

THE NEED

The Theory: encouraging the engagement of family/friends in treatment will enhance client retention.

- ❑ CNYS first implemented a Rapid Admission process, in order to enhance Access at the Day Treatment Program.
- ❑ Rapid Admission helped with access, but did not enhance retention.
- ❑ CNYS has been seeking to enhance family participation as one of three agency priorities for 2003. Family interventions are seen by CNYS as critical to recovery.
- ❑ Our active clients at the Day Treatment Program have reported that they want the opportunity for family members to participate in their treatment.
- ❑ Even if family members do not participate in treatment, inviting them, and defining the treatment as family-focused has a therapeutic benefit, and creates a “welcoming” program and agency.
- ❑ As community experts in the field of co-occurring disorders, other providers look to CNYS to assess, as well as treat. Family involvement in the assessment process enables us to gather critical information, helping us to make appropriate referrals for those who are not appropriate for our services.

THE CHALLENGE

There has been a chronic neglect of the families of those with co-occurring mental illness and chemical dependency.

Limited Resources

- ❑ Traditional providers of mental health and chemical dependency services have historically felt overwhelmed by those with co-occurring disorders (COD). Lacking the resources to fully address the needs of these clients, the providers have failed to include the family.

Isolation

- ❑ Many of our clients have been chronically homeless, and have no family members in the area. Many lack personal relationships, and list their case managers as their emergency contacts.

Stigma

- ❑ Many of our clients experience a great deal of shame about their symptoms, as a result of having been treated in programs that did not welcome the challenges of those with COD. As a result, many do not want their family members to know about their treatment and symptom history.

THE CHANGE

Engagement of family members in each of the four components of our rapid admission:

	<i>During The:</i>	<i>By Providing:</i>
1	Phone Intake...	information about family participation
2	Assessment Session...	inclusion of the family member
3	Orientation Group...	a Family Orientation Group
4	Beginning of Treatment...	the Family Group

KEY EVENT: WHY IT WORKED

CONTINUITY

Continuity in Quality Improvement agenda:

- Family focused interventions have been an agency focus for 2003.
- Family focused interventions are being promoted as evidence based practices in New York.

Continuity in Program Culture

- The Day Treatment Program effectively applies systems theory, seeing clients as part of a larger context.
- We were able to implement this change swiftly, without needing to work on changing the culture first.

THE FUTURE

Continuous Family Engagement

- ☐ We plan to foster family engagement throughout the course of treatment, not just at admission. Some clients may respond more favorably once they have had time to develop a trusting relationship with the program, and may then be willing to include family members in the process.

