



CONNECTING

Creating A New Mental Health Service Delivery System for Our City

April 15, 2003

New Team Members Blending Talents and Experiences



DMH Director Martha B. Knisley says the essential work of the Department continues to be enhanced by skilled and dedicated employees, managers and other mutually committed stakeholders.

"To accomplish our diverse and comprehensive mission, we clearly need the willing hands of every employee, every consumer, and all of our supporters. We also need talented, resourceful individuals, with

fresh perspectives and ideas, from within and outside of our agency, to build a far-reaching service delivery system," the Director said.

Director Knisley continued by pointing out that for the first time, mental health services are being offered more aggressively in neighborhood settings, utilizing national trends and best practices. "Understandably, such daunting tasks require a realignment of existing talent, as well as

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Saint Elizabeths' Laboratory Earns Accreditation Honor

DMH Director Martha B. Knisley is leading the applause for St. Elizabeths Hospital Blackburn Laboratory for its recent accreditation, with distinction, by the Commission on Laboratory Accreditation of the American College of Pathology.

"We are extremely proud of this achievement," said Director Knisley. "The staff set a goal and met it through hard work, persistent effort, dedication and vision to transform SEH into a model reflective of best practices in recovery-based programs.

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Conference Addresses Co-occurring Disorders: Mental Health and Substance Abuse

Registration deadline is April 23

There is still time for DMH employees, consumers and other stakeholders to register for the Third Annual Judge Aubrey E. Robinson, Jr. Memorial Mental Health Conference. Registration closes on Wednesday, April 23. For additional information about the conference and registration, contact Linda Kaufman DMH director of organizational development, at (