

# **The History of (Rapid Cycle) Change Efforts at Counseling Services, Inc.**

**Counseling Services, Inc.**

Providing Community Mental Health Services

# **Rapid Cycle of Change Project**

- Walkthrough completed and Technical Assistance grant submitted in December 2005
- Group chosen and began meeting February 1, 2006
- Began identifying problems and educating staff about our goals and processes

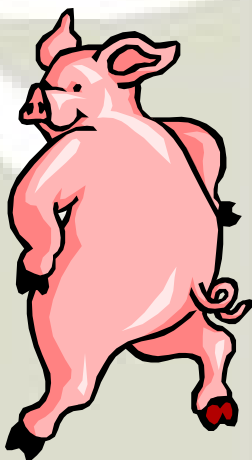
We named it our:



**P**rocess

**I**mprovement

**G**roup



# First change strategies

- With a decrease in our number of substance abuse qualified staff, we were not able to give timely Intake appointments to waiting substance abuse clients.
- Until we could hire more staff, we needed a strategy to increase available intake slots.

## **Strategy: Schedule 2 intakes for each 1 ½ hour clinician slot.**

- Staff usually took 1 hour for each intake, and ½ hour for paperwork, but
- Substance abuse intakes had a 50% no-show rate for their first intake appointment.
- It worked! We could schedule twice as many intakes, but
- We got backed up, with no availability of staff to do the treatment.

# Solution: Groups!

- We have always preferred groups as modality of choice for substance abuse clients, but have had a hard time keeping them going.
- We would move clients waiting for treatment into groups wherever this was appropriate to the treatment.
- Action: We started several different groups at each agency location.

## **By this time, we had hired more substance abuse counselors**

- New substance abuse counselors tried to get groups going.
- Clients mostly preferred individual treatment.
- Some would even drop out instead of stay in group.
- Half of SA services need is for Evaluation only (such as DEEP, probation requests).

## **Strategy: Keep the groups going**

- We have continued to offer groups in each location; most are struggling with 0-3 clients each.
- We are continuing to monitor each group and encourage group work where needed.
- We have adequate substance abuse staff, and plenty of intake slots available, but if demand for SA services rise, the groups will be our backup

# **Additional Strategy: Free Weekly Substance Abuse Education Groups**

- We can offer all screened clients a local weekly group, even before their intake.
- We offer this as a public service.
- We hope to connect with more families who might help family members get help.
- Referring sources would know that there is always some service open.

Action Steps/Plan	Location	Person facilitating	Progress When; # attending
Offer one educational drop in group a week – open to the community	Biddeford, 32 Alfred Street conference room	Deb Fredette	Continue and collaborate with social club Thursdays 5-6:30
	Goodall Springvale/Sanford area	Arthur Salois	Tuesday 5-7.
Early recovery group (relapse and prevention based)	Sanford, Goodall office	Susan Lombardo "PreContemplation"	Wednesday 4-5:30
	Saco, Kimball Health Center	Susan Lombardo "PreContemplation"	Thursday at Kimball 5-6:30
Co-Occurring Disorders group	Kimball	Carol Larson	Thursday 4-5:30
	Springvale	Donna Waterman ICI	On going with 4-6 clients
	Westbrook	Jody DeRoche	Will start again as clients are available
Offer additional substance abuse groups based on need and interest	Goodall "Relapse Prevention"	Arthur Salois (Clients with prior sobriety)	Thursday 5:30 – 7:00

# CSI's ongoing commitment

- We continue to support these substance abuse groups in each office.
- We are focusing our Substance Abuse change strategy planning on our STARS-SI group
- We have an additional, non substance abuse 'Rapid Cycle of Change Group' meeting about Intake only strategies.