

To: All Staff
From: Tami and the Change Team
RE: August/September Change Project – Two Strikes Policy

July 29, 2010

Goal: Increase attendance in Opiate Group.

Problem: Despite a number of change projects including a survey, reminder texts, and asking for a commitment to attend the next week the Opiate Groups attendance has only increased 4%.

Method: We will be instituting a two strikes policy. This means that if a client has two consecutive unexcused absences they will not be allowed to attend group until they have met with their individual counselor and completed the "Group Absentee Form".

Office Staff's Responsibilities

1. Create a master attendance sheet for Opiate Group
2. Leave master attendance sheet in daily group rosters box each week
3. When a client calls to inform you that they are unable to attend group due to illness, court, exams, vacation, weather or another valid reason mark an E in the attendance box next to their name on the master attendance sheet

Group Leader's Responsibilities

1. Inform group of policy
2. Track group attendance on the master attendance sheet
3. Attend Thursday staffing
 - a. Bring master attendance sheet
 - b. Inform staff when a client has two unexcused absences
 - c. Fill out clients name and dates missed on the "Group Absentee Form"
 - d. Give the form to the PC in the meeting or place in their mailbox
 - e. Return master attendance sheet to the daily group rosters box
4. If a client comes to group that has two strikes without the completed "Group Absentee Form" inform them that they may not attend group

PC's Responsibilities

1. Reiterate importance of group attendance to all clients attending opiate group (especially for clients on Suboxone!)
2. Tell clients that if they have a valid reason for missing group that they need to call the front office (608)221-1500 ext 10
4. If a client calls you directly to tell you they will be absent, mark an E in the attendance box next to their name on the master attendance sheet
3. Bring "Group Absentee Form" to sessions with clients that have two strikes
4. Discuss with clients if they are still appropriate/benefiting from group
 - a. If they are not, remove their name from the group rosters in a timely fashion (this may impact their ability to continue to receive Suboxone)
 - b. If they are, complete the "Group Absentee Form" with the client and sign it
5. Give the form to the client and inform them that they must bring it to their next group session
6. Note the interaction in the progress notes