



The Center for Drug Free Living

Non-Residential Services
100 West Columbia St
Orlando, Florida



Description of Organization

- Orlando, Florida
- Serving Central Florida since 1971
- Over 700 employees
- Serving four counties:
 - Orange County
 - Osceola County
 - Brevard County
 - Seminole County



Change Team

- Candace Davie-Shim
 - Change Leader
- Babette Hankey
 - Executive Sponsor
- Phil Toal
- Rick Hankey

Clinical Staff

- Brad Ravenhorst
- Erin Curtwright
- Debbie Sawiki-Lake
- Rowen Kaylor
- Midge Julian



Steering Committee

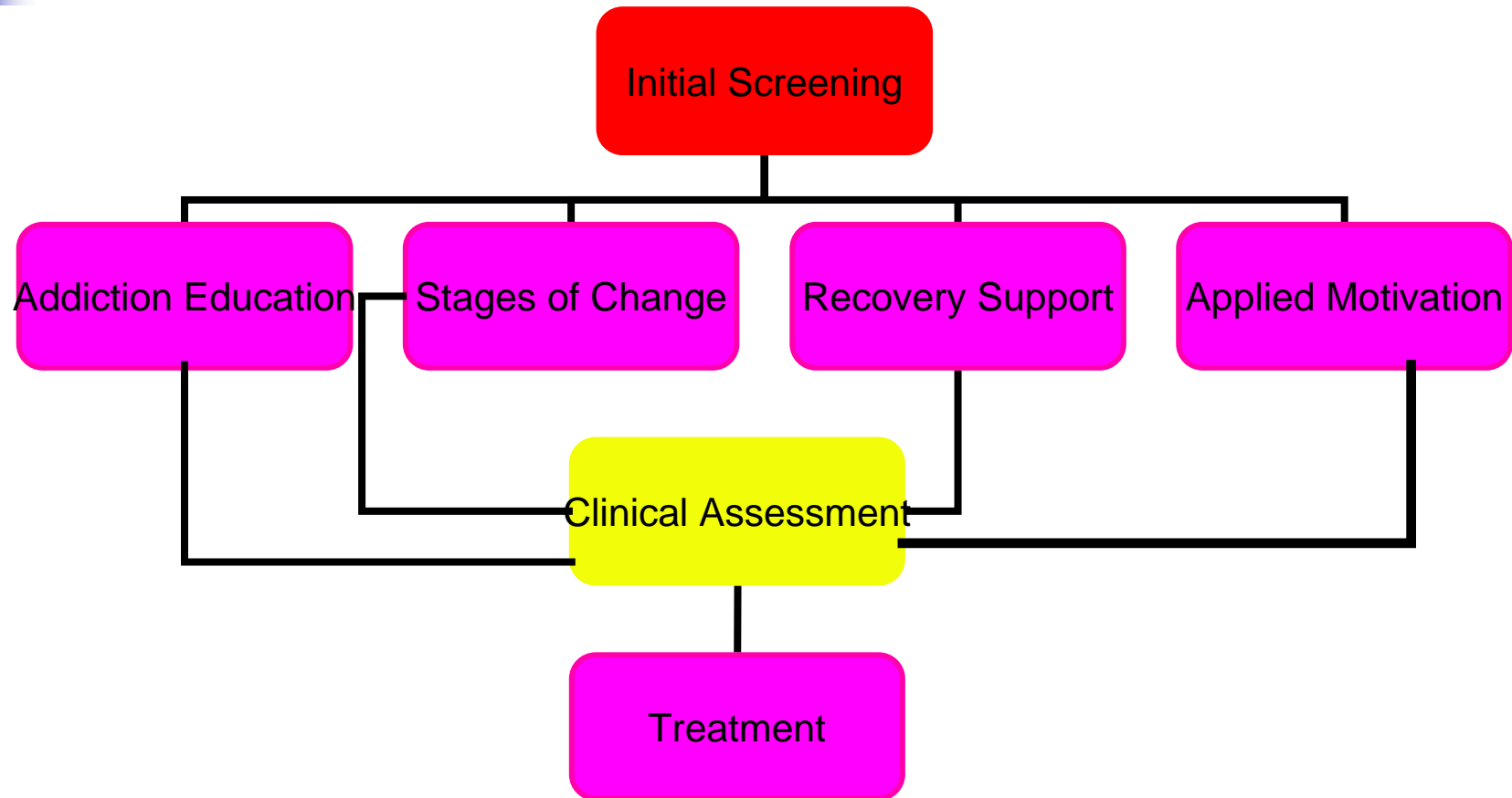
- Dick Jacobs: President/CEO
- Wanda Pearson: Strategic Planning Director
- Debbie Orr: VP Research
- Eric Horst: CFO
- Rick Hankey: Chief Information Officer
- Tina Tolliver: Compliance Officer
- Jody Scott: Clinical Director
- Change Team



