

# **mecca services**

**Mid-Eastern Council on  
Chemical Abuse**

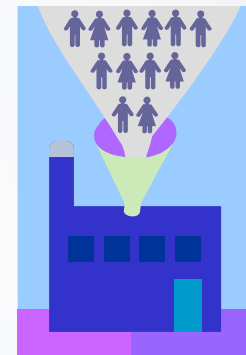
**Iowa City & Des Moines, Iowa**





# The Challenge

- **MECCA is one of seven substance abuse treatment agencies serving clients in Polk County, Iowa, home of the state capital. All clients accessing substance abuse services are channeled through a central assessment service operated by Employee and Family Resources (EFR).**





# The Challenge

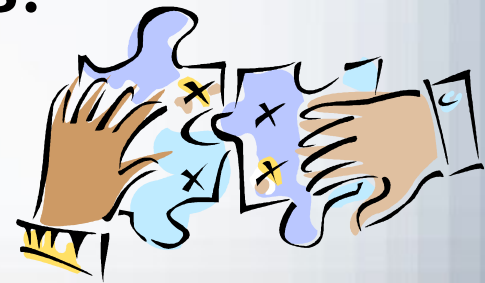
- **Clients typically wait 12 days between the time they call for an appointment and the first available evaluation time. Following the evaluation at EFR, clients must wait an average of 22 days for an admission appointment at MECCA.**





# The Challenge

- 44.4 % of clients do not show up for their admission appointment at MECCA which exacerbates the problem of lengthy waits to enter treatment.
- Changing the system will require the cooperation and support of staff from two separate organizations.





# The Change

- A walk through by MECCA staff at EFR and MECCA, followed by development of an informal flow chart highlighted the lack of contact between MECCA and EFR between the time of evaluation at EFR and admission appointment at MECCA.





# The Change

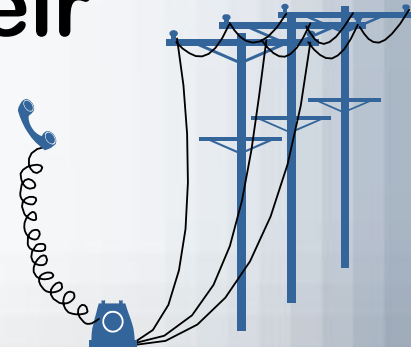
- Reminder calls were instigated by MECCA clerical support staff two days before the scheduled appointment. A log of all call attempts and their disposition was maintained.





# The Outcome

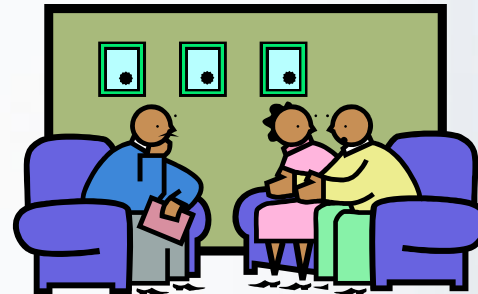
- **Prior to reminder phone calls, 44.4% of clients did not attend their scheduled admission appointment at MECCA.**
- **With reminder phone calls, 25% of clients did not attend their scheduled admissions appointments at MECCA.**





## Lessons Learned/Future Steps

**We were pleasantly surprised at the improvement in clients attending their first appointment at MECCA following the EFR evaluation.**







# Lessons Learned/Future Steps

## Future steps will focus on two areas:

- Streamlining the admission paperwork at MECCA to eliminate redundancy between MECCA and EFR when gathering clinical and demographic information from clients
- Understanding the impact of an interim group service offered on a voluntary basis by EFR on the number of clients attending their first appointment following their EFR evaluation.

