

## Emergence – Albany

We are Emergence and since 1981 we have opened our doors to those who have sought the shelter of recovery. With offices and treatment centers located in various cities around Oregon we offer our services in Lane, Benton, and Linn County for all areas of addiction recovery and education.

### Aims

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This Change Project aimed to reduce the no-show rate for assessments for Discovery Program (DUI) clients.

### Changes

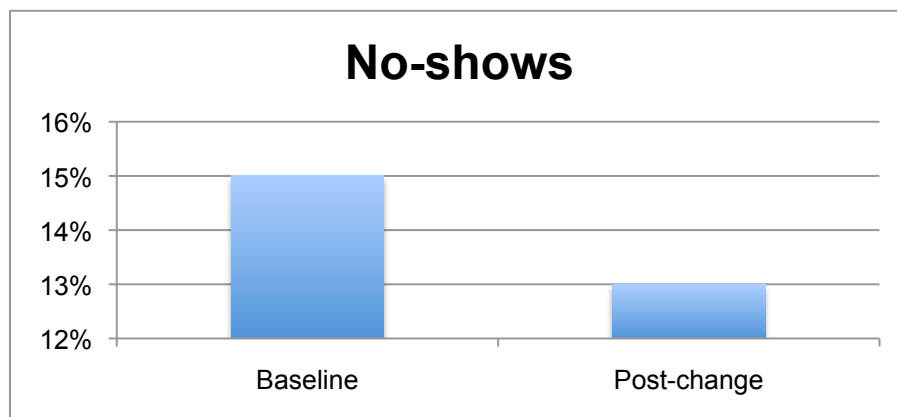
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In order to reduce no-shows for assessments, we started making reminder calls for assessment appointments. For eight weeks, the agency administrative assistant made reminder calls for all clients the night before their appointment.

### Results

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As a result of these changes, no-shows for assessment appointments decreased from 15 percent to 13 percent.



Because this change did not make significant change to the already low no-show rate, reminder calls did not increase the number of clients in treatment or agency revenue.

### Lessons Learned

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In the course of this Change Project, we learned that even with clients with mandated treatment, eliminating no-shows entirely is not possible without more intervention from the criminal justice system and perhaps also more financial support.

## Next Steps

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This project has been abandoned because it required time and resources but not produce a significant improvement in client outcomes or agency revenue.