

Description of the Organization and Listing of Team Members

- Step 2: Located in Reno, Nevada
- Target Population:
Women and their families
- LOC Provided:
Outpatient/Intensive Outpatient
with Transitional Housing
- Funding Sources:
43% State/Local
31% Federal
3% Client Fees
23% Charities/Foundations
- 40% of Population Court Mandated
- Team Members
 - Michelle Padilla, MA, Project Director
 - Elizabeth Gifford, PhD, Evaluator
 - Diaz Dixon, MA, Executive Sponsor
 - Michelle Stupfel, Change Leader
 - Jenny Brenn, MA, MFT, NADAC, Team Member
 - Leah Sherbondy, Team Member

Description of AIM / Measures Used

- Increase Timeliness to Treatment
- Increase Admission
- Time Ladders
- Internal statistical data collection
- Staff surveys

Changes Made

- Counselor Schedules changed from 4/10 hour shifts to 5/8 hour shifts
- Transferred duties from counselors to client advocates
- Weekly clinical trainings
- Effectively transitioned clients through levels of care, increasing space in groups and increasing slots for admission.

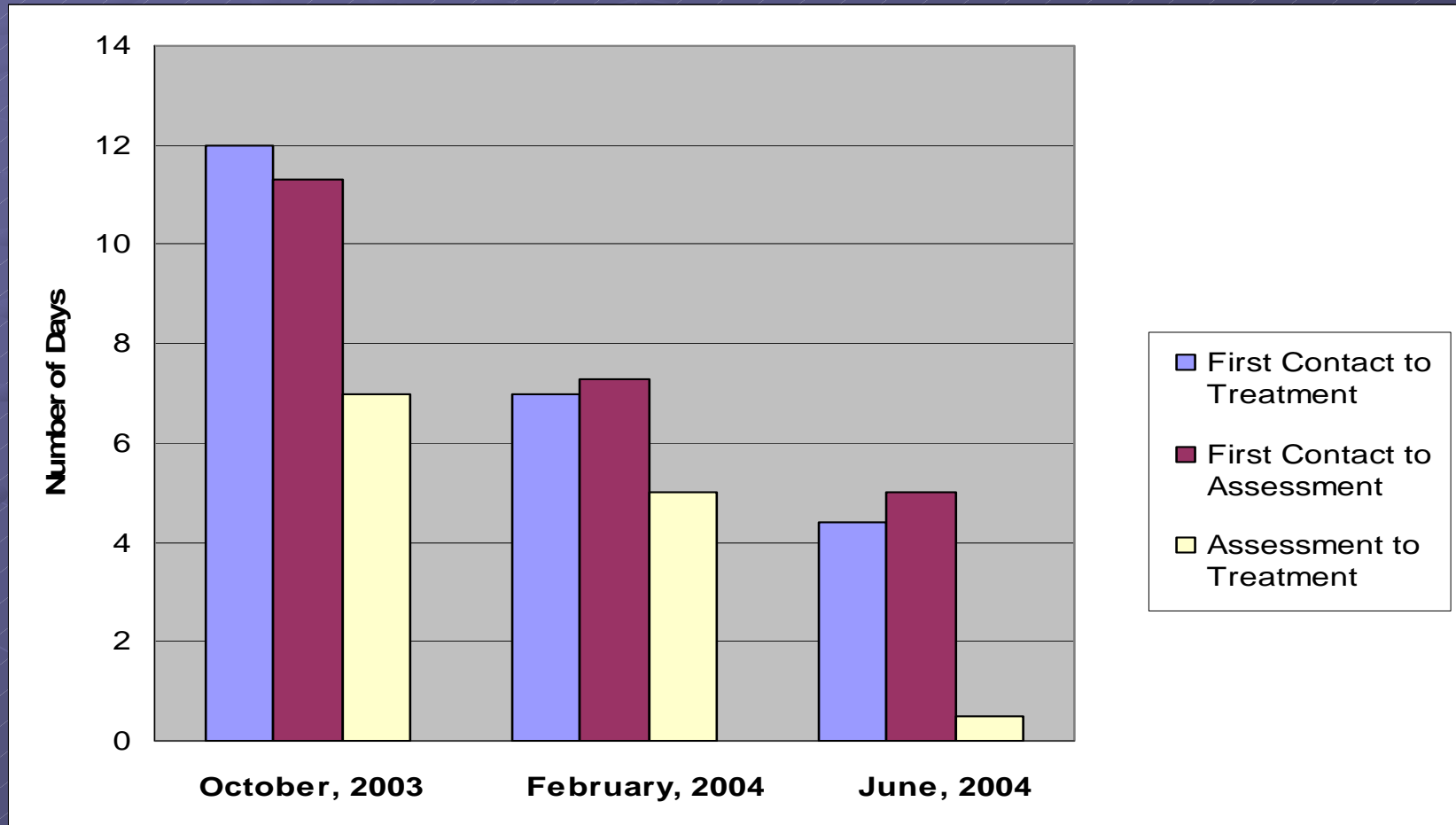
● Unexpected Challenges

- Counselors liked working 4/10 hour shifts

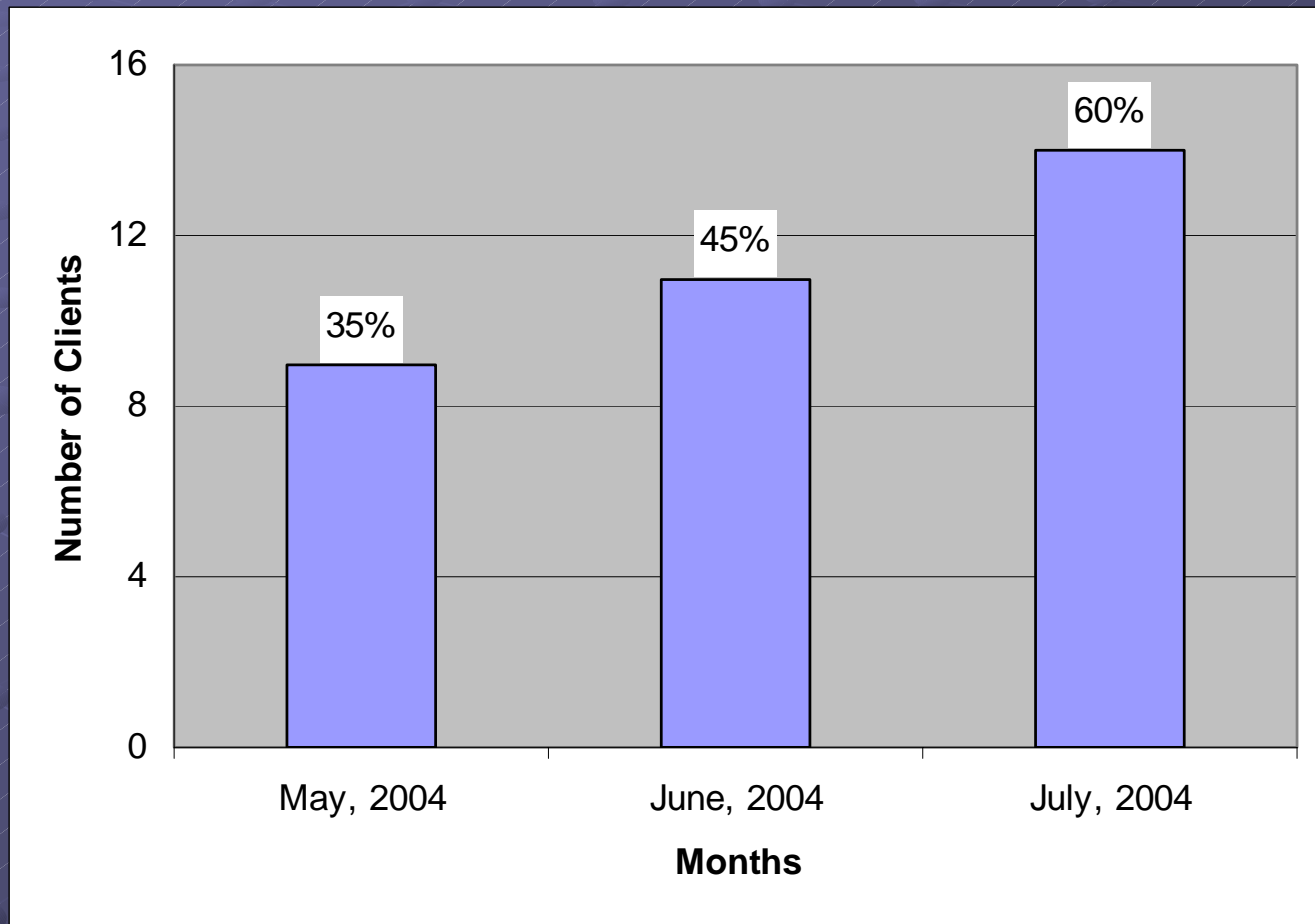
● Unanticipated Successes

- Scheduling was easier due to increased coverage.
- Weekly clinical trainings increased counselor skills.
- Increased counselor/client relationship, which helped increase continuation in the program.

Impact of Project: Timeliness: First Contact, Assessment, and Treatment



Impact of Project: Counselor Caseloads and Percent of Time Providing Care



Current Status of Change

- Change Adopted
- Sustainability Plan includes incorporating changes into our:
 - Orientation process
 - Culture

Future Direction

- Continue to improve the initial screening process, so that referrals are made immediately for clients requiring a higher LOC or more appropriate facility.
- Harm reduction groups for clients meeting program criteria but on waiting list.
- Focus efforts on week-end call-backs and assessments.