

# Mental Health Services Report

## June 2014



The City of Chicago is dedicated to ensuring access to quality mental health services for our residents. As part of these efforts, the Chicago Department of Public Health (CDPH) partners with service providers, makes targeted investments to strengthen the City's overall mental health system, leads a citywide initiative to enroll residents in insurance options now available under the Affordable Care Act and provides direct mental health services to uninsured residents through our own clinics.

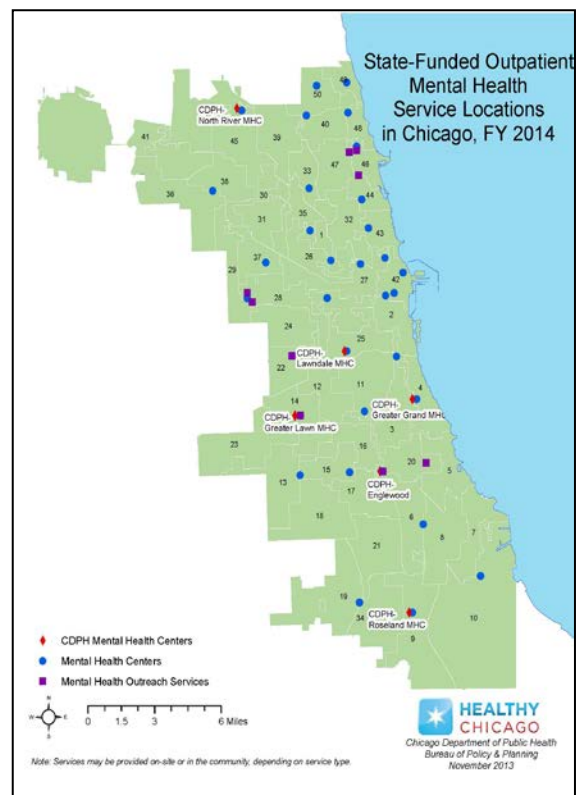
As a result of these efforts, more residents have access to more quality mental health services across Chicago.

### Strengthening Chicago's Mental Health System

#### State and Federal Investments

In addition to mental health investments and resources provided by the City of Chicago, Chicago has an extensive and long-standing mental health service delivery system that includes hospitals, long term care facilities, government agencies, community-based health centers, non-profit providers, faith-based community providers and private clinicians providing mental health care for residents in need.

As part of this system, the State of Illinois provides funding to support outpatient mental health services to approximately 35,000 Chicago residents each year. Additionally, as a result of the Affordable Care Act, over \$20 million has been invested in Chicago's network of Federally Qualified Health Centers (FQHCs) since 2010 to provide low income residents integrated health care services, including mental health services, which has afforded Chicago residents a more holistic approach to health care. According to the Health Resource and Service Administration between 2010 and 2012, more than 53,000 clients received direct mental health services from a mental health provider at an FQHC in Chicago.



#### CDPH Investments

Even with the broad array of resources available, CDPH continues to identify areas of need to help ensure access to quality services in every community. As such, over the last three years, CDPH has made

\$10.2 million available through investments designed to address areas of need and increase treatment options, including the following:

### *Investing in Community Psychiatry Services*

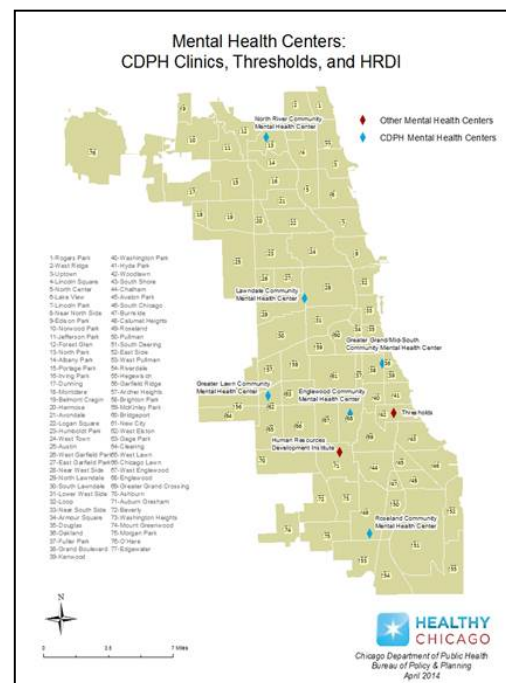
Since 2012, CDPH has invested \$1.5 million in eight mental health agencies to expand psychiatry services for uninsured adults across the city. Just this past year alone, these agencies collectively provided an additional 5,727 psychiatric patient visits as a result of this funding.

