

# Brandywine Counseling

- Wilmington, Delaware
- Outpatient services for adults 18 and over
- 7 locations including methadone & drug free
- 1800 clients, 140 staff
- Funding: 86% contracts, 14% client fees
- Previous Changes: Decreased waiting and increased admissions at methadone program.

# Drug Free Change Team

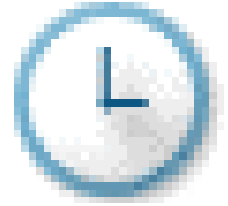


Row 2: James Harrison (Change Leader), Daina Stinnett, Charmaine Jenkins, Penni Brommer, Reanard Britt.

Row 1: Michele Smelstoys, Matt Friedman, Lynn Fahey, Rochelle Booker.

# Plan

- Aim: Reduce the time and increase continuation from admission to first units of service.

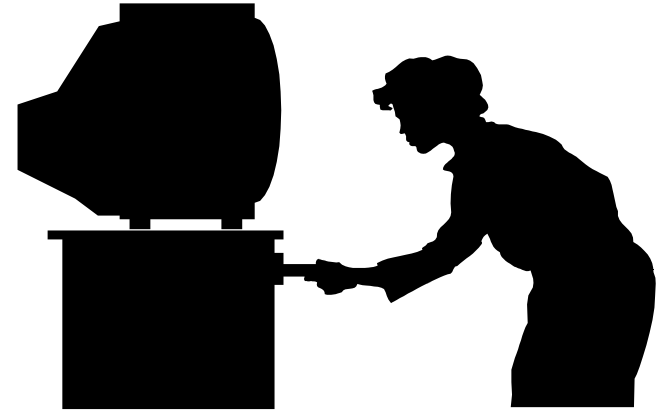


## Why?

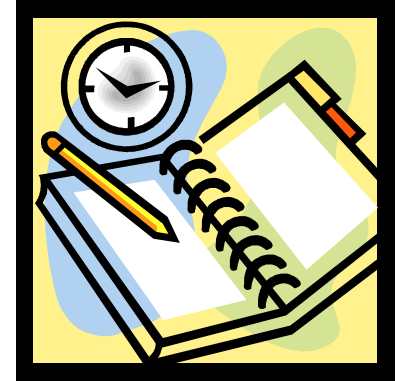
- Progressing to first individual session took several weeks and continuation dropped dramatically.
- Orientation was offered as a twice a week group.
- Client was responsible for calling counselor for appointment.

# Do

- Same day orientation using videotape
- Eliminated a group
- Makes better use of clients' time while they wait for intake.



