

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MENTAL HEALTH**



CHARTER FOR DC CSA TRANSITION PROJECT MANAGEMENT OFFICE

Date: October 23, 2008

Name of this Office

DC CSA Transition Project Management Office (TPMO)

Background Information/Context to the Formation of this Office

On October 1, 2008, the Department of Mental Health (DMH) issued a report to the Council of the District of Columbia containing recommendations for the future governance of the District of Columbia Community Services Agency (DC CSA) as required by the FY2009 Budget Support Act of 2008. The report contained a comprehensive redesign of the District's public mental health system in which the District government no longer provides services directly through the DC CSA. This transition office has been established to oversee the transition of consumers to the private provider network and the phase-out of the DC CSA.

The Mission (Purpose) of this Office

The Director of DMH charged the TPMO to manage, support, and report progress on the transfer of functions and services currently rendered by the DC CSA to the Authority or the private provider network. This activity should occur consistent with recommendations provided in the Report to the Council, October 1, 2008.

Scope of this Office

The scope of the responsibilities of the TPMO is limited to the transition of the consumers, employees, functions, and facilities of the DC CSA. This includes the development of management capacity at the Authority to guide the newly transferred functions.

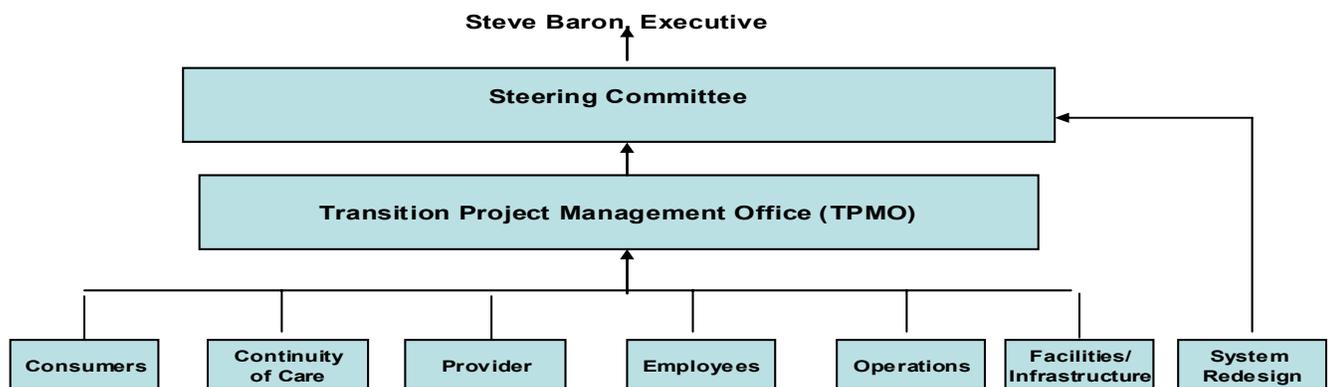
Core Functions of the Office.

The Office consists of three main components as defined below.

- 1) Steering Committee
 - a) Delegate leadership of workgroups and tasks to appropriate personnel
 - b) Monitor progress of outstanding work efforts

- c) Determine policy as requested by workgroups through the TPMO
- 2) Transition Project Management Office (TPMO)
 - a) Establish workgroups to complete transition activities
 - b) Coordinate workgroup resources and interdependencies
 - c) Collect status updates and track progress
 - d) Identify and track issues
 - e) Communicate progress both internally and externally
 - f) Present status reports to Project Sponsor once a week
- 3) Workgroups
 - a) Develop, execute and update project plan
 - b) Identify requests for policy decisions to the TPMO with associated data and recommendations
 - c) Consult with stakeholders as appropriate to attain project plan objectives

