

Day One Outpatient

Substance Abuse and Mental
Health Services for Adolescents
and their Families

Outpatient Programs

- Individual, Family and Group Counseling
- Intensive Outpatient Program
- Home-based Family Therapy
- School Based Substance Abuse Services
- Evaluations
- Homeless Youth Substance abuse/mental health Counseling and Case Management
- Case Management for Youth
- Juvenile Drug Court Treatment (Biddeford and Portland Drug Court)

State of Maine Star-SI

Change Project #1 October 2006

- AIM: Decrease Wait Time between phone call and first appointment
- At time of phone contact, offer client/referral next day appointment for first face to face with clinician
- Change Time Frame: October 30 to November 19
- Pre-change Time Frame: October 9, 2006 to October 29

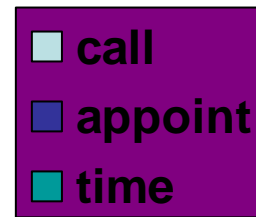
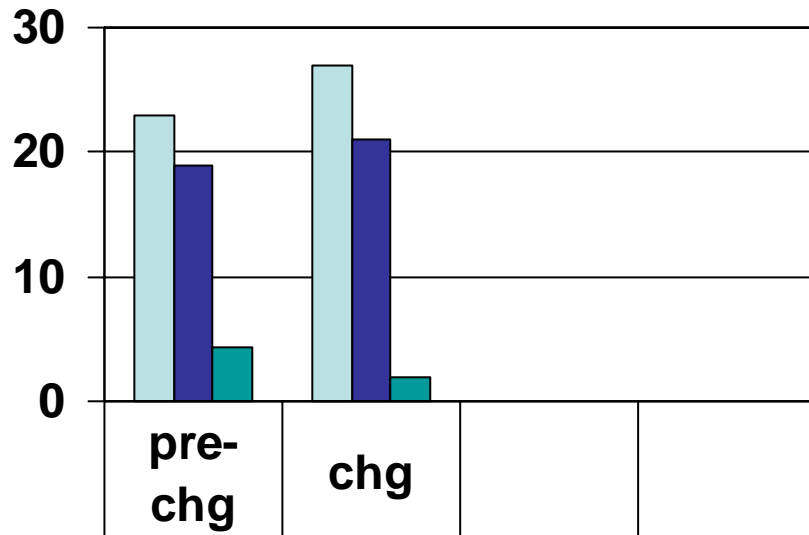
Pre-change Data

- 23 phone calls and appointments made for first assessment
- 19 face to face appointments
- 2 no shows, one sent to correctional facility, one awaiting DEEP paperwork
- An average of 4.4 days in between time of call and appointment



Change Data

- 27 Phone calls and appointments made for first assessments
- 21 face to face appointments
- 3 no shows, 3 DOC clients not yet released
- An average of 1.9 days between time of call and time of appointment



call	23	27		
appoint	19	21		
time	4.4	1.9		

Summary Comments

- Offering clients next day appointments did get clients in the door more quickly
- Program Flexibility: Had to change some of our policies ie may see one clinician for first visit but may need to change at some point depending on clients needs and clinical staff available, Staff roles/responsibilities
- Client Flexibility: Dialogue, matching their sense of urgency with ours.
- How can we make this work, even when we encounter obstacles
- Communication and commitment as a team

Next Steps

- How to maintain and sustain this effort
- Staffing obstacles
- How to carry over to 2nd visit and beyond