1.2.A.c: Increase outpatient chemical dependency treatment retention for adults from a state fiscal year 2013 average of 68.7% to 70.7% by 06/30/2015

**Where We Started:**

The Performance Based Contracting (PBC) adult outpatient treatment retention rate has been relatively stable for the past 8 reporting periods.

Factors influencing retention:

- A positive and consistent therapeutic relationship between the clinician and patient
- Motivational interviewing
- Recovery Support Services
- Flexible treatment schedule
- Appointment reminders

Barriers for treatment retention include:

- Low patient motivation
- Limited funding for patient support activities
- Lack of transportation
- Patient difficulties navigating the Medicaid and treatment systems
County contract amendments effective July 1, 2014 established the new state Goal of 70.7%

- Six counties are above the new state goal
- 21 counties are above their county target

*For contract purposes, the following combined counties are counted as a single county: Benton-Franklin, Chelan-Douglas, Stevens-Ferry, and Thurston-Mason.

Continued Work Needed:

As part of our February 2014 A3 Problem Solving process we selected two key root causes for lower retention rates:

Funding limitations for outreach and case management that allows providers to connect with patients outside of the office.

Adult outpatient clients not being retained.

- Some counties may need technical assistance to evaluate how they engage individuals and how they can achieve better adult treatment outcomes

Current Action Items

Effective July 1, 2014, county contracts were updated to include revised service definitions for reimbursable activities that positively impact retention.
• The University of Washington’s Alcohol and Drug Abuse Institute (ADAI) is developing the toolkit which is due to be complete by October 2014.
• The toolkit will be disseminated via in-person training or webinar, and available on the Division of Behavioral Health and Recovery (DBHR) website.
• In October 2014 the first in-person training will be offered at the Co-Occurring Disorders Conference in Yakima.
• DBHR will provide technical assistance to counties not meeting the outcomes set out in their improvement plans.

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**Biggest Challenges Remaining:**

• Case Management
• Transportation
• Supportive Housing

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**Support Needed from Governor & Legislature:**

• Without adequate resources we will not be able to meet our goals
• Budget cuts will further weaken our safety net

Reported by: Department of Social and Health Services