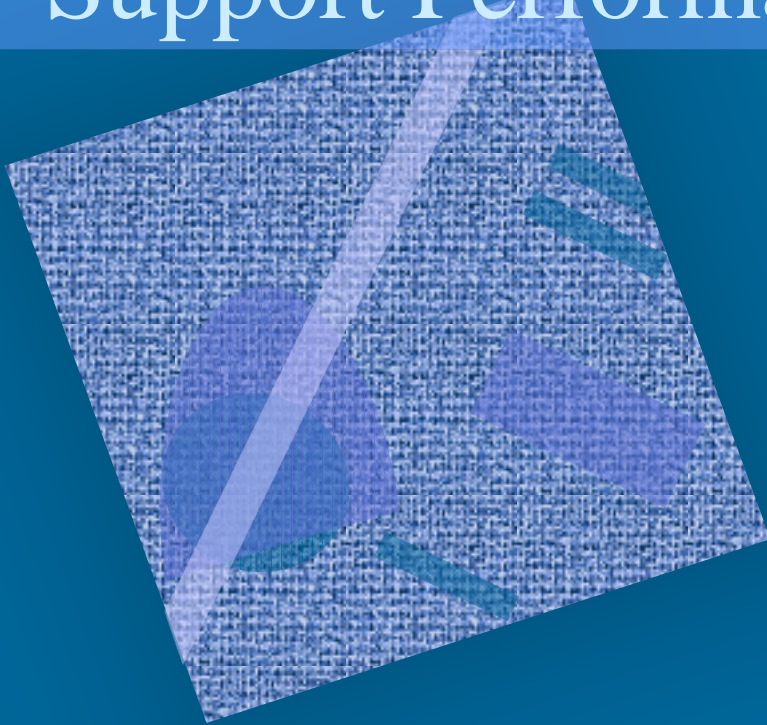


Developing Statewide Capacity to Support Performance Improvement



Florida
STAR-SI
Project

Background

- Determined need (2006) for a systemic approach to:
 - Strengthen client access to and retention
 - Increase the efficiency of substance abuse services
 - Support state strategic initiatives
- The State aggressively pursued two grants:
 - Strengthening Treatment Access and Retention - State Implementation (STAR-SI)
 - Robert Wood Johnson – Advancing Recovery (AR)

Strategies to Establish State-Wide Capacity through STAR-SI

- Utilize a Geographic Approach
- Increase staff capacity to utilize rapid cycle performance improvement techniques
- Engage local state staff
- Establish Managing Entities and State Coaches as hub
- Integrate a cadre of well trained state coaches and peer mentor to assist agencies in implementing performance improvement
- Connect with established processes
- Improve Data capacity to determine client outcomes (Crystal reporting)

Establishing Capacity

- Through the Development of:
 - State Coaches/Managing Entities
 - Change Team Leader (Academy)
 - Peer Mentors
 - Change Team Leader
 - Change Team Members
 - ACTION Campaign – Tools
 - Basic Tools – PDSA-101

