

 **STAR-SI**

NAME of YOUR AGENCY

- **Day One Outpatient:
Adolescent and Family
Services**



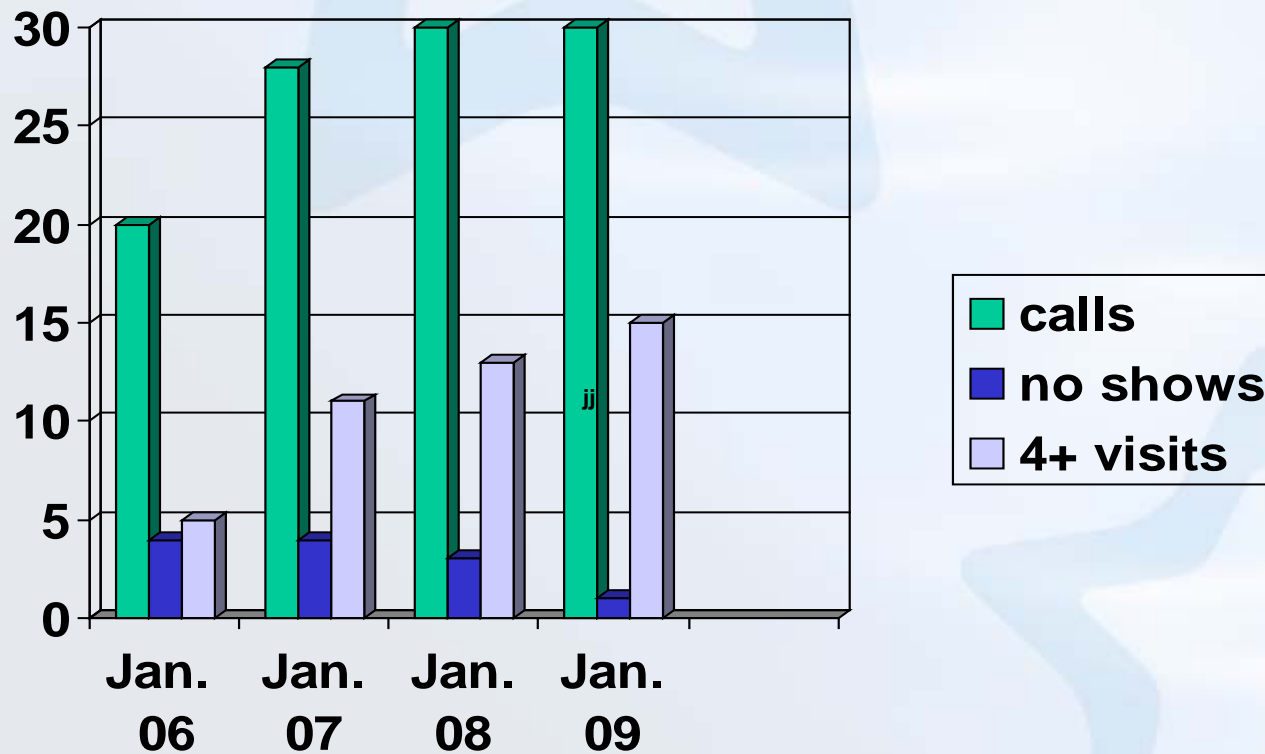
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PDSA – What did you do and why?

- At the time of referral offer client an appointment not later than the next business day (on-going)
- Reduce the number of questions asked at time of phone referral, reducing time and paperwork (ongoing)
- Call client day before next appointment (as needed)
- Offer next day appointment for first 3 sessions (on-going)
- Why? **ACCESS and RETENTION**

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What Happened and How do you Know?



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How do you know anything happened and how does it impact business?

- We have had a girl in detention. I contacted the Day One Services at the Teen Center, Sheryl and Jasmine participated in our first team meeting. **Access** I then worked with Sandy, the intake person for IOP and one of their clinicians, John. **Access**
- All four of those people have been wonderful to collaborate with. It is often difficult to get past, current and future providers to **engage** in a kid when they are detained, those clinicians have really been wonderful and **assisted** us in determining, assessing and setting up the least restrictive appropriate level of care for this kid. **Access**

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Decision Support – What Happened and How do you Know?

- Sandy and John understood the challenge of us transporting her out for the IOP interview and Sandy and John set it up to do an assessment at LCYDC as well as **offering to come in** and do additional sessions. This engagement has been both **best practice** as well as helped our client **stabilize** and **remain future oriented (Retention)**, we could not **appreciate** their work more!



The Plan for Sustainability

- Policy Statements that reflect welcoming and low barrier services
- Specific Procedures: written, implemented and reviewed
- Training
- Review and identification of on-going barriers to access and retention



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Cultural Impacts/Considerations

- Positive action/Problem Solving
- Looking for ways to overcome obstacles
- Client focused and user friendly
- Utilizing electronics to reach clients
- Overcoming financial barriers for clients

