



Boston Public Health Commission

SA Women and Families Division

- Entre Familia Residential & Mom's Project Outpatient Programs
- Service to mostly Latina and African American Women and their children
- Boston, Massachusetts
- 52% Federal Grants, 43% State/Local grants, 2% Managed Care, 3% Private or Patient pay
- Services Provided: Level III Residential & Level I, Outpatient

BPHC - Change Team Leaders



From left to right: Iliana Ojeda, Ana Lopez, Luz M. Lopez, Rita Nieves & Hortensia Amaro, PI



BPHC - Aim Addressed

- Increased Access to initial intake at Entre Familia residential
- Problem: some of the calls that came for intake were not responded on a timely manner
- We lose some women that did not make it to treatment because calls were not returned on the same day



Changes Made

- Increased numbers of counselors responsible for returning calls & completing intake
- Implemented intake call log, documenting every time a call came in and to whom the intake was assigned
- Monitored accountability of counselors by Clinical Coordinator collecting the completed forms on weekly basis

Key Events that Made Change a Success

- Decision of change came as a result of walk-through exercise
- Clinical Coordinator & Counselors at the program suggested solution and developed the Intake Call log form
- Staff was open to feedback and feel committed to improve access and services for clients.



ENTRE FAMILIA PROGRAM



BPHC- Entre Familia Results



Casa Abierta- Open Door

- Counselors check messages left in the phone, 3 times a day
- Calls are returned to clients the same day
- Counselors complete intake log everytime a call comes in
- Increased access to clients by reducing time of wait for intake

Future Plans

- Returned 100% of calls that come in on the same day
- Complete intake assessments and have admissions within 24 hour time