Office Structure



<p>Project Sponsor</p> <p>Responsibilities</p>	<p>Steve Baron</p> <p>Owner of project outcomes</p> <p>Chairman of the Steering Committee and participant of the TPMO</p> <p>Final decision-maker regarding policy.</p>
<p>Steering Committee</p>	<p>Provide policy and over-arching programmatic decisions as required, and review Department-wide communications as required.</p>
<p>Transition Project Management Office (TPMO)</p> <p>Responsibilities</p>	<p>Cathy Anderson – Project Management Officer and Co-Chair</p> <p>Juanita Price – Co-Chair</p> <p>Phyllis Jones – Communications Lead</p> <p>Workgroup Chairs</p> <p>Facilitates delivery of the project. With the overall objective of helping to ensure the project remains aligned with the objectives, the project manager must:</p> <ul style="list-style-type: none"> • Conduct appropriate and effective project communications (both upward and downward), keeping members of the project team informed. • Channel consistent and cohesive communications to all stakeholders • Maintain and report on master project plan/schedule • Coordinate disparate activities within the project. • Institute mechanisms to capture and assess issues that may have an impact on the project. • Initiate activities/projects. • Identify gaps or overlaps in the project and direct the appropriate action, such as the initiation or cancellation of projects. • Keep senior management informed during project phases of the likely cost, duration, and required management involvement; prepare management for the effort needed to begin following the completion of the mission statement. • Meet with sponsors through meetings and informal communications. • Alert project managers to aspects of the management of the project, including the phases, changes, risks, and their required involvement at the project level. • Remain accountable to the project sponsor. • Maintain an external focus with consumers/other stakeholders and interfaces that directly impact the project. • Establish recognition as having legitimate authority and being accountable to the project sponsor.

Committee	Description
Consumer Workgroup	Develop, execute, and update project plan including the development of transfer policies and transfer of consumers to private provider network
Employee Workgroup	Develop, execute, and update project plan including the coordination of DC CSA employee entitlements and programs associated with separations and reemployments as well as maintaining staffing level to ensure the provision of basic clinical services within the DC CSA during the transition process.
Operations Workgroup	Develop, execute, and update project plan including the development of DMH Authority functions to include regulatory compliance, enhances oversight capacity, and transitioned functions from the DC CSA. Also includes such “run-out” functions as claiming, fleet operations and contracting and procurement.
Private Provider Workgroup	Develop, execute, and update project plan including the development and testing of private provider network capacity to accept DC CSA transfers.
Infrastructure and Facilities Workgroup	Develop, execute, and update project plan including the inventory and reallocation of the resources (buildings, fleet, IT, etc.) and services (security, etc.) currently is use at the DC CSA.
Continuity of Care Workgroup	Develop, execute, and update project plan including the tracking of DC CSA transfers and coordination of care post transfer to private providers. Develop plan for directing new referrals to the private provider network.

Meeting Frequency

Steering Committee:

10/02/08-11/20/08 – Weekly

12/4/08-forward – Every other week, or as needed

TPMO:

10/02/08-11/20/08 –Weekly, and as needed; includes briefing meeting with Project Sponsor

Workgroups:

Weekly and as needed

Stakeholders

Stakeholders are vital to the transition process and their participation is built in the transition process. The TPMO will maintain a regular channel of communication with stakeholders to solicit their views and keep them informed. Further, workgroups will seek out stakeholders to act as resource consultants for achieving their project objectives. Information sharing forums and focus groups will be held with stakeholder groups throughout the DC CSA transition process.

Stakeholder groups include the following:

- 1 Mental health consumers and families
- 2 DC CSA Employees
- 3 Unions
- 4 District agencies -- MPD, EMS, DOH/APRA, CFSA, DYRS, DCPS, DCHA, DHCF, DHS
- 5 Consumer Advocacy groups
- 6 DC Behavior Health Association (BHA)
- 7 Community hospitals and emergency rooms
- 8 Community-based providers
- 9 DC Primary Care Association (DCPCA)
- 10 Superior Court
- 11 Dixon Court Monitor
- 12 Dixon Plaintiff's Counsel
- 13 Community members
- 14 DC CSA Citizens Advisory Boards
- 15 Partnership Council
- 16 D.C. Council and other elected officials
- 17 State Planning Council
- 18 Public Mental Health Steering Committee
- 19 Advocates and service providers for the homeless

Key Milestones

Event/Dependency	Critical Date
Deliver Recommendations to Council	10/1/08
Determine Dates for Enrolment Closure, Hiring Freeze, Consumer Transfer and date for DCCSA to stop the delivery of direct services	10/31/08
Deliver Transition Plan to Council	12/31/08
Implement Transfer Processes	1/31/09
Implement Employee Transition Options	7/1/09-9/30/09*
Complete Consumer Transfers	7/1/09-9/30/09*
Complete Transition Objectives	9/30/09*

** These dates are estimates as of 10/23/08 – further definition pending*

Desired Outcomes Expected From This Committee

The Transition Office is responsible for final disposition of all elements of the DC CSA per implemented project plans including consumers, employees, and facilities/assets.

- 1 100% of DC CSA consumers are referred and linked to private providers
- 2 Mechanisms in place to monitor service activity for transferred consumers

- 3 All Employees are retired, redeployed or have other job opportunities, as appropriate
- 4 Resolved inventory of assets