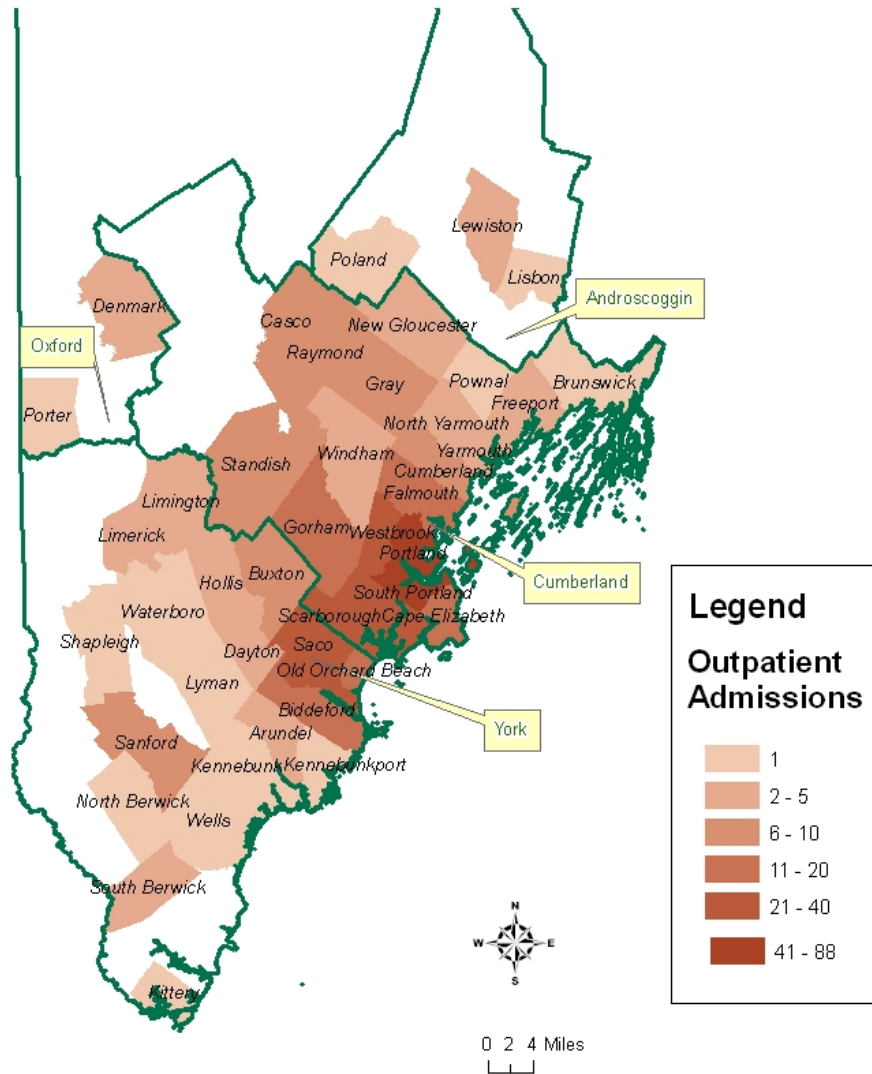


Day One Outpatient Services By Town



Count of clients admitted or discharged in
Day One outpatient services
July 1, 2005 - June 30, 2006

“I’m taking you to the dentist today”

- Adolescents and their families
- Ages 11 to 24 with most being between 14 to 18
- 90% are referred by someone else ie parent, school, corrections, other agency or hospital
- 80% presenting problem is substance use/abuse

High Risk Clients

- Over 50% have 2 or more contacts with probation
- 40% have dropped out of school
- A majority are using/abusing more than one substance
- 70% have an additional mental health diagnosis
- 40% are at risk of being removed from their home

Clinical Programs

- Intensive Outpatient (1.5 fte)
- Individual/Group/Family/Evaluations (5 fte)
- Master's level clinicians with LADC, LCPC, LMSW licensure
- Substance abuse and mental health outpatient licenses
- Co-occurring treatment capable

Day One Outpatient August 2006 Change Project

- Aim: Improve Retention
- At conclusion of 1st appointment offer a second appointment the next day
- Pre-Change Time Frame: July 24 to August 11, 2006
- Change Time Frame: August 14 to September 1, 2006

Pre-Change Data

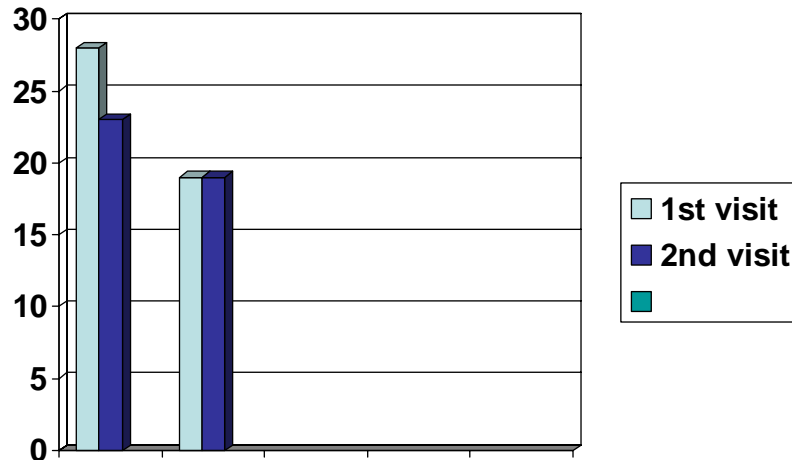
- 28 first visits
- 23 clients came in for a second visit
- 5 did not return for a second visit during the time period
- 82% retention rate during this pre-change period

Change Period

- 19 first appointments occurred during the change period
- All 19 clients were offered a next day visit, only 2 were able to utilize this offer
- However, all 19 returned for a second visit
- 100% retention during this period

Improving Retention

- Pre-change 23 returned out of 28
- Change 19 returned out of 19



What have we learned

- Retention can be improved with a focus on time frame and urgency
- Offering next day appointment seems to communicate we take you seriously and we want to help and even if clients aren't able to come the next day, it lets them know we are willing to work hard to see them as soon as they are available.
- Because of staffing and schedules this may be hard to offer on an on-going basis. However, in all circumstances we can communicate our willingness to get them back in as soon as possible.
- Question: What about retention rates later in treatment and will the same sense of timing and urgency impact those rates?