**Capacity Building 2E** is designed to outline the service design changes to organizational process your agency commits to implementing that increase access and engagement for the 95% of individuals who need SUD treatment but who are not accessing it. As part of your participation in R95 Capacity Building Deliverable 2E-1, you are required to complete an implementation/investment plan and submit the results by **June 30, 2024**.

1. ***Which Service Design Deliverable (s) did your agency complete? Select all that apply.***

£ Customer Walk-Through

£ Implementation/Investment Plan

1. ***What actions did you take to improve a Service Design element as a result? If you focused on multiple service design elements, please describe your actions for all areas of focus under this Service Design category of the R95 Initiative.***

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1. ***How will this help you in implementing R95 elements that reduce barriers to access, engage, and retain individuals in treatment?***

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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 CIBHS Use Only \*\*\*\*

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| CIBHS  | Approved: [ ]  | Comments: |

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| \*\*\*For SAPC Use Only\*\*\* |
| PSI Team  | Approved: [ ]  | Comments: |  |
| Finance Services Division | Approved: [ ]  | Provider Tier: [ ]  Tier 1 [ ]  Tier 2 [ ]  Tier 3 | Date of Start Funds Invoice #1 |  |
| Comments |  |