



THE FLORIDA LEARNING SYSTEM

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National Partners

Substance Abuse & Mental Health Services Administration



Center for Substance Abuse Treatment



Robert Wood Johnson Foundation



Florida Partners

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New State Change Team Convened to Address Making Forms Efficient

The State Substance Abuse Program Office has initiated a new Change Project to improve the forms used to collect data for submittal into the Substance Abuse Mental Health Information System (SAMHIS). In the current process, the clinician fills in the paper form during client intake and then a data entry employee enters it into the SAMHIS. However, problems have been identified that include the forms user friendliness and the compatibility of these forms with the SAMHIS data system. There have also been complaints from provider agencies that different words are used for the same subject and that the forms are not in the same order as the data entry screen. These issues contribute to making the process more time consuming than is necessary for the person entering the data.

Members of this State Change Team are:

- ◆ Ximena Johnson - Change Leader
- ◆ Elyse Dermer - The Village
- ◆ Pam Kolek - Lakeview
- ◆ Rosa West - Meridian
- ◆ Sherri Kincaid - DACCO



Ximena Johnson, Change Team Leader

As Change Team Leader, Ximena is identifying basic changes that need to be made on the form. The change team has had their first meeting and discussed the best ways to implement this project and how to get clinicians and data entry personnel in their agencies involved so the team can get first-hand information on what problems the persons using the form are having.

Another State Change Team will be updating the State pamphlet language to be more user friendly.

Florida Learning Session Planned

Sheraton Suites, Cypress Creek in Fort Lauderdale will be the location of the next Florida Learning Session, April 17 & 18. In attendance will be representatives from all three Robert Wood Johnson/Advancing Recovery sites, change teams from year one and year two STAR-SI sites, community-based care representatives, peer mentors, Department of Children & Families, Substance Abuse Program Office staff and state and national NIATx staff.. Watch for details about the session in future newsletters.

Save the Date

Mark your calendars for the **2008 National Conference on Women, Addiction and Recovery: Inspiring Leadership, Changing Lives** at the Marriott Tampa Waterside Hotel and Marina, September 15, 16. The conference promises to be a premier training event with opportunities for both state and national networking. **A Call for Presentations has been posted.**

For more information visit: www.fadaa.org/women

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Strengthening Treatment Access and Retention - State Implementation (STAR-SI)

The Sky's the Limit

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Partners Year One

- ★ Drug Abuse Comprehensive Coordinating Office (DACCO)
Tampa
- ★ Lakeview Center, Inc.
Pensacola
- ★ Manatee Glens Corporation
Bradenton
- ★ Meridian Behavioral Healthcare
Gainesville
- ★ Stewart-Marchman Center
Daytona Beach

Year Two

- ★ A.C.T.S.
Tampa
- ★ Family Resource Center
Miami
- ★ Gateway Community Services
Jacksonville
- ★ Harbor Behavioral Health Care
New Port Richey
- ★ Jackson North Community Mental Health Center
Miami
- ★ LifeStream Behavioral Center
Leesburg
- ★ The Village
Miami

Peer Mentors

- ★ Center for Drug-Free Living
Angie Maldonado
Dr. Helen Benn
- ★ Southwest Florida Addiction Services
Kevin Lewis
Chrissy DeWerff

NIATx Coach

- ★ *Dr. Pauley Johnson*

Networks

- ★ Central Florida Behavioral
- ★ Northeast Florida Addictions Network, Inc.
- ★ South Florida Provider Coalition

In The News Recovery Coaches

On March 19th, Linda Transue, year-one STAR-SI Change Leader from Manatee Glens in Bradenton, was the guest speaker on the **Continuation to Recovery, NIATx Interest Circle call**. Linda's topic was *Use of Recovery Coaches*. Linda explained that when Manatee Glens began the STAR-SI project 2 years ago, they were struggling to successfully move clients from detox into outpatient treatment services. Manatee Glens has a 14-day outpatient detox program and successful referrals to continued treatment were at just 40%. The change team set a goal to increase those successful referrals to 70%. According to Linda, one key to their success was hiring recovery coaches. Manatee Glens was able to use existing funds to create two new positions for recovery coaches who would focus on improving the transition to treatment.

Recovery Coaches make initial contact with clients in outpatient detox. They connect with clients during individual sessions and even facilitate groups. Coaches can continue to see clients once in outpatient but this generally only occurs when there are treatment engagement issues. Coaches do not need to create treatment plans but they do record case notes. For billing purposes, the time coaches spend with clients is coded as a case management service. Others on the call shared their experience incorporating recovery coaches at their agencies. There was some variety in job descriptions. For example, one agency has recovery coaches doing home visits and others have their recovery coaches focused on job readiness and client housing issues.

