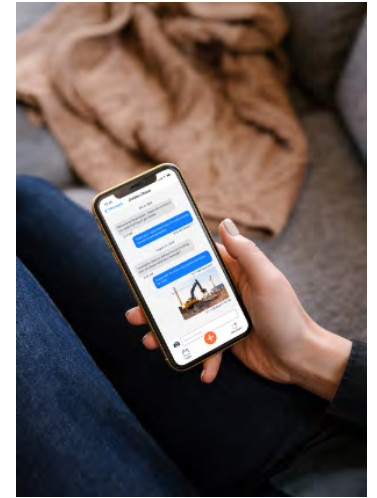
**Goals & Gamification** – Clearly helps the client visualize program goals by breaking down program requirements into bite-sized tasks with clear directions. Tracks steps towards completion and rewards progress.

**HIPAA-Compliant Video Chat** – Enables secure virtual meetings between staff and clients, ensuring accessibility while maintaining confidentiality.

**E-Signature** – Allows clients and staff to electronically sign important documents, streamlining administrative processes and reducing paperwork delays.

**Document Library** – Provides a centralized location for staff and clients to access important program materials, reducing lost documents and increasing efficiency.

**Success Streaks** – Reinforces positive behavior by tracking and celebrating client progress in real-time, such as sobriety days or phase milestones.

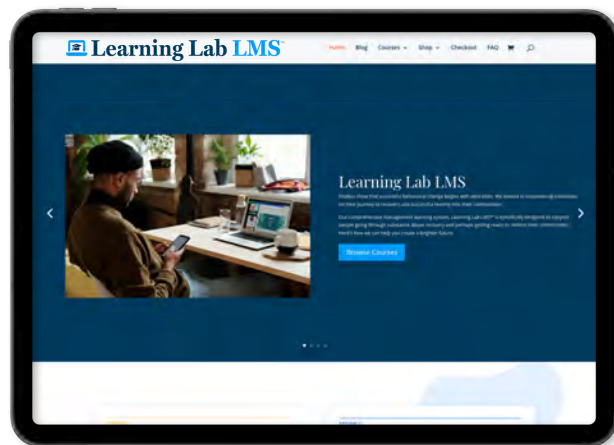


**Customizable Forms & Surveys** – Enables programs to add program specific forms or surveys, helping Treatment Courts assess needs and improve services.

**Assessment Tools** – Provides structured assessments that help staff monitor client progress and tailor support strategies accordingly.

### Learning Lab LMS™

The Learning Lab LMS is dedicated to expanding clients' knowledge, increasing the likelihood of positive behavioral change and successful program completion. It offers valuable health and wellness resources, practical life tips, forms, documents, and a wealth of educational materials to help clients address negative behavioral patterns and build recovery capital.



Staff can assign content via Reconnect, or clients can explore the self-service website. On the website, clients can select from a variety of evidence-based, interactive content tailored to support specific recovery and life goals. The platform is designed for accessibility and engagement, allowing clients to learn at their own pace while reinforcing key concepts through structured exercises, videos, and real-world applications.


Courses are available in English and Spanish.

By leveraging Reconnect's full suite of tools, Treatment Courts can increase efficiency, reduce barriers, and strengthen client engagement. As Oregon continues to refine its approach, expanding platform access and fully utilizing available features presents an opportunity to enhance outcomes for clients and staff alike. The following conclusion brings together these key findings and outlines the next steps for maximizing Oregon's impact.

### Conclusion: Expanding Oregon's Impact

Oregon's Treatment Courts have made significant strides in enhancing client engagement, improving program efficiency, and reducing barriers to recovery. The data in this report demonstrates that Reconnect is already helping programs support clients while easing administrative burdens on staff. These tools are fostering stronger connections, reinforcing behavioral change, and increasing accessibility—all critical components of successful recovery.

At the same time, there is room to build on this progress. Research and best practices emphasize consistent engagement, structured support, and accessible participation as key factors in long-term recovery success. Expanding platform access and fully utilizing available



tools would allow Oregon to better align with these principles, strengthening outcomes for both clients and staff.

We understand Oregon's concerns about maintaining a clear distinction between Treatment Court and supervision-based models, particularly regarding coordinator access and platform permissions. Reconnect is designed to accommodate these needs. Coordinator permissions can be configured to limit access to location-based supervision tools while ensuring they have the capabilities needed to oversee account administration. These flexible settings ensure programs can maintain appropriate role boundaries while still maximizing Reconnect's ability to support client engagement.

## A Path Forward for Oregon

- **Empower Court Coordinators:** Expanding access to program facilitators can encourage broader adoption, ensuring Reconnect is fully integrated into daily operations.
- **Unlock Full Feature Utilization:** With access to 13 engagement-driven tools, Oregon programs can increase client participation, reinforce positive behavioral habits, and improve retention rates.
- **Reduce Barriers & Increase Efficiency:** Maximizing Reconnect's capabilities means saving time for staff, reducing administrative burdens, and making participation easier for clients.

## Final Thought: Oregon's Opportunity

Oregon has made meaningful progress in modernizing Treatment Court engagement, and the impact of these efforts is already visible. By continuing to refine its approach and expanding access to proven tools, the state can build on this foundation to further strengthen client support and program efficiency. Programs across the country have demonstrated that full platform integration leads to increased engagement, reduced barriers, and improved long-term outcomes.

Oregon's Treatment Courts have already shown a commitment to innovation and client-centered practices. With thoughtful adjustments, the state has an opportunity to maximize the impact of its existing investment, further support staff and clients, and ensure that its programs continue to evolve in ways that promote lasting recovery and success.



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