



## D.C. Department of Mental Health

# DC CSA Transition News Brief

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Issue VI  
October 23, 2009

### **Phase 1 is Completed and Phase 2 Has Begun**

DMH scheduled the transition of approximately 4,100 DCCSA consumers to the private provider network to take place in two phases: 1) transition 2,500 consumers during Fiscal Year 2009, and 2) finalize the transition and close the DC CSA by March 31, 2010. This two phase approach was decided to facilitate continuity of care and ensure that the proper capacity exists in the provider community to absorb the DCCSA Transition Consumers.

DMH met its goal of transferring 2,500 consumers by August 2009. The Director established an Implementation Team to plan and conduct the activities required to complete the transition. He appointed Dr. Barbara J. Bazron, Deputy Director of the Office of Program and Policy as the team leader with decision-making authority to manage all aspects of the transition. The team also includes key managers of functions directly involved in the transition and other senior staff as needed. A Steering Committee led by the DMH Director and composed of executive staff meets weekly to monitor the progress of the transition and make policy decisions as required.

As of October 13, 2009, 2664 former DC CSA consumers have enrolled with community based providers. DMH will continue to provide direct services to approximately 700 individuals with unique needs including language access and multicultural requirements; children enrolled in the psycho-educational school; consumers who are deaf or hearing impaired; consumers with mental illness and mental retardation, consumers who remained with the Physicians Practice Group and are being followed for medications only, and consumers in the outpatient restoration program. These were organized within the Department in a new mental health services division (MHSD). There are approximately 700 consumers who have yet to choose a new provider who remain with the MHSD Continuity of Care Transition Teams (CCTT). The CCTT will provide clinical services and assist these consumers to enroll with new providers by March 31, 2009.

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### **Pharmacy Consolidation Project Update**

Pharmacy Consolidation Project will be completed in November 2009. The Spring Road Pharmacy will close permanently on November 27, 2009. All DMH Outpatient Pharmacy Services are being consolidated at 35 K Street, NE. See page 5 for more information.

## Phase 2 Planning

The Implementation Team has incorporated best practices and lessons learned from Phase I into its plans for concluding the transition in Phase 2.

- Intense outreach efforts by the continuity of care teams to consumers who have not yet chosen a new provider and to hard to reach consumers with assistance from the Homeless Outreach team and the mobile crisis teams.
- The goal is to have all remaining consumers chose a new provider by December 31, 2009 to ensure they are engaged with the provider prior to the CCTTs being disbanded March 31, 2010.
- Begin auto-assignment of consumers to providers in January 2010 for consumers who have not yet chosen a new provider.
- Weekly Consumer Forums beginning in October to provide consumers with information and direct access to private providers.
- Continue the Phase I communication activities to provide consistent, accurate information to consumers, family members, and other partners on a regular basis.

### New activities:

- Assign continuity of care team members to specific provider agencies to enhance communication and the coordination of care.
- Enhance the existing Consumer Tracking Database to capture data generated by the continuity of care teams to track the specific type of services they provide to individual consumers.
- Conduct "lessons learned" sessions with providers to get their perception of what worked what did not work to inform the Phase 2 Plan.
- Provide technical assistance to providers to assist them in determining capacity and ability to successfully absorb transferees.

In addition, as part of its plan for Phase 2 and close out, DMH has developed a comprehensive monitoring plan that includes ongoing review of provider capacity, claims auditing and consumer satisfaction surveys.

## Phase 2 Time Line

October 2009	Re-initiate assertive transition efforts to assist consumers in choosing a new provider by December 31, 2009. Weekly Consumer Forums beginning October 23, 2009.
December 31, 2009	Target date for consumers to choose new providers.
January 2010	If required, begin Auto-Assignment process for consumers who have not yet chosen a new provider.
January—March 2010	Intensive outreach and follow-up to ensure all consumers are linked with new Providers.
March 31, 2010	Official closure of the DC CSA; Disband the Continuity of Care Transition Teams.

## **Physicians Practice Group**

All DC CSA adult and child psychiatrists were retained as government employees and organized into a Physicians Practice Group to provide continuity of care to former DC CSA consumers and to support the provider network in meeting the psychiatric needs of consumers. The Physicians Practice Group will provide services to:

- Consumers who choose a community provider and wish to continue to receive medication/somatic services from their current psychiatrist.
- Consumers who receive services from the Residents Clinic, Multicultural services, Program for Consumers with Dual Diagnoses (Hearing impaired or Developmental Disabilities), Outpatient Competency Restoration Program, and to consumers who present for same day psychiatric services.
- Consumers currently being served by the DC CSA who only require Medication/Somatic services. These individuals do not need to transfer to another provider.

