



...Because Every Child Deserves a Childhood

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Astor Dutchess Clinics “Open Access” – Walk-In First Appointment!

Rhinebeck, N.Y. – On July 12, 2010, Astor’s Dutchess County Outpatient Clinics (Counseling Centers) implemented the Open Access Model of clinical Care which gives clients immediate (same day) access to their first session without the need to make an appointment, as is the current standard. First time clients who would like to be seen at these Centers can walk-in between the hours of 9 am and 2 pm, Monday - Friday.

Astor’s Counseling Services provide outpatient counseling, psychiatric and case management services to children and adolescents (ages 2-21) and their families.

“In our Dutchess Clinics, when patients scheduled their first appointment with the counseling centers it was taking between two weeks to two months to be scheduled. Open Access has virtually eliminated the waiting and allows us to respond more rapidly to our clients while allowing our clinicians to spend more face-to-face time counseling,” said Konstantinos (Gus) Tsoubri, Ph.D., Associate Executive Director, Astor Hudson Valley Community-Based Behavioral Health & Prevention Programs.

The “Open Access” concept was developed in response to the upcoming reforms in the ways in which outpatient mental health care is provided and financed in New York. In addition to helping service providers meet the challenge of the shift in payment mechanisms these reforms create for programs, Open Access will expand access to timely care and treatment. Research indicates this innovative practice will also enhance the engagement level between clinician and clients by reducing no-show/cancellation rates.

Astor worked with Management Training & Measurement Services to prepare and lead their clinic staff and managers in a redesign of the service delivery system within the Agency. This is a broad, in-depth analysis and evaluation that applies many of the concepts and tools used in Lean Six Sigma¹, a process Astor has been engaged in for several years to identify and eliminate redundant and/or gratuitous elements or processes.

Astor’s Clinic Services are located in Beacon, Poughkeepsie, Red Hook, Pine Plains School District’s three locations and Dover. They are licensed by the New York State Office of Mental Health, and accredited by the Joint Commission on Accreditation of Healthcare Organizations. In addition, each clinic is designated as a Child and Family Plus provider that that gives mental health screening to children without a fee.

Dutchess County Department of Mental Hygiene contracts with Astor’s Counseling Centers to provide specialized treatment services to help children reach their highest potential in family life, school, friendships and recreation. This is accomplished through an interdisciplinary staff that includes: child psychiatrists, clinical

¹ The Lean Six Sigma process has been employed by Fortune 500 companies such as Motorola, General Electric, and Toyota). The methodology emphasizes *process improvement* to eliminate waste and provide better quality services in a more timely way.



psychologists, social workers, mental health counselors, and case managers. To find out where the closest clinic is to your location please call the Dutchess County Helpline at 877-485-9700.

For more information about Astor's Clinics, contact Konstantinos (Gus) Tsoubris, Ph.D., Associate Executive Director; Dianne Terpening, Deputy Director or Michele Conner, Psy.D., Program Director at (845) 452-6077.

Since 1953, Astor Services for Children & Families (formerly The Astor Home for Children) has provided behavioral and educational services in a caring environment where children and their families find strength, healing, hope and trust. Now serving over 6,000 children and families annually, Astor's current range of services to families in the Mid-Hudson Valley and the Bronx include Residential Treatment, Therapeutic Foster Family Care, Early Childhood Programs, and Community-Based Behavioral Health and Prevention Services. For additional information about Astor Services for Children & Families, please visit their website at www.astorservices.org or call Astor Services for Children & Families: Home for Children Foundation at (845) 871-1117.

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