

**NEXT MEETING: APRIL 29, 2009, 10:30 AM TO 12:30PM**  
**CPEP BUILDING, ON CAMPUS OF OLD DC GENERAL HOSPITAL**

**DISTRICT OF COLUMBIA**  
**DEPARTMENT OF MENTAL HEALTH**

**CRISIS EMERGENCY SERVICES PLANNING WORKGROUP**  
**IMPLEMENTATION UPDATE**

**MEETING MINUTES**  
**September 17, 2008**

<b>Attendees:</b>	Daniel Abeel, FEMS Karen Baldwin, MPD Barbara Bazron, Deputy Director, DMH Dr. Ray Brown, Homeless Services, DMH Toni Zollicott -Brown, SOME Lois Calhoun, Forensic Coordinator, DMH Denise Capaci, Anchor, Catholic Charities Ann Chauvin, SOME Mary Ann DiPietro, NAMI- DC Christine Elwell, First Helping, DC Central Kitchen Thomesera Foster, Ida Mae Campbell Center Gary W. Frye, Woodley House Magistrate Judge Joan Goldfrank, D.C. Superior Court Chet Grey, DBID Alexis Haynes, Adult Services, DMH Bernard Hardeman, FEMS Cynthia Holloway, CPEP, DMH Yvonne Keyes, DMH Dr. Robert Keisling, Pathways to Housing Dr. Katherine Marshall, CPEP, DMH Mytonia Newman, FEMS Rick Parr, Program Analyst, DMH Jennie Simpson, Ida Mae Campbell Dr. Steven Steury, DMH, Chief Clinical Officer Anne Sturtz, Deputy Director, DMH Luis Vasquez, Catholic Charities Eric Vicks, DCPCA LaToya Wesley, Research Analyst, CJCC
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## Minutes for the Mental Health Crisis Emergency Services Planning Workgroup Meeting September 17, 2008

### Introduction & Welcome

The meeting was opened by Anne Sturtz. She introduced Steve Baron who was present to welcome group members but had to immediately leave in order to attend a press conference with Mayor Fenty. The workgroup approved the minutes from the May 14, 2008 meeting.

Anne briefly explained the purpose of the meeting and then introduced Cynthia Holloway, Director of CPEP.

### **CPEP**

Cynthia stated that Phase I of the renovation would be complete on October 3, 2008. After Phase I is complete, all staff will move to the newly renovated extended observation unit where emergency psychiatric services will continue temporarily with the addition of mobile crisis services. Phase II of the renovation will begin after the staff has moved to the newly renovated area of the building. Phase II will include the construction of space for emergency observation, urgent care and a delousing shower. As part of the extended observation program, CPEP will offer groups on medication management, patient education, etc. and provide discharge planning. Cynthia reported that the renovated CPEP will have space to operate Urgent Care services for patients who cannot get appointments or need medication. She stated that CPEP plans to host an open house, after renovations are complete.

Cynthia reported an increase in clients served from approximately 289 per month to between 303 to 310 clients per month. Cynthia could not attribute a specific cause for the increase in referrals. She believes the increase in referrals may be the result of better educated consumers aware of the services available, as well as improved communication with referring agencies.

### **Mobile Crisis Team**

Luis Vasquez, the Director of Mobile Crisis Services reported that the first mental health specialist began work on Monday, September 15, 2008. The team received its first crisis call on September 16, 2008. Twelve people have been hired and will start work by October 13, 2008. An additional six positions remain to be filled.

Currently, Luis is focused on ensuring that he is implementing best practice for the mobile crisis team. He reported that he has observed the operation of other mobile crisis teams, specifically Crisis Response, Inc., of Baltimore, and the Montgomery County Crisis Center. Luis is reviewing protocols and assessment tools to develop appropriate protocols and assessment tools for the mobile crisis team. Cynthia Holloway stated that she and Luis are working with Commander Brian Jordan of the MPD and the Office of Unified Communications to construct a MOU for a Crisis Mobile line. The current plan is for calls to be routed through the ACCESS HelpLine with calls then referred to the Mobile Crisis Team.

Dr. Barbara Bazron noted that after the mobile crisis team is fully operational, DMH may want to have a more concerted marketing effort regarding the mobile crisis line. Dr. Bazron explained

that DMH has migrated to the Avaya telephone system, which is used by the District for the 911 system. She asked Alexis Haynes to explain the features of the new telephone system. Alexis explained the features of the new phone system which is designed to prevent dropped calls and to end calls ringing to a wrong number. Magistrate Judge Goldfrank asked whether DMH had decided not to implement a dedicated line for crisis calls, as recommended by the workgroup. Anne Sturtz explained that DMH is negotiating the terms of an MOU with the Office of Unified Communications (OUC), which would also include the dedicated telephone line. There are a number of unresolved issues with regard to the MOU and negotiations are continuing. Among other things, the OUC is advocating that all DMH telephone calls – both the routine and the crisis calls be routed through the OUC. Magistrate Judge Goldfrank asked whether the current plan would require emergency calls to repeat information for each new operator. Cynthia Holloway stated that with cross listing of frequent clients, the clients' profiles and service records will be in the system and accessible to all.

Representatives from the Fire and Emergency Services Street Call program asked some questions about the use of the FD-12. Anne Sturtz suggested that it would be more appropriate for the Street Call staff to discuss those issues with the CPEP, Mobile Crisis and Adult Services staff during a separate meeting.

### **Jordan House Crisis Stabilization Beds**

Anne introduced Ann Chauvin and Toni Brown of Jordan House. They stated that they had collected data from October – July regarding patient disposition. A total of 123 new admissions were reported during this time frame with 9 clients relapsed, 5 referred to CPEP, 3 returned to Jordan House, and 1 discharged to hospital.

### **Urgent Care Clinic at Superior Court**

Dr. Steury reported on the operation of the Superior Court Urgent Care Clinic. The Psychiatric Institute of Washington (PIW) was awarded the contract to operate the clinic. Services began in late June. The Urgent Care Clinic is located at Superior Court and is open 5 days a week, from 9 AM to 5 PM. Most of the referrals are from the Traffic Court and Superior Court and involve quality of life crimes, such as open containers, public urination, and homelessness. The Urgent Care Clinic has also received referrals from the U.S. Marshall Service.

### **Children's Mobile Crisis Services**

Anne introduced Denise Capaci of Catholic Charities to discuss updates regarding the Children's Mobile Crisis Services or CHAMPS. Denise also stated that CHAMPS is seeking 'best practices' from which to model their program. CHAMPS will focus on serving children and adolescents ages 6 to 18, and wards of the District up to age 21. The initial staff will be 8 people, with plans to increase to 16 over the first year of operation. CHAMPS is expected to open for business on October 28, 2008.

**Meeting Schedule.**

The next meeting was set for January 14, 2009, at 10:30 AM. There being no further business the meeting was adjourned.

**Action Items and Next Steps.**

1. Circulate minutes to workgroup for review.

**THE NEXT MEETING HAS BEEN SCHEDULED FOR JANUARY 14, 2009, FROM 10:30 AM TO 12:30 PM AT 64 NEW YORK AVENUE, NE., 4<sup>TH</sup> FLOOR TRAINING ROOM.**

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