Changes Targeted

- Access to treatment
- Time to first treatment session

Multi-Session Assessment Process





Rapid Cycle Changes

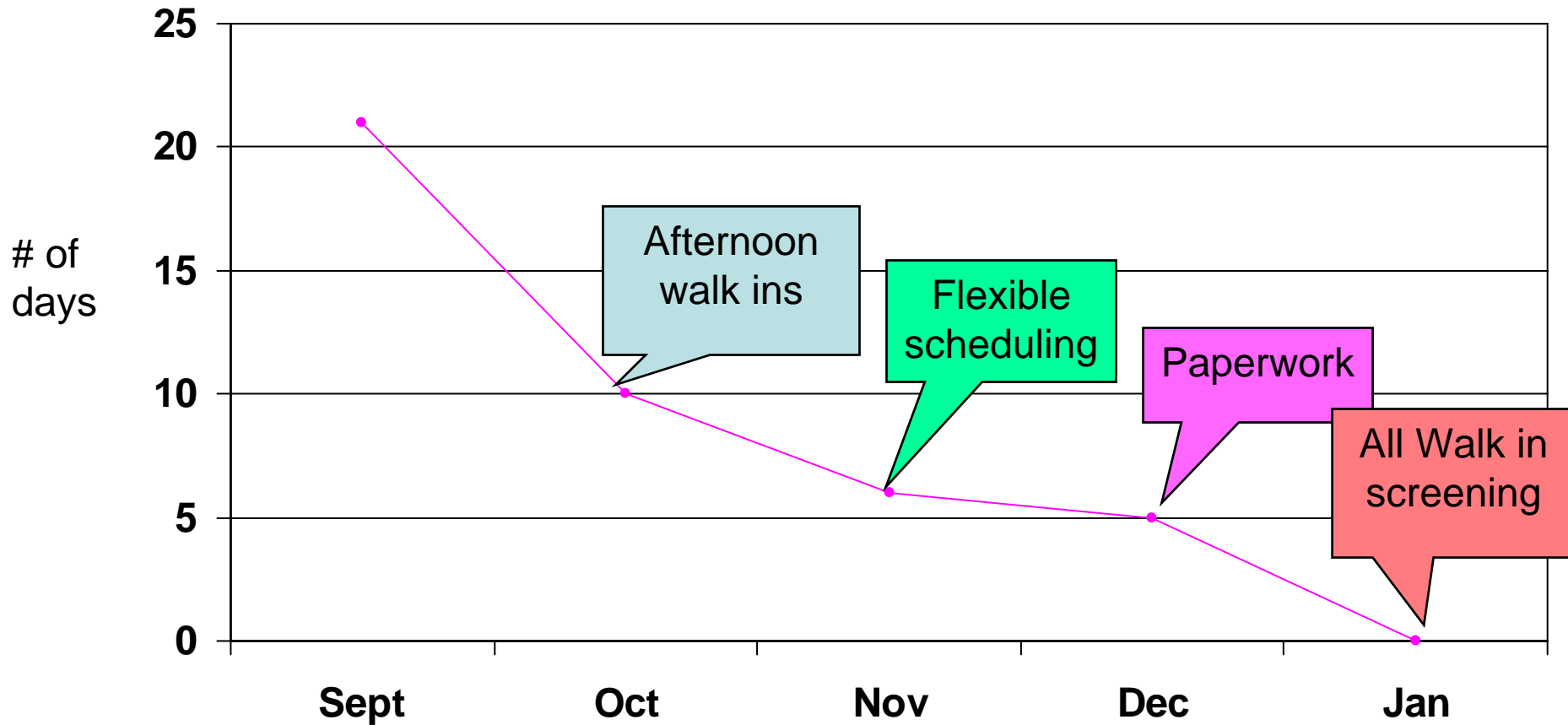
- October: Added walk in initial screenings (1-3 Monday-Thursday)
- November: Added scheduling flexibility



Changes continued...

- December: Re-arranged paperwork done at intake to ease paperwork burden
 - Eliminated some counselor paperwork
 - Created an audit checklist to ensure all documentation was complete
- January: All screenings walk in, no appointments
 - Walk in available at 8:30am Monday-Thursday
 - Counselors rotate responsibility for initial screening

Time From First Request to Initial Screening





Getting Staff to “Buy in” to Walk-ins

- 70% of appointments were not showing
- Therefore most initial screenings were walk- ins
- Rotated responsibility of screenings between counselors
- One set time of day



And Then the Fun Began...



- Over production of ADM (State \$\$) and under collection of client co-pay = temporary transfer or 2 staff
- Goal: Sustain changes made & retain quality of client care with less staff.





Changes Continued..

- Use ASI-MV to complete assessment process
- Completing financial screening at intake



Impact of Project

- Staff willingness to try new ideas and “think outside the box”
- Re-evaluation of the multi-session assessment process and needs of clients
- Continual look at how program systems impede client progress



Current Status of Change

- Change has been sustained thus far and all staff report that the initial screenings are successful as walk in only.
- The PDSA cycle on the restructuring of the assessment groups is not yet complete.
- Addressing the “bottle neck” for treatment services



Future Goals



- Continuation of Non-residential Service System Development
 - Continuation from residential services
 - Behavioral Healthcare
- Improve Engagement
- Continuing to Look at Timeliness