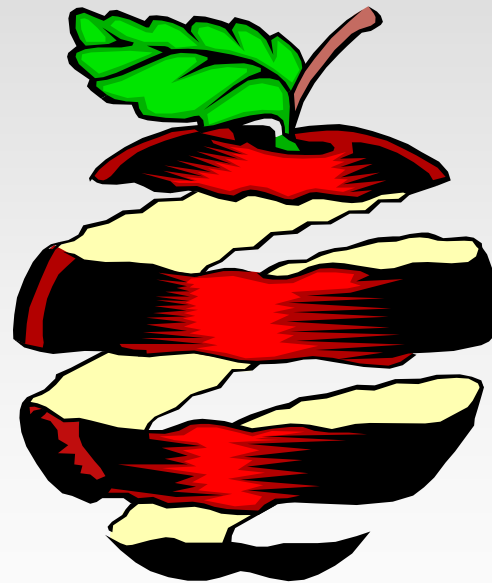




palladia

A Community of
Strength, Help and Hope



**Helping the New York Community
One Client at A Time**

Contact Information



**Starhill
Residential Facility
1600 Macombs Road
Bronx, NY
(718) 299-3300**

**Executive Offices
Palladia, Inc.
10 Astor Place
7th Floor
New York, NY 1003
(212) 979-8800**



**Continuing Care Treatment
Aftercare Program
360 West 125th Street
West Harlem, New York
(212) 280-1031**

Organization

- **Palladia, Inc. is a multi-service non-profit agency in New York, NY.**
- **Palladia has over twenty programs in the Outpatient, Housing & Residential Programs, for adults 18 years +**
- **Palladia serves 1500 clients and has over 500 employees**
- **Funding: 85% contractual and 15% from client fees.**

Background of Agency

- **Founded in 1970, one of the largest not-for-profit, multi-service agencies in New York City.**
- **More than 30 years of experience**
- **Palladia serves urban, poor individuals and families of color**
- **Innovative service delivery in substance abuse, homelessness, HIV, mental illness and trauma, domestic violence, criminality, and family services**

Services Provided

- **Substance Abuse Treatment (Residential Treatment)**
- **Homeless Services**
- **HIV/AIDS Case Management**
- **Domestic Violence**
- **Supportive Housing**
- **Outreach Services**
- **Transitional Treatment**
- **Early Learning Services**

Key Change Event

Clients will be screened/admitted at CCT prior to leaving residential treatment.

Plan

TO INCREASE THE NUMBER OF WOMEN TRANSFERRING FROM RESIDENTIAL TREATMENT TO CONTINUING CARE "AFTERCARE" TREATMENT.

