



Timeliness Symposium

Presented by
Illinois STAR SI State Collaborative



Overview of the Symposium

- What is timeliness?
- Why be concerned about it?
- Promising practices for reducing wait-time
- What is happening in Illinois?
- Discussion



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What is timeliness?

- The length of time it takes to be seen for the first time in response to a request for service
- Often wait time is more than a week and can extend to beyond a month
- Wait lists are common

Why improve timeliness?

- No shows to the screening or assessment interview can be 30%, 50% or higher
- Quick entry encourages engagement
- Early engagement reduces no-shows, increases admission, improves continuation
- Early engagement improves the organization's effectiveness and bottom line



Promising Practices

1. Reduce intake/assessment paperwork
2. Daily assessment opportunities, including evening and/or weekends
3. Use open scheduling or intake clinic
4. Double book assessments
5. Establish walk-in assessment capability
6. Market expanded assessment capacity



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State Change Opportunities

- What State staff discovered in doing walk-through exercises
- Ideas for how the State could aid improvement projects

Agency Timeliness Projects

- What we found by examining baseline data and doing walk-through exercises
- The objectives we set for our change work
- What we decided to change
- Preliminary results



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Discussion

1. What changes have YOU made to improve timeliness?
2. What seem to be the keys to success?
3. What significant barriers have you encountered?
4. What is the walk-away message you are getting from this brief symposium?