**Capacity Building 2E** is designed to plan and develop service design changes to organizational process that increase access and engagement in services that better reach the 95% of individuals who need SUD treatment but who are not accessing it. The purpose of this customer service walk-through exercise is to experience the client’s experience as they participate in your agency’s process to identify areas for improvement, in particular related to making the experience more patient-friendly, more efficient, and “better” from the perspective of the client. This is the lens in which agencies should pursue this walk-through as part of the R95 Initiative.

As part of your participation in R95 Capacity Building Deliverable 2E-2, you are required to complete a customer service walk-through and submit a this summary via email to [sapc-cbi@ph.lacounty.gov](mailto:sapc-cbi@ph.lacounty.gov) with subject line “2E-2 Service Design” **FOR EACH SITE LOCATION** by ***6/30/2024.***

1. *Summarize key components of the walk-through:*
2. *What happened during the first call?*

* Told to call back.
* Transferred to voicemail.
* Provided with an appointment to come in with instructions.
* Other, please describe:

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1. What did you notice about the physical environment during your intake and counseling walk-throughs?

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1. If English was **not** your primary language, do you think your experience would be different? If so, how?

If not, why?

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1. Names & Positions of staff participating in customer walk-through:

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1. *What most surprised you during the walk-through:*

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1. What processes were conducted by observations (check all that apply)?

* Treatment/Counseling
* Care Coordination
* Discharge

1. How did you engage patients’ in offering feedback?

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1. *In your meeting with your staff or the team that participated in walk-through, what improvements or changes did they suggest?*

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|  |

By signing, I confirm that the information reported is accurate, and acknowledge that we must adhere and are subject to all reporting, tracking, audits, and recoupment requirements described in SAPC Bulletin 23-07 – Fiscal Year 2023-2024 Rates and Payment Policy Updates.

Agency Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Agency Tier:  Tier 1  Tier 2  Tier 3

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| \*\*\*For SAPC Use Only\*\*\* | | | | | |
| Systems of Care Division | Approved: | Comments: |  | | |
| Finance Services Division | Approved: |  | | Date of Start Funds Invoice #1 |  |
| Comments |  | | | |