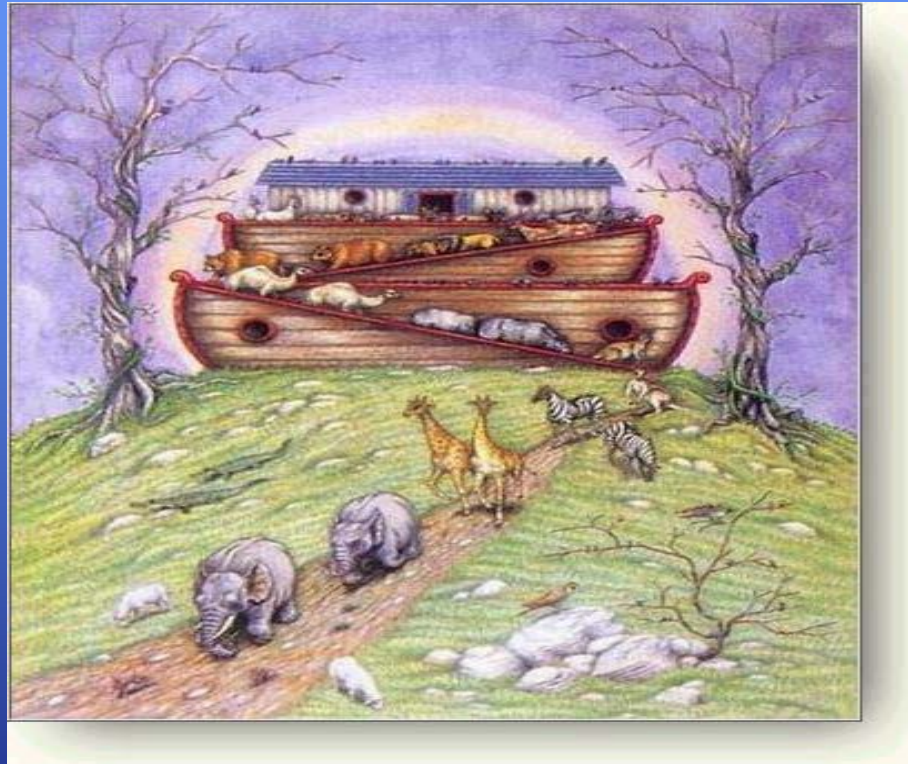


THE NOAH PROJECT



STEPS at Liberty Center

• Wooster, Ohio



“ANCHORS AWAY”

ELIMINATING BARRIERS TO
RECOVERY

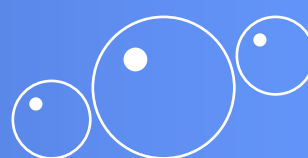

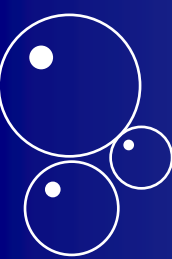


STEPS Change Project

January 2005



Purpose

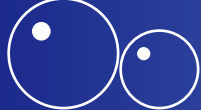
To determine if immediately offering assistance to address holistic needs of clients will increase continuation rates



The Change Team

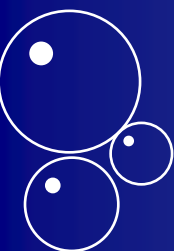


- Former Consumer
- Housing Coordinator
- Clinical Director
- Chief Probation Officer
- Receptionist
- Therapist
- Director of Operations
- (Paths to Recovery Coach)

