



# VANGUARD INITIATIVE FOR PROCESS, ACCESS, AND RETENTION

Network for the Improvement of Addiction  
Treatment (NIATx).

Vanguard Services Unlimited

Learning Session #2



# VANGUARD SERVICES UNLIMITED

- Non-profit agency headquartered in Arlington, VA
- Founded in 1962
- Serving over 1000 clients/families annually
- 12 Programs
- Residential, transitional living, outpatient and mobile programs
- Adults, adolescents, and mothers with children



# DEEP RUN LODGE CHANGE TEAM

## RETENTION TEAM MEMBERS:

- Kevin Doyle, Change Leader
- Pat Gunning, Project Associate
- Ken Bulik, Program Director
- Carol Frazelle, Counseling Supervisor
- LaWanda Wilson, Residential Coordinator
- Mike Fragala, Marketing Officer



## CHANGE EXERCISE

### AIM:

- To increase continuation at the adolescent residential substance abuse treatment facility by helping clients adjust and accept the new environment and structure for their lives during treatment.

### MEASURE:

- Hope to see an increase in the number of clients remaining in the program for the first two weeks.

### CHANGE:

- Allowing adolescents to attend AA/NA meeting offsite during the first two weeks.



# CHANGE EXERCISE

## CHALLENGES:

- Change team had not communicated clearly to all staff members the WHY and HOW of the change.
- There had been no discussion with staff to address concerns for their increased responsibilities and safety.
- Staff resistance threatened to sabotage with excuses of why they could not attend the offsite AA/NA group.



## STATUS OF CHANGE

- Reassured staff they would not be held responsible if an adolescent “ran” during the outing.
- Addressed their concerns for staffing at the facility and on the outing.
- Acknowledged their fear for vehicle safety on country roads at night and during bad weather.
- Accepted the change reluctantly and with a few exceptions regarding behavioral issues have allowed clients to attend AA/NA groups offsite during the first two weeks.

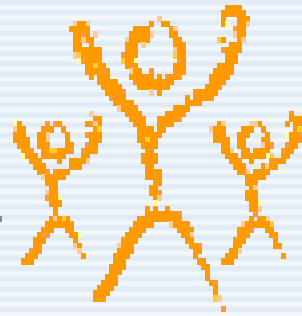


## FUTURE GOALS

The access team at Deep Run Lodge merged with another Vanguard facility, the Vanguard Counseling Center for adolescent and adult outpatient treatment.

- Partnership with Virginia Commerce Bank for loans to Vanguard clients.
- Mass mailings to DUI lawyers, private counselors/therapists, pediatricians to be followed up with phone calls to schedule appointments for a presentation of our services.
- Offer continuing education credit seminars on substance abuse for the medical and legal fields.
- Establish relationship with insurance for Veterans SA treatment.

# VANGUARD SERVICES UNLIMITED



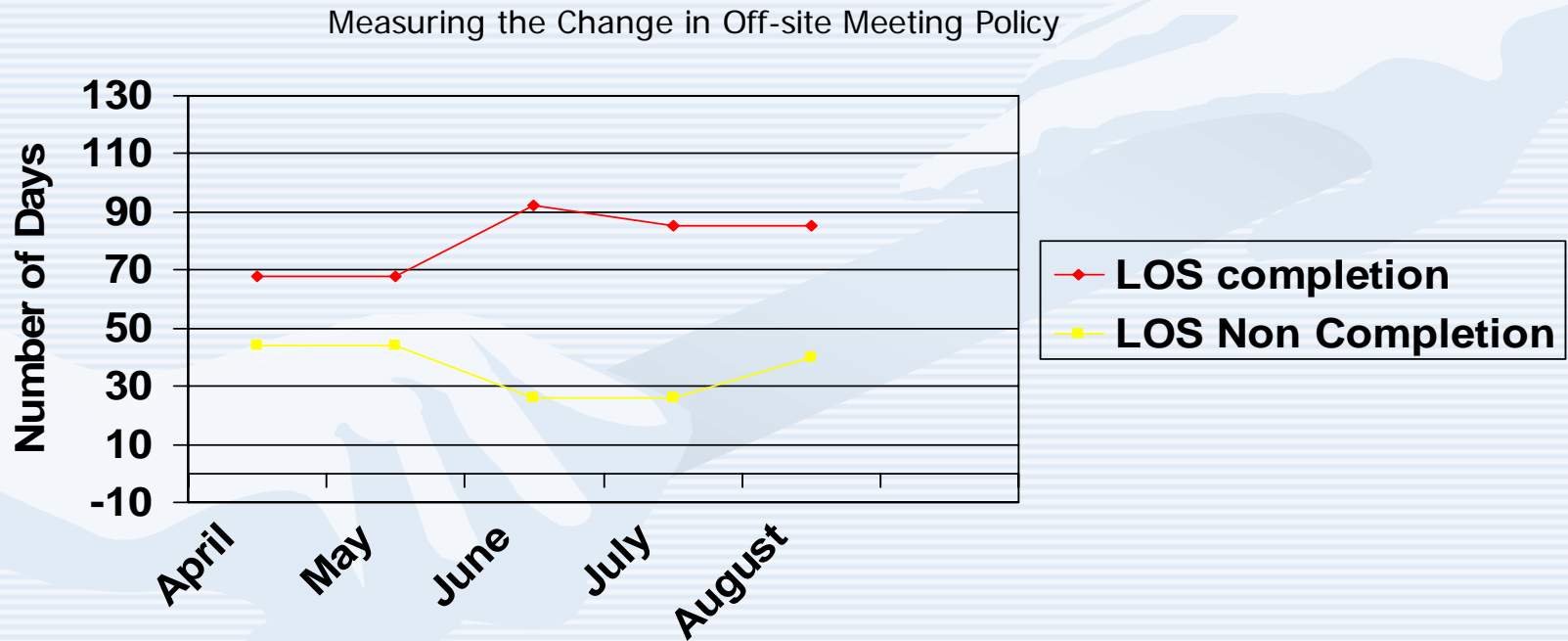
Vanguard







Average Length of Stay for Clients who Complete or Leave Early in the months of June, July, and August.





## Number of Completions and Non Completions For the Months of June, July, and August.