State Coaches

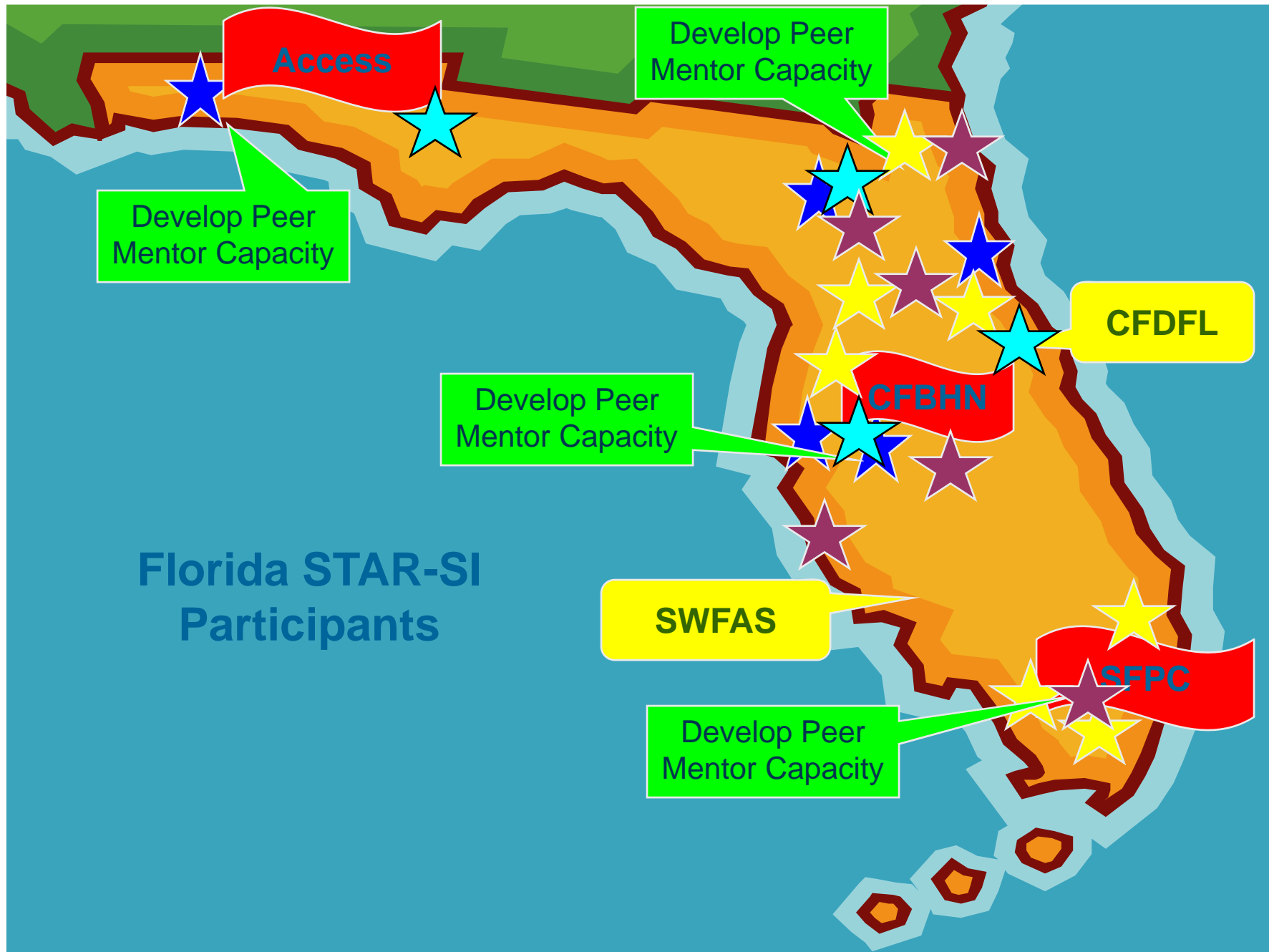
- Recruiting and training peer mentors
- Recruiting agencies to practice PI
- Working as liaison between department, managing entities and participating agencies
- Developing training opportunities and responsible for change leader academy
- Serve as advisory group to State offices (local and central)

Managing Entities

- Develop PI Capacity
- Provide Technical Assistance
- Educate Participants
- Disseminate best practices
- Integrate – within network and state

Peer Mentors

- Provide Technical Assistance
 - Provider Sites
 - State
- Tiered approach w/ increasing levels of expertise
 - Knowledge
 - Experience
 - Strengths
- Standardize approachh
- Develop network



