

5.5 Supplementary spreadsheet analysis

At an AOD Service Providers meeting in November 2017 the service providers of AOD services in the North and West Metropolitan Melbourne Region and DHHS staff expressed an interest in an issues analysis of the data within supplementary spreadsheet submissions.

Following the decentralisation of Intake and Assessment activity mid-2017 some services had noticed a significant drop in client numbers and receipt of fewer referrals than expected, after some discussion from providers across the sector it was

agreed that Catchment Based Planning would source the regional data and compile an issues paper to be tabled to discussion at the next AOD Service Providers meeting.

Service providers were sent a template for data submission alongside a request from DHHS, and the catchment based planner compiled an analysis to help add some evidence and clarity to the discussion about client movements throughout the service system since the changes.

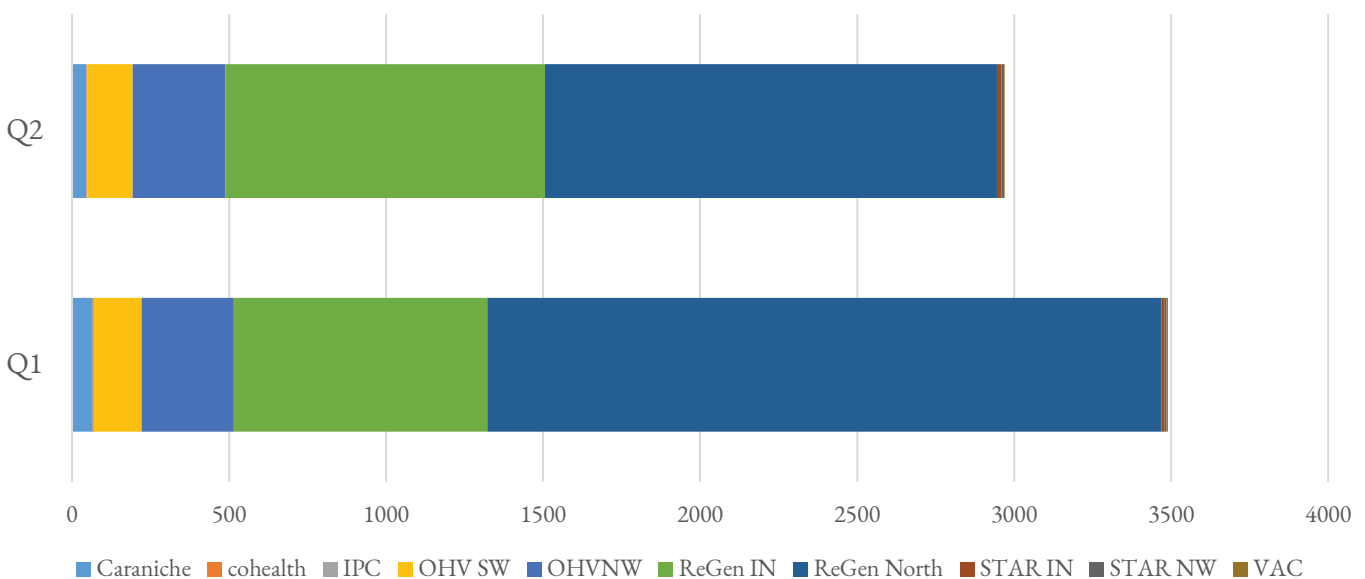
Analysis

The data in the following pages is divided into Q1 and Q2 of the 2017/18 financial year. These are the first two quarters after the changes to intake and assessment.

Intakes and walk-ins

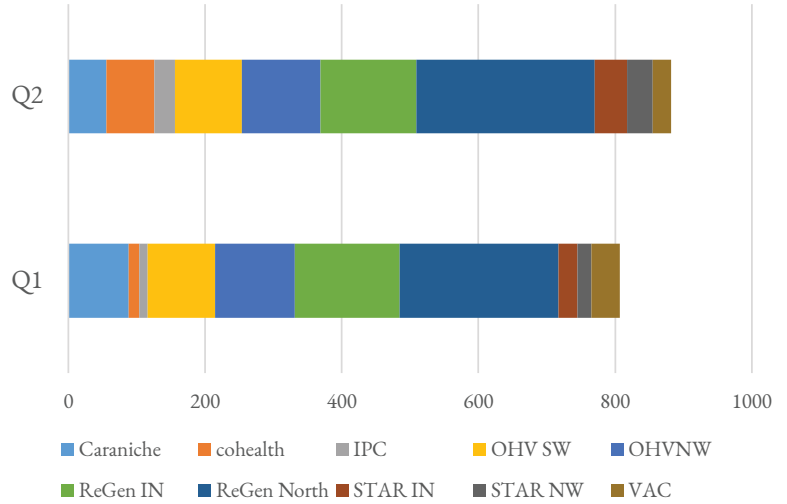
Services	Q1	Q2
Caraniche	64	47
cohealth	1	1
IPC	4	0
OHV SW	152	146
OHVNW	295	295
ReGen IN	807	1016
ReGen North	2146	1441
STAR IN	11	13
STAR NW	5	9
VAC	4	2
totals	3489	2970

We can see from the Intakes/walk-ins data provided above that the number has dropped over the two quarters. Some providers have noted that they do not currently record ‘walk-ins’ separately from other types of intake (such as those conducted over the phone) because they are managed in the same way. There is some concern that walk-ins are not being referred back to intake, and so there is no central data or information on these clients, but also that this may serve to undermine the client’s choice of service and or service location, and so limiting client choice and control over treatment options.



