



 **Catholic Charities Maine**
Counseling Services

 **STAR-SI**

AIM (plan)
Provide Access for DEEP
Evaluations

- To increase client admissions
- To increase revenue
- To provide community service



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CHANGE (do)

- Notified DEEP
- Created new service in data base
- Set flat fee for 2 to 4 sessions
- Have all clinical staff DEEP qualified
- Set up procedures & policies
- Followed same day established access procedures

RESULTS (study)

- Had 6 new clients in February & 5 in March for total of 25.75 clinical hours for both months
- Increased revenue by \$1040.00 in February and \$720.00 in March
- Two clients were referred for treatment and remained with CCMCS



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NEXT STEPS (act)

- Adopt and continue change
- Collect data and monitor



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IMPACT (business case, lessons learned)

- Opening access to other services resulted in continued growth in admissions and services
- Able to serve more clients and provide continuity of care with the same provider agency
- Potential increase in revenue by possibly \$10,000.00 per annum through new economic source