Access

Develop Peer Mentor Capacity

Develop Peer Mentor Capacity

Develop Peer Mentor Capacity

CFDFL

CFBHN

SWFAS

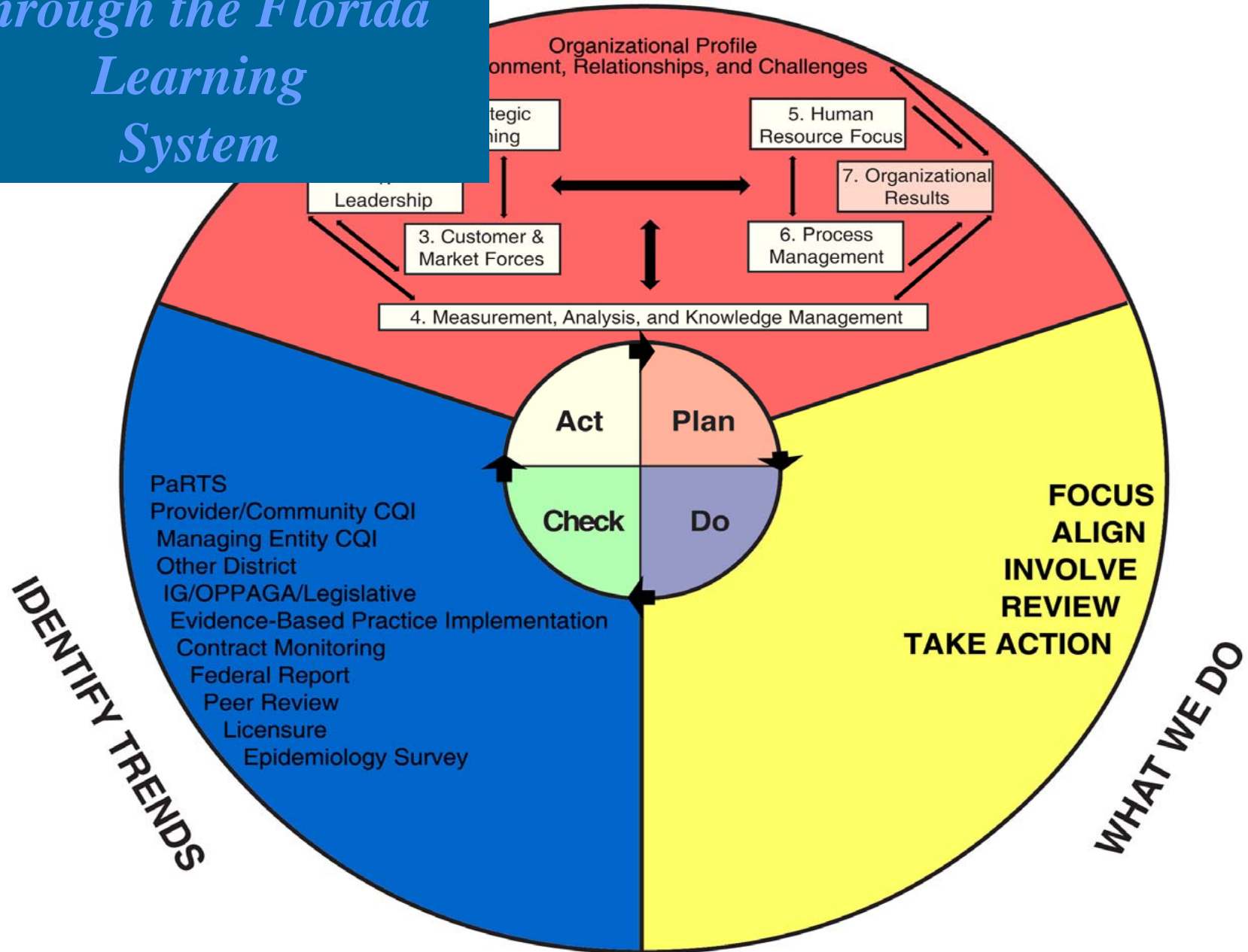
Develop Peer Mentor Capacity

SFPC

Florida STAR-SI Participants

*Pulling together
through the Florida
Learning
System*

HOW WE DO IT



The Florida Learning System

Areas of Focus:

- Access to services
- Quality of Services
- Engage clients who leave detox with services
- Assessment
- Screening/Engagement
- Retention

State Goal

- Establish a statewide substance abuse system of care based on continuous performance improvement!