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PROGRAM

# Building a Better Relationship with Providers

Chelsy A. Castro, JD, MA, LCSW

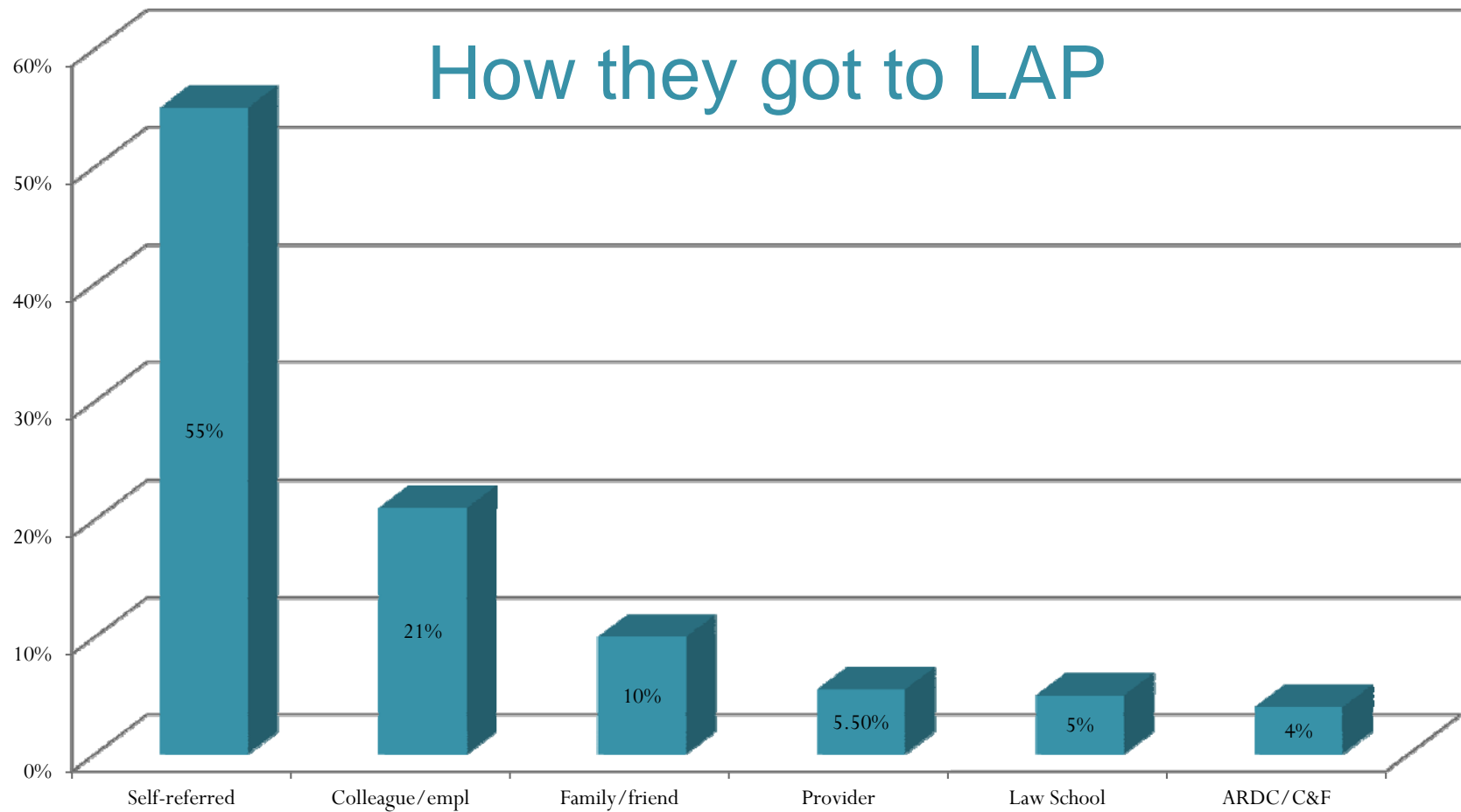
Tony Pacione, LCSW, CSADC