Manatee Glens also began offering evening appointment hours for outpatient treatment. They also determined that because the detox services were in a different location than outpatient treatment, a simple map was given to clients so they could easily find outpatient treatment which was found to be very helpful. Appointment reminder calls were also implemented to engage clients. They also determined that clients wanted to continue the relationships they had formed with fellow clients in detox and so they purposefully kept clients in the same peer group once they entered outpatient treatment. All these changes, in addition to the incorporation of the recovery coaches, has resulted in Manatee Glens meeting their goal of 70% successful referrals from outpatient detox to outpatient treatment.

The Continuation to Recovery is one of several Interest Circle Calls coordinated by NIATx and open to anyone. A schedule of upcoming calls is posted in the national STAR-SI newsletter, *The Comet*. Contact Beth Hribar to be placed on *The Comet* list serve.: beth.hribar@chess.wisc.edu

Peer Mentor Training Scheduled

A one-day training for current and prospective STAR peer mentors has been scheduled for April 16th. This training will be held the day before the **Florida Learning Session** and will be held at the same location, the Sheraton Suites, Cypress Creek in Fort Lauderdale. Mentoring is a key component in NIATx process improvement. The Florida Department of Children and Families, Substance Abuse Program Office realizes the value in a mentor network to spread process improvements throughout the state. If you have been involved in STAR-SI and would like to attend this training, please contact Polly Ryan at pryan@fadaa.org or (850) 878-6584.

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Advancing Recovery... *Leading the Way*

March 2008

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*Purpose:
To develop and implement
administrative and
clinical system
improvements at provider
and state levels to
facilitate the successful
utilization of selected
categories of evidence-
based practices for
addiction treatment.*

Partners

- ⇒ **Operation PAR**
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Kay Doughty, V.P. of
Family and Community
Services
- ⇒ **River Region Human
Services**
Derya Williams, CEO
Minerva Bryant VP,
Clinical Operations
- ⇒ **Spectrum Programs/
Miami Behavioral
Health Center**
Bruce Hayden, CEO
Rhonda Bohs, V.P. of
Research Development

Coaches

- ⇒ **State Coach**
Colette Croze
Private Consultant
- ⇒ **Provider Coach**
Michael Boyle
President/CEO Fayette
Companies

IN THE NEWS

Round II of AR Grants Announced

The Robert Wood Foundation has awarded \$2.2 million in grants through Advancing Recovery: State/ Provider Partnerships for Quality Addiction Care, the foundation's initiative to improve addiction treatment through promoting the use of evidence-based practices. Six state/provider partnerships in Alabama, Arkansas, Colorado, Maryland, Texas and West Virginia will receive up to \$360,000 to participate in a national learning network that will provide on-going technical assistance and support.

Round II grant recipients will join Round I awardees (including Florida), who are now in their second year, for a Spring Learning Session on April 23rd and 24th in Atlanta, Georgia. Look for more about the event in upcoming newsletters.

What's 'changing' with Advancing Recovery at Operation PAR, Inc.?

The Change Team for Operation PAR, Inc. has a new focus as they begin implementing their second evidence-based practice. **Kay Doughty, Change Leader** and her team: Izzy Bennett, Administrator of Detox; Virginia Witherspoon, Administrator of Short Term Residential; Kara Causseaux, Administrator of Adult Outpatient; Linda Jeremiah, Administrator of Case Management Services; Wendy Danicourt, Administrator of the PAR Access Center, selected improving the transition of clients from detox and short-term residential to adult outpatient.

Kay reports their baseline data (3 months) demonstrated that approximately 40% of referred short-term clients actually began adult outpatient services, while 29% of detox clients did so with an average time from discharge to admission to outpatient of 11 days. "The team set a goal of improving the engagement to 50% and reducing the time to admission", said Kay.

The first 'rapid change' attempted by the team was to have an adult outpatient staff member who could explain the outpatient program meet with detox and short-term clients, while still in treatment. This was implemented in late November. No clients made a successful transfer in December but, given the impact of holidays, the team decided to try another month. In January, only 1 client out of 15 referred successfully entered outpatient. The team asked the short-term program to survey their aftercare clients to help identify other barriers the team had missed. Interestingly, the clients felt that they had the information and resources needed except, in some cases, help with transportation.

The team determined clients needed more immediate access and identified a new 'rapid change': a new outpatient orientation was established, exclusively for internal referrals. Clients approaching discharge would be scheduled for this orientation and transported to the orientation by the detox or short-term case manager. At this orientation, the clients are scheduled for their first group and individual sessions and are given a tour of the facility. This new process began the last week in February and Kay reports, "the team agreed to track this change for a month and evaluate however, the initial results look very positive."



**The Operation PAR
Advancing Recovery Team**

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