

NEXT MEETING: SEPTEMBER 17, 2008, 10:00 AM TO NOON
64 NEW YORK AVENUE, 4TH FLOOR, TRAINING ROOM

DISTRICT OF COLUMBIA
DEPARTMENT OF MENTAL HEALTH

CRISIS EMERGENCY SERVICES PLANNING WORKGROUP
IMPLEMENTATION UPDATE

MEETING MINUTES
MAY 14, 2008

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| Attendees: | Karen Baldwin, MPD Steve Baron, Director, Department of Mental Health (DMH) Barbara Bazron, Deputy Director, DMH Toni Zollicott -Brown, SOME Lois Calhoun, Forensic Coordinator, DMH Ann Chauvin, SOME Michael Clancy, Green Door Mary Ann DiPietro, NAMI- DC Trina Dutta, DMH Christine Elwell, First Helping, DC Central Kitchen Magistrate Judge Joan Goldfrank, D.C. Superior Court Tedla Giorgios, DCCSA Dr. Allen Gore, CPEP, DMH Chet Grey, DBID Lt. Silvia Hamelin, Metropolitan Police Department (MPD) Cynthia Holloway, CPEP, DMH Mary Ann Luby, Washington Legal Clinic for the Homeless Phyllis Jones, DMH Claire Johnson, PreTrial Services Agency Commander Brian Jordan, MPD Yvonne Keyes, DMH Dr. Robert Keisling, Pathways to Housing Claudia Marquez, CPEP, DMH Mytonia Newman, FEMS Carroll Parks, DCCSA Susan Shaffer, PreTrial Services Agency Effie Smith, CAN Dr. Steven Steury, DMH, Chief Clinical Officer Anne Sturtz, Deputy Director, DMH Office of Strategic Planning, Policy & Evaluation Erika Van Buren, Director of Organizational Development, DMH Luis Vasquez, Catholic Charities Eric Vicks, DCPCA LaToya Wesley, Research Analyst, CJCC Dr. Michael Williams, FEMS |
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Introductions & Welcome.

Steve Baron opened the meeting by welcoming all the participants. All participants introduced themselves.

Discussion.

Steve explained that the purpose of this meeting was to provide participants with an update on the implementation of the recommendations contained in the Workgroup's Final Report dated December 21, 2007 (the "Final Report").

Mobile Crisis Teams.

Steve Baron introduced Luis Vasquez, who has been hired as the Director, Mobile Crisis Team Services, starting June 2, 2008. After a round of applause, Steve asked Luis to tell the group about his background and experience. Luis has extensive experience working with Catholic Charities where he has established and managed a number of important programs for the homeless. He knows the District's service system very well and has worked very closely and effectively with DMH. He has a MSW from Howard University.

Steve also reported that there are dedicated positions for mobile crisis services in the FY 09 budget. DMH expects to begin recruiting during the summer and to have a team operational by October 1, 2008. Ideally, DMH would like to have teams operating sixteen (16) hours per day, seven (7) days per week. However, this is dependent upon staffing.

Dr. Keisling asked about the composition of the mobile teams. Steve Baron responded that there are 20 – 24 dedicated full time positions for the mobile team, including positions for peer counselors.

Luis Vasquez will be working with the Metropolitan Police Department ("MPD"), Fire and Emergency Services ("FEMS") and the Office of Unified Communications ("OUC") to develop protocols and working arrangements to facilitate the provision of mobile crisis team services. The work with the OUC will include developing plans to implement the dedicated telephone line. In addition, Luis will be contacting stakeholders to discuss needs so that the teams operate during the most critical hours for service delivery .

Steve asked Cynthia Holloway to introduce Claudia Marquez, who recently joined CPEP as the Performance Improvement Advisor. Both Luis and Claudia are fluent in Spanish.

CPEP.

Dr. Steury reported that DMH will be renovating the current CPEP building. The renovation project will include space for eight (8) extended observation beds (EOB), office space for the mobile crisis teams and an office for urgent care. Renovations are scheduled to begin in late June. Cynthia Holloway stated that renovations should be complete by late September 2008.

Dr. Steury asked Dr. Gore to report on some of the urgent care work occurring at CPEP. Dr. Gore reported that he has been working on further developing the relationship with APRA.

Cynthia noted that CPEP is planning to establish Addiction Specialist position(s) to work in CPEP and on the mobile crisis team.

Dr. Gore also reported that residents, medical and physician assistant students are working at CPEP. This is an educational experience for the students and also supplements clinical staffing for CPEP.

