



Central New York Services

Central New York Services in Syracuse is a multi-site, multi-level of care, community-based organization in upstate New York, specializing in services for clients with co-occurring chemical dependency and mental illness. Its clients are primarily from poor, underserved multi-ethnic communities in four counties. Services include a full range of licensed transitional and permanent housing, forensic services for those who are involved in the criminal justice system, and a range of treatment services. For their community, CNYS is the only provider of integrated services for co-occurring disorders. CNYS has continually expanded their services, including an array of vocational and housing services, to meet the needs of their clients. CNYS is striving to not only stay abreast of those needs but to continually increase their ability to serve clients comprehensively.

Establish Walk-in Hours

We began to assess clients on a first-come, first-served basis. Instead of scheduling appointments, clients are encouraged to walk-in and have their evaluation completed on the same day.

We announced the change to referral sources. We contacted all individuals who already had existing scheduled appointments and explained the new walk-in system to them. We posted a description of the process in the clinic.

The results were positive:

- No-show rate decreased from fifty percent to zero within the first week.
- Billable assessments completed increased from 38 to 71 per month.
- The wait time to assessment went from 36 days to same day service.