Illinois Lawyers' Assistance Program

## LAP's Quest...

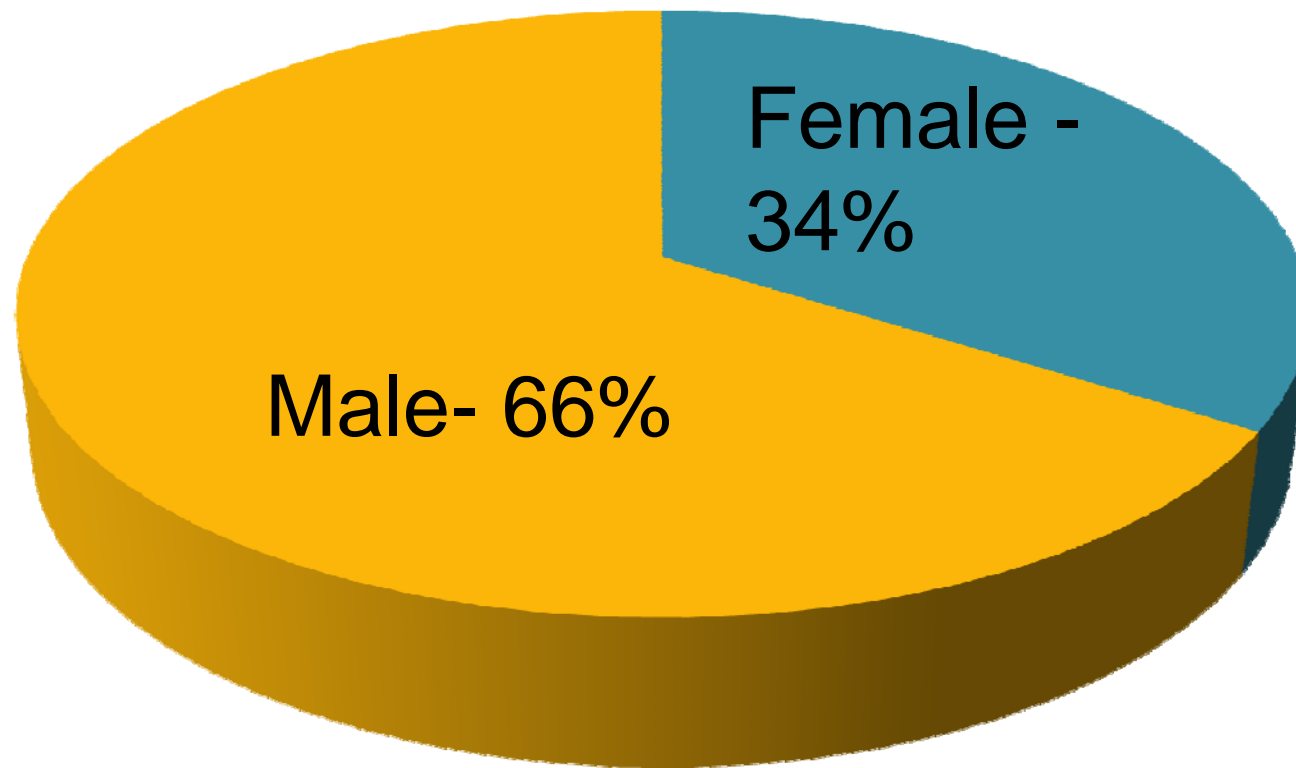
- Find the best fit for each client
- Identify value
- Seek providers who are accountable & flexible
- Cultivate an evolving relationship

