



All CSBs Have Implemented the Same Day Access Model

March 2019

As of March 2019, all of the 39 Community Services Boards (CSBs) and the Richmond Behavioral Health Authority (RBHA) have implemented Same Day Access (SDA). The purpose of SDA is to provide a clinical assessment to any individual on the day they come to the CSB (during open access hours). This process greatly improves consumer satisfaction and engagement, while also eradicating “no-shows” in the assessment process, which saves CSB staff time.

Before implementing SDA, each CSB had an in-depth consultation with MTM Services, a third-party expert. The consultation consisted of analysis and planning of every aspect of the consumer’s experience from the moment s/he seeks services. Consultants looked at each CSB’s location(s) and demand for services to determine the most worthwhile times for walk-in hours and which CSB location(s) would be able to make the most use of SDA. As well, MTM provided recommendations regarding staffing patterns and physical layout of the welcome area to ensure efficiency and a positive consumer experience. Intake staff are cross-trained to assess adults and youth as well and individuals with co-occurring disorders.

If behavioral health needs are identified, the assessment will result in an appointment offered within seven to ten days in the appropriate service area. If the assessment indicates a need for emergency care, the CSB has protocols for immediately accessing crisis care for both behavioral and physical health. **The SDA days and walk in hours vary by CSB. Contact the CSB where you live for its walk-in hours and location(s). You can find your CSB by using the CSB directory at <http://vacsb.org/csb-bha-directory/>.**

“Some people struggle with the decision to seek help for their mental illness.

With Same Day Access, we can provide personal interaction as soon as they make the courageous choice to walk through our doors.” – CSB Intake Staff Person

<u>Before Same Day Access:</u>	<u>After Implementing Same Day Access CSBs report:</u>
<ul style="list-style-type: none">• Individuals in need may have had to wait up to 30 days for their first clinical appointment. As a result, some CSBs reported that up to 40% of clients did not show up for that appointment.• One CSB reported that over 1,500 hours of clinical time set aside for initial appointments were lost due to “no-shows”. That time is now used to provide full assessments.	<ul style="list-style-type: none">• The waiting list for assessments has been eliminated• A higher retention of individuals between initial walk in and program admission.• Staff time is saved by eliminating phone intakes.• Usually, the entire process from intake to assessment takes less than two hours, and the individual leaves with a follow up appointment offered within 7-10 days.

The STEP- VA Model of Care:

SDA is the first step in the larger model of care being implemented by DBHDS called System Transformation Excellence and Performance (STEP-VA). STEP-VA was developed to provide easier access to treatment; a uniform set of services across all CSBs; and accountability across CSBs to work toward excellence in behavioral healthcare. The next steps in STEP-VA currently underway are implementing primary care screening and monitoring at all CSBs; phasing in a statewide expansion of outpatient services; and planning for more comprehensive crisis services at all CSBs.