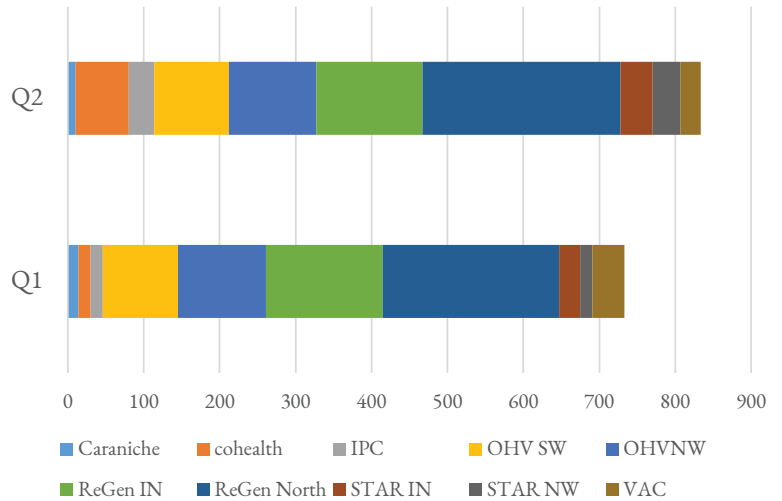
Assessments

Services	Q1	Q2
Caraniche	88	56
cohealth	16	70
IPC	12	30
OHV SW	99	98
OHVNW	116	115
ReGen IN	154	140
ReGen North	232	261
STAR IN	28	47
STAR NW	20	38
VAC	42	27
totals	807	882



ITPRs

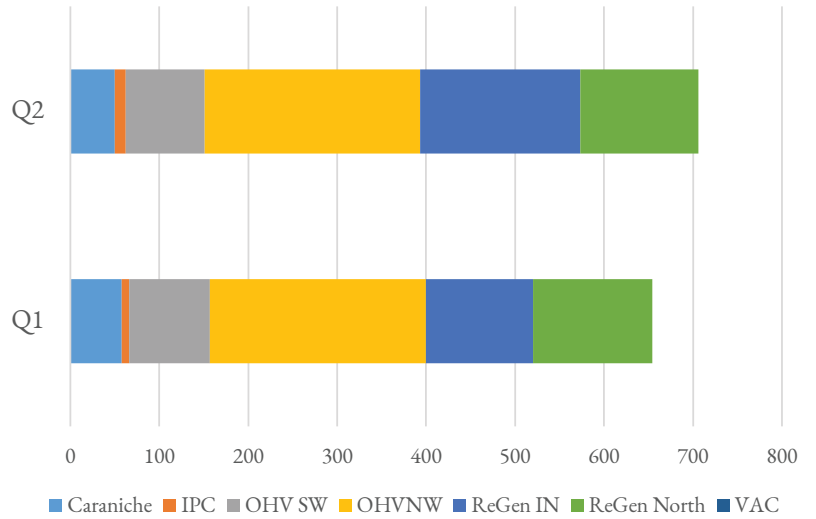
Services	Q1	Q2
Caraniche	14	10
cohealth	16	70
IPC	16	34
OHV SW	99	98
OHVNW	116	115
ReGen IN	154	140
ReGen North	232	261
STAR IN	28	42
STAR NW	16	37
VAC	42	27
totals	733	834



Intake providers have commented that since the changes they are receiving very few completed Treatment Plans (ITPRs) from assessments referred to other providers. There is therefore no way of knowing where clients have been referred, whether they have engaged in treatment, or are 'falling through the gaps'. This is an issue for RAMP in particular and has implications for data collection for catchment planning, in terms of tracking and understanding the implications of system changes on the quality of service that clients are now receiving.

Referrals

Services	Q1	Q2
Caraniche	58	50
cohealth	no data	no data
IPC	8	12
OHV SW	91	89
OHVNW	243	242
ReGen IN	120	180
ReGen North	134	133
STAR IN	no data	no data
STAR NW	no data	no data
VAC	0	0
totals	654	706



There is some concern that clients are not being referred to in scope AOD treatments at agencies other than the place where they received an assessment, for example Non Residential Withdrawal.

Referrals to non-AOD services

Services	Q1	Q2
Caraniche	76	68
cohealth	no data	no data
IPC	1	0
OHV SW	39	56
OHVNW	120	119
ReGen IN	65	81
ReGen North	14	20
STAR IN	no data	no data
STAR NW	no data	no data
VAC	50	24
totals	365	368