Expansion to Other Programs

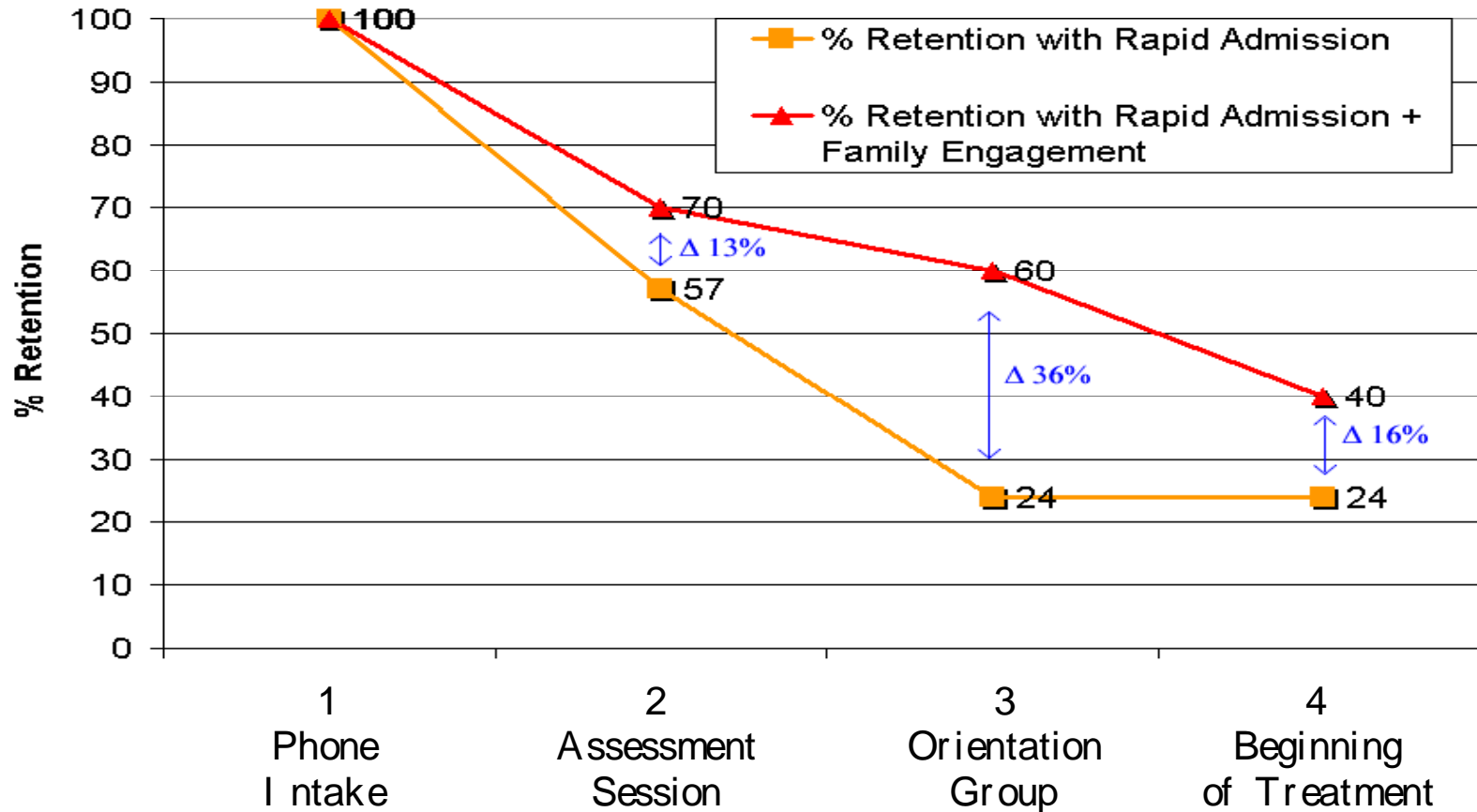
- ☐ Family Engagement will be implemented in the Dual Recovery Program, our outpatient clinic for COD, utilizing the same 4-Step sequence, and the same intake staffing team.

Community Outreach and Education

- ☐ CNYS, Inc. is taking a leadership role in attempting to promote awareness regarding the treatment needs of those with COD, and is working to network with other agencies who have been effective in engaging family members.

THE RESULTS

Enhanced Retention with Family Engagement



Family engagement clearly enhanced retention rates at each stage of admission.

CENTRAL NEW YORK SERVICES, INC.

<http://www.cnyservices.org>

Serving The Underserved **Bringing Evidence Based Practices to Those Most In Need**



- Treatment for Co-occurring Mental Illness and Chemical Dependency
- A Full Range of Licensed Residential Services
- Vocational Services
- Forensic Services

518 James Street, Suite 240
Syracuse, New York 13203

Phone: (315) 478-2453

Fax: (315) 425-8917

Email: administration@cnyservices.org

Family Engagement



Bridging The Gap



Top: Central New York Services, Inc. Administrative Offices;
Bottom: Day Treatment Program Facility



Seated, L to R: Kelly Winans, Intake Counselor; Kim Aichner, Director of Outpatient Services, Mat Roosa, Clinical Director. Standing L to R: Luann Healy, Chief Operating Officer; John Warren, Executive Director