



Delaware Health & Social Services: Division of Substance Abuse and Mental Health

PROJECT LEADERSHIP:	Jack Kemp (Director of Substance Abuse Services) Kim Lucas (Coordinator of Treatment & Prevention Programs)
PROVIDER SITES:	Brandywine Counseling, Inc. (Wilmington) Connections Community Support Programs, Inc. (Wilmington) Kent Sussex Counseling (Dover) Thresholds, Inc. (Georgetown)
PARTNERS:	Delaware Association of Rehabilitation Facilities Treatment Research Institute

PROJECT DESCRIPTION

Delaware is currently implementing an innovative payment incentive program that awards providers for meeting admission targets and pre-set continuation goals. The NIATx Process Improvement Model is being used to build provider capacity to meet these incentive goals.

PRIMARY AIM(S) FOR PROVIDER PILOT

- Reduce outpatient wait times (as measured by time from initial contact to treatment).
- Improve continuation in the outpatient level of care.

STATE ACTIVITIES TO IMPROVE ACCESS & RETENTION

- Reduce paperwork burden by waiving duplicative requirements and clarifying actual requirements (noting perceived requirements that are not necessary).
- Identify and review licensing standards that present barriers to access and retention.
- Convene providers on a quarterly basis to provide process improvement technical assistance.