



## North Carolina Department of Health and Human Services: Div. of MH, DD & SAS; *Community Policy Management*

PROJECT LEADERSHIP	Flo Stein (Chief, Community Policy Management) Spencer Clark (Director of Operations and Clinical Services)
PROVIDER SITES:	Onslow County MH, DD, & SA Center (Jacksonville) Pitt County HM, DD, and SAS (Greenville) PORT Human Services (Greenville) Roanoke-Chowan Human Services Center (Ahoskie) Southeastern Center (Wilmington) Tideland Mental Health Center (Washington))
PARTNERS:	Governor’s Institute on Alcohol and Substance Abuse, Inc.

### PROJECT DESCRIPTION

North Carolina will use the NIATx Model to strengthen their detox services provided in the eastern portion of the state by improving access, engagement and continuation of care.

### PRIMARY AIM(S) FOR PROVIDER PILOT

- Increase detox admissions.
- Decrease detox wait times (as measured by time from initial contact to treatment).
- Increase successful completion of detox stays.
- Improve continuation to another level of care following discharge from detox.

### STATE ACTIVITIES TO IMPROVE ACCESS & RETENTION

- Clarify and communicate expectations for Performance Contract access measures, protocols, and monitoring mechanisms for local crisis response for screening, triage, and referral processes of consumers to detox programs.
- Review and consider revision of state Target Population eligibility criteria for ASA High Management to insure inclusion of detox population being discharged from facilities for appropriate access to full continuum.
- Train providers and prepare for introduction of new service definition of Community Support Services to be routinely integrated into detox consumer transition.
- Develop and implement a monthly reporting system for detox facilities for ongoing data review.

Reduce Waiting & No-Shows • Increase Admissions & Continuation