

FLORIDA SUBSTANCE ABUSE PROGRAM

Florida's publicly funded [Substance Abuse Program](#) is part of the Department of Children and Families. The Substance Abuse Program Office is dedicated to the development of a comprehensive system of prevention, emergency/detoxification, and treatment services for individuals and families affected by substance abuse. Major functions of the substance abuse program are planning, policy development, implementation and administration, administration of funds, provision of a comprehensive and integrated system of care, and the regulation of substance abuse services and treatment facilities. This program also serves as the substance abuse single state administrative authority.

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PARTNERS: The Department of Children and Families
The Florida Alcohol and Drug Abuse Association (FADAA)
The Office of Drug Control
Southern Coast Addiction Technology Transfer Center

PROJECT AIMS:

- Reduce the average time between an individual's first contact for outpatient treatment and an initial screening/assessment
- Reduce the average time between initial screening/assessment and delivery of first outpatient treatment service
- Increase the number of persons who complete detoxification and then enter outpatient treatment services

STATEWIDE AIMS:

- Improve performance of access and retention measures
- Standardize and institutionalize data collection and reporting
- Establish a new learning community that supports the ongoing transfer of knowledge
- Eliminate regulatory and policy barriers to improve access and retention
- Adjust the state's data system to focus on client-based outcomes

GOALS AND MEASURES

The State addressed access and retention issues through the following initiatives:

- Reinvigorated a rule revision workgroup
- Focused on Treatment Alternatives for Safer Communities (TASC) to reduce wait time for assessments, from referral to assessment, and from assessment to reporting results
- Partnered with the National Black Alcoholism and Addictions Council to increase awareness and referrals between agencies
- Made revisions to the current state database
- Initiated contract requirements to better track treatment completions from detoxification

PROVIDER CHANGE PROJECTS

Each of the participating provider agencies identified aims that supported the achievement of the statewide aim. Two participating provider agencies are highlighted below.

Drug Abuse Comprehensive Coordinating Office (DACCO)

DACCO aimed to:

- Reduce no-shows for first treatment appointment after intake
- Reduce the waiting time from intake assessment to outpatient services
- Reduce intake paperwork

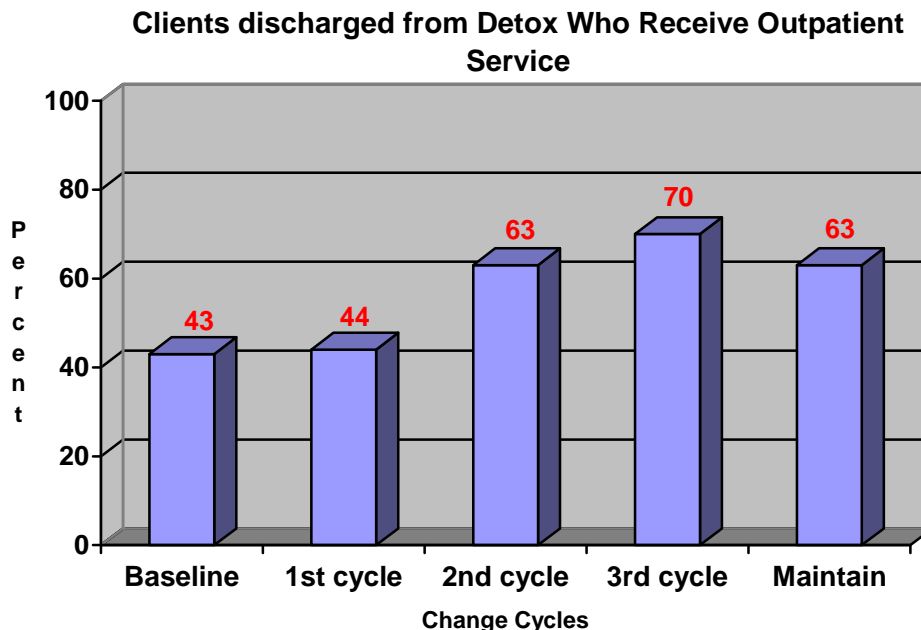
The program worked on these aims by engaging clients, reducing paperwork, removing an arbitrary minimum wait period between intake and first contact, and by using Motivational Interviewing techniques.

DACCO reduced no-shows from 54 percent at baseline to 50 percent, reduced wait time from 11.8 days to 8.4 days, and reduced the time required for intake paperwork from 60 minutes to 15-20 minutes.

Manatee Glens

Manatee Glens aimed to increase outpatient admissions from their detoxification program.

They worked to meet this aim by meeting with clients prior to discharge, using recovery coaches to meet with and engage clients, and by making reminder calls for appointments.



Manatee Glens increased the number of clients admitted to the program by 35 percent and increased revenue by 33.8 percent in a five month period.

OVERALL IMPACT

Through the use of continuous performance improvement, the state increased the efficiency of the delivery of client services and used their SAMHSA block grant more efficiently.

The Florida Learning System (FLS) is a strategic management design that allows the Substance Abuse Program Office to continuously review statewide service trends, needs profiles, service delivery, monitoring results/trends, performance outcomes, and resource utilization. The FLS will help to ensure that the systems of care and administrative oversight processes operate efficiently.

The rule revision workgroup is currently in progress. The group has proposed to further define and clarify the terms “screening” and “assessment” to improve consistency among provider agencies.

Florida is in the process of eliminating regulatory requirements for certain juvenile assessments that are no longer appropriate and are time consuming. Currently, provider agencies frequently perform duplicate assessments in order to meet regulatory requirements and to provide referral information. Eliminating these regulatory requirements will reduce the amount of time it takes for provider agencies to evaluate and refer juveniles for treatment. This initiative is a partnership with the Office of the State Courts Administrator and the Department of Juvenile Justice.

LESSONS LEARNED

- It is possible to make and demonstrate improvements quickly at the provider level.
- State level change is slower, but possible.
- State budget and procurement practices present a larger-than-expected barrier to system-wide change.

PLANNED CHANGES

- Bring five–six more provider agencies onboard.
- Recruit and train additional peer mentors.
- Engage all four provider networks.
- Engage with at least 16 provider agencies.
- Increase capacity to perform process improvements
- Identify practices at the provider level that can be disseminated statewide.
- Continue to initiate process improvements.
- Integrate activities of STAR-SI and Advancing Recovery.