

Community Concepts School Based Services Update 4/2009



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Reduce Waiting & No-Shows • Increase Admissions & Continuation

AIM (plan)

- **INCREASE RETENTION – in 2006 we had a dismal 25% 4th visit rate (now at 64%!)**
 - **Over past 3 years we made major changes:**
 - **Streamlined assessment process**
 - **MI/Stage of Change/Cognitive Behavioral**
 - **Focused on increasing functionality**
 - **Staged each drug of choice**
 - **Focus on creating welcoming environment**



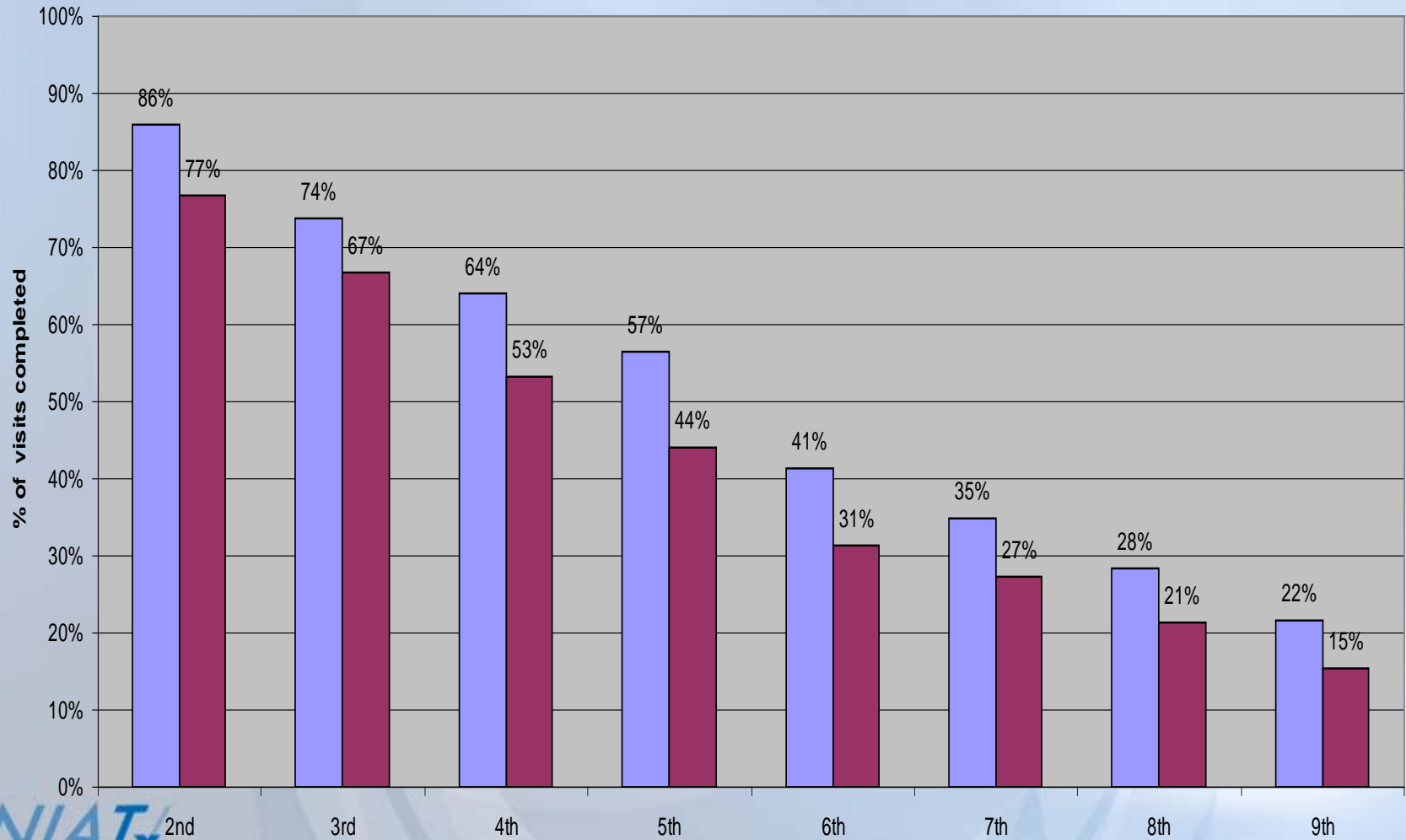
CHANGE (do)

