

## Training Overview

These trainings are part of a series of research-to-practice trainings on addiction treatment that have taken place throughout California since 2004.

## Purpose and Objectives

Process improvement is an evidence-based framework that, when applied to engagement and retention procedures, can get substance abuse clients in the door quickly and keep them there long enough to make a difference.

The CATES trainings on improving engagement and retention will focus on a bi-directional approach that enables management and staff to collaborate on improving the timeliness and efficiency of substance abuse screening, assessment, and treatment services, based on an understanding of customer/client needs.

The information presented will be based, in part, on strategies developed by the Network for the Improvement of Addiction Treatment (NIATx).

At the end of the daylong training, you will be able to:

- Define the 5 basic principles of process improvement
- Identify problems from the client's perspective
- Explain a rapid cycle change process
- Establish measurable improvement objectives
- State the importance of experimenting with change projects
- Create a plan to sustain successful improvements

## An Opportunity for Continued Learning

In addition to participating in this one-day training session, you will be given the opportunity to continue learning about the various aspects of process improvement by participating in a series of monthly conference calls. Information regarding the follow-up coaching calls will be provided at each training.

Visit [www.psattc.org](http://www.psattc.org) for more information.



Clinical Trials Network  
Pacific Region Node  
California/Arizona Node



UCLA

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# CATES

California 2008  
Addiction Training  
and Education Series:

## Improving Client Engagement & Retention in Treatment

- May 14, 2008  
Shasta County Administration Center  
Redding, CA
- May 16, 2008  
The Delhi Center  
Santa Ana, CA
- May 19, 2008  
U.C. Center  
Fresno, CA

### Sponsored by:

- UCLA Integrated Substance Abuse Programs (ISAP)
- Pacific Southwest Addiction Technology Transfer Center (PSATTC)
- NIDA Clinical Trials Network - Pacific Region Node & California/Arizona Node
- California Department of Alcohol and Drug Programs
- County Alcohol and Drug Program Administrators' Association of California (CADPAAC)
- Shasta County Alcohol and Drug Programs
- Orange County Health Care Agency - Behavioral Health Services
- Fresno County Department of Behavioral Health
- MedMark

## • Three Locations •

### Shasta County

Shasta County  
Administration Center  
Board of Supervisors Chambers  
1450 Court Street  
Redding, CA 96001

May 14, 9 a.m. – 5 p.m.

### Orange County

The Delhi Center  
505 E. Central Ave.  
Santa Ana, CA 92707  
May 16, 9 a.m. - 5 p.m.

### Fresno County

U.C. Center  
550 E. Shaw Ave.  
Fresno, CA 93710  
May 19, 9 a.m. – 5 p.m.

#### Continuing Education (CE)

Six hours of CE credit are available for several disciplines at no additional cost.

UCLA Integrated Substance Abuse Programs (ISAP) is approved by the American Psychological Association to sponsor continuing education for psychologists. UCLA ISAP maintains responsibility for this program and its content.

CE credits will also be provided for MFTs/LCSWs (BBS, PCE 2001), CADCs (CAADAC, 2N-00-445-1109), CATCs (CAADE, CP 20 809 C 0710), and CASs (BCAS, 5033). The UCLA School of Nursing will provide Board of Registered Nursing CE credits (9542).

**Lunch will not be provided; attendees are responsible for making their own arrangements.**

#### Target Audience

The audience for these regional trainings is substance abuse and mental health treatment providers (e.g., counselors, case managers, program directors, executive directors, and administrators) and other professionals (e.g., researchers, psychologists, educators, law enforcement personnel, nurses, and physicians) interested in the latest information on methods for engaging and retaining clients in substance abuse treatment.

Change involves commitment across all members and levels of an agency. We encourage agencies to send a group of participants to the training to facilitate a common understanding and shared vision of process improvement within the agency.

#### Registration

Registration will occur (and continental breakfast served) from 8 a.m. – 9 a.m. Preregistration is preferred. Please complete the attached registration form or register online at [www.psattc.org](http://www.psattc.org). A detailed confirmation letter will be sent to you via e-mail or fax upon registration and payment. If you have special needs (e.g., ADA access, American Sign Language interpretation), please contact Christina Gutierrez (310-267-5408 or [gutierrezc@ucla.edu](mailto:gutierrezc@ucla.edu)).

#### Tuition (Includes course material & CE credit)

- Preregistration.....\$95
- Onsite registration ..... \$115

A limited number of scholarships are available. Please make requests in writing to Sal Santoyo ([santoyo1@ucla.edu](mailto:santoyo1@ucla.edu)) up to 3 weeks prior to your selected training.

#### Cancellation Policy

Notice of cancellation must be made at least 72 hours in advance of training date in order to receive a refund minus \$25 for administrative processing. Otherwise, registration fees are nonrefundable.

## Online Credit Card Registration

For secure credit card registration (Visa, MasterCard, Discover, or American Express), please register online at [www.psattc.org](http://www.psattc.org).

## Mail-in Registration

Name: \_\_\_\_\_ Degree: \_\_\_\_\_

Agency: \_\_\_\_\_

Job Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

County: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

E-mail\*: \_\_\_\_\_

\*\_\_\_\_I'd like to receive e-mail notices about future trainings.

Check which CE credit you need:

\_\_\_ Psychologist      \_\_\_ CADC      \_\_\_ CAS

\_\_\_ MFT/LCSW      \_\_\_ CATC      \_\_\_ RN

Cert./License #(s) \_\_\_\_\_

I will attend: \_\_\_ Redding, May 14

\_\_\_ Santa Ana, May 16      \_\_\_ Fresno, May 19

Preregistration ..... \$95

Onsite Registration .....\$115  
(CE credit included in registration fee.)

**Total** ..... \_\_\_\_\_

\_\_\_ Check enclosed made payable to **UC Regents**

Mail this form and payment to:

UCLA ISAP, ATTN: Christina Gutierrez  
1640 S. Sepulveda Blvd., #200  
Los Angeles, CA 90025-7535  
(310) 267-5408  
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