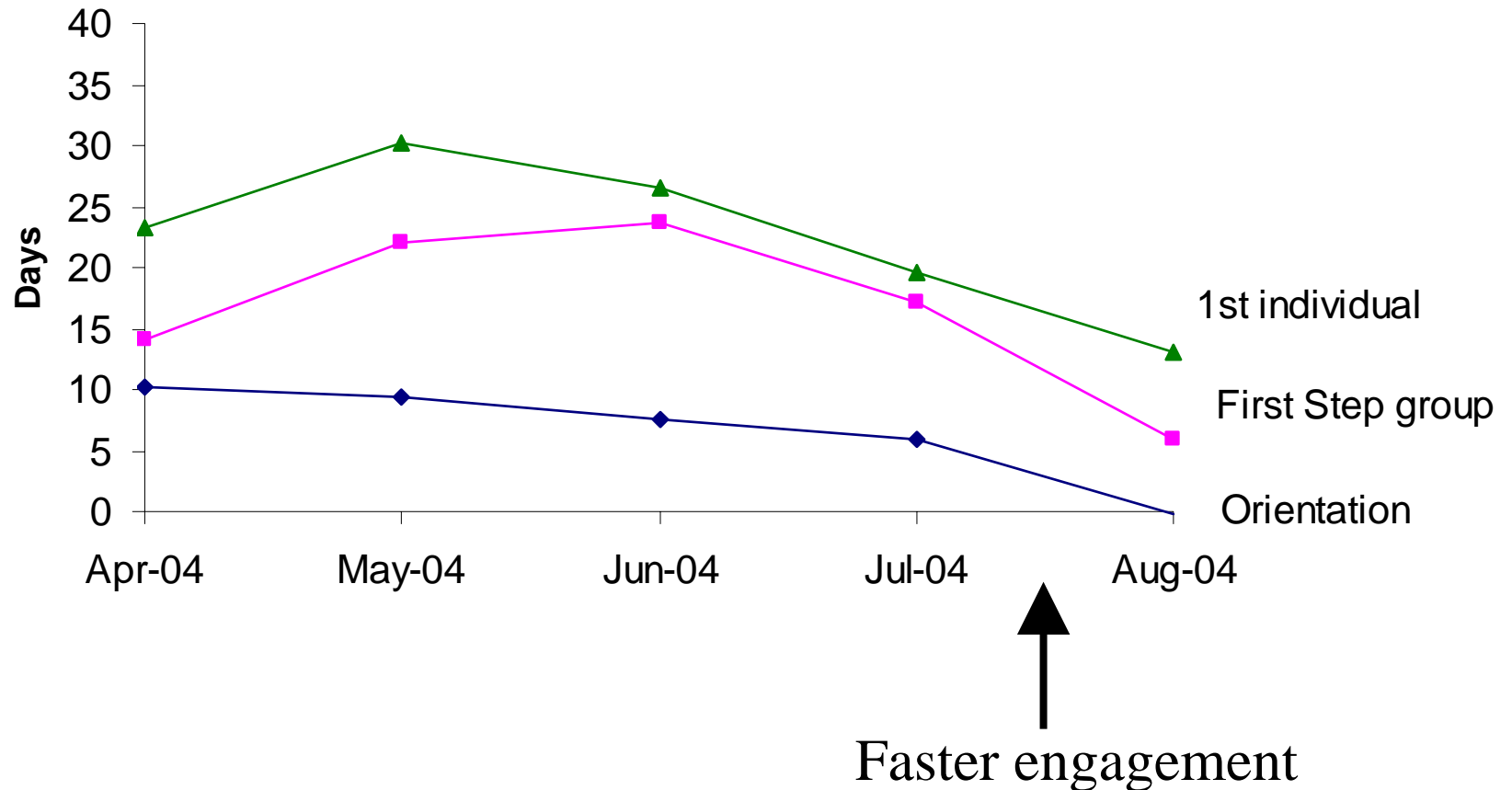
# Do



- “Motivation” becomes “First Step”
- Give clients an appointment slip instead of a group list.
- Supervisor makes appointments for counselors.

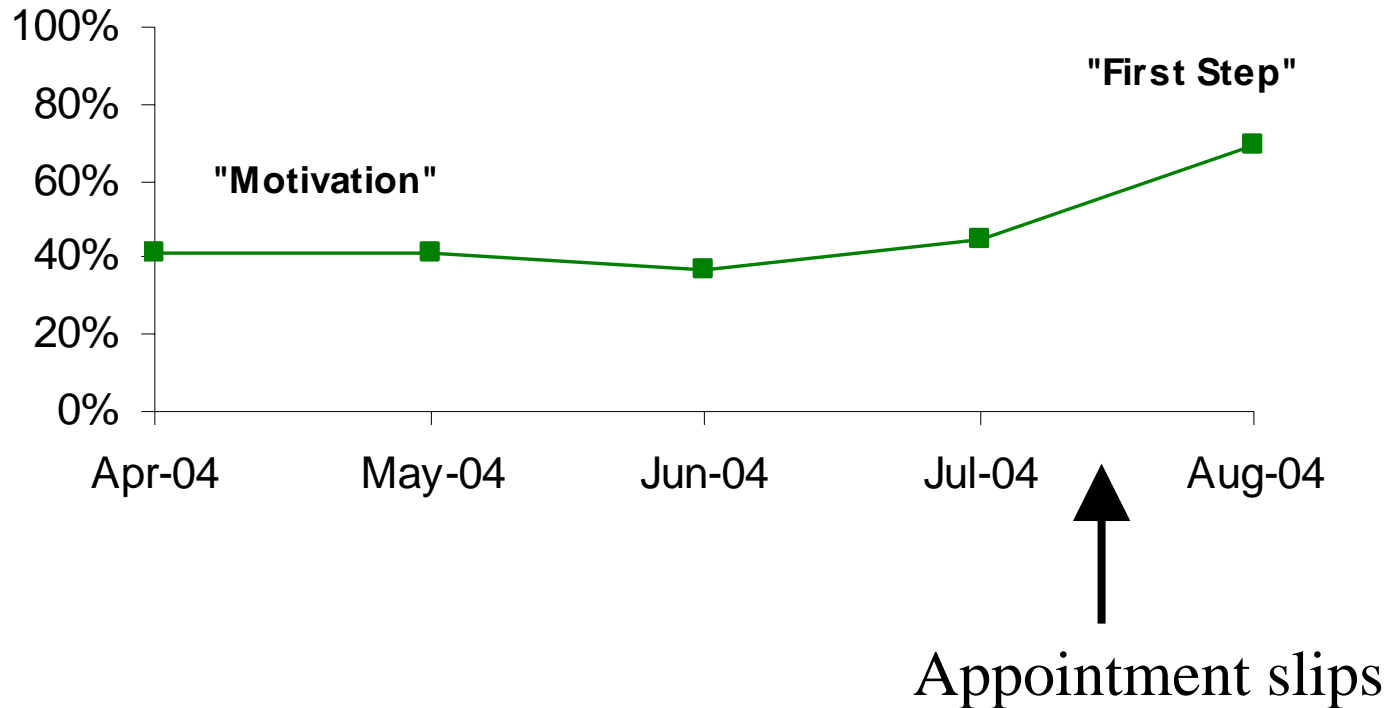
# Study

## Average Time to First Units of Service

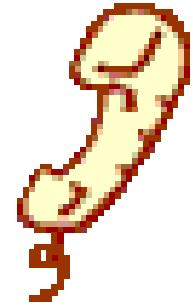


# Study

## Continuation to first group



# Act



- First Step group held twice a week to accommodate large numbers.
- Case manager makes follow-up calls to no-shows.



# Status of the Change

- Successful: Adapted and Adopted



## Future P2R Goals

- Increase continuation in both methadone and drug free programs.
- Improve group attendance.