

## Percent of First Contacts which become Assessments within 30 Days at (999) ACME Treatment Agency

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### Report Description:

#### About NIATx

This report is part of a group called the NIATx (Network for the Improvement of Addiction Treatment) Reports. NIATx works with addiction treatment providers to make more efficient use of their capacity and shares strategies for improving treatment access and retention. NIATx works with its member organizations and the field at large to improve treatment through organizational changes that address four aims:

1. To reduce the wait time between a client's first request for service and the first treatment session
2. To reduce client no-shows
3. To increase addiction treatment centers' admissions
4. To increase the treatment continuation rate between the first and the fourth treatment sessions

NIATx members create a culture of process improvement in which treatment center staff uses existing resources to improve services, learn innovative strategies through peer networking, and model organizational improvements in addiction treatment. For more information, visit:

[www.NIATx.net](http://www.NIATx.net)

#### Current Report

The current report presents the aim of reduction in no-shows for consumers entering **outpatient** treatment. In order to use this report, an agency must be entering transaction type 27s into ICIS, which represent the First Contact. The objective of this measure is to determine the number of initial contacts with the agency, by phone or in person, that lead to assessments. See the FY08 ICIS Manual for more information on transaction type 27. The information in this report is shown by month and broken out by satellite and age group.

#### Definitions

- Percent represents the percent of contacts that became assessments:

Count of Assessments

Count of Contacts      x 100

- 1st Contacts represents a count of all contacts for a given month.
- Assessment represents a count of all assessments for a given month.
- Days to Assessment represents the number of episodes falling into each category of length of time between contact and assessment. For example, the first column labeled "Same Day" represents a count of all episodes in which the contact and assessment occurred on the same day.
- No Assessment indicates the number of contacts that were not followed by an assessment.
- Average Days represents the average number of days from contact to assessment for a given month in days.
- Unique Persons represents the number of individual consumers that were included in all episodes.

## Percent of First Contacts which become Assessments within 30 Days

Agency: (999) ACME Treatment Agency

Satellite: () All Satellites

Age Group: All Ages

Month	Percent	1st Contact	Assessment	Days to Assessment						No Assessment	Average Days	Unique Persons
				Same Day	1-3	4-7	8-14	15-21	22-30			
Jul-07	93.3	15	14	13	0	0	1	0	0	1	0	14
Aug-07	100.0	5	5	5	0	0	0	0	0	0	0	5
Sep-07	100.0	22	22	22	0	0	0	0	0	0	0	22
Oct-07	87.5	32	28	28	0	0	0	0	0	4	0	32
Nov-07	98.0	50	49	49	0	0	0	0	0	1	0	50
Dec-07	96.9	32	31	31	0	0	0	0	0	1	0	32
Jan-08	100.0	27	27	27	0	0	0	0	0	0	0	27
Feb-08	75.0	16	12	12	0	0	0	0	0	4	0	16
Mar-08	90.0	20	18	17	1	0	0	0	0	2	0	20
Apr-08	100.0	29	29	29	0	0	0	0	0	0	0	29
May-08	89.5	19	17	17	0	0	0	0	0	2	0	19
Jun-08	95.2	21	20	20	0	0	0	0	0	1	0	21

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