# LAP: Who We Serve

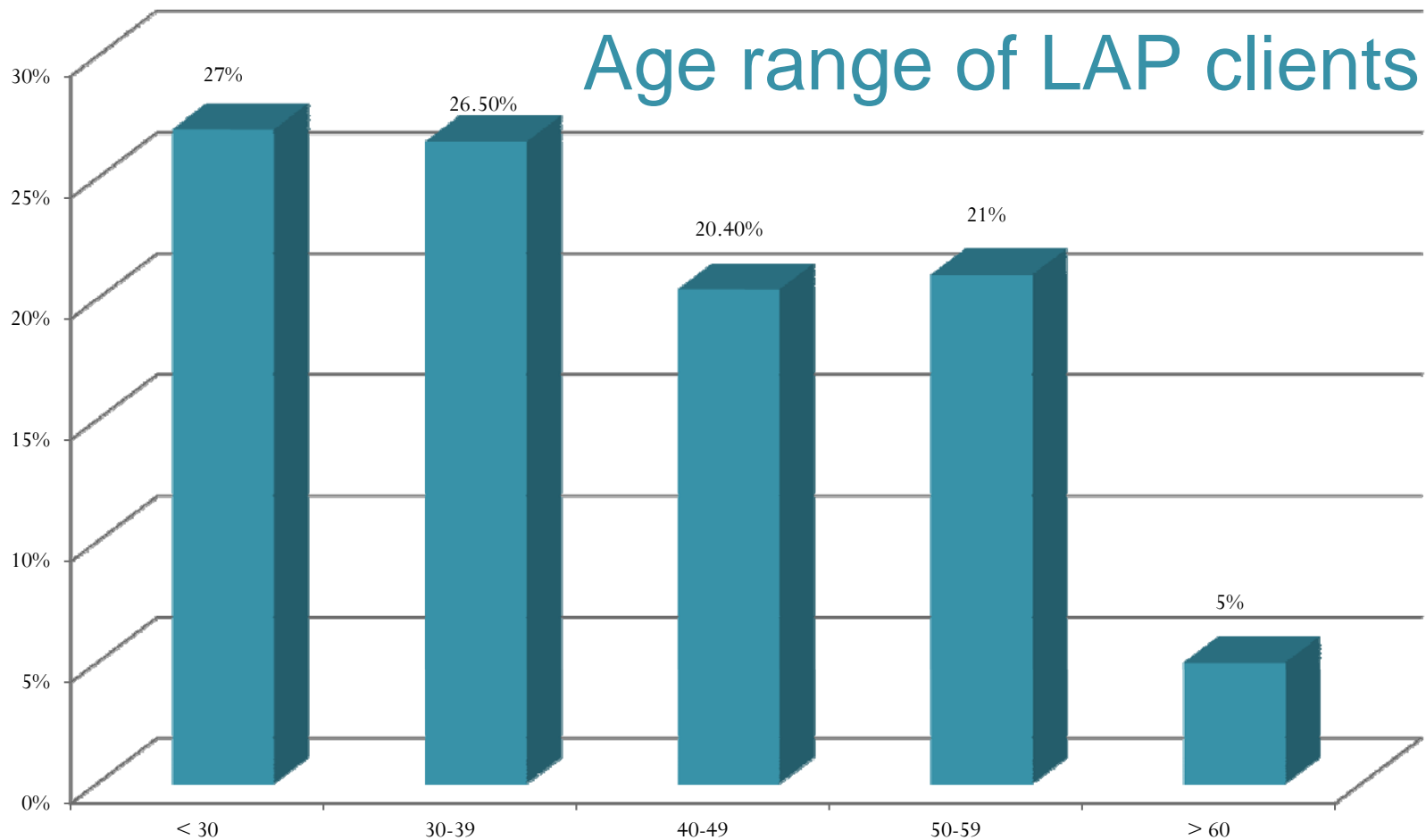


# Who We Serve

## Gender

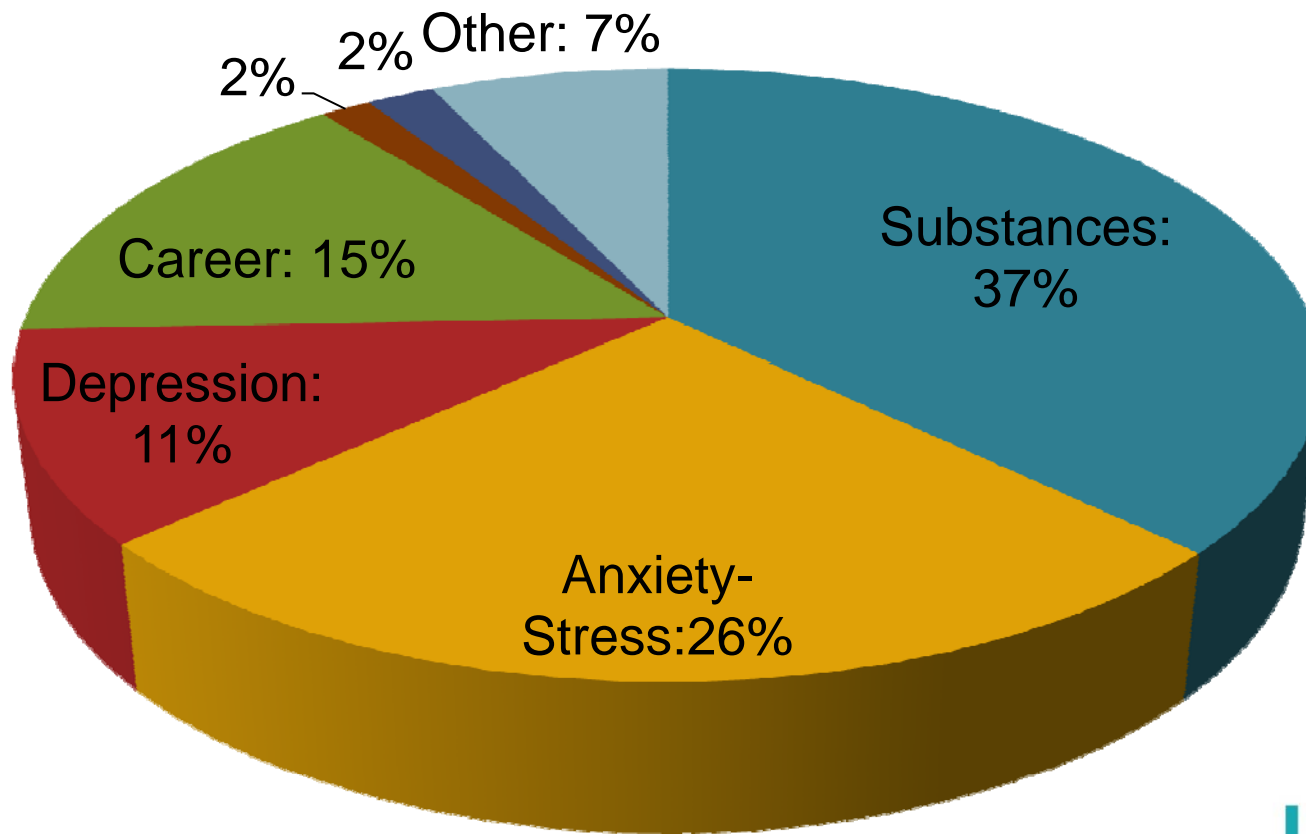


# Who We Serve

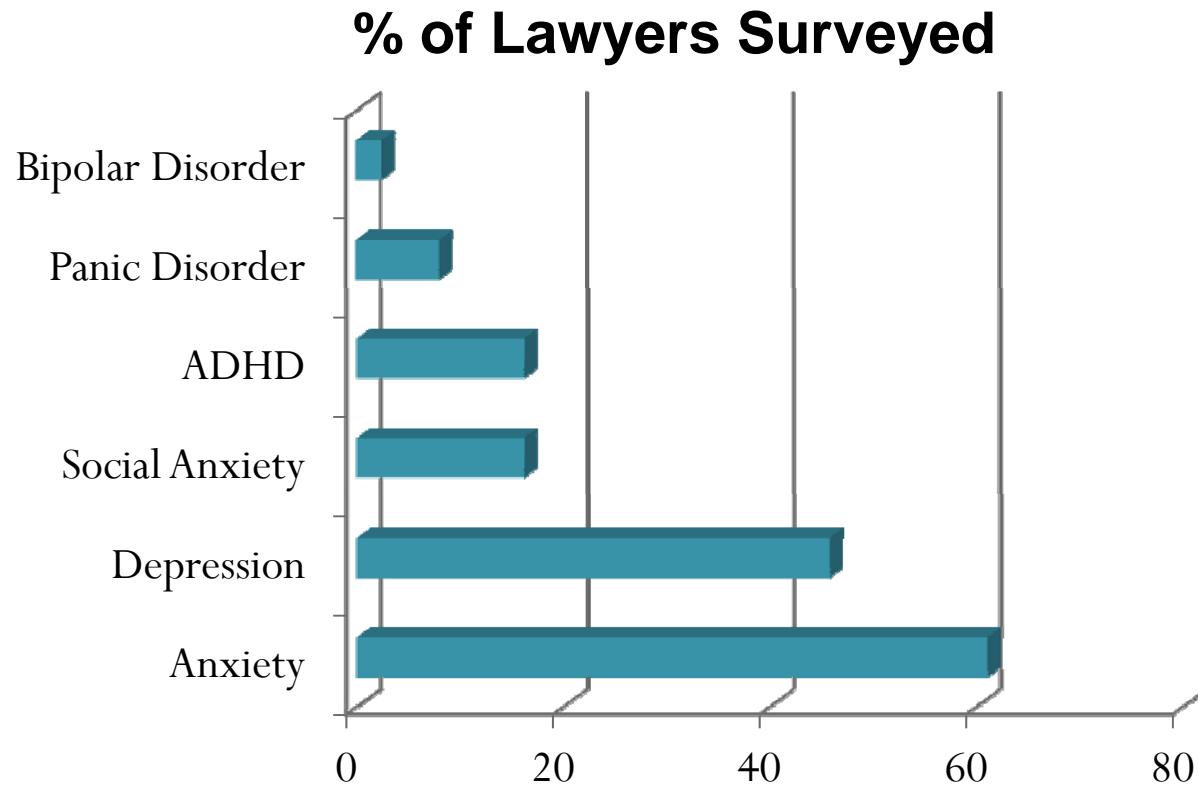


# Who We Serve and Why

## Issues

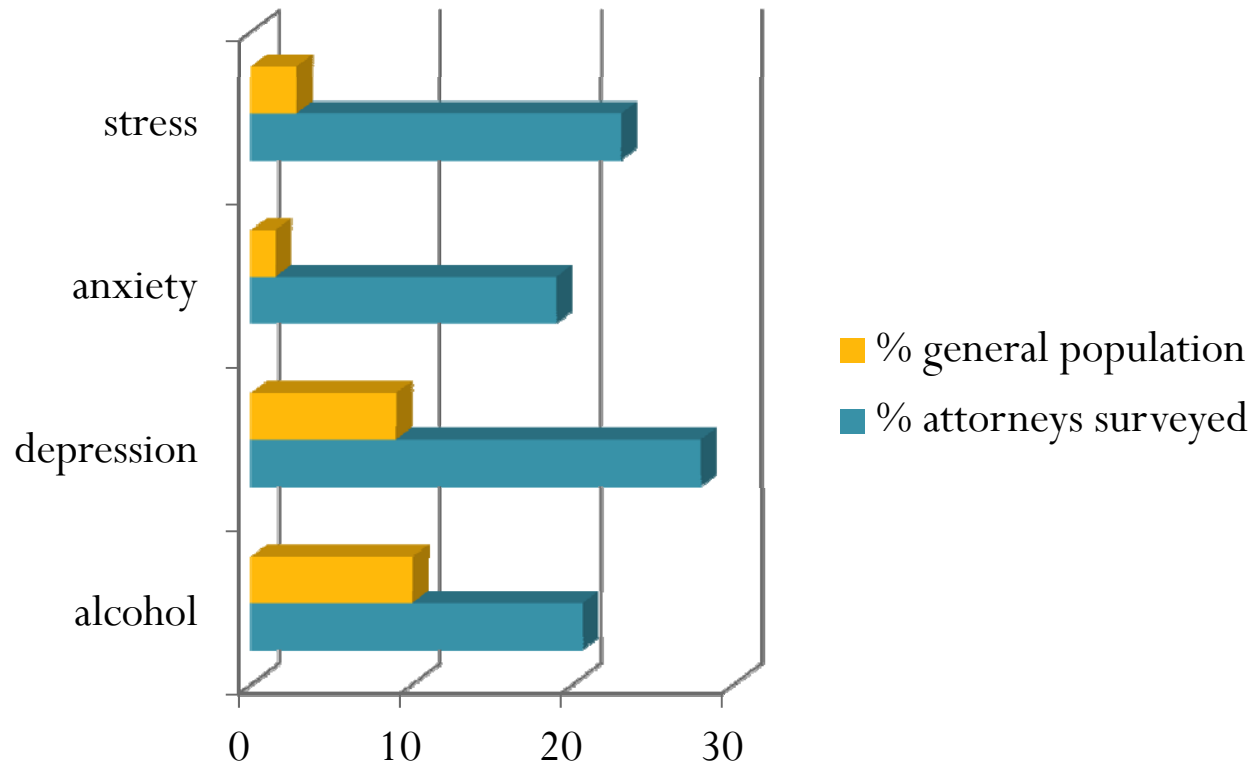