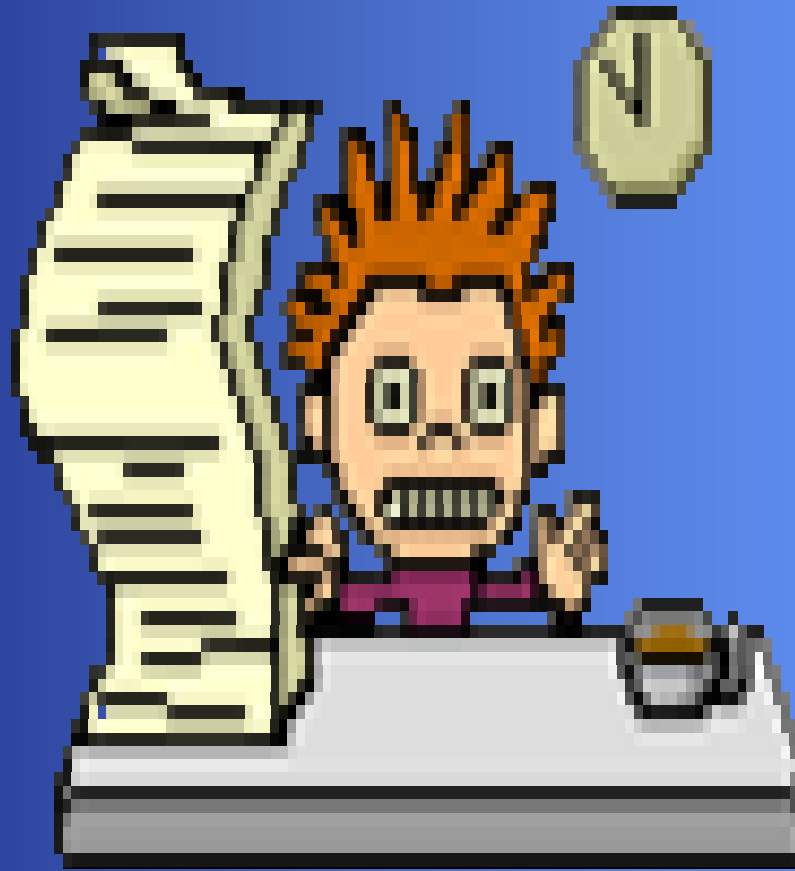


Initial Intake Changes

- Hostess approach
- No wait
- Client needs addressed first – STEPS needs (paperwork) last
- Opinion important – satisfaction survey given
- 42 minute “extreme make-over” of storage room for private space for client on first visit

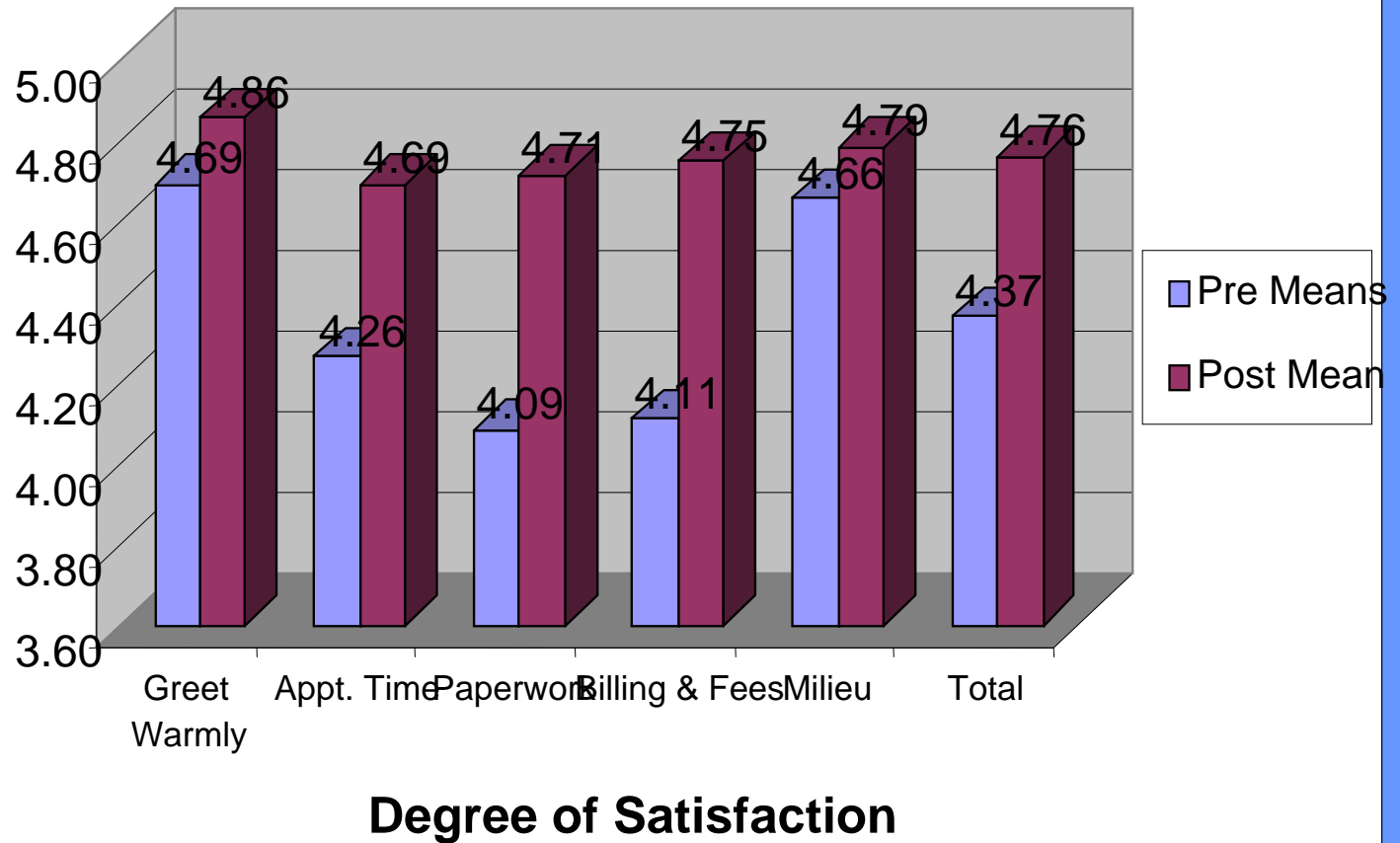


**Initial Paperwork Reduced
50 minutes to < 5 minutes**



Initial Outcomes

Pre & Post Client Satisfaction



“Shouldn’t We Be More Welcoming Than Wal-Mart?!?”



