VOLUME 2 ISSUE 9
ENEWSLETTER FOR EMPLOYEES
OF THE DEPARTMENT OF MENTAL HEALTH

Staying in Touch

September 2008

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Walk with DMH employees at AIDS Walk 2008 on October 4.

Call 202. 673.9319

Message from the Director

Dear DMH Employee,

I hope you had a chance to enjoy time off with family and friends. We've had a busy summer! The Urgent Care Clinic at the Courthouse and the Ida Mae Campbell consumer wellness center began providing services—while at the same time we are gearing up to launch the mobile crisis teams in October, realigning and adding new schools to the School Based Mental Health Program, finalizing the child crisis services, and issuing RFPs for the new integrated care project and for many of our housing programs. As summer comes to an end, we are making a number of organizational changes at the Authority that we believe will help us be even more efficient and effective. You can read about them on page 2, but I want to highlight a few.

I'm very excited that we are building our internal capacity to systematically evaluate the well being of our consumers and how our mental health system is supporting their recovery. For the past six years, we have relied on outside consultants to manage our annual community service reviews. To better integrate the reviews in our planning and ongoing work, we are adding this responsibility to the Office of the Deputy Director for Programs and Policies and hiring two new employees. Job announcements will be posted soon on our website, and I encourage anyone who is interested to apply.

We are also strengthening our care coordination with new positions to support consumers who have complex requirements. To implement these changes, we have made several staff changes including the creation of a new position of Director of Integrated Care. I am pleased to announce Jana Berhow—who is featured in this newsletter—will be acting director while the position is posted.

Be assured that we will continue to evaluate our operations in other areas, and as always, send me your comments and ideas about how to make the Department even better at steve.baron@dc.gov.

Steve

Correction

The Consumer Leadership Forum inadvertently was omitted from the membership list of the Partnership Council in last month's enewsletter. My apologies to Nancy Lee Head, Consumer Leadership Forum representative, who has been a valued member of the Council since its inception. Also, the Partnership Council meeting date is the fourth not the third Thursday of the month.

- Editor

Nancy Lee Head at the July meeting of the Partnership Council.

Authority Reorganizes to Support High Quality Service Delivery

We are making organizational changes at the Authority to realign administrative functions that are needed to support our goal of managing a high performing public mental health system. The changes which are described in detail below will allow us to develop an internal capacity for Community Service Reviews; focus on consumers with complex needs to ensure that they are linked to appropriate services, and strengthen care coordination and discharge planning.

Specific changes:

- Create a new Integrated Care division within the Office of Programs and Policy that will include a care management function to focus on adults and children who are not well connected or being well served by the community system. This division also will oversee the new integrated care initiative for long-term patients being discharged from Saint Elizabeths.

- Establish a Community Services Reviews function with two new staff positions, and create a Clinical Informatics component to better coordinate the Department's data

See **Authority**, page 4

DMH Training Institute Issues Fall Calendar: Register Now!

The DMH Training Institute's Fall Calendar is out with an exciting schedule of learning events! You can register now and more events will be added daily. **Erika Van Buren**, Organizational Development Manager, provides a brief description of one of the first trainings, the ***NTU Approach to Health and Healing*** on September 3, 9:00am-4:00pm.

NTU is an approach to psychotherapy and counseling that is grounded in the acknowledgement of the inherent competence that exists in all people. NTU also is a method of delivering human services to individuals and families through therapeutic and psycho-educational programs and services that is framed in an "Africentric" understanding of the world. NTU has six characteristics that frame its conceptualizations and interventions: it is spiritually based, family focused, culturally competent, competency based, holistic/systemic, and values driven. The class is aimed at direct service providers, supervisors, administrators and policy makers; psychiatrists, psychologists, social workers, counselors, outreach workers, case managers, advocates, families and paraprofessionals.

Training coordinators are from the Progressive Life Center, and the class is open to all. To register for the NTU training, click here or copy and paste the following link into your web browser: http://www.surveymonkey.com/s.aspx?sm=MnzllmWSYU9YCLdoXNf9jA_3d_3d .

You can view the Fall Calendar on our website, www.dmh.dc.gov.

Employee Spotlight: Jana Berhow

Jana Berhow loves to dance the bachata—a dance to guitar based music that originates from the Dominican Republic—and its intricate footwork keeps her primed for the quick steps and fast pace required in her job as Chief of Service Authorization in the Office of Programs, Policy and Planning...and ready for her new position as Acting Director of Integrated Care.

Jana has been at DMH for six years and says she loves her job because it keeps her challenged and always looking for new and different ways to solve a problem or improve an outcome. (She is looking forward to her new position for the same reasons.) Her current job responsibilities make her a natural choice for the newly created position which will focus on helping people leave Saint Elizabeths and stay in the community using an integrated method to service delivery and supports.

