



# CONNECTING

Creating A New Mental Health Service Delivery System for Our City

February 2003 Vol. I, No. I

## Awarding the Team



Martha B. Knisley, Director, DC Department of Mental Health

When Mental Health Director Martha B. Knisley announced the creation of a new awards program for the Department of Mental Health, she spoke about the importance of recognizing outstanding service and job performance: "There are lots of hands and talents involved in the creation of a new multi-operational mental health service delivery system. That's why it's important, all along the way, to acknowledge and recognize the contributions of employees on the team, as well as consumers, supporters and advocates."

Awards will be presented on a quarterly basis throughout the year in six distinct categories. Included in the categories is a "SOS Award" – Support Our Services – to recognize extraordinary performance in providing support and assistance to the Mental Health Authority. The first "SOS Award" recipient is Leonard Higgs for his support of a new financial accounting initiative implemented by Director Knisley.

Meanwhile, the first "Customer Service Award," for extraordinary performance in providing consumer support and assistance, was presented to the Access HelpLine staff, directed by Jane MacLean. The "Mission Award," for extraordinary performance in helping the Department meet its mission, was presented to the Supported Employment Program, under the direction of Elizabeth Jones. A "Celebration Award," which recognizes extraordinary performance in providing services to children and families, was presented to the School Integrated Mental Health Program, led by Olga Acosta, Ph.D. The "Access Award" for extraordinary performance in providing access

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## Showcasing St. Elizabeths

At a community meeting last January, citizens, Advisory Neighborhood Commissioners and Councilmember Sandy Allen warmly applauded the progress of the past two years towards construction of a new Saint Elizabeths Hospital building. Architectural renderings of the new building illustrated how it is being designed to support a recovery-based model of care. DMH Director Martha B. Knisley, Joy Holland, the hospital's Chief Executive Officer, and Senora Simpson, chairman of the DMH Partnership Council, led a discussion of how the hospital will remain a

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## Reaching the Larger Group

When you have a message you believe other employees or DMH stakeholders would like to know about, there's an easy and convenient way to get it in the communication pipeline. Contact Linda Grant, the agency's public information officer. She'll gladly work with you to format your message for electronic posting via

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# Making the Point

When the doors opened at the Washington Convention Center for this year's NBC4 Health & Fitness Expo, the Department of Mental Health was set up and ready to do business. The event provided the Department the opportunity to promote its new Access HelpLine, which links residents to quality mental health services, and to point out the pluses of the newly developed Cultural Competence Action Plan.



Patricia Martin O'Meally and John Graham at this year's NBC4 Health & Fitness Expo

Equal billing also was given to the Department's new partnership with Children's Hospital National Medical Center to provide emergency mental health services for children and youth; and thousands of the more than 65,000 Expo visitors went home with copies of the Department's popular brochures offering tips on dealing with such subjects as stress, anger, fear and terrorist activity. The Expo, now in its tenth year, is sponsored annually by WRC-TV, Channel 4. This year's event ran on Saturday and Sunday, January 18 and 19.

## Closer to Home

You wouldn't know it by the dust literally flying on the fifth floor of 64 New York Avenue, NE, but the move of support service units from the Saint Elizabeths campus to the headquarters of the Mental Health Authority has been completed. The fifth floor now includes Facilities Management, Human Resources and Payroll Divisions, as well as the mental health team of the office of the DC Corporation Counsel.

— Ted Knutson

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## Awarding the Team

to the mental health system, was presented to the Multi-Agency Planning Team, which developed the far-reaching CINGS Program (Children Inspired Now Gain Strength), under the leadership of Velva Spriggs.

In addition to these awards, the Director also established the "Director's Award," to recognize extraordinary performance in helping the Department meet its mission. This special award was presented to three entities for specific achievements in the last fiscal year. The recipients included the Division of Licensure, led by Lynne Riggins, in the Office of Accountability; Saint Elizabeths Hospital, led by Joy Holland; and Project DC, a grant funded initiative, led by Shauna Spencer. **See page three for photos.**

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## Showcasing St. Elizabeths

neighbor and partner in strengthening the community and city.

Meanwhile, a training program on "Dealing with the Mentally Ill" is an outgrowth of the meeting. Two sessions, open to the public, will be held from 6 p.m. to 7:30 p.m. on Thursday, February 6, 2003, and repeated at the same time period on Thursday, February 20, 2003. Both sessions will be held in the Chapel on the hospital's east campus, which is accessible from Gate 4, off Martin Luther King, Jr. Avenue, SE. Phyllis J. Mayo, Ph.D., Director of Psychology at Saint Elizabeths, will conduct the training.

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## Reaching the Larger Group

departmental e-mail. Ms. Grant, whose office is located on the fourth floor of the headquarters of the Mental Health Authority, can be reached at (202) 673-1937 or [linda.grant@dc.gov](mailto:linda.grant@dc.gov). She also is the person to speak with about getting information about mental health programs and services posted on the Department's Website, whose address is [dmh.dc.gov](http://dmh.dc.gov), which is now running on the District government's homepage at [www.dc.gov](http://www.dc.gov).

This information is presented by the DMH Public Affairs Office, Linda Grant, Director. Comments and information for future editions should be forwarded to the editor at [larry.brown@dc.gov](mailto:larry.brown@dc.gov).

# Beginning of Year-round DMH Awards



Joy Holland, CEO of St. Elizabeths Hospital, accepts on behalf of employees of the historic landmark.



Shauna Spencer guides citywide initiative, "Project DC".



Elizabeth Jones leads job placement efforts for consumers of mental health services.



Olga Acosta leads mental health presence in schools.



Leonard Higgs provides support to key management initiative.



Velma Spriggs helps champion new "CINGS" program.



Licensure Director Lynn Riggins and Marcia Jones, Deputy Director of Accountability.



Jana Berhow and Lisa Bullock represent Access HelpLine team.

Photos by Linda Kaufman