

Beaver County L.A.U.N.C.H.

Fact Sheet February 2012

The Beaver County L.A.U.N.C.H. (Learning and Understanding the Needs of the Chronically Homeless) Program began in October 2008 with the first client enrolled in November 2008. In March 2011, NHS Human Services (NHS) took over the contract which had currently been held by Gateway Rehabilitation Center. The purpose of this fact sheet is to provide an analysis of the six-month follow-up interviews for all clients enrolled in L.A.U.N.C.H. since NHS began providing services.

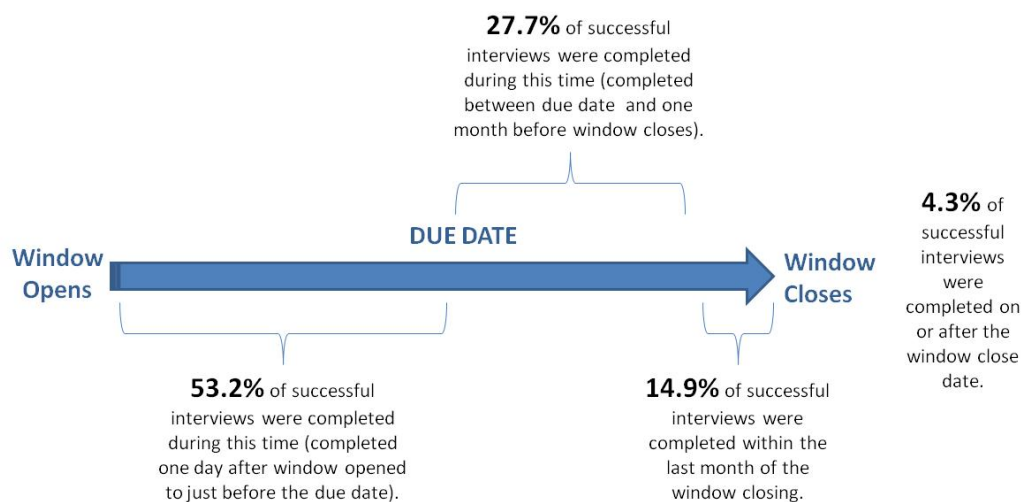
Follow-Up Six-Months Post Entry

All clients are targeted to have a follow-up interview completed six months after enrolling into BC L.A.U.N.C.H. Staff have a two-month window on either side of the actual follow-up due date to allow enough time to locate the client and complete the interview. Since NHS began providing the services for the program in March 2012, there have been 98 follow-up interviews due. Almost half (48%) were successfully completed with the client. This is substantially lower than the targeted 80% successfully interviewed rate set for the program by the Center for Substance Abuse Treatment (CSAT).

Reasons provided for why follow-up interviews were unable to be completed include:

- 29 (56.9%) clients were unable to be located as they had moved (or for other reasons);
- 8 (15.7%) clients were located, but refused to complete the interview or were withdrawn from the project;
- 8 (15.7%) clients were located, but unable to gain access (institutional or otherwise);
- 4 (7.8%) clients still have windows open so a successful interview is hopeful and
- 2 (3.9%) clients are overdue but in process¹.

The graph below displays some findings regarding the timing of completing successful interviews.



¹ It was only recently made known that follow-up forms were expected for those clients who had been in the program prior and were re-admitted. Attempts to get caught up on all outstanding forms are currently in process.

It appears that the majority of successful interviews are those which are conducted near the beginning of the follow-up window (i.e., 53.2% of interviews completed during this time were successfully completed). Between the 53.2% (of those completed within the first two months) to the 27.7% (of those completed between the due date and one month prior to the window closing), there appears to be a much higher likelihood of completing a successful interview when attempts to find the client occur early and interviews are obtained prior to one month before the window closes.

This does not suggest one should give up if having reached the end of the window period. This does stress however that starting the follow-up attempts

earlier in the process seems to be key in receiving a successful interview.

SAMHSA provides some Technical Assistance and Trainings, one of which is titled "Advanced Follow-Up Techniques". This guide provides some helpful tips in tracking and locating clients, some of which include:

- Send letters
- Make phone calls
- Host events
- Door knock
- Complete tracking logs
- Regularly update locator forms
- Contact caseworker at social service agencies or probation to forward letters, etc.

SAMHSA also provides some available websites which might help in the search to track down clients.

Search Engines:

<http://www.google.com>

Web-based white pages:

<http://www.whitepages.com>

<http://search.bigfoot.com>

<http://www.switchboard.com>

<http://www.findpeople.com>

Zip Code lookup:

<http://www.usps.com/zip4>

Public records websites:

<http://www.fosson.com>

Other webs resources:

<http://www.internetpeoplesearch.com>

<http://www.virtualgumshoes.com>

<http://www.infobel.com>