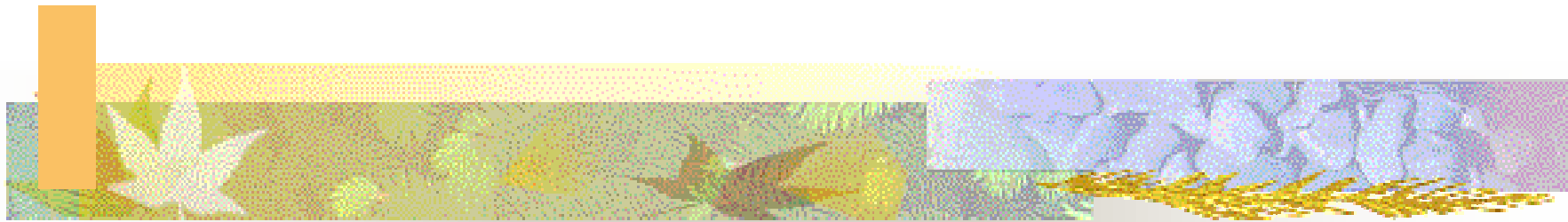


The Center for Drug Free Living



Orange County
Non-residential Services



Description of Organization

- Orlando, Florida
- Serving Central Florida since 1971
- Over 700 employees
- Serving three counties:
 - Orange County
 - Osceola County
 - Brevard County
 - Seminole County



Services Provided

- Adult and Adolescent Services
- Substance abuse education
- Prevention
- Intervention
- Outpatient Services
- Residential Services
- Methadone
- Detoxification
- Drug Court (adult/juvenile)
- Aftercare
- Juvenile Justice

Picture of Change Team





Aim Addressed

- Decrease the number of days from initial contact to first screening appointment
 - Prior to October 13, 2003 the time between initial contact and first screening appointment was 4 weeks
 - All screening appointments were by appointment
 - Walk-in clients were only seen if there was a no-show appointment



Changes Made

- Opened up “walk in” times Monday-Thursday 1-3pm
- On call counselor would take first three “walk in” clients
- Screening counselor continued to take appointments
- Clients calling for services were given a choice to walk in during designated times or make an appointment



One Key Event That Was Particularly Instrumental in Making This Project a Success

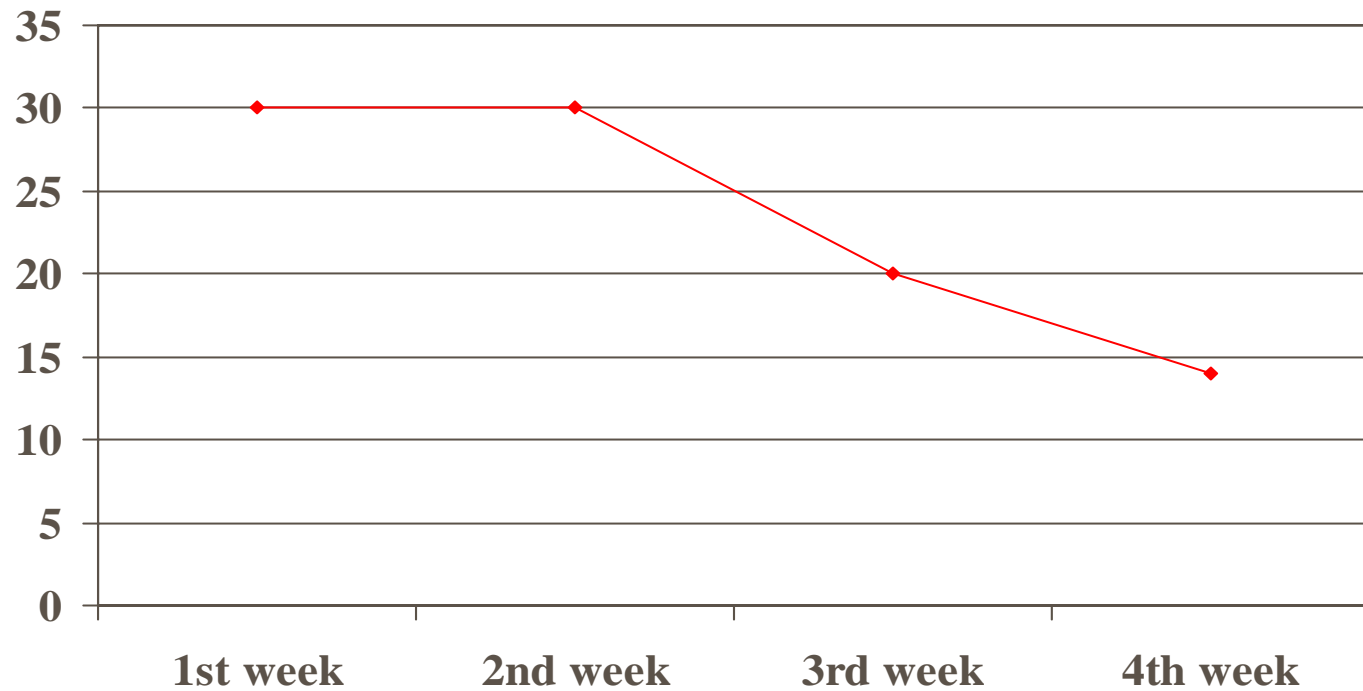
- Change leader attended and participated in counselor staffing and meetings to get input from staff and to establish a relationship with clinical staff at program. This has allowed for the clinical staff to become part of the process and engage them in the idea of making changes to improve the system. The change leader has become part of the “team” of the outpatient program.

Picture of Organization



Results

Days from first contact to initial screening





Future Plans

- Strive toward a screening process which allows for a choice between walk in and appointments
- Achieve a maximum wait time from first contact to initial screening of 7 days
- Address early engagement of clients into treatment
- Address successful completion rate of clients
- Evaluate if there is a correlation of successful treatment completion between a walk in and an appointment client