To further our goal of supporting the psychiatric needs of the provider network, formal outplacements with five providers are now in effect (Anchor Mental Health, Green Door, Fihankra Place, Psychiatric Center Chartered, and Life Stride). We expect to finalize four additional outplacements (Capital Community Services, Washington Hospital Center, PSI and Hillcrest) within the next few months, and other agencies have expressed an interest in physician outplacements.

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## **Consolidation of DC CSA Service Sites**

The Mental Health Services Division which provides the government retained services along with the new Physicians Practice Group are consolidated into two facilities:

- 35 K Street, NE for all Adult Services (Telephone: 202-442-4202)
- 821 Howard Road, SE for all Child & Youth Services (Telephone: 202-698-1838)

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## **Continuity of Care Transition Teams (CCTT)**

The Continuity of Care Transition Teams have two primary functions:

1. Provide ongoing services to all consumers who remained from the DC CSA who have yet to choose a new provider and assist and support these consumers in making the transition to a new provider by March 31, 2010.
2. Providing outreach and follow-up to DC CSA consumers who have chosen a new provider but are having difficulty engaging with their new provider.

All Continuity of Care Transition Teams are located at 35 K Street, NE. Consumers are assigned to a CCTT based on their previous DC CSA Service Location. CCTT Team Leaders are:

- Loretta Peterson, CCTT Team Leader for Children & Youth (telephone: 202-442-4144)
- Douglas Gardland, CCTT Team Leader for Alabama Ave Adults (telephone: 202-442-4894)
- Augustine Onyemenem, CCTT Team Leader for Spring Road Adults (telephone: 202-442-4849)
- Yvonne Stearns, CCTT Team Leader for 35 K Street Adults (telephone: 202-442-4146)

## The Director of the Office of Consumer and Family Affairs Sends a Letter to Consumers Who Have Not Yet Chosen a New Provider

October 23, 2009

Dear DC CSA Consumer:

As you may know, we are still in the process of helping DC CSA consumers transfer to new core service agencies/mental health providers. It has come to our attention that you have not yet chosen a new provider. This letter is to inform you that you must choose a new provider before December 31, 2009. Please know that you can stay with the same psychiatrist if you choose to do so after you enroll with a new provider.

We have put a number of supports in place to help you make a decision. If you are unsure about which provider to choose, you can:

- Attending the Consumer Forum held every Friday at 35 K Street, NE, 10:00 am – 12:00 noon. At this time, you can meet different providers, learn about their services, and talk to your peers so you can make an informed choice;
- Talk to you treatment team or psychiatrist about your options;
- Call the Continuity of Care Team at (202) 442-4202; or
- Call the Access Helpline at 1-888-793-4357. you can enroll with your new provider on the telephone.

We are here to support your transition to a new provider. If you do not make a choice by December 31, we will enroll you with a new provider that we believe best fits your needs and is most convenient for you. Of course, if you find that this provider is not the best for you, you can change to a new provider.

If you have any questions, please talk to your continuity of care team or you can call the DCCSA Transition Information Line at 1-800-961-8528.

Sincerely,

Vivi W. Smith, Director

Office of Consumer and Family Affairs

### **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**

### **Consumer Transition Information Page on the DMH Website**

- Go to [www.dmh.dc.gov](http://www.dmh.dc.gov)
- Under **Information**, click on the 4th bullet point

**DC Community Services**

**Agency Consumer**

**Transition Information**

**NOT SURE WHICH PROVIDER TO CHOOSE?**

Attend a Consumer Forum to learn about your choices, hear presentations about the various providers, get answers to your questions, talk to your peers, and stay informed.

**Beginning October 23, 2009**

**Consumer Forums will be held EVERY FRIDAY**

**From 10:00 am—12:00 noon**

**at 35 K Street, NE, Multi-Purpose Room**

**1125 Spring Road, NW Pharmacy Scheduled for Closure**

All Pharmacy Services are being consolidated at one DMH site, 35 K Street, NE. The Pharmacy at 35 K Street has been renovated and expanded in order to accommodate the additional customers from the Spring Road, NW Pharmacy.

**On Friday, November 27, 2009**

**the DMH Pharmacy located at**

**1125 Spring Road, NW**

**will CLOSE permanently.**

**PHARMACY SERVICES WILL BE CONSOLIDATED AT:**

**35 K Street, NE, Washington, DC 20002**

**Tele: 202-442-4954**

Hours of Operation: Monday—Friday 8:30 am—5:00 pm

If you have questions, you may call the Spring Road, NW Pharmacy at 576-7053.