# Self Reporting of Mental Health Concerns (JAM, Feb 2016)



# 2016 National Study – Lawyers

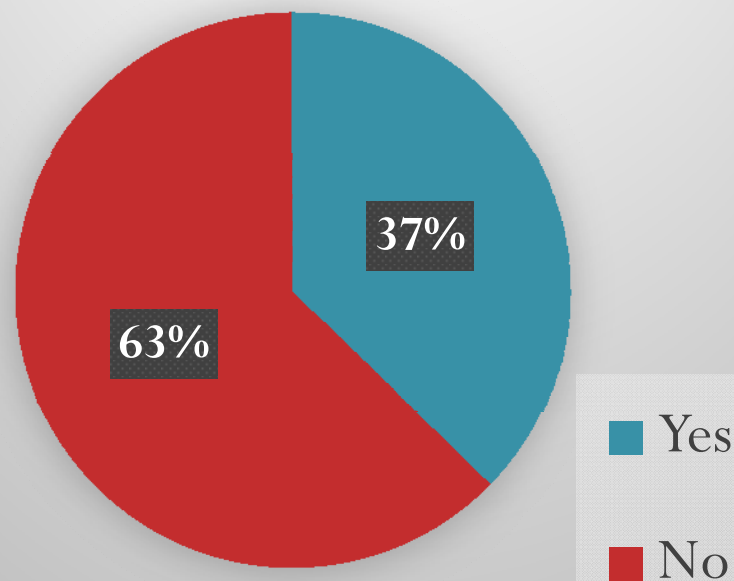
## (JAM, Feb 2016)



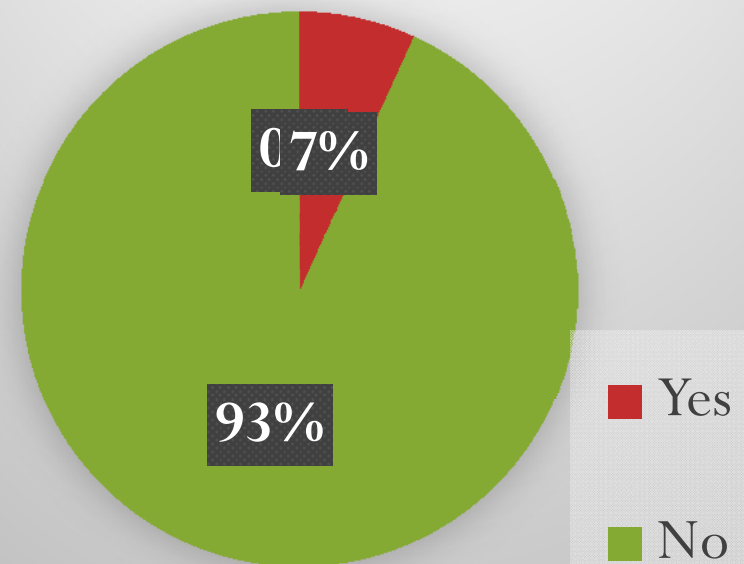


# Reported Treatment Rates from Study

**% Received Mental  
Health services,  
treatment or help**



**% Received AODA  
services, treatment or  
help**



## Slide 9

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CC14

do we really need this anymore?

