



DC CSA Transition News Brief

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Issue II
May 8, 2009

The DC CSA Transition Is In Full Swing

The District of Columbia's Department of Mental Health (DMH) is in the process of transitioning government operated services to its network of private providers. This effort involves almost 4,000 individuals or about 36% of those served through the District's Public Mental Health System. The process began in March 2009 and is slated to take a year with a goal of 2,500 consumers transitioned by August 1, 2009.

In order to ensure the success of this transition DMH has been in place a number of unique components to the transition. These include:

- Established 13 Continuity of Care Transition Teams (CCTT) comprised of peers and professional staff who are reaching out to all affected consumers to ensure that they have made a connection to a new provider;
- Conducted multiple provider fairs as well as information sessions at peer run centers, community residences and day programs;
- Implemented vouchers to support start up costs that are paid out over a three month period to incentivize providers to reach out to consumers who are transitioning to their agency;
- Activated of a special information line for calls pertaining to the DC CSA Transition;
- Decided to maintain a psychiatrist practice as part of government operated service to address the current need for additional psychiatric availability;
- Continued government operated services that are not provided in the private sector. This includes the Residents Clinic, Multicultural Services, services for individuals with a primary diagnosis of mental illness and hearing impairment or a developmental disability and Outpatient Competency Restoration services.

(Continued on page 2)

DC CSA Transition Information Line 1-800-961-8528

The Department of Mental Health has established a special information line for calls pertaining to the DC CSA Transition. A dedicated staff person has been assigned to answer calls. However, if there is heavy call volume calls will roll-over to the voicemail. Callers should leave their name, a brief description of the reason for their call and a telephone number. During the hours of operation messages will be retrieved from voice mail hourly. All calls will be returned within 24 hours or the next business day.

If you have a question about the transition or a concern you want to bring to the attention of Implementation Team, call the Information Line.

- The Information Line hours of operation are Monday — Friday, 9:00 am — 9:00 pm.
- Callers outside of these hours of operation may leave a message and their call will be returned during the next business day.

Transition is in Full Swing (Continued from page 1)

As of April 22, nearly 1,000 DC CSA consumers have transferred to the private provider network. We are on target to meet our goal of 2,500 consumers by August 1, 2009. Given the large number of consumers who have transitioned, the DC CSA Implementation Team has decided to redirect our resources during the next few weeks to track whether the individuals who have transferred are actively engaged in treatment with the new providers to ensure continuity of care. We will be working with the new CSA to contact each consumer to determine if the first appointment has been scheduled and/or kept, the status of medication compliance, and of future appointments.

In addition, we are putting in place an additional strategy to reach consumers who have not yet chosen a new provider. Along with provider fairs, we will be holding informational sessions at day programs, the consumer run Ida Mae Campbell Center, Family Links and at other selected programs. We believe we can reach more people through these sessions rather than weekend or evening Provider Choice Fairs. Therefore, we will not hold the evening session scheduled for May 22, 2009 or the one scheduled for Saturday, May 16, 2009.

During May, two **Consumer Provider Choice Fairs** have been scheduled. Both children and youth and adult providers will participate in these sessions. These sessions will be held:

- Tuesday, May 5, 2009 10:00 am - 12:00 Noon at Spring Road / Paul Robeson Center
- Tuesday, May 19, 2009 10:00 am - 12:00 Noon at Spring Road / Paul Robeson Center

DMH Expands ACT Services

DMH is expanding the capacity for Assertive Community Treatment (ACT) services. In January 2009 DMH had capacity for approximately 400 consumers in ACT services. DMH hopes to double ACT capacity by the year's end. Two additional agencies have recently been certified to provide Assertive Community Treatment (ACT) services. The two new ACT providers, Community Connections and Green Door are both up and running and accepting referrals. Additionally, Pathways to Housing and Family Preservation, both of which have been providing ACT services for several years, are expanding their ACT teams. ACT teams size varies by agency but the average ACT team serves 80 -100 consumers. Community Connections plans to have three ACT teams, Family Preservation plans to have two ACT teams, Green Door will have one ACT team and Pathways to Housing has three teams.

Government Operated Services

The Department of Mental Health has committed to retain certain unique DC CSA programs under Government Operated Services. These programs will continue to be provided by the government because either the service offered are unique and not available in the private provider network, or the consumers are members of a special population whose needs may not be met through the private provider network. The DC CSA programs that will remain under Government Operated Services are: the Psycho-Educational Program and Therapeutic Nursery, the Multi-Cultural Services Program, the Deaf/Hearing Impaired Program, and the Co-occurring Mental Health and Mental Retardation/Developmental Disabilities Program. Consumers currently receiving services from these DC CSA program **will not have to transfer** to the private provider network. Additionally, DMH will continue to operate the DC CSA Pharmacy Program and the Restoration Competency Program.

DMH is Creating a Physicians Practice Group

As mentioned in the Implementation Plan the private providers reported they would require assistance from DMH to increase the availability of psychiatrist services. To address this issue and support the continuity of care for DC CSA consumers, DMH will provide government-operated psychiatric services through the newly formed Psychiatric Practice Group, which will operate through September 2011.

The Psychiatric Practice Group will provide services to:

1. Consumers currently being served by the DC CSA who only require Medication/Somatic services. These individuals **do not have to transfer** to another core service agency.
2. Consumers who choose a community CSA and wish to continue to receive medication/somatic services from their current psychiatrist.
3. Consumers who receive continuing services from
 - Residents Clinic
 - Multicultural services
 - Hearing impaired/mentally disabled
 - Outpatient competency restoration
4. Once the psychiatric needs are met for consumers transferring from the DC CSA to the private provider network, doctors will be available to serve other DMH enrolled consumers.

Consumer Corner

Useful Contact Numbers:

Access Helpline

1-888-793-4357

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DMH Office of Consumer and Family Affairs

(202) 673-4377

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DC CSA Transition Information Line

1-800-961-8528

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Consumer Forum

Every Friday, 10:00 am - 12 Noon
DC CSA 1250 U Street,
NW, 4th Floor.

Come to a forum to get answers to your questions, talk to your peers, and get the latest information about the transition.

Consumer Provider Choice Fairs

Tuesday, May 5th & May 19th
10:00 am—12:00 noon
Spring Road / Paul Robeson Center
3700 10th Street, NW

New Consumer Transition Information Page on the DMH Website

- Go to www.dmh.dc.gov
- Under **Information**, click on the 4th bullet point

DC Community Services

Agency Consumer

Transition Information