Jana Berhow

She now oversees authorizations of services as supervisor of the Access Helpline care coordinators. She develops and manages the authorization protocols, and trains providers on the authorization process. She provides technical support for *Dixon* exit criteria related to continuity of care, and compiles statistics about service utilization, and hospitalizations. In addition, she works with provider groups to improve practice and quality of care of the crisis beds and the rehabilitation day programs.

Jana grew up in the upper Midwest and previously worked in Wisconsin, Minnesota and Missouri. She was a social worker in small community based organizations doing everything from Medicaid applications to individual therapy. She's also worked with children and youth to prevent out-of-home placement and helped adults search for their birth parents. She has a master of social work from Augsburg College in Minneapolis, a BA from the University of Wisconsin, Madison in Biological Anthropology and French with an Art History minor, and is a LICSW in the District.

Jana lives with her 16 year old daughter and 15 year old son...and two cats and a snake. She says she mostly works and parents, but when she gets a moment for "me time", it's usually spent in the gym or on the dance floor dancing the salsa, meringue or cha cha—and of course, the bachata.

News from Human Resources: Benefit Sessions and E-Time Reminder

Benefits Information Sessions: HR has scheduled a series of information sessions so you can hear about various benefits available to you including the dental and vision plans, deferred compensation, college savings plan, and U.S. Savings bonds. The next session is from 10:00 a.m. to 2:00 p.m., Wednesday, September 17, in the 5th floor training room. The October session is Wednesday, October 15, from 10:00 a.m. to 2:00 p.m., same location. If you have any questions, please contact **Louisa Buadoo-Amoa** on 673-3652 or email at Louisa.buadoo-Amoe@dc.gov.

E-time reminder. All time should be entered weekly no later than Thursday and approved by a supervisor or manager by COB Tuesday, following the end of a pay period. If you do not meet this schedule, you run the risk of not being paid on time. If you are unable to enter or approve time, you may contact the agency "superusers" who are listed below:

MHA: Angela Fulwood at 673.4587
Hospital: Cecile Payne at 645.5471
DCCSA: Leatrice Worsley at 671.4009

Authority Reorganizes

Authority from page 2

collection and clinical evaluation capacity within the Office of Programs and Policy.

- Relocate Provider Relations to the Chief of Administrative Services to step up technical support to providers on operational issues.
- Add staff positions to the housing, strategic planning, contracts and procurement, information technology and fiscal affairs areas to strengthen operational supports
- Relocate risk management and disaster mental health to the Director's office under the direct supervision of the Chief of Staff.

All newly created positions will be advertised and posted on the website.

We are very excited about this new structure and the opportunities it will have to ensure residents receive high quality services.

Survey Evaluates Consumer Satisfaction

Along with a team of consumers and family members, the Office of Strategic Planning, Policy, and Evaluation is conducting the annual Consumer Satisfaction Survey. The survey is conducted with adults served by the mental health system and parents and guardians of children and adolescent served by the mental health system.

According to **Rick Parr**, assistant to the Director, the survey will be administered by telephone utilizing three instruments—the Mental Health Statistics Improvement Program Consumer Satisfaction Survey, the Youth Services Survey for Families, and the Recovery Oriented Systems Indicator—and will be completed this month.

Calling on Volunteers for the AIDS Walk on October 4

Justin Worthy, a mental health counselor at CPEP who served 6 years in the Navy, is calling on DMH employees to join him in supporting the upcoming annual AIDS Walk fundraiser on October 4. He has placed a container at CPEP where his co workers are contributing to the fund for HIV/AIDS. On the container, he placed the following message that reminds us of the urgency and the devastation of the HIV/AIDS crisis:

"One in 20 adults in the District has HIV. The number one killer among black females is AIDS. And while working at CPEP, I have known many patients stricken with this disease. Last year, I walked in the District's Annual AIDS Walk with many of my military cohorts who all were in support of our "shipmates" recently diagnosed with this disease. Those military men and women were all between the ages of 20 to 25 with a bright future ahead of them.

Unfortunately, there is not a cure for HIV; however, the more we support the research, each day we come closer to a cure. In addition to financial support, spreading the word about the disease and prevention methods are effective ways to control the virus.

It's now time for us to put our foot down. Join me this October 4th for the 22nd Annual AIDS Walk in Washington that will be a 5K fund-raising walk/run benefiting and produced by the Whitman-Walker Clinic. However, if you are unable to make the walk with me, I will be collecting donations with a goal of $300.00.

Thanks to everyone in advance for your support, and hopefully we will exceed our goal!

For more information, please visit http://www.wwc.org/ and click on "AIDS Walk Washington," or ask me your questions via email at justin.worthy@dc.gov."

eNewsletter produced by Phyllis Jones, PIO Paul Davis, Photographer. Suggestions for the enewsletter are welcomed. Please send to phyllis.jones@dc.gov.