Chelsy Castro, 7/27/2017



### Individual Factors

- Pessimism
- Competitive Nature
- Perfectionism

### Life Situation Factors

- Spouse/Partner
- Children
- Health
- Finances

### Organizational Factors

- High pressure, little credit
- Zero sum game
- Work load
- Client expectations
- Definition of success



## Survey Question 1

**“Tell us the most important aspect of your treatment program.”**





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## Slide 15

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**CC8**

need to

Chelsy Castro, 7/25/2017

**CC9**

need list of specific dislikes

Chelsy Castro, 7/25/2017

## Survey Question 2

**“How do you define and measure a successful treatment outcome?”**



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## Survey Question 3

**“How do you manage clients who are non-compliant with treatment recommendations?”**





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## Survey Question 4

**“How do you manage clients who return to active drug or alcohol use during treatment?”**





# Tracking Outcomes. Cover Your A.S.S

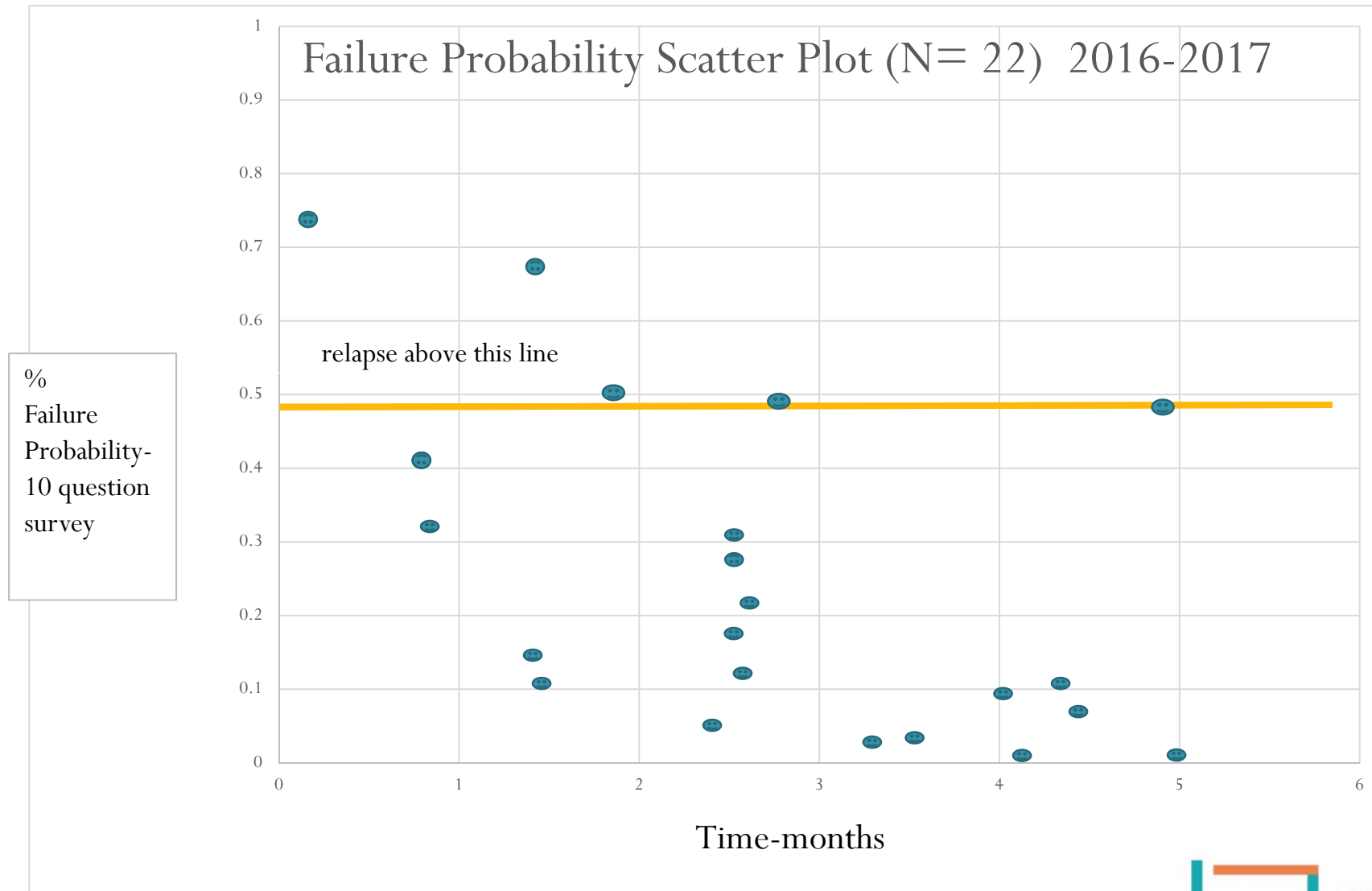
**A**ccountability (outcomes)

**S**tructure (process)

**S**upport (integration)



# Potential Treatment Failures



# Win Expectancy Tracking-Gm7 2016 WS (fangraphs.com)

AT&T

4G LTE 48% 12:04 AM

Cubs @ Indians

11/2/2016 - Cubs(8) @ Indians(7)



