



D.C. Department of Mental Health

DC CSA Transition News Brief

1-2-3
It's as easy as
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Issue 1
March 20, 2009

The DC CSA Transition Is Underway

The DC CSA Transition officially began this month with the initiation of the Continuity of Care Transition Team and assertive transition events such as Consumer / Provider Choice Fairs and Provider Open Houses.

Continuity of Care

Transition Teams (CCTT)

DMH has created twelve teams consisting of DC CSA clinicians and peers support partners who are charged with assisting and supporting consumers through the transition process. The goal of the CCTT is to ensure that all active DC CSA consumers enroll and begin services via warm transfer to a provider in the private provider network.

Consumer Choice Fairs

The Fairs have been a big success! Fairs are scheduled every Tuesday during the month of March. About 50 consumers attended the first fair on March 3, and 21 of these consumers selected a new provider. Over 180 consumers attended the fair on March 10 at 35 K Street and 114 of these consumers selected a new provider. The first fair for Child and Youth was held on the evening of March 10 and about 25 families attend with 10 selecting new providers.

See the DMH website or DC CSA locations for upcoming Fairs in April and May.

Provider Open Houses

Several community based providers are hosting Open Houses for perspective consumers and interested individuals to visit their agencies, get to meet staff and learn about the services offered. The schedule of Provider Open Houses is posted on the DMH Website and at all DC CSA locations.

Instructions to finding the link on the DMH website:

www.dmh.dc.gov

Under **Information** click on the 4th bullet point

"DC Community Services Agency Consumer Transition

The DC CSA Transition News Brief will be published monthly to update our partners in the DC CSA Transition.

You can find the DMH Report To DC Council on the DC CSA Transition posted on the DMH website www.dmh.dc.gov.

1-2-3 Its As Easy As A B C

Step 1: Get to Know the other Mental Health Providers

- Attend a Consumer / Provider Choice Fair
- Attend Provider Open Houses
- Talk with you treatment team, family, network about your options

Step 2: Decide on a provider who fits your needs. There are several ways to make the transition to a new provider:

- Fill out a Consumer Choice Form
- Call the Access Helpline at 1-888-793-4357
- Contact your selected provider directly.

Step 3: Make your intake appointment with your new provider and go to the appointment.

It is that easy.

Consumer Transition Voucher lets the money follow the consumer and aids providers in building capacity

DMH adopted new rules, Chapter 33 of Title 22A of the District of Columbia Municipal Regulations ("DCMR"), entitled "DC Community Service Agency Consumer Transition Voucher." The purpose of this rule is to provide standards for a Consumer Transition Voucher ("CTV"). DMH will pay a CTV to a consumer's new clinical home (Core Services Agency, Assertive Community Treatment Program, or Community Based Intervention Program) for each consumer transferred from the D.C. Community Service Agency ("DCCSA"). The CTV is necessary to assist the private providers in increasing their staff, training and service requirements in order to provide

appropriate treatment to the large number of new consumers arriving from the DCCSA.

An added benefit with the CTV is that the voucher belongs to the consumer. The CTV is only paid to a provider agency after the consumer has selected the provider and had his/her first face to face session with a member of the new provider's treatment team. The CTV will be paid in 3 installments across 3 months. The installment payment approach ensures the agency is making efforts to engage the consumer in services overtime.

Continuity of Care Transition Teams (CCTT)

CCTT members inform and educate consumers about the right to choose a new mental health provider and provide information consumers need to make informed choice; assist consumers in the selection of a new provider; and assist consumers to arrange an intake appointment with the new provider. The CCTT will also follow-up to confirm that the consumer has attended the initial appointment at the new provider agency. If the consumer did not attend the appointment the CCTT will provide outreach and assistance needed to facilitate the transition to the new provider.

Consumer Corner

Useful Contact Numbers:

Access Helpline
1-888-793-4357

DMH Office of Consumer and Family Affairs
(202) 673-4377

Consumer Forum

The DC CSA Consumer Forum is held every Friday from 10:00 am to 12 Noon at the 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

Provider Corner

MHRS Bulletin 52 was issued March 3rd regarding authorization for the Consumer Transition Voucher (CTV). Bulletin 52 and all other Bulletins are posted in the DMH website.

CTV Guidelines and Questions & Answers was issued via email from Provider Relations on March 9. These are also imbedded in the MHRS Bulletin 52 posted on the DMH website.

If you have questions about the CTV Guidelines or Q & As, contact your Provider Relations Representative. Copies of these documents may be obtained from the DMH website.