

Program Process Evaluation of Our Intake Procedures

Key Findings:

- We confirmed that intakers routinely review all sections of the client-generated “paperwork” prior to conducting the intake
- We learned that over 50% of intakers “never” or “rarely” using the version of the “paperwork” available on the computer, even though the computer version is easier to read and navigate. One significant reason is that intakers forgot about the availability on line.
- Intakers found the CCAPS the least useful of the intake forms, primarily because they didn’t know how to use it.
- Most intakers felt confident in their ability to talk with clients about taping.
- We uncovered many different ways intakers talk with clients about taping, including a few that were not entirely accurate.
- Analysis of these problematic statements uncovered a more basic question about how and where trainees share clinical information.

Actions Taken:

- We provided training on using and interpreting the CCAPS
- We provided training on accessing the intake “paperwork” on line.
- We provided more training on talking with clients about taping, clarified places where staff were not entirely accurate in their presentation, and offered language they might use.
- We reviewed the UCC Service Agreement and Taping Consent to confirm that our paperwork accurately reflects how we use and disclose information.