Stars of the Game V

Select 3 Star Player

Select 2 Star Player

Select 1 Star Player

Subm

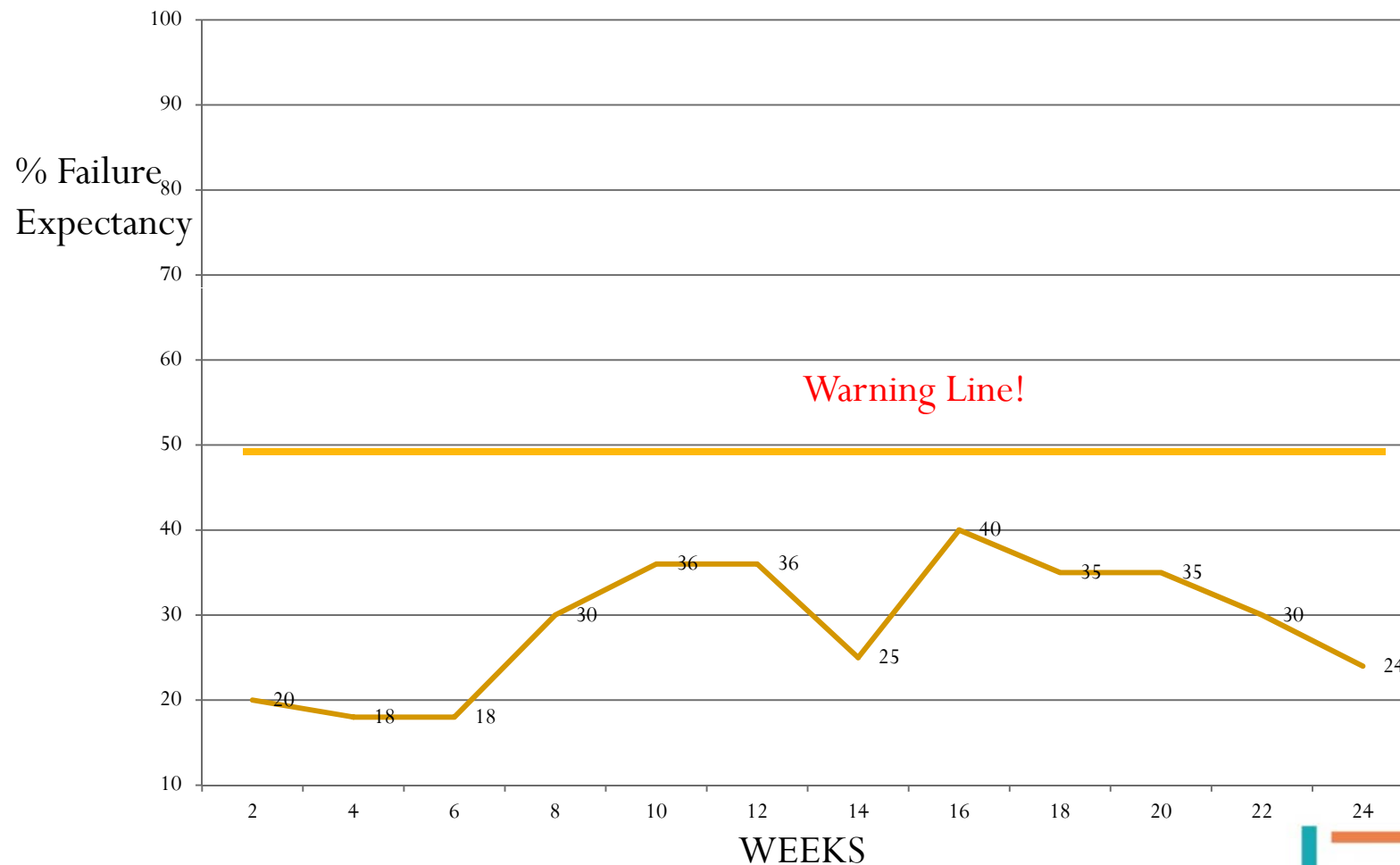
You must [Log In](#)

● Ball ● Call

Pitcher Player Outs Base Score Inning - Bottom 10 LI WE



# Treatment Failure Expectancy- Individual Client





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## Survey Question 5

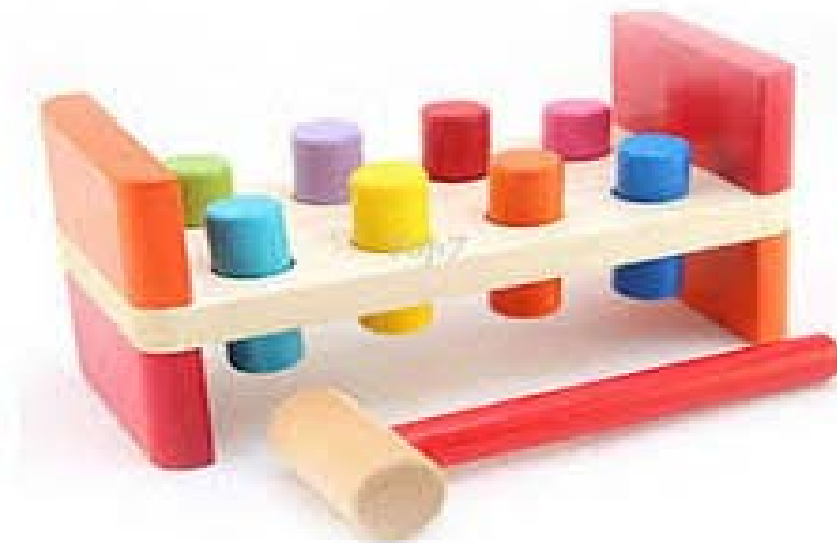
“What types of clients can you not accommodate in your program?”





