

MEMORANDUM

TO: Executive Directors/Agency Administrators
California-based alcohol and other drug (AOD) treatment and recovery programs

FROM: Pacific Southwest Addiction Technology Transfer Center (PSATTC) and County Alcohol and Drug Program Administrators' Association of California (CADPAAC)

RE: California Addiction Training and Education Series (CATES): Improving Client Engagement and Retention in Treatment, Spring 2008

It is our pleasure to announce the spring 2008 schedule for the California Addiction Training and Education Series. The regional trainings, which will focus on strategies to improve client engagement and retention in treatment, will be held on May 14th (in Shasta County), May 16th (in Orange County), and May 19th (in Fresno County). The attached brochure contains additional information, a mail-in registration form, and instructions for registering online.

Process improvement is an evidence-based framework that when applied to engagement and retention procedures can get 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).

The intended audience for the regional CATES 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 treatment.

Change involves commitment across all members and levels of an agency. The spring 2008 CATES training series is the next step in an ongoing effort to apply science research to practice throughout the field, and to teach CA-based AOD treatment providers evidence-based strategies for changing the way services are provided in the early phase of treatment (e.g., assessment/intake, admission, first two months of treatment), in order to improve client outcomes. Executive level support is essential in allowing staff to make simple, straightforward changes to the way that services are delivered at your agency. Therefore, it is especially critical that a member of the executive management team be involved in the training process. We encourage your agency to send a group of participants to the training to facilitate common understanding and a shared vision of process improvement.

Please do not hesitate to contact us with questions or concerns. We hope to see you in November.

Sincerely,

Richard Rawson, Thomas Freese, and Beth Rutkowski, PSATTC

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