



Manatee Glens Corporation

Bradenton, FL



Manatee Glens Corporation, founded in 1955, is a not-for-profit mental health and addictions treatment center with a 50+ year legacy of non-profit service in Southwest Florida with Joint Commission Accreditation, a \$25 million annual budget and 420 employees,. There are seven locations that serve 1 out of every 30 families in Manatee County. Funding includes state, county, private insurance, managed care, Medicare, Medicaid and self-pay. Manatee Glens helps families in crisis with mental health and addiction services and supports the community through prevention and recovery. Services include Crisis/Acute (Access Center), Detoxification, Residential, Intensive Outpatient, Safe Children Coalition (Child Welfare), Children's Day Treatment, Manatee Glens Walk in Center, Outpatient Medical, Intensive Community Services, (FACT & CAT) and Prevention/ Intervention.

Aim

- Increase the number of clients attending Outpatient Treatment after Outpatient Detoxification

The walk-through revealed that when transferring from detoxification to outpatient treatment, the necessary paperwork had not made it to the outpatient center and the client was unable to reschedule their appointment.

Changes Implemented

- Implemented Outpatient recovery coaches & case managers to go to Detoxification location to meet client before 1st appointment.
- Clients are given a map to where Outpatient treatment will be conducted.
- Implemented reminder calls the day before appointment.
- When scheduling 1st Outpatient appointment clients have choice of day or evening appointment.
- Clients are placed in support groups when in detoxification and can continue to associate with same group of peers when transferring to outpatient services.

Results

The percentage of clients attending Outpatient Treatment from Outpatient Detoxification increased from 43% to over 70% in May and June.

- In July, 63% of all clients who accept a referral to outpatient detox connect with a recovery coach or case manager, 119 out of 190 clients.
- A total of 57% of clients complete an outpatient assessment for continuing treatment, 108 out of 190 clients. (Slight decrease in July, relative to May and June, was attributed to vacant staff position.)

Client comments:

- “The transition from OPD to Outpatient was made easy for us by you guys coming over before we were discharged”.
- “It felt more like follow the leader, and it would be okay”.
- “It felt good to have a face and a name of a person at Outpatient we were not just coming in cold, and having to start over again”.

Percent of clients attending Outpatient treatment from Detoxification