$$\text{Value} = \text{Quality} / \text{Cost}$$





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# The Value Index

**% Fit x Units / Cost**



# Residential

$$(12/15) = .80 \times 9 \text{ (days)} / \$7\text{K} = \text{VI of 1.0}$$

Client \$2K; LAP \$5K;





# IOP

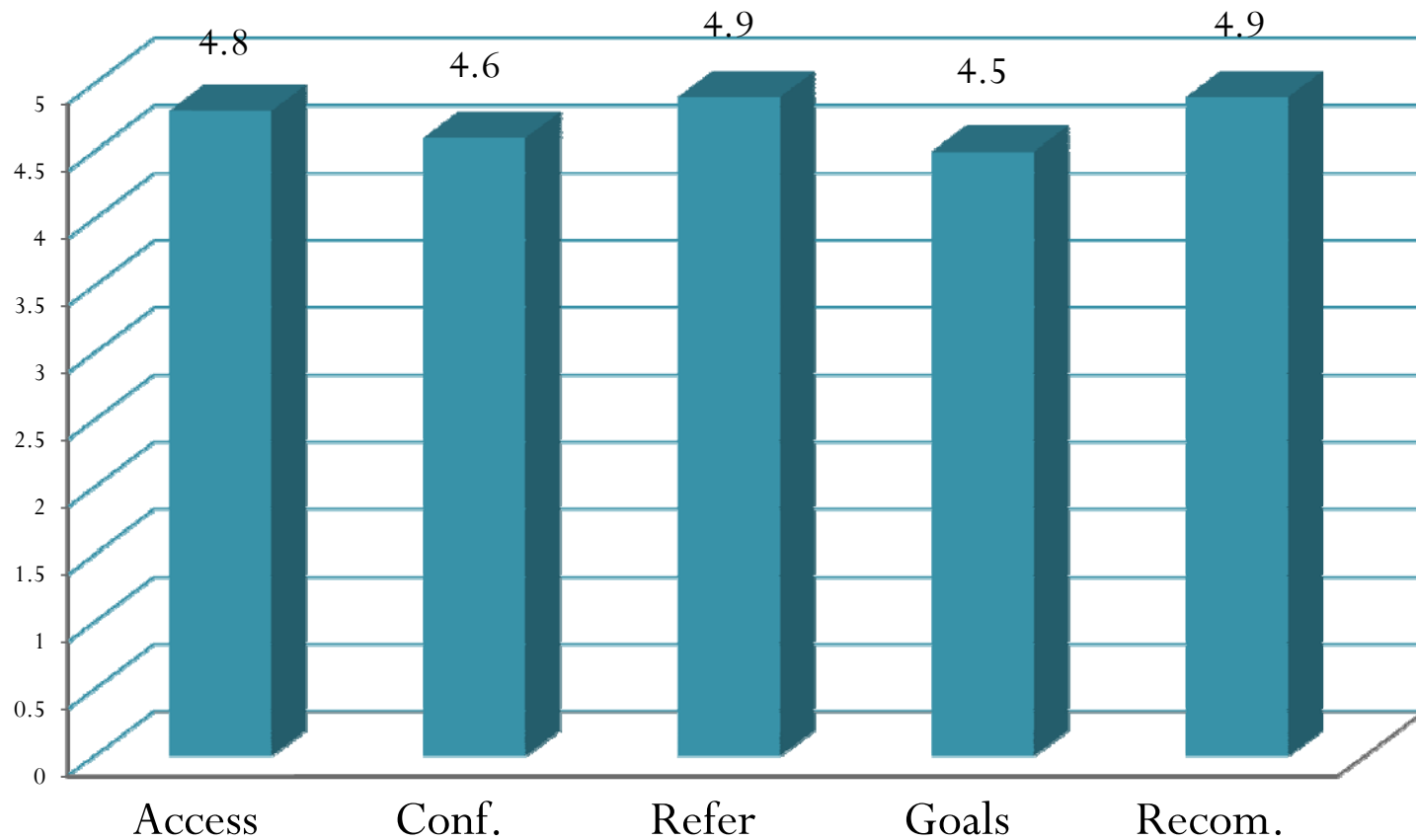
$$(13/15) = .86 \times 14 / \$5K = \text{VI of } 2.4$$

Client \$2K; LAP \$3K

Provider discount \$3K



# Lap Satisfaction Survey Results





# Lessons Learned



- “One call does it all”
- Avoid 800 #s
- Direct access to the “clinical decision maker”
  - Often the Medical Director or the Attending Physician
- Assistance with travel
- Collaboration on treatment and aftercare planning
- 2 contacts better than 1



## Next Steps for LAP



- Share data
- Clinical Boot Camp
- Evidenced Based Protocols
- Fit for outpatient providers