Have they been here before?

Client completes Registration Form (English or Spanish) at Front Desk

**PAATHS- PDSA Cycle #2**

**Specialized Care Model**

**Start Date: 3/19/13**

**End Date: 4/9/13**

Program Assistant Finds Client’s Chart/ Starts New Chart & Runs Client’s Insurance

Program Assistant place charts inside CM/PHA office holders

**If client is looking for:**

* Place individuals into detox and help clients seek other options, such as MATx
* Works closely with other internal & external partners , such as HB

Detox Services

**Acute Placement and High Ultizer Specialist**

* Answers 1-855 phone, provides education and support over the phone
* Schedules appointments for individuals looking to access treatment from themselves or a loved one to come in for education and/or support
* SAN at SECHC

**Information and Referral Family Specialist**

Information and/or Family Support

* Place individuals into post-detox tx programs and provide individuals w/ sober housing information

Post-Detox Treatment Services and Housing

**Aftercare and Housing Specialist**