

Sinnissippi Centers, Inc.

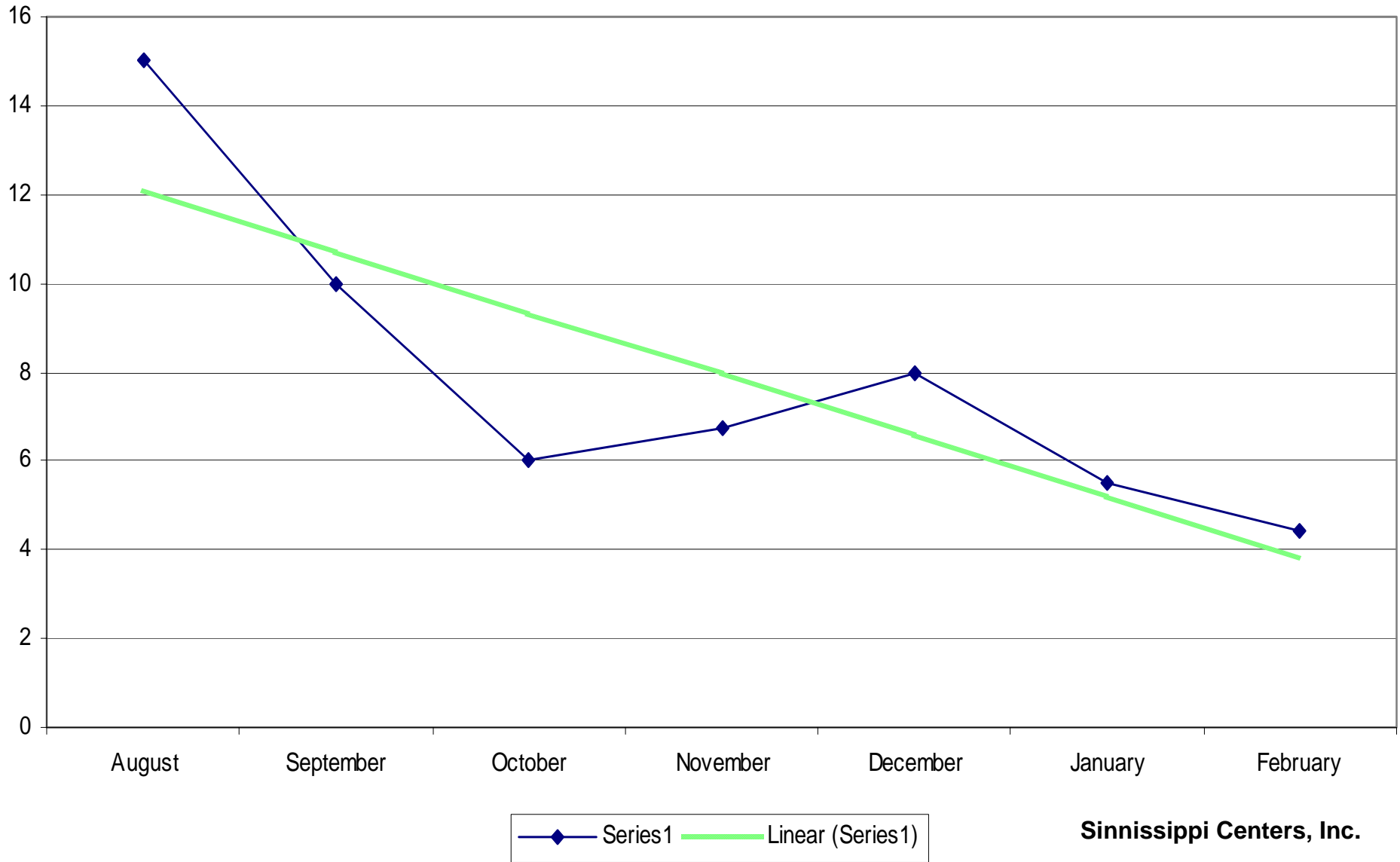
Dixon, Illinois



AIM: Reduce Waiting

- Wait time to intake assessment
 - Average 15 days (August '03)
- Change in Scheduling Practices
 - Central Scheduling (October '03)
 - Limited slots to Open Scheduling
 - Back Log/Flood Gate-Stable
- Current Wait time (February) 5 days
 - Within Agency 3 to 5 Day Standard
 - Collecting data for 7 years on this standard