- This school year added:
 - **Co-occurring focus**
 - **Ask whether will commit to next session**
 - **Text message reminders (1 of 2 counselors)**
 - **(Again) remind referents to connect**
 - **“I care about you” attitude**



School-based retention last 2 years

2009; n=92 2008; n=150

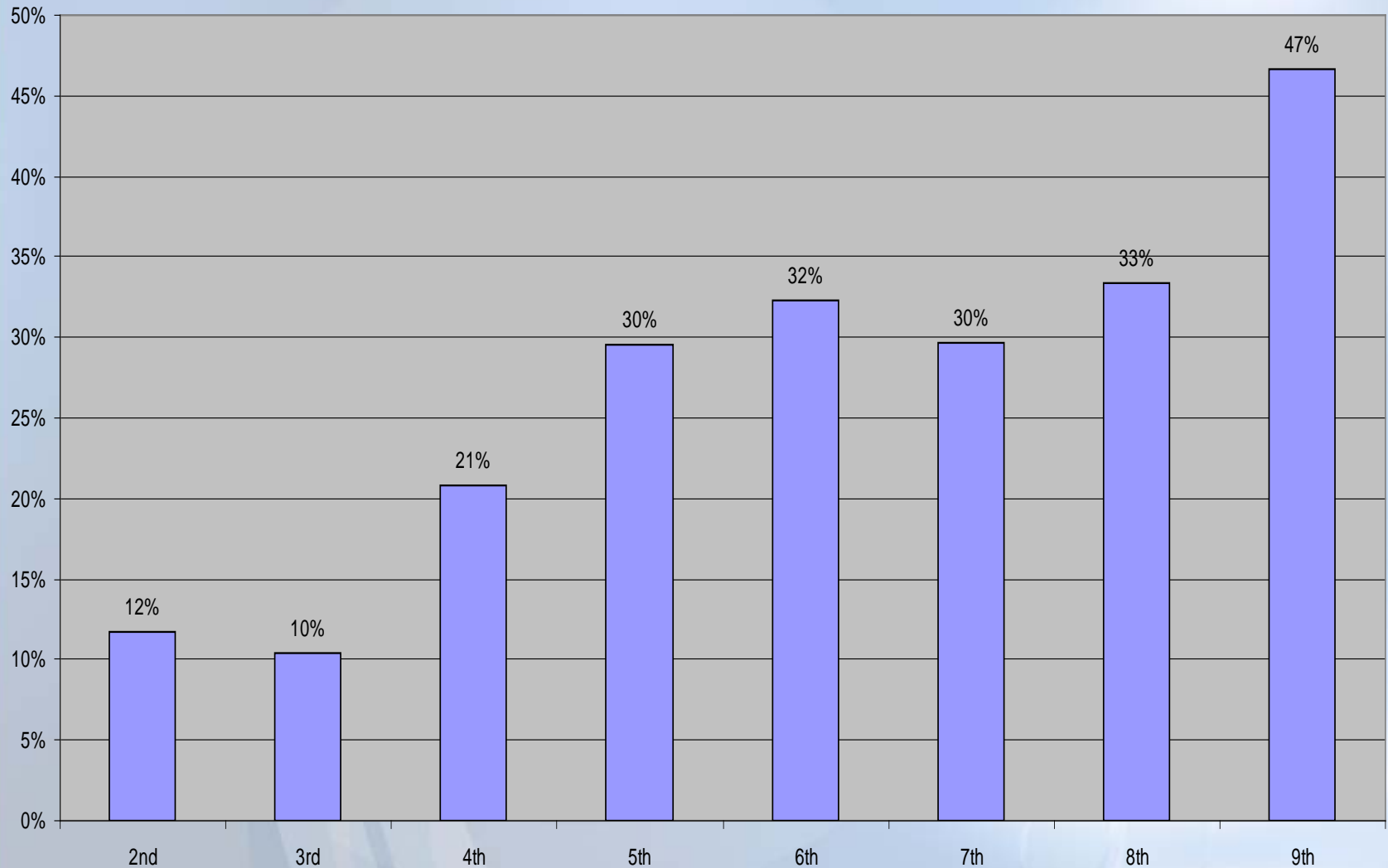


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% Increase in Completed Visits this year:last year



Retention: Texting Reminders to Students

Text reminders No text reminders

