



D.C. Department of Mental Health

DC CSA Transition News Brief

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**Issue III
June 30, 2009**

The DC CSA Transition Is On Track

The Transition of the DC Community Services Agency (DCCSA) is on track to meet the August 1, 2009 milestones established in the Implementation Plan.

- Downsize the DCCSA
- Transition 2500 consumers to private providers
- Transfer unique programs to the Authority.
- Establish the Physicians Practice Group

DMH is well on its way to reaching its goal of 2,500 consumers by August 1, 2009. As of June 30, 2009, about 2,100 DCCSA consumers have enrolled with new providers. Because of the pace of the transfer, we have delayed discussion of auto-assignments. Our focus now is on ensuring consumers receive and keep appointments. The Continuity of Care Transition Team (CCTT) and Care Management are aggressively tracking each consumer.

Some questions have been raised about capacity with the system. We are monitoring the pace of capacity building very carefully to minimize any disruption in care. Some providers have enrolled less than five, others have enrolled less than 50, while still others have enrolled hundreds of new consumers.

As a result, some providers are temporarily suspending new enrollments as they absorb the new consumers into their system. Others, however, are open for referral for transitioning consumers to choose. Consumers can choose a new provider or continue to receive services from the DC CSA until the provider of their choice is receiving new enrollees. Any consumers having difficulty enrolling or receiving an appointment at the provider of their choice should call the DC CSA Transition Information Line (1-800-961-8528).

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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 On Track (Continued from page 1)

ACCESS Helpline (1-888-793-4357) will have the most up to date information regarding a CSA's open or closed status.

DMH has projected that 800 consumers will continue to receive services through the government operated services program and therefore will not transfer to the private provider network. We have notified them that they do not have to choose a new provider. These consumers include those receiving services from the Deaf/Hearing Impaired Unit, those with the Multicultural Services Division, consumers enrolled in the Psycho-Educational Program and those in the Therapeutic Nursery. Additionally, approximately 400 consumers who receive only psychiatrist services for medication management received information explaining that they may remain with the Physicians Practice Group and do not have to transfer to another Core Service Agency.

The majority of the consumers receiving services at the Alabama Avenue clinic have transferred and, thus the clinic will close on July 14th. Staff assigned to the Alabama Avenue location are being reassigned to other DCCSA locations. Treatment teams are informing consumers who have not transferred that they will receive services at the 35 K Street NE clinic and the Continuity of Care Transition Teams (CCTT) will maintain follow up. Notices will be posted and a staff person will be available through the month of July to redirect any consumers who may come to the site. Transportation will be provided as needed.

Core Service Agencies Located East of the River

There are several Core Service Agencies located East of the River in the south east quadrant of the city. To increase the number, DMH has certified a new Core Services Agency (CSA) which will be located East of the River in the South East. This new CSA is Capital Community Services, LLC, located at 1310 Southern Avenue, SE. Capital Community Services is in the final stages of becoming an active certified provider and anticipates accepting referrals later in the summer. Capital Community Services is an adult serving agency offering the following Mental Health Rehabilitation Services (MHRS): Diagnostic Assessment, Medication Somatic Treatment, Counseling and Community Support Services. Capital Community Services is also certified to provide Crisis Emergency and Assertive Community Treatment (ACT) specialty MHRS services.

Existing Core Services Agencies located East of the River:

Fihankra Place located at 2041 Martin Luther King Jr., Ave, SE, Suite 205, Washington, DC 20020

RCI-DC Counseling Center located at 2526 Pennsylvania Ave, SE, Washington, DC 20020

Scruples Corporation located at 2811 Pennsylvania Ave, SE, Washington, DC 20020

Universal Healthcare Management located at 3230 Pennsylvania Ave, SE, Ste 213, Washington, DC 20020

Core Services Agencies planning to open second locations East of the River:

Both McClendon Center and Washington Hospital Center are planning on opening offices in Anacostia in the near future.

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.

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