Eric Vicks mentioned that DCPCA is working on an ER diversion project with Providence. He expressed an interest in working with DMH and CPEP on issues relating to the diversion project. Steve recommended that Eric meet separately with Dr. Steury and Dr. Bazron.

Magistrate Judge Goldfrank asked whether the extended observation beds would be voluntary. Dr. Steury responded that both voluntary and involuntary patients would be admitted to the extended observation beds.

Walk-in Urgent Care.

Dr. Steury reported that the contract for the Court Urgent Care Clinic (“CUCC”) was awarded to the Psychiatric Institute of Washington (“PIW”). PIW has hired a psychiatrist who will be available in mid-June. However, DMH and PIW hope to open for services in late May.

There was an extended discussion regarding the need for coordination between the U.S. Attorney’s Office (“USAO”), DMH, Forensic Services, CSOSA and Pre-Trial Services to ensure appropriate referrals for mental health care.

SURE Program.

Carroll Parks, the Director of the DCCSA’s Adult Services Division, reported on the SURE Program. A copy of the handouts is attached to the minutes. Susan Shaffer noted that Pre-Trial Services has seen a great improvement in service as a result of SURE.

Dr. Keisling noted that it is important for the public mental health system to have adequate resources available to provide ongoing care, now that the initial access to care through the mobile crisis teams and SURE program was becoming easier.

Children’s’ Mobile Crisis Services.

Dr. Bazron reported that DMH has awarded Catholic Charities the contract to provide mobile crisis services to children and youth. The mobile crisis service will include four (4) crisis stabilization beds specifically for children and youth. The main purpose of the mobile crisis service for children will be to provide services to children involved in the child welfare system. The development of this program is required as part of the **LaShawn** Amended Implementation Plan. The contract amount exceeds one million dollars and requires approval of the Council of the District of Columbia. DMH expects to submit the contract for approval within the next few weeks.

Officer Agent Certification Rules.

Dr. Steury reported that work continues on implementing the rules regarding officer-agent training and certification. The workgroup is scheduled to meet again on May 15, 2008.

Meeting Schedule.

The group agreed that the next meeting would be September 17, 2008 at 10:30 am. It will be held at 64 New York Avenue, NE, 4th Floor Training Room

Action Items and Next Steps.

1. Circulate minutes to workgroup for review.

THE NEXT MEETING HAS BEEN SCHEDULED FOR SEPTEMBER 17, 2008, FROM 10:00 AM TO NOON AT 64 NEW YORK AVENUE, NE., 4TH FLOOR TRAINING ROOM.

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SURE Program Highlights:

SURE start Date
November 1, 2007

DCCSA Staff:
Juanita Price-CEO
Carroll Parks- Director of Adult Services
La Ressa Poole- Associate Director of Adult Services
Yvonne Stearns- Intake and Care Coordination

Improve Access

Goal: To determine if walk in model is a better option than scheduling consumers.

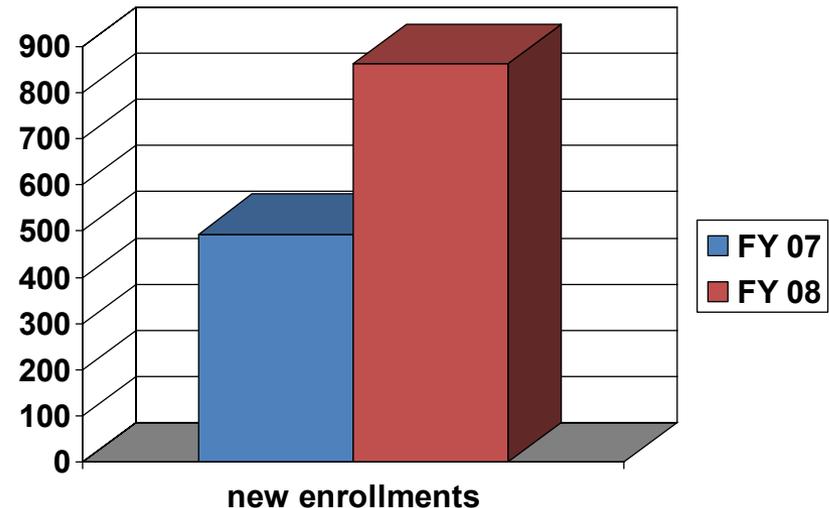
Improve timely access to treatment for adults ensuring clinical intervention same day as intake for clients 90% of the time.