Average Wait Time To Addictions Assessment

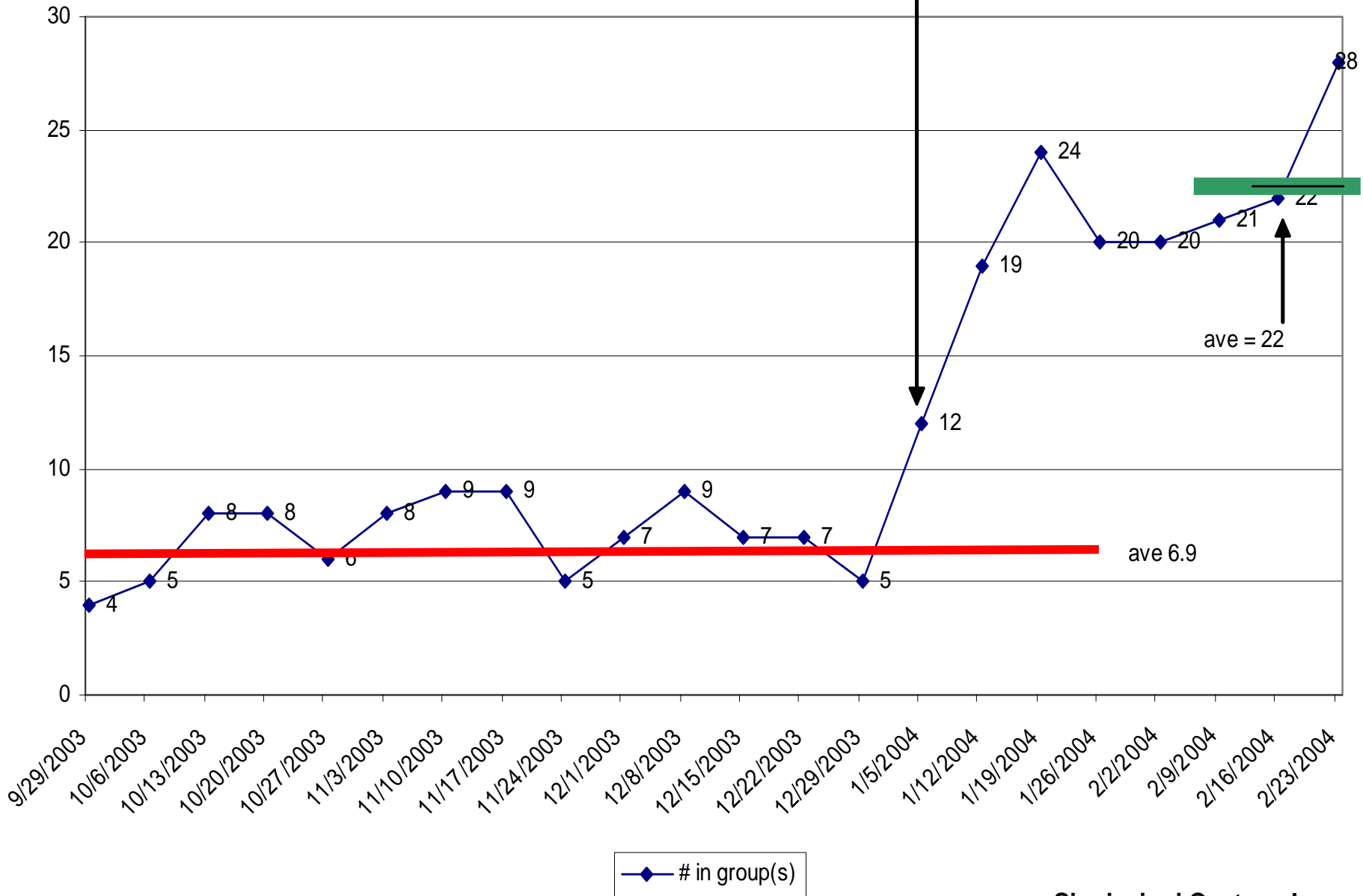


AIM: Increase IOP Admissions

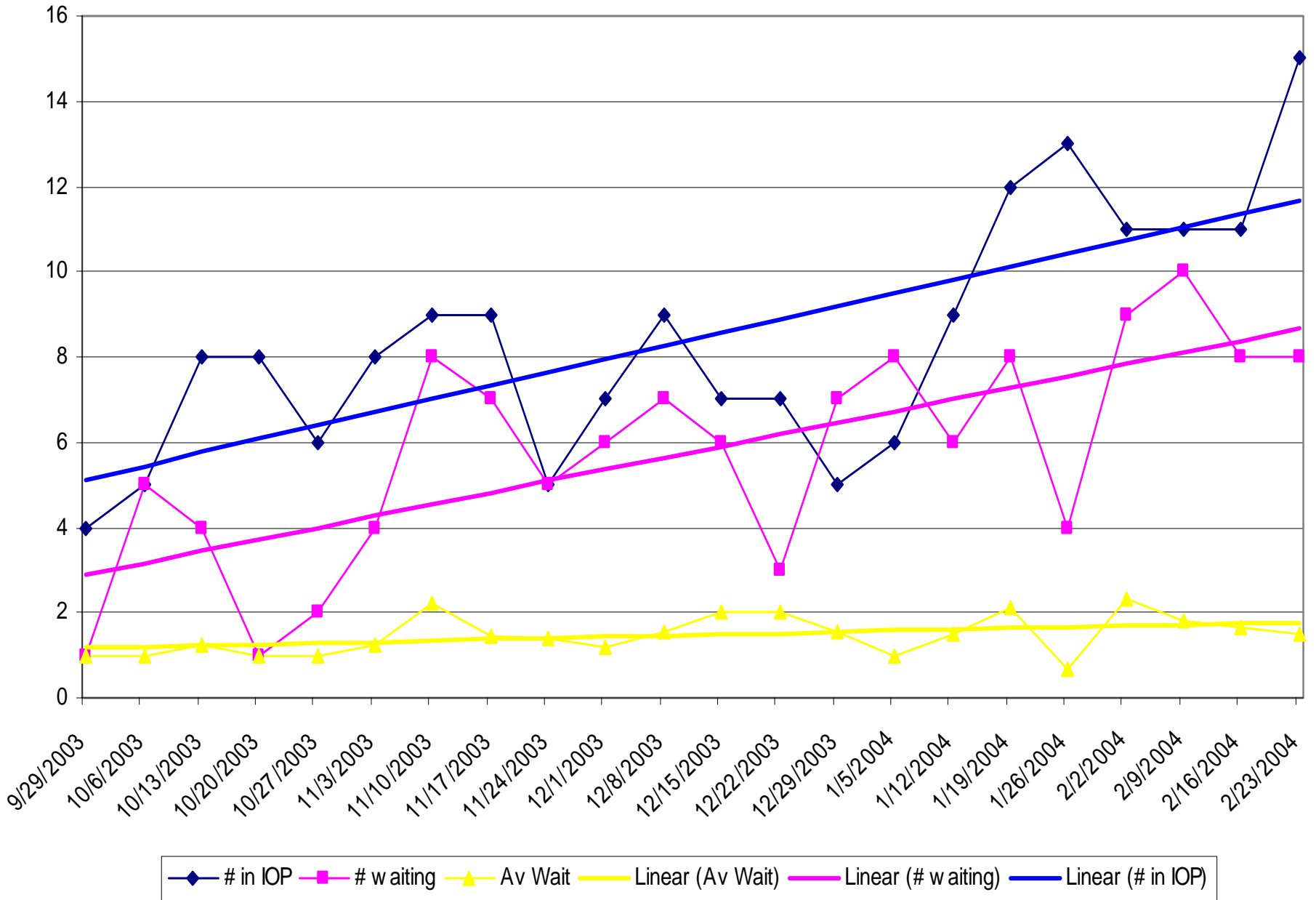
- **Nominal Process**
 - Need “Pre-contemplation group” Nov. 2003
- **Level II Service**
 - Avg. Total 6 clients in Level 2
 - Group Huddle Data Sharing:
 - Timeliness to Treatment Data
- **Pre-contemplation Group Opened (Jan. '04)**
 - Avg. 22 in Level II Total Services
 - Freed up case loads for more assessment slots

Total IOP # in group(s)

