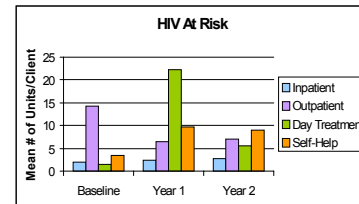
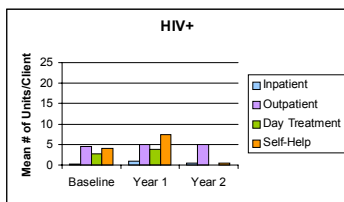
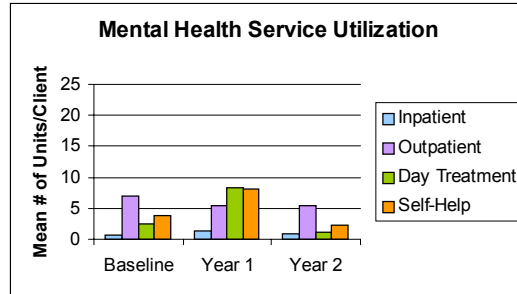


Changing Patterns of Service Use:

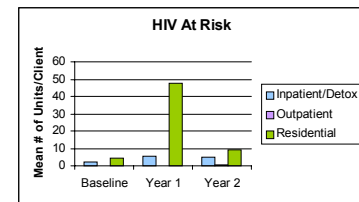
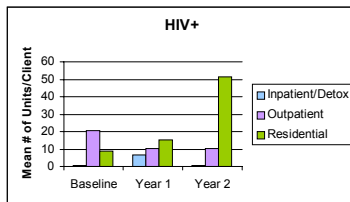
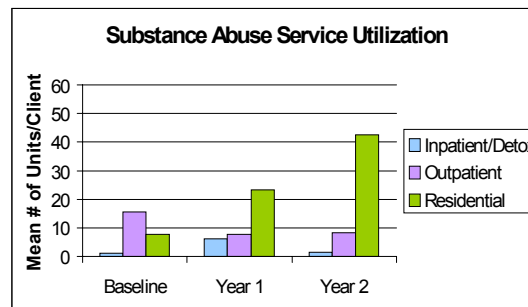
Mental Health and Substance Abuse Services

Collaborative Care Management Program, East Boston Neighborhood Health Center

Service utilization data was collected for the year prior to a client's enrollment in the Collaborative Care Management Program ("Baseline"), as well as for each year that s/he was enrolled.



Generally, clients received more mental health care in the first year of the program; usage declined during the second year of enrollment. The at risk group used more services than the HIV+ group, indicating a higher level of mental health acuity, and thus their need for this program.



Overall, residential service utilization climbed dramatically over time, while inpatient treatment peaked in the first year and outpatient treatment declined. This pattern is reproduced in the HIV+ group; however, the HIV at risk group showed a different pattern: almost no treatment received except residential treatment during the first year of the intervention.

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