Pilot Project Result

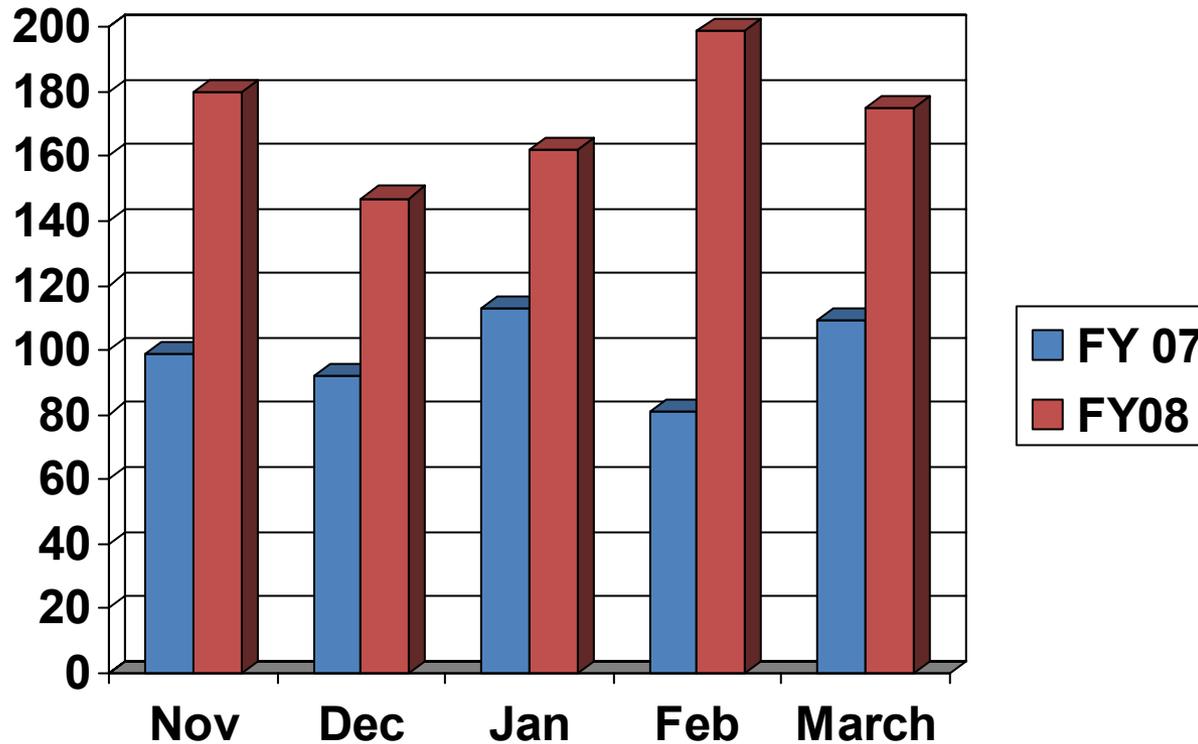
- Consumer met with clinical manager/Team member 97% of the time.
- 100% of consumer made 7-Day return appointment.

SURE Program Comparisons 07& 08

- 863 new enrollments
(11/1/07 -3/31/08)
- 494 new enrollments
(11/1/06 – 3/31/07)
- 58% increase since
starting SURE project.
- Improvements noted in
ease of access.



Monthly Comparison



SURE Program Data

- 2 ½ hours to complete Intake Clinical Assessment.
- 85% Percentage of time warm transition takes place. (Meeting team Member)
- 92% Number of consumers return for 7 day follow-up.
- Average wait time 20 to 35 minutes to began intake process.

Consumer Satisfaction Results

- 7 questions survey tool
- 26 consumers sampled
- Overall 78% positive rating for the 7 questions

Service on Request Schedule

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| 35 K Street 292-442-4202 | 35 K Street | Spring Road 202-576-6512 | 35 K Street | Alabama Ave 202-645-3600 |
| Monday 9:00—3:00 | Tuesday 9:00—3:00 | Wednesday 9:00—3:00 | Thursday 9:00—3:00 | Friday 9:00—3:00 |

Questions and Answers

- Call Carroll Parks- 202-576-5173. carroll.parks@dc.gov
- Call LaRessa Poole-202-442-4144. laressa.poole@dc.gov
- Call Yvonne Stearns. -202-576-5134. yvonne.stearns@dc.gov
- Call Juanita Price. – 202-671-4014. juanita.price@dc.gov