

# POSTER ABSTRACT – RESEARCH

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## **No Wrong Door: A Snapshot of Adolescent Substance Use Service Access Points across New Orleans**

### **Abstract (200 – 300 words)**

Authors and Affiliation: Perim Isim; Mallory Grainer; Kelly Georgis, M.D., MsPH; Jennifer Creedon, M.D.

### Background:

New Orleans has a patchwork of services addressing adolescent substance use including prevention, treatment, and crisis intervention programs. However, many families and even providers are unclear on how to access these services, who is eligible, and what the actual entry points are. Youth are often told “we don’t do that here” or are referred in circles. A system of care approach emphasizes a “no wrong door” approach where any youth presenting with need can be guided to the appropriate level of care; but this ideal is rarely achieved.

### Objectives:

This project aims to (1) identify and map adolescent substance use services across Orleans, Jefferson, St. Bernard, and Plaquemines parishes, (2) assess how youth and caregivers access these services across school, clinical, and justice settings, and (3) identify gaps and opportunities to improve service navigation and coordination.

### Methods:

A service inventory will be created to identify organizations offering substance use treatments and resources in Orleans, Jefferson, Plaquemines, and St. Bernard parishes for adolescents aged 12-17. Publicly available sources (organizational websites, service inventories, and community resource lists) will be used to identify programs providing substance use prevention, treatments, and interventions for adolescents. Identified organizations will be contacted to verify services offered and document program characteristics.

After brief interviews with providers and program administrators, a service access map will be created to visualize entry points and gaps within the system. These interviews will also provide qualitative insights on service navigation and referral pathways.

Results:

Findings will identify service concentrations, gaps in accessibility, and referral dead ends across the substance use treatment and prevention system within New Orleans.

Conclusions and Recommendations:

This snapshot of available adolescent substance use services will inform future intervention considerations and recommendations to improve system coordination and navigation between behavioral health services in New Orleans.

**IRB Status:** Exempt