



Chicago Department of Public Health

Mental Health Services Transition Update

April 20, 2012

Overview:

The Chicago Department of Public Health (CDPH) established 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 those who depend on mental health services. The plan calls for the consolidation of twelve of the City's mental health centers into six, preserves capacity to serve 4,000 clients a year, and expands its network by working with more than 60 community mental health providers to serve approximately 600 of CDPH's existing insured clients.

Transition Process:

Every CDPH client transferring to a new facility, service provider, or therapist, has a personal transition plan developed in consultation with their therapist. The following steps are being taken by each CDPH therapist:

- Therapists are meeting with each of their clients to discuss their treatment plan, where they will continue to receive services and the services they will be provided.
- Therapists are scheduling 1st appointments for their clients at the new service location and transferring all the case files.
- To assist with any travel expenses if needed during the transition, therapists are providing each client changing facilities with 4 CTA 1-day bus/train passes.

FACT: Currently CDPH has 2,917 active clients and has system capacity to serve 4,000 clients.

- 80% (2,315) will continue to be served by CDPH
- 20% (602) insured clients will be served by community mental health providers

Monitoring Client Transition:

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

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 be increased and available at all sites

- 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, if needed
- contacts clients not meeting their first appointment and reconnecting them to a service provider

Client Transition Update

Since November of 2011, CDPH's clinical and administrative teams have been implementing a thorough transition plan to ensure all its clients continue to have access to care. In February of 2012, after months of planning, CDPH mailed letters to all its clients informing them of the sites and dates of the consolidation. After an initial mailing, CDPH's clinical staff followed-up with individual phone calls and posted the changes at all center locations and on its website. All clinical and support staff were informed of the changes and received training at each of the 12 mental health centers. After the training, therapists began meeting with the clients on their caseload to develop individualized client transition plans.

To ensure the transition process was moving smoothly, CDPH initiated daily meetings with clinic staff in addition to the weekly meetings with administrative staff and advocates from the Mental Health Advisory Board. During the meetings, the team reviews the status of the transition, including individual client needs, staffing, and potential barriers to care, along with solutions to address those barriers.

FACT: CDPH will focus on 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

On April 9, 2012, Northtown Rogers Park and Northwest mental health centers successfully transitioned its clients and transferred all its services to other CDPH sites.

Northtown Rogers Park Center Transition Update

- Total number of active clients: 248
- Clients remaining with CDPH for care: 182 (73%)
- Clients transferring care outside of CDPH: 66 (27%)
 - 76% have already attended their first appointment with the new provider

Northwest Center Transition Update

- Total number of active clients: 144
- Clients remaining with CDPH for care: 101 (70%)
- Clients transferring care outside of CDPH: 43 (30%)
 - 76% have already attended their first appointment with the new provider

FACT: Since 2011, CDPH has held frequent meetings with mental health advocates and providers

- CDPH updates the Mental Health Advisory Board on a monthly basis
- Mental Health Advisory Board members participate in the weekly transition meetings

The remaining four Mental Health Centers will consolidate on April 30, 2012. Working with our staff, advocates, and over 60 community mental health providers all clients will continue to have access to mental health services. 80% of the 2,917 currently active clients will continue to be served by CDPH and about 20%, or 602 clients with insurance will be served by community mental health providers throughout the city.

Six sites that will remain open	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

Six sites that will be consolidated	Date of Consolidation
Northtown Rogers Park	April 9, 2012
Northwest	April 9, 2012
Auburn-Gresham	April 30, 2012
Back of the Yards	April 30, 2012
Woodlawn	April 30, 2012
Beverly Morgan Park	April 30, 2012

Citywide Mental Health Infrastructure Update:

CDPH is actively working to improve the city-wide mental health system by focusing its efforts on building, convening, and coordinating community partnerships and supporting identified infrastructure needs.

To strengthen multi-agency collaboration and support, CDPH convened the **Mental Health Task Force** which includes the Chicago Department of Family and Support Services, Chicago Police Department, Chicago Fire Department, Cook County Sheriff’s Department, the National Alliance on Mental Illness of Greater Chicago and other community providers and mental health advocates to identify solutions to systemic issues that affect mental health infrastructure city-wide. The task-force is placing special attention on homeless and ex-offender populations dealing with mental health issues. One of the first recommendations made by this group was for CDPH to pilot a program to coordinate mental health services for the homeless and re-entry populations. As a result of this task force, CDPH applied for a \$30 Million, 3-year Health Innovation grant to support individuals experiencing both homelessness and mental health challenges. CDPH expects to know if Chicago will be awarded this grant in the spring of 2012.

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 more people in Chicago.
- \$3 Million over three years to support the integration of Mental Health, Substance Abuse, and HIV services.

Improving access to care will continue to be a CDPH public health priority as outlined in Healthy Chicago, the City’s plan with a vision of making Chicago the healthiest city in the nation. Through collaborative efforts and with a focus on policy, systems, and environmental factors, CDPH will continue to lead the improvement of the city’s mental health system.