“Welcome to Wal-Mart.”

“How may we help you?”

Immediately Identify Client Needs



“Welcome to STEPS.”

“How may we help you?”

Procedure

Prior to appointment

- Contact client prior to appointment to welcome them, remind them of appointment time, inform them as to what to bring & answer any questions

Day of appointment upon arrival

- Greet client, offer coffee & show them the waiting room
- Explain assessment process & what to expect
- Describe the staff person's role as liaison & problem-solver for the client
- Introduce client to the therapist

Day of appointment after session

- Explain paperwork & assist as needed
- Discuss resources available especially any identified by the therapist as particular needs
- Give paperwork to the front desk
- Provide a tour of the facility
- Get financial sheet from the front desk and explain financial responsibility
- Facilitate the completion of a client satisfaction survey for the initial appointment
- Ask permission to make a follow-up telephone call & encourage client to re-contact staff if any concerns or questions

A few days after session

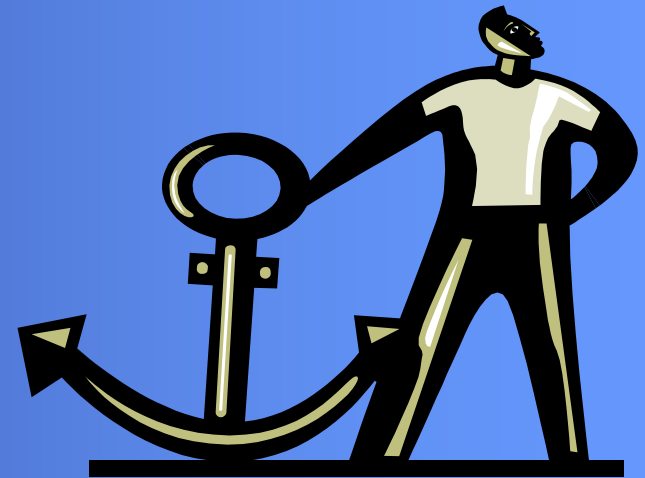
- Re-contact client to see how things are going & if there are any questions or additional needs

As needed

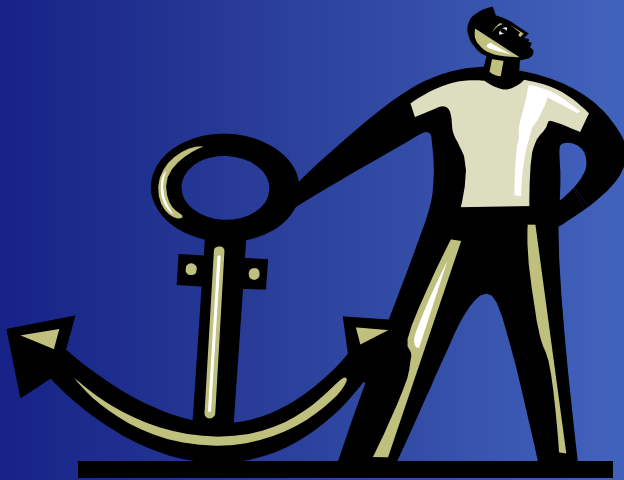
- Be available to client as the need arises