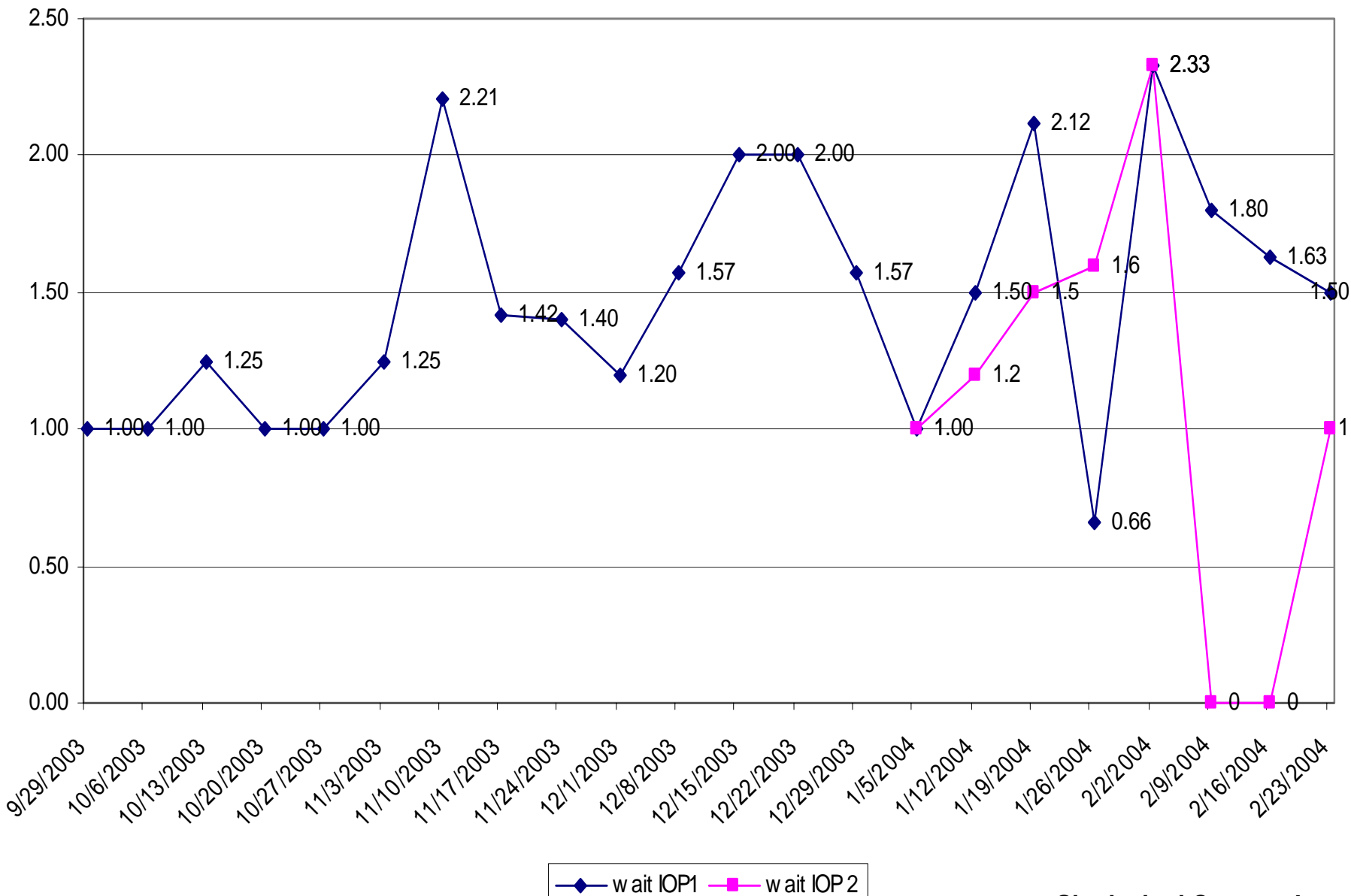
Pre contemplation group added



in IOP # Waiting, Weeks Wait



Ave Wait time comparisons



AIM: Increased Admissions

- Marketing campaign in December/January
--Radio and television ads
- Focus of media campaign:
“Make 2004 Your Year of Change
- Campaign highlighted start of new
pre-contemplation group

2004 YOUR YEAR OF CHANGE

*Do you have an unhealthy relationship
with alcohol or drugs?*

*Resolve to make 2004 your year of change.
Sinnissippi Centers can help. A new
treatment program will begin in early
January, with transportation available.*

*For more information call Sinnissippi Centers
a call at 1-800-242-7642.*



Sinnissippi Centers, we're there when you need us.

Sinnissippi Centers, Inc.