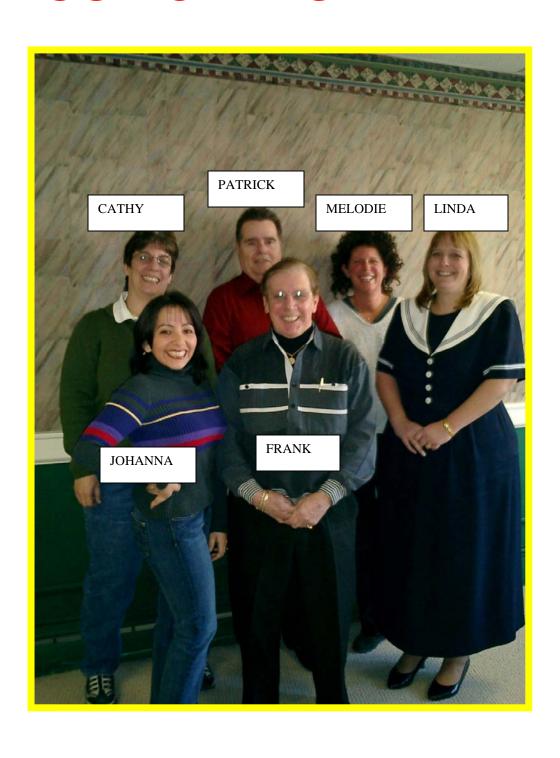
CONNECTICUT RENAISSANCE DESCRIPTION OF ORGANIZATION

- Norwalk, Connecticut
- Funding Sources: 75% State Grants, 5% State Administered General Assistance, 5% Medicaid, 1% Medicare, 3% Private Insurance, 12% Private Pay
- Adults Only
- 80% Court Mandated
- Services Provided: Outpatient
 Treatment

OUR CHANGE TEAM



AIM ADDRESSED

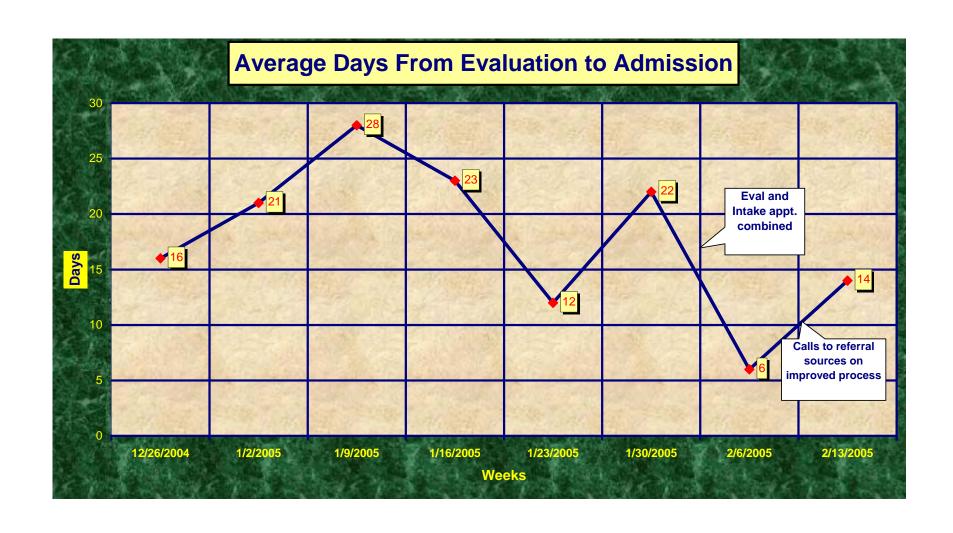
- Decrease the days from evaluation to admission in order to increase admissions.
- Why this problem?
- The wait time from evaluation to admission during 11/1/04 – 12/31/04 is 21 days.
- Clients never made it to treatment due to the long wait for admission.

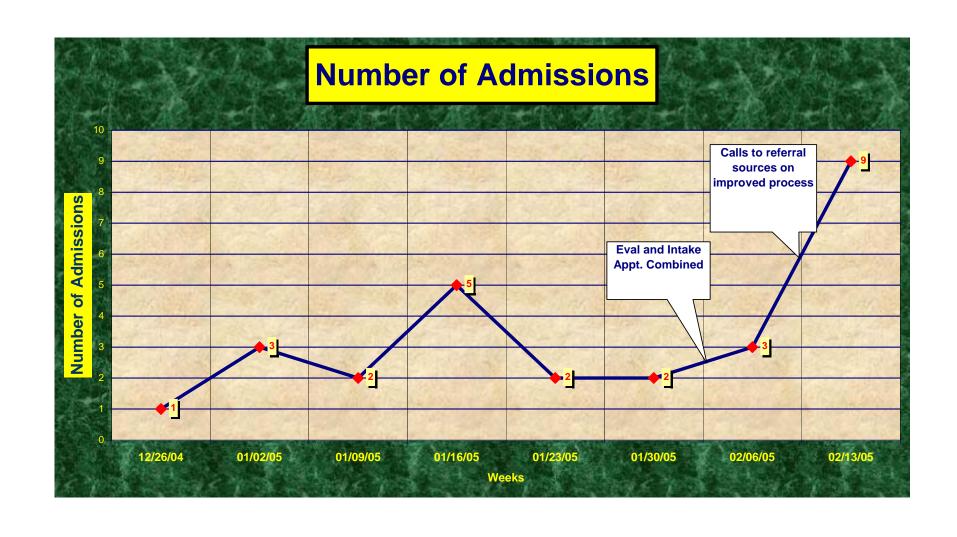
CHANGES MADE

- Combined the Evaluation and Intake Assessment into one appointment.
- Screened for appropriateness of admission immediately with available staff.
- Increased contact with major referral sources on improved admission process.

KEY EVENT INSTRUMENTAL IN MAKING PROJECT A SUCCESS

• Executive Sponsor and Change Leader empowered the team to make changes to the current process placing the team in the leadership position.





FUTURE PLANS

- Review changes for effectiveness.
- Strive for a 50% increase in admissions.
- Examine first contact by phone to identify areas of improvement.
- Examine staff utilization and productivity.