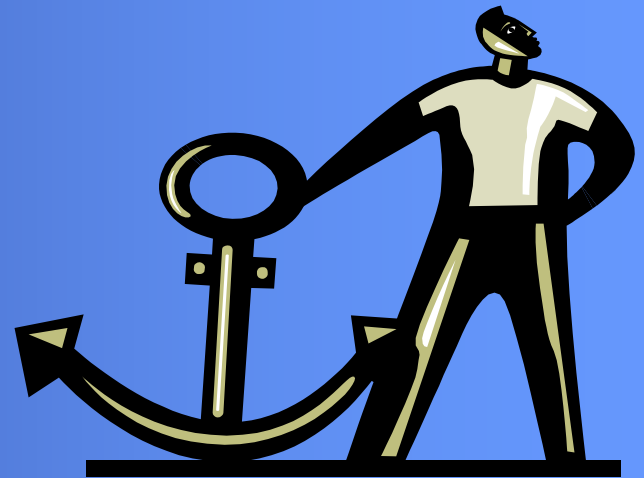
HEALTH CARE



HOUSING



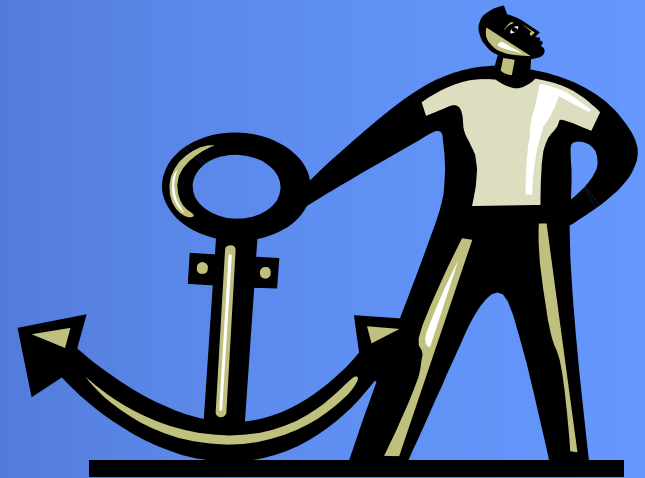
TRANSPORTATION



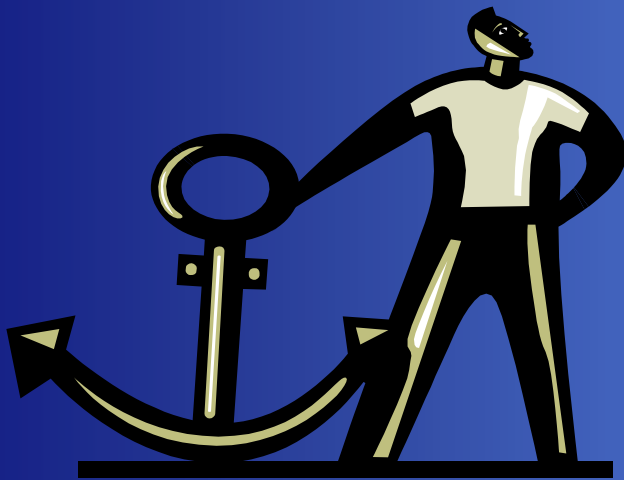
CHILD CARE



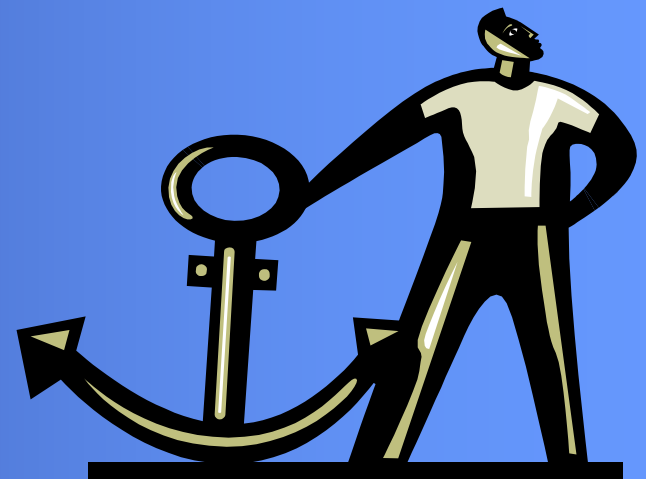
SOCIAL ACTIVITIES



EDUCATION



VOCATIONAL



FINANCIAL



STEPS AT LIBERTY CENTER, INC.

CHECKLIST FOR CASE MANAGER

CLIENT: _____

DATE: _____

Client has need for the following information:

_____	Housing	_____	Vocational Education
_____	Transportation	_____	Food
_____	Medical	_____	Utilities
_____	12 Step Meetings	_____	Childcare
_____	Beacon House Referral	_____	Pathway House Referral
	(Form for physical, TB test requirements)		(Form for physical, TB test requirements)
_____	License Reinstatement Information		
_____	Other: _____		

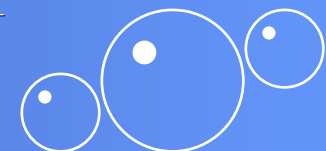
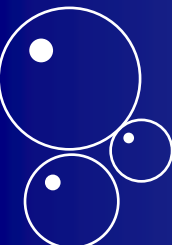
_____	Vocational Education
_____	Food
_____	Utilities
_____	Childcare
_____	Pathway House Referral
	(Form for physical, TB test requirements)

Comments: _____

Release of Information for:

_____	Counseling Center Wayne/Holmes Counties
_____	Counseling/Psychotherapy Providers
_____	Wayne County Municipal Court
_____	Wayne County Justice Center & DRC Referral
_____	Wayne County Common Pleas Court
_____	Between STEPS and _____ Court
_____	Wayne County Children's Services Board
_____	From STEPS to _____

(Name of Provider or Agency)



CONTINUATION



DATA TOO
PRELIMINARY
TO
DETERMINE