



# WASTAR

## Storyboard

# Description of the Organization

- Step 2/ Lighthouse of the Sierra
- Location:  
Reno, Nevada
- Target Population:  
Women and their families
- LOC Provided:  
Outpatient/Intensive Outpatient  
coupled with Transitional Housing
- Funding Sources:  
43% State/Local  
31% Federal  
3% Client Fees  
23% Charities/Foundations
- 40% of Population Court Mandated

# Description of Aim

- Increase Admission and Timeliness to Treatment
  
- Time frame of rapid cycle:  
February 2004 – March 2004
  
- Baseline data collected  
December 2003 indicated that:
  - Assessment process included Assessment and Admission.
  - Time to complete an assessment per client = 2 hrs+
  - 7-8 clients were being assessed per week.

# Measures Used

- Number of completed assessments per week.
- Time to complete an assessment.

## Results

- Reduced the assessment process from **2hrs+ to 60 min.**
- The assessment counselor is now able to do 15-20 assessments per week. ***Increase of 40%, 2.5 times.***

# Changes Made

- Divide the assessment process into 2 distinct parts:  
***Assessment and Admission***
- Initiate a centralized calendar system.

# Unexpected Challenges/ Unanticipated Successes

## ■ Obstacles

- The resignation of Step 2's:
  - Assessment Counselor
  - Executive Sponsor/Change Leader
  - CEO
- Counselor resistance to doing paperwork
- Key pieces of paperwork getting 'lost' in transit.

## ■ Opportunities

- The tremendous opportunity to introduce new processes.
- Re-assessment of our organization's vision, mission, and strategic goals.
- Finding additional revenue stream.

# Impact of Project

- Re-distribution of admission paperwork to front-line counselors makes the Assessment Counselor more efficient in providing timely assessments.
- Front-line counselors are completing the bio-psycho-social analysis on their clients, increasing their knowledge on their clients' history.
- Centralized calendar instituted to aid in the assessment process.
- Perhaps the old way of doing assessments at STEP 2 was proportionate to the services that we could adequately provide for our clients.



# Current Status of the Change...

- Change adopted



# Future Goals

- Redesign treatment groups offered to be all-inclusive of the population that we serve, i.e. increasing amount of evening groups we offer.
- Ways to use the Process Improvement Framework to help increase staff retention.

	Assessments Made Before Change	Assessments Made After Change
Week 1	5	15
Week 2	6	18
Week 3	5	20
Week 4	7	16

