



D.C. Department of Mental Health

DC CSA Transition News Brief

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**Issue VIII—Final Issue
May 20, 2010**

The Transition is Complete – Monitoring Steps Up!

This is the final issue of the News Brief! As planned, the DC CSA Transition was completed on March 31. DMH has set up a vigorous monitoring system to ensure that the nearly 3,100 consumers who are now enrolled with community providers continue to receive the level of services they want and need. We are conducting ongoing reviews of providers as well as a consumer satisfaction survey. To date, 82% of the consumers report they are satisfied with the transition.

We appreciate the hard work and focused attention of everyone who worked on the transition. Most importantly, DMH would like to acknowledge the consumers. We recognize that change can be difficult, but overwhelmingly consumers took advantage of opportunities to learn about the new providers and made a choice. During the year, consumers attended weekly forums held by the Office of Consumer and Family Affairs, called the information line, and actively engaged in the transition process. The major adjustment made to the transition was because of consumer concerns about changing doctors. DMH retained all DC CSA psychiatrists in a new Physicians Practice Group so a consumer would have the option of remaining with the same psychiatrist after enrollment with a new provider.

Also, as planned, Same Day Service and services to unique populations that remained with DMH are provided through a new Mental Health Service Division. These unique services are for individuals with mental illness who are deaf/hearing impaired, who are limited or no English speaking, or who have co-occurring mental retardation/developmental disability. The Physicians Practice Group, all adult services and the pharmacy are located at 35 K Street. Child/youth services are at 821 Howard Rd. S.E.

Thank you for your work during the transition. We are maintaining for a time the DC CSA Information Line at 1-888-793-4357 and encourage anyone to call us with concerns.