

**Outreach, OP  
Treatment &  
Case Mgmt  
Services**

**TARGET  
Accountability**

*Ensure  
complete  
case notes  
and enter all  
data!*

*Accurate  
data  
impacts  
retention  
rates!*

*Adds to  
agency's  
bottom line &  
uses limited  
resources!!!*

*Contract  
compliance  
and backup  
for billing.*

**Full Cost  
Reimbursements**

**Retention Rate**

## Substance Use Disorder Treatment “Wheel of Success”

(Also known as: “Snohomish County’s Treatment Services Accountability Circle”  
Patty Karvel and Shelli Young, Snohomish County Human Services AOD)

### Key Points:

- The wheel, cycle, or circle illustrates the connections between:
  - Outreach, Outpatient Treatment and Case Management Services
  - Utilization of TARGET and Reports
  - Client Retention Rate
  - Full Cost Reimbursement
  
- Each “gear” in the wheel relates to all the others making the whole wheel turn smoothly (or not).
  - Consistent outreach and treatment services directly affect client retention, reimbursement, etc.
  - Success results from coordinated effort.
  
- Exploring the wheel:
  - Outreach, Outpatient Treatment and Case Management Services
    - Outreach services help potential clients understand the value of treatment and facilitate entry into substance use disorder treatment. “Getting help” can be confusing for vulnerable individuals and their concerned family members. Outreach done well helps ease the fear and demystify the process.
    - Consistent, comprehensive, individualized treatment services are key to helping clients succeed in reaching their treatment goals and finding recovery. But as treatment professionals, it’s easy to get so busy providing the services it becomes hard to track them accurately. Logs and other time accountability methods help ensure every critical service is captured and reported.
    - Case management as part of an Individualized Service Plan is critical to supporting broader treatment goals. SUD treatment clients often face other life challenges such as trying to meet their basic needs, and these challenges can derail recovery if not addressed proactively.
    - If clients miss appointments, need to schedule or reschedule, or are close to becoming “non-compliant” with their program requirements, outreach and/or case management are important tools for counselors or other staff to reconnect and reengage the client.
  - TARGET Accountability
    - “If it’s not documented, it hasn’t happened.” Complete documentation (case notes and other data) entered into TARGET reflect client participation/attendance and **ALL** services provided.
    - Timely and accurate TARGET data entry must be a priority because agencies cannot be reimbursed for services that are not documented. TARGET reports help the agency, the County and the State track client participation and attendance, and program outcomes.
  - Retention Rate

- Retention rate standards are established by the State and are contractual performance indicators of how each County and its contracted agencies are doing in keeping clients engaged in treatment services.
- Retention rates are greatly affected by incomplete documentation. For example if a provider has a brief phone call with a client but does not take the time to log it and have that service entered into TARGET, the retention rate may suffer and not accurately reflect the quality of service being provided.
- Accurate documentation impacts contract compliance. Non-compliance in meeting performance indicators puts an otherwise successful/helpful program at risk of closing.
- Full Cost Reimbursement
  - ***Only those services reported in TARGET can be reimbursed!***
  - Full and complete reimbursement for the costs of providing treatment services helps agencies remain stable and financially solvent. Agency staff and services will suffer if agency resources are compromised.