



# Chicago Department of Public Health Mental Health Services Transition Report

June 14, 2012

## Overview

In 2012, the Chicago Department of Public Health (CDPH) implemented a mental health reform plan to improve the quality of mental health services provided by the City. The reform plan focuses on serving the uninsured and strengthening the city-wide mental health system to better address the needs of all who depend on mental health services. The plan called for the consolidation of the City's mental health centers (from 12 to 6), preserved capacity to serve 4,000 clients a year, and expanded the mental health network by working with more than 60 community mental health providers to serve approximately 400 of CDPH's existing insured clients.

## Transition Process

Beginning in November of 2011, CDPH began implementing a transition plan to ensure every individual receiving care from CDPH continued to have access to care without interruption of care. Every CDPH client transferring to a new facility, service provider, or therapist, developed an individual transition plan in consultation with their therapist. The following steps were taken by each CDPH therapist:

- Therapists meet with each of their clients to discuss their treatment plan, where they will continue to receive services and services they will be provided.
- Therapists scheduled the 1<sup>st</sup> appointment for their client at the new service location and transferred all case files.
- To assist with travel expenses during the transition, therapists provided each client changing facilities with 4 CTA 1-day bus/train passes.

**FACT:** CDPH's reforms focus on serving its most vulnerable population, the uninsured

- All uninsured clients will continue to have access to care at a CDPH site
- CDPH will continue to have capacity to serve 1,000 Medicaid clients a year

## Monitoring Client Transition

To further support the transition and to ensure continuity of care, CDPH dedicated additional personnel to form a Quality Team to monitor clients for at least 60 days after transition. The team is made up of four clinical staff and one consumer advocate staff. The team does the following:

- monitors all clients changing facilities to ensure they arrive to their first appointment and meet with their therapist at the new location;
- monitors the transition process to ensure patients continue their care;
- ensures clients changing locations receive transportation assistance during the transition;
- contacts clients not meeting their first appointments and helps them reconnect to a mental health service provider.

## Transition Summary

Total number of individuals served by CDPH prior to consolidation: 2,790

- Total number individuals remaining with CDPH for care: 2,362 (85%)
- Total number of individuals transferring care outside of CDPH: 428 (15%)
  - 238 have already attended their first appointment with the new provider

## Transition Summary for Consolidated MH Centers, by Site

### Northtown Rogers Park MH Center Transition Update

- Total number of clients: 250
- Clients remaining with CDPH: 215 (86%)
- Clients transferring care outside of CDPH: 35 (14%)
  - 100% have already attended their first appointment with the new provider

### NorthWest MH Center Transition Update

- Total number of clients: 142
- Clients maintained by CDPH: 103 (73%)
- Clients transferring care outside of CDPH: 39 (27%)
  - 67% have already attended their first appointment with the new provider

**FACT:** All of CDPH's Mental Health Centers will be fully staffed to meet capacity.

- Average therapist caseload will be less than 90
- Psychiatry services will not be decreased and will be available at all sites

### Auburn-Gresham MH Center Transition Update

- Total number of clients: 202
- Clients remaining with CDPH for care: 170 (84%)
- Clients transferring care outside of CDPH: 32 (16%)
  - 38% have already attended their first appointment with the new provider

### Back of the Yards MH Center Transition Update

- Total number of clients: 266
- Clients remaining with CDPH for care: 209 (79%)
- Clients transferring care outside of CDPH: 57 (21%)
  - 70% have already attended their first appointment with the new provider

### Woodlawn MH Center Transition Update

- Total number of clients: 212
- Clients remaining with CDPH for care: 161 (76%)
- Clients transferring care outside of CDPH: 51 (24%)
  - 53% have already attended their first appointment with the new provider

### Beverly Morgan Park MH Center Transition Update

- Total number of clients: 230
- Clients remaining with CDPH for care: 185 (80%)
- Clients transferring care outside of CDPH: 45 (20%)
  - 38% have already attended their first appointment with the new provider

## Psychiatric Hospitalizations

The total number of hospitalizations in CDPH's system of care has maintained relatively stable during transition. While the goal is always to try to maintain individuals in an outpatient setting free of hospitalization, psychiatric hospitalizations are not uncommon for mental health providers such as CDPH.

Compared to last year, CDPH has experienced a decrease in the number of hospitalizations during the first quarter of 2012.

Year	Q1 (Jan-Mar)
2011	68
2012	61
2012 VS. 2011	-7

## Service Provider Update

CDPH is currently serving 2,367 clients through its network of six Community Mental Health Centers:

CDPH MH CENTERS	ADDRESS
Englewood MHC	641 West 63rd Street
Greater Lawn MHC	4150 West 55th Street
Roseland MHC	200 East 115th Street
North River MHC	5801 North Pulaski Rd
Lawndale MHC	1201 South Campbell
Greater Grand MHC	4314 South Cottage Grove

CDPH is working with the following Community Providers to serve 434 insured individuals:

Community Providers			
Abraham Lincoln Center	Douglas Center	McNeal Outpatient	Rush Presbyterian
Advocate Health, Illinois Masonic	Hamdard	Melrose Park	Sanford Clinic
Behavioral Health Care Institute	Haymarket	Mercy Hospital	St. Anthony
BNA HealthCare	Healing Center	Metropolitan Family Services	St. Bernard
Bobby E. Wright	HRDI	Mount Sinai	St. Mary
Chicago Family Health Center	Jackson Park	North shore Health	St. Pius
Circle Family Health Center	King Drive MHC	Norwegian American Hospital	Swedish Covenant
CMHC	Komed	Northwestern	Thresholds
Cook County Hospital System	Lakeview Counseling Center	Pathway	Trilogy
Christ Advocate Hospital	LEEDA	Pilsen Wellness Center	UIC
C-4	LSSI	Peterson Nursing Home	V.A.
Diversified Behavioral Services	Management Planning Institute	Renaissance	Other providers

## Transition Timeline Highlights

### November of 2011

- City Council unanimously approves mental health reforms as part of the Chicago Department of Public Health's 2012 budget.
- Mental health advisory update/notification after budget approval.
- CDPH's clinical and administrative teams begin implementing a thorough transition plan to ensure all its clients continue to have access to care.
- CDPH establishes a collaborative taskforce to focus on improving mental health infrastructure city-wide – focusing on social services and special populations like homeless and ex-offenders. The first meeting was attended by representatives the Chicago Department of Family and Support Services, Chicago Police Department, Chicago Fire Department, Cook County Sheriff's Department, several community providers and mental health advocates.

**FACT:** CDPH's new model was designed to improve the overall city-wide system not just its services. CDPH has already invested

- \$500,000 to expand psychiatry services to over 1,000 new patients in Chicago.
- \$1 million to support the integration of Mental Health, Substance Abuse, and HIV services.

### December of 2011

- CDPH Executive team hosts all staff meetings to provide an overview of CDPH's New 2012 Mental Health service model and other reforms.
- CDPH releases a \$500,000 Request for Proposals, for community mental health providers, to build capacity and increase adult psychiatry services to 1,000 new patients in Chicago.

### January of 2012

- CDPH provides an update for the Mental Health Advisory Board on the Mental Health consolidation plan and client transition plan.
- Mental Health Advisory Board members join CDPH's weekly transition planning meetings.
- CDPH releases a \$1,000,000 Request for Proposals, for community mental health providers and substance abuse centers, to help in integrate routine testing and counseling for HIV into their services.

### February 2012

- CDPH provides the Mental Health Advisory Board an update on the consolidation plan.
- CDPH mailed letters to all its clients providing them specific details of the transition and informing them of the sites and dates of the consolidation.
- Clinical staff begins making individual phone calls to clients to inform them of the upcoming changes and answer questions about transitions.
- CDPH posts Frequently Asked Questions at all center locations and on its website.
- Mental Health Community Leaders publicly endorse CDPH mental health reforms, <http://tinyurl.com/7yz9ons>.

- All clinical and support staff were informed of the changes and received training at each of the 12 mental health centers.
- After being briefed on the changes and receiving training, therapist began meeting with the clients on their caseload to develop individualized client transition plans.
- CDPH initiates daily transition planning meetings in addition to the weekly meetings with administrative staff and advocates from the Mental Health Advisory Board.
- CDPH meets with mental health advocates to go over CDPH's mental health reforms at a meeting hosted by 49<sup>th</sup> Ward Alderman Joe Moore, <http://tinyurl.com/7e5ugpy>.
- CDPH meets with mental health community leaders and advocates to go over CDPH's mental health reforms at a public meeting in the 37<sup>th</sup> Ward hosted by Alderman Mitts.
- Alderman Cochran invites CDPH to meet with community mental health service providers, leaders and advocates to review the new CDPH mental health reforms and client transition plan.
- CDPH applies for a \$30 Million, 3 year Health Innovation grant to support individuals experiencing both homelessness and with mental health challenges.

### **March 2012**

- CDPH reconvenes the Mental Health Taskforce it established to focus on improving mental health infrastructure city-wide. The meeting was attended by the Chicago Department of Family and Support Services, Chicago Police Department, Chicago Fire Department, and several community providers and mental health advocates.
- CDPH hosts meetings with Alderman to brief them on the MH center consolidation and client transition plan.
- CDPH continues to meet daily to review the status of the transition, including individual client needs, staffing and potential barriers to care and solutions to address those barriers.

### **April 2012**

- As scheduled, on April 9, 2012, Northtown Rogers Park and Northwest mental health centers transitioned its clients and transferred services to other CDPH sites.
- CDPH announces the community organizations who were awarded \$500,000 to expand psychiatry services for over 1,000 people across Chicago, <http://tinyurl.com/7ua8zlg>.
- CDPH releases a transition report, to provide an update on the progress of the first two mental health center consolidations.
- Members of Chicago's Faith Based community announce their public support of CDPH's Mental Health reforms, <http://tinyurl.com/7tbsodu>
- On April 30, 2012, Auburn-Gresham, Back of the Yards, Woodlawn, and Beverly Morgan Park mental health centers transitioned its clients and transferred services to other CDPH sites.