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Change in Motion



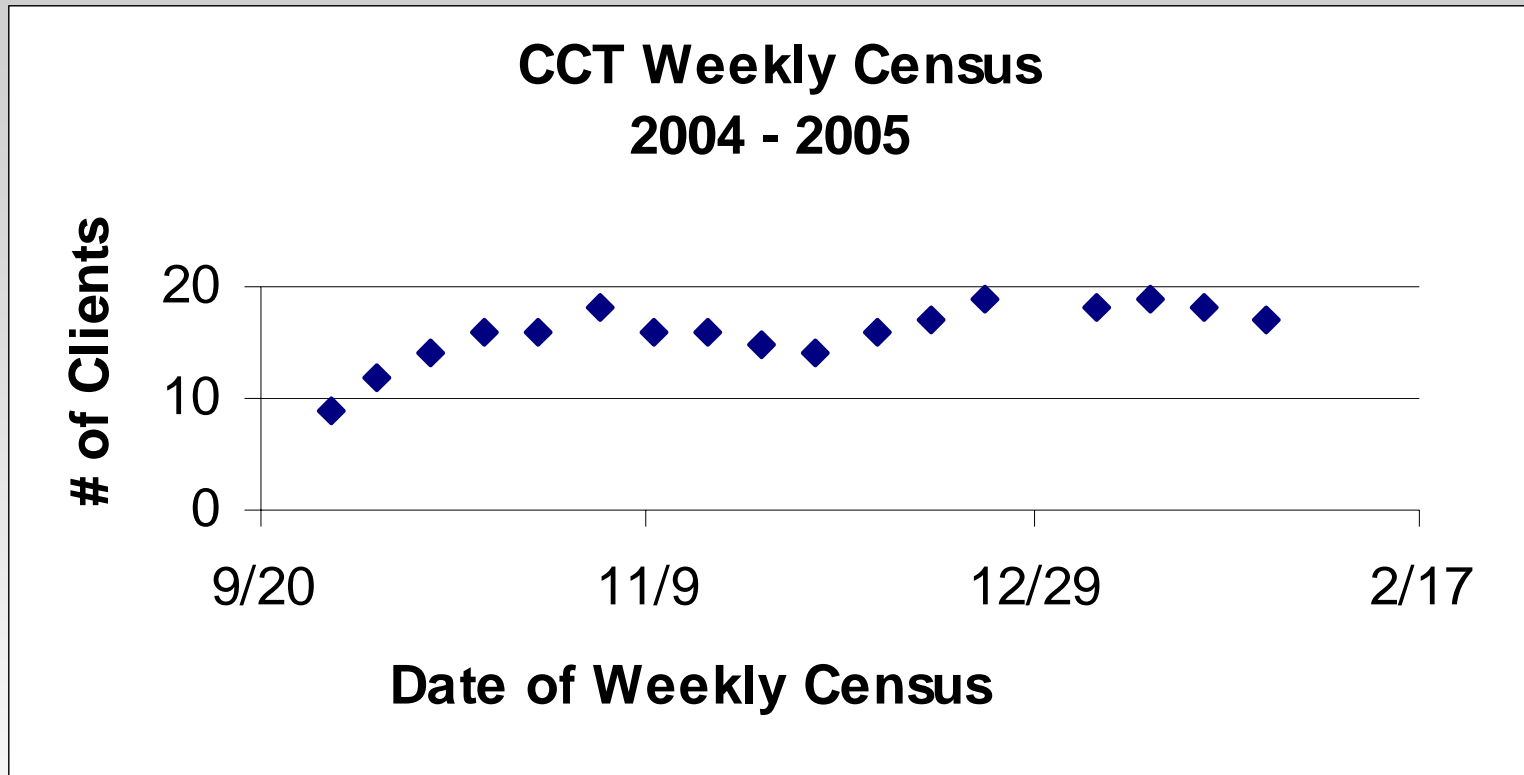
Why identify this Aim?

- **Women are an underserved population in the field.**
- **Clients took 30 –45 days to transition between residential to CCT “Aftercare” Treatment**
- **In 2004, 34% of females were admitted to CCT from Residential services.**

Key Events

- **Clients will attend at least one or two groups prior to leaving Residential Treatment**
- **Continuing Care Treatment staff will make presentations at The Starhill Facility**
- **Women will be treated by a female clinician**

Changes Seen



**Result: 100% Increase in Clients
Admitted into CCT**

Future Plans

- **To address early engagement of clients in Continuing Care Treatment**
- **To increase the number of clients who successfully complete Continuing Care Treatment**
- **To review data collection methods**

Palladia's Change Team



Top row from left to right, Juan Zanety (Director, Centralized Admissions), Sharon Dorr (Senior Director, Residential Women's Programs), Daniel Meltzer (Starhill Facility, Assistant Director), Scott Pidgeon (Deputy to the VP of Centralized & Outpatient Programs), Zoleka Adams (Senior Director, Outpatient Programs)

Middle row, from left to right, Elizabeth Fulton, Starhill program director, Susan Ohanesian (Vice President, Residential Services), Eda Davenport (Program Director, Continuing Care Treatment)

Front Row, from left to right, standing, Elaine Dubissette, Deputy to the VP of Residential Services, Carolyn Gerstel, (Data Collection Specialist), and seated, Ms. Debra Pantin, Change Leader/Vice President Centralized & Outpatient Services)