

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
- 11 programs
- Residential, transitional living, outpatient and mobile programs
- Adults, adolescents, and mothers w)kids

Deep Run Lodge Change Teams

RETENTION TEAM MEMBERS:

- Kevin Doyle, Change Leader
- Ken Bulik/Maeve O'Neill, Prog. Directors
- Mike Fragala, Admissions Manager
- John Forsman, Counselor
- Kristi Hudnall, Residential Specialist
- LaWanda Wilson, Residential Coordinator

Deep Run Lodge Change Teams

ACCESS TEAM MEMBERS

- Kevin Doyle, Change Leader
- Ken Bulik/Maeve O'Neill, Prog.Directors
- Mike Fragala, Admissions Manager
- Pat Browne, Marketer
- Arlyn Jones, Marketer
- Alan Buncher, Chief Marketing Officer

Change Exercise

- Called Deep Run Lodge as parent seeking help for child
- Call placed on a Friday afternoon
- Return call received Monday morning
- 66 hours elapsed before return call
- Initiated weekend checks of messages
- Staff rotation to check and return calls
- Average time for return call from 4 tests was 44 minutes, a 98.9% decrease

Additional Access Changes

- Staff Training to handle incoming calls not routed to Admissions office
- Weekly call backs to those not admitted
- Free assessment on demand, anytime, anywhere (example: Barnes and Noble!)
- Personalizing letters to people requesting information, and including a video
- Seeking legislative assistance

Retention Changes

- Purchase of ping pong balls!
- Repair of Deep Run Lodge driveway
- Reinstatement of client attendance at off-site self-help group mtgs. upon admission
- Initiation of “favorite meal” within first 48 hours similar to existing farewell meal
- Establishment of at-risk intervention protocol to prevent non-completions

The Ping Pong Ball Slide

- Symbolic of:
 1. Importance of asking the clients.
 2. Changes need not be earth-shattering
(Keep it Simple Stupid!)
 3. Responsiveness is as important as
whatever the action is.

