## Project Description / Purpose

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| **Project Name:** | *Justice-Involved Psychiatric and Mental Health Intake Process Improvement* |
| **Clinic:** | *Sanctuary Recovery Centers* |
| **Process:** | *Intake Process for Psychiatric and Mental Health Services* |
| **TIP 2.0 Process Milestone:** | *Screening* |
| **Project Description / Purpose** | |
| The project aims to enhance the intake process for justice-involved individuals seeking psychiatric and mental health services at Sanctuary Recovery Centers. This will involve creating a streamlined, efficient, comprehensive intake process to ensure timely access to necessary services. The purpose is to address specific needs, reduce wait times, improve assessment accuracy, and ensure smooth transitions into appropriate care pathways, ultimately leading to better mental health outcomes and supporting rehabilitation and reintegration into society. | |

## Project Overview

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| **Problem Summary:** | *The current intake process for justice-involved individuals is fragmented and inefficient, resulting in prolonged wait times and potential care gaps. This affects the overall patient experience and may lead to higher reoffending rates due to unmet mental health needs. Staff face increased workloads and inefficiencies in coordination, contributing to potential burnout, while patients experience delays in care, frustration, and worsening mental health conditions.* |
| **Desired Outcome(s):** | *Reduce intake processing time by 30%.*  *Improve accuracy in initial mental health assessments.*  *Increase patient satisfaction and engagement.*  *Enhance coordination with justice system entities.* |
| **Benefits:** | *Streamlined workflows for staff.*  *Better resource allocation and job satisfaction for staff.*  *Timely access to care for patients.*  *Improved mental health outcomes for patients.*  *Better support for reintegration into society.* |

## Timeline

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|  | **Description of Task and Completion Dates** |
| **Task 1** | Process Mapping and Analysis June 30, 2024 |
| **Task 2** | Project Initiation July 1, 2024 |
| **Task 3** | Stakeholder Meeting July 15, 2024 |
| **Task 4** | Development of New Intake Procedures |
| **Task 5** | Training for Staff October 1, 2024 |

\* Add new rows as needed.

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| **Task 6** | *Pilot Testing November 1, 2024* |
| **Task 7** | Full Implementation December 1, 2024 |
| **Task 8** | Project Evaluation January 1, 2025 |

## Project Scope

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| **In Scope Project Objectives** |
| ***Develop and Implement a New Intake Process for Justice-Involved Individuals***  ***Objective:***  *Design and establish a comprehensive intake process tailored to the unique needs of justice-involved individuals seeking psychiatric and mental health services.*  ***Key Activities:***  *Conduct a detailed analysis of the current intake process, identifying gaps and areas for improvement.*  *Engage stakeholders, including clinical staff, intake coordinators, justice system liaisons, and patients, to gather input and ensure the new process addresses all critical needs.*  *Develop standardized forms, checklists, and protocols to ensure consistency and thoroughness in the intake process.*  *Implement technology solutions to streamline scheduling, data collection, and stakeholder communication.*  ***Train Staff on New Procedures***  ***Objective:***  *Ensure all staff members involved in the intake process are well-versed in the new procedures and can execute them effectively.*  ***Key Activities:***  *Develop comprehensive training materials to support staff learning, including manuals, guidelines, and instructional videos.*  *Conduct training sessions and workshops for all relevant staff, focusing on the new intake procedures, use of technology tools, and communication protocols.*  *Provide ongoing support and refresher training to address challenges and reinforce best practices.*  *Establish a feedback loop where staff can report issues and suggest improvements, ensuring continuous process enhancement.*  ***Collaborate with Justice System Entities for Smooth Transitions***  ***Objective:***  *Facilitate seamless coordination and communication between the mental health clinic and justice system entities to ensure smooth transitions for justice-involved individuals.*  ***Key Activities:***  *Establish formal communication channels and protocols with justice system entities, including law enforcement, probation officers, and court representatives.*  *Develop and sign memorandums of understanding (MOUs) to outline both parties' roles, responsibilities, and expectations.*  *Schedule regular meetings and joint training sessions with justice system partners to foster collaboration and address procedural issues.*  *Implement a tracking system to monitor the progress and outcomes of justice-involved individuals throughout their engagement with the clinic and justice system entities.*  ***Pilot Test and Fully Roll Out the New Process***  ***Objective:***  *Conduct a pilot test of the new intake process to identify any issues and make necessary adjustments before full implementation.*  ***Key Activities:***  *Select a pilot group of justice-involved individuals to test the new intake process, ensuring a representative sample.*  *Monitor and evaluate the pilot test, collecting data on process efficiency, staff performance, and patient outcomes.*  *Gather feedback from all stakeholders involved in the pilot test to identify strengths and areas for improvement.*  *Refine the intake process based on pilot test results, making necessary adjustments to address any identified issues.*  *Plan and execute a full rollout of the new intake process across the clinic, ensuring all staff are prepared and supported.*  *Continue to monitor the process post-implementation, collecting data and feedback to ensure ongoing improvement and sustainability.*  *By focusing on these in-scope objectives, the project aims to create a more efficient, effective, and patient-centered intake process for justice-involved individuals, ultimately enhancing the overall quality of care and support provided.* |
| **Out-of-Scope Project Objectives or Activities** |
| *Enter description of the objectives or activities that are out of scope here.*  **Changes to Non-Intake Related Clinical Processes:**  Any modifications or improvements to clinical processes that do not directly relate to the intake of justice-involved individuals are beyond this project's scope. This includes general medical treatments, ongoing therapy sessions, and the clinic's other healthcare services.  **Broader Organizational Policy Changes:**  The project will not address broader organizational policy changes not specifically related to the intake process. This includes human resources policies, overall clinic operational strategies, and other administrative policies.  **Development of New Mental Health Programs:**  Creating or implementing entirely new mental health programs or services is not within the scope. The project is dedicated to refining and optimizing the existing intake process for justice-involved individuals.  By clearly defining these out-of-scope objectives and activities, the project ensures a concentrated effort on improving the intake process for justice-involved individuals, maintaining a focused approach to achieving specific, actionable outcomes. |

## Project Team

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| **Team Lead:** | Rashon Ambrosy | **Project Champion:** | Wendy Rodgers |
| **Process Owner:** | Ulonda Old Coyote | **Process Manager:** | Magen Turnbo |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| *Matthew Kane* | *Admission Director* | *Admissions* | *Sanctuary Recovery Centers* |
| *Rod McKone* | *Deputy Assistant Director* | Arizona Department of Corrections, Rehabilitation and Reentry | *Arizona Department of Corrections* |
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| **Project Team Members** | |
| **Name** | **Team Role** |
| *Julie Fox* | *Peer Support Specialist* |
| *Dale Lovell* | *Clinical Records Information Specialist* |
| Wendy Rodgers | TIP 2.0 Director |
| Magen Turnbo | TIP 2.0 Manager |
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## Signatures

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| **Process Owner** | Ulonda Old Coyote |
| **Project Champion** | Wendy L. Rodgers |
| **Team Leader** | Rashon Ambrosy |