

Island Grove Regional Treatment Center

- Located in rural northeastern Colorado
- Provides outpatient, residential and social model detox services at four locations
- Provides over 2100 detox and 1500 treatment admissions each year
- Funded through federal, state, county, city, and client revenue
- Participates in NIDA's Clinical Trials Network



Signal Behavioral Health Network - Payer

- A Colorado non-profit managed services organization
- Responsible for publicly funded substance abuse treatment in metro Denver, northeast & southeast Colorado
- Contracts with 18 providers for service delivery
- Network delivers over 38,000 detox and 15,000 treatment admissions each year
- Operates web based, automated data system collecting information on all client admissions, discharges, and services

Aim Addressed – Reducing No Shows

Problem

- No show rate for child welfare clients for initial evaluation was over 70%
- On-site staff were underutilized; clients remained out of treatment

Change

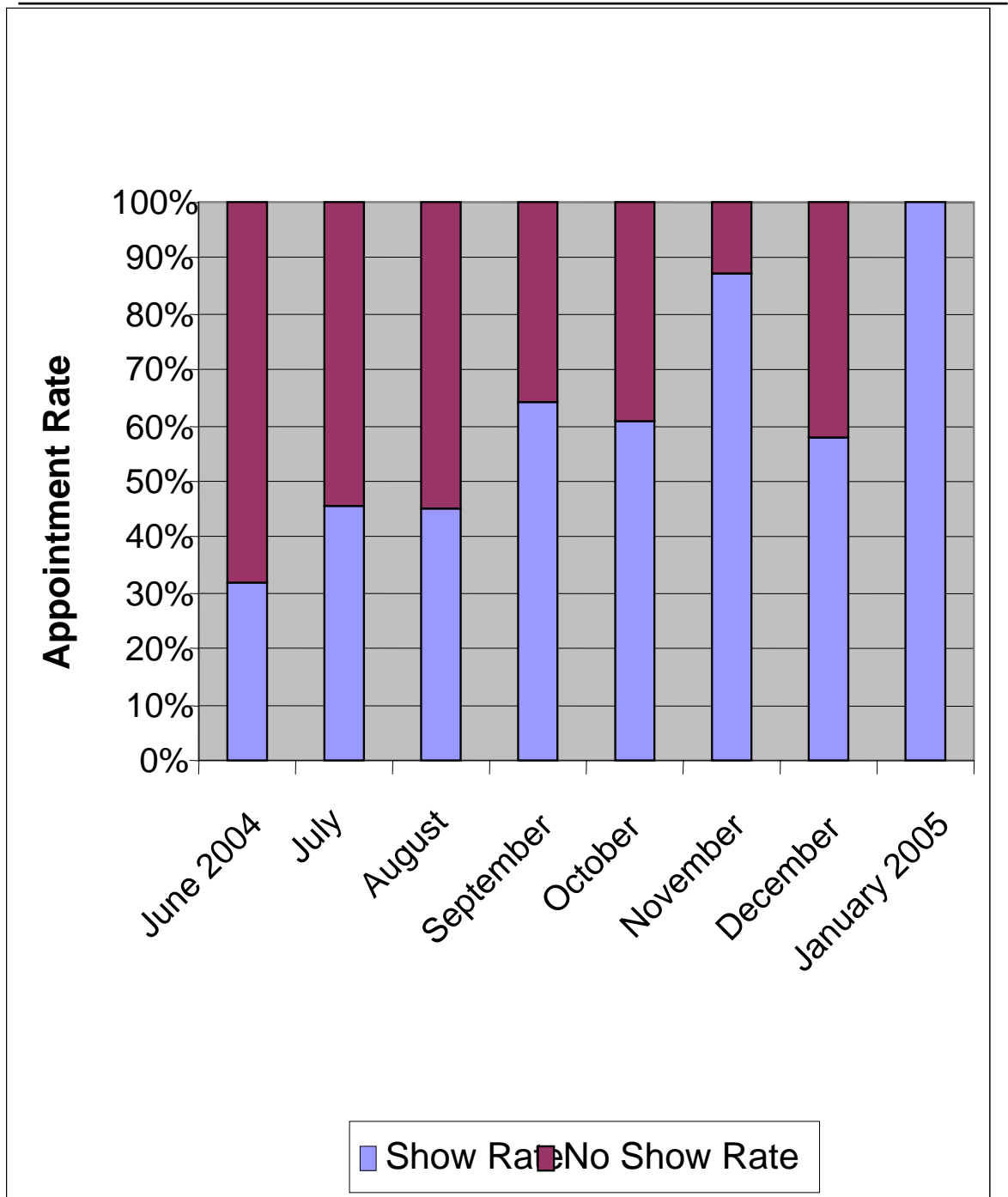
- Implemented same day reminder calls in August

Aim Addressed – Reducing No Shows

Results of Change

- No shows immediately decreased
- No shows decreased from an average of over 70% to 33% in the five months after starting reminder calls

No show rates



Sustainability and Spread of Change

- Same day reminders are now standard policy with child welfare clients
- Island Grove plans to start reminders at all locations
- Signal will disseminate results to all 18 Signal providers and encourage implementation

Other Changes Made

- Length of evaluation was reduced by 45 minutes by switching from an enhanced ASI to the ASI Lite
- Length of evaluation was further reduced by 15 minutes by improvements to flow of interview

Future Changes

- Create a client services guide that reduces the number of client signatures at intake; will reduce intake time
- Increase outpatient admissions by improving response to initial client phone call