



Promising Practice

Refer Clients Elsewhere

Problem

Clients spend too much time waiting for treatment when they could be in treatment elsewhere.

Solution

Refer clients elsewhere so that they can be seen right away.

Featured Stories

Oakwood Clinical Associates in Kenosha, Wisconsin ensures that clients do not have unrealistic expectations about getting into treatment promptly and refer them elsewhere if they cannot see them within two weeks.

Daybreak Youth Services in Spokane, Washington and **Perinatal Treatment Services (PTS)** in Seattle, Washington collaborated to cross-refer adolescent females who needed residential addiction treatment. PTS had open beds for publicly funded girls while Daybreak was trying to achieve a more balanced mix of privately and publicly funded clients and had a waiting list. For more information, see the Daybreak/PTS [report from the field](#).

Lessons Learned

- Referring clients elsewhere will not help improve the business case, but it will ensure that clients do not have unrealistic expectations about entering treatment quickly.

Tracking Measures

Cycle Measure

Number of clients referred elsewhere

NIATx Aims

- ✓ Reduce waiting time
 - Reduce no-shows
 - Increase continuation
 - Increase admissions

Financial Impact

- Increase revenue
- Increase staff retention
- Reduce costs

Data Collection Form

None