### *Providing Access in Woodlawn and Auburn Gresham*

Following the consolidation of CDPH clinics in Woodlawn and Auburn Gresham in 2012, the City worked with Human Resources Development Institute (HRDI) and Thresholds to re-envision these mental health clinics to provide residents in these neighborhoods a more comprehensive set of services in their communities. As a result, residents now have a broader menu of health service, enhanced specialized patient care, increased service delivery and improved patient hours.

In July of 2012, HRDI assumed operations at the former Auburn Gresham clinic. HRDI now offers assertive community treatment, which provides an array of community-based mental health and supportive services for adults with serious and persistent mental illness or co-occurring mental health and medical or substance abuse disorders.

In early 2014, Thresholds opened a new office location at the former Woodlawn clinic. Three mental health outreach teams, each comprised of five to seven case managers, employment specialists and mental health professionals now work in the community delivering services directly through their community-based mental healthcare model.



### *Launching New Children's Services*

CDPH is partnering with the Illinois Children's Healthcare Foundation on a new model of care specifically targeting Chicago youth and families. As a result of this work, the Foundation recently awarded \$4 million to launch two new programs providing integrated primary and mental health services to children and youth in the Englewood and Humboldt Park/West Town neighborhoods. The *Healthy Minds, Healthy Children, Healthy Chicago* initiative is designed to help thousands of children and their families who are impacted by mental health conditions through a team-based treatment approach with a focus on prevention and early intervention.

### *Supporting Integrated Service Delivery*

In addition to promoting the integration of mental health and primary care services, CDPH has

prioritized efforts to integrate mental health services with substance abuse treatment and HIV prevention services. In 2012, CDPH secured a \$4.1 million, three-year federal grant from the Substance Abuse and Mental Health Services Administration (SAMSHA) to coordinate behavioral health services in community-based settings to ensure screening, linkages to treatment and evidence-based interventions. By March 2014, the program had already provided funding for 10 delegate agencies to serve nearly 4,500 persons.

### *Increasing Funding for Mental Health Services for People Living With HIV*

Each year, CDPH receives federal funding to support an array of services for people living with HIV/AIDS. In 2012, the Chicago Area HIV/AIDS Integrated Services Council (CAHISC) allocated nearly \$1.4 million for mental health services through this grant, which resulted in almost 16,000 mental health visits for nearly 2,400 patients. Since that time, CDPH and CAHISC have increased funding for mental health services by 31%, resulting in a \$1.8 million investment in delegate agencies in 2014.

## **Increasing Access to Care**

The Affordable Care Act (ACA) provides millions of Americans – and nearly 400,000 Chicago residents – with new opportunities for health insurance – many for the first time. The ACA also called for one of the largest expansions of mental health services in history as it requires health insurance plans, including those on the Marketplace, to include mental health services.

This means that insured Chicago residents will have access to new mental health providers through their new plans, expanding access to quality care options across the City. In order to help the 400,000 Chicago residents who now qualify for insurance options, Mayor Rahm Emanuel directed CDPH to lead *Enroll Chicago!*, a city-wide effort providing information and enrollment opportunities for Chicago residents. Activities included more than 100 education events, as well as open enrollment opportunities at City community and senior service centers, CDPH's HIV clinics, public libraries, and at numerous Chicago Housing Authority locations. CDPH also published a report detailing the profile of the City's uninsured residents, helping partner organizations better target their efforts at enrollment.

To ensure clients are our mental health clinics also understood options that may be available to them under the ACA, CDPH partnered with health navigators to provide onsite enrollment counselors at all six CDPH mental health clinics throughout the open enrollment period. More than 250 clients were provided with information about new coverage options and their benefits, including expanded service options, improved prescription drug coverage and reduced expense related to co-pays. As a result of these efforts nearly 60 current clients enrolled in health insurance plans. Any CDPH client who enrolls in health insurance will be provided information about new options available to them, but will also be allowed to remain at their CDPH clinic if they wish, regardless of insurance status.

The State of Illinois has reported that more than 500,000 persons gained health insurance through either the ACA Marketplace or expanded Medicaid as of April, 2014. While specific Marketplace

numbers are not yet available for Chicago, 111,126 city residents have enrolled in the expanded Medicaid program – every one of whom now has expanded options for mental health services.

## Providing Direct Services

Even with the historic opportunities afforded to Chicago residents under the ACA, a significant portion of the population still do not qualify for health insurance, mostly those who are undocumented. As part of our commitment to work toward access for all residents, CDPH continues to provide direct services to uninsured residents through its six city-run mental health clinics.

### **Ensuring a Successful Client Transition:**

As part of the department's reforms, CDPH reviewed all client records and identified 2,798 clients who had had an appointment at any of its 12 mental health centers during the prior 12-month period. These clients became the focus of the department's efforts to ensure a successful transition to one of the existing six CDPH mental health centers or to one of the new health network providers. Transition actions focused on three areas: communications, outreach and quality.

By the end of May 2012, 85% of clients (2,369) remained with one of the six CDPH mental health centers, while just 15% (429) were transferred to a network provider. Individual transition plans were developed for each client and CDPH staff monitored their progress for a minimum of two months. At the time of the transition, CDPH informed transferred clients that if they were not satisfied with their new provider, they would be welcomed back; only 63 clients returned.

CDPH's mental health clinics were established to provide services mostly to uninsured residents who have limited options compared to those with insurance. Over the past several years, decreased funding from other sources – including a 90% decrease in external funding between 2008 and 2013 – required an increase in investment from the City of Chicago amid difficult economic times and lower city revenue. Additionally, staff vacancies could not be readily filled as the result of a nationwide shortage of psychiatrists.

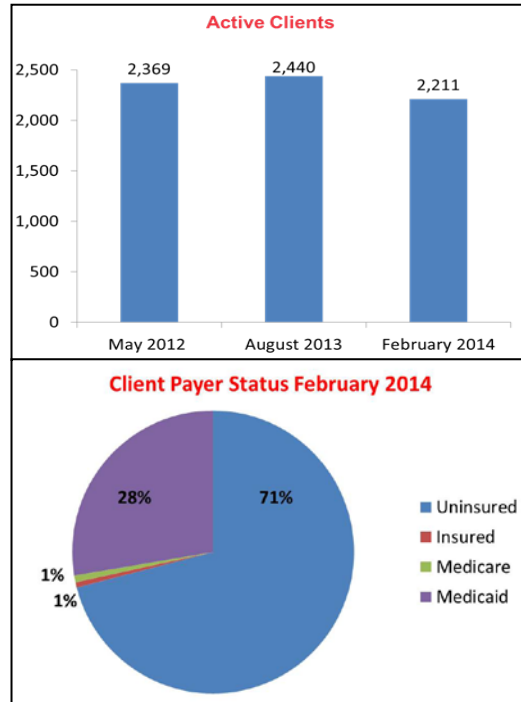
In 2012, it became clear that important health reforms had to be made to the department's direct services to ensure continued operation for those most in-need—the uninsured. CDPH leadership sat down with community mental health providers and advocacy groups to develop a plan that would leverage a larger network of service providers while making the necessary improvements to CDPH's own system to ensure sustainability following ACA implementation.

As a result of these meetings, CDPH consolidated the then-12 clinics into six, ensuring necessary levels of staffing and clinic hours available at each

location. A key part of the transition was the creation of individual transition plans for each CDPH client impacted by the reform, ensuring a successful transition of each client to either one of the consolidated clinic locations or a new service provider (see box).

The resulting reforms maintained capacity for new uninsured residents to be seen at City clinics. In addition, new strategic investments were made to help serve more residents overall.

Even though more than 400,000 residents have access to other providers under the ACA, the number of active clients served by CDPH clinics has not shifted dramatically since the transition. In fact, at the time of the transition, CDPH clinics had 2,369 active clients. As of February 2014, the clinics had 2,211 active clients – more than 70% of whom were uninsured, demonstrating our commitment to provide uninsured residents access to services.

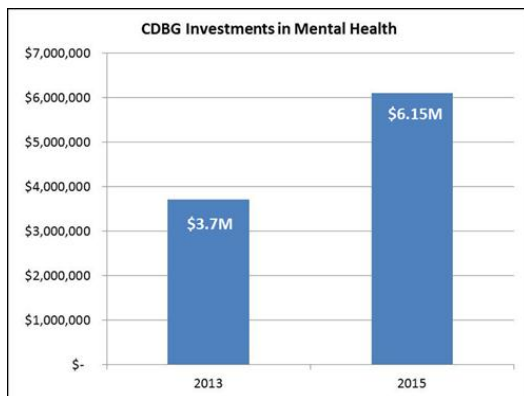


Since CDPH consolidated its mental health clinics, it also earned a three-year accreditation from the Commission for the Accreditation of Rehabilitation Facilities (CARF). Accreditation was granted following an extensive onsite audit that included the review of case management tools, individual treatment objectives and performance measures, in addition to conversations with clients, staff and other stakeholders.

## Moving Forward

Over the past two years, it has become clear that the reforms first implemented 2012 have proven successful – maintaining capacity to serve clients at the City clinics, while strengthening the overall mental health infrastructure amid historic changes under the ACA.

Additionally, the City has expanded its investments into the overall mental health infrastructure by \$10.2 million. Moving forward, the City remains committed to continuing this trajectory. Specifically and



pending availability, CDPH plans to invest more than \$6.15 million through Community Development Block Grant (CDBG) funding for mental health services in 2015. This is an increase of nearly two-thirds since 2013, when \$3.7 million in CDBG was available for mental health services. As part of this increase, the City has made new funding opportunities available to partner agencies to deliver community-based mental health services.

These investments include (pending available funds):

### *Mental Health Services for Child and Adolescent Victims of Sexual Assault*

This \$250,000 investment will be used to increase the availability of mental health services for children and adolescents (ages 17 and under) who are victims of sexual assault in Chicago. Specifically, the program will provide individual, family, and group therapy; case management; and

other supportive services that promote engagement in care. This investment will also reduce existing waitlists, ensuring youth receive quality mental health services more quickly.

### *Crisis Intervention Pilot Project*

CDPH will work directly with the Chicago Police Department (CPD) to improve mental health service linkage and service coordination for residents in mental health crisis who are interfacing with CPD. The \$100,000 investment will result in a new service delivery model organized by a community-based mental health agency in three CPD districts (2nd, 3rd, and 7th) that record relatively high numbers of mental health-related service calls and police transports to emergency care. The mental health agency will provide a licensed clinician to work with police to deliver triage services for the subjects of those calls to ensure they are linked to mental health treatment and ongoing services.

### *New Investments in Restorative Justice*

Understanding that exposure to violence and other traumas during early childhood increases the likelihood that youth will experience more psychological, social, interpersonal and other challenges mental health challenges, CDPH will invest \$370,000 in local agencies operating restorative justice programs focused on elementary school aged youth and their families. The new program will contribute to social and emotional development by teaching youth valuable skills in building and repairing relationships with their classmates, teachers, family and community.

As part of our efforts to ensure a safety net for uninsured residents, CDPH will continue to monitor the success of the reforms implemented at its own clinics and make additional improvements as needed. In addition, we will continue to expand our partnerships and other efforts to improve the City's overall mental health infrastructure in the months and years ahead.

By working more closely with partners across the City, improving our own services and making smarter investments in areas where need is greatest, we will continue to improve the City's mental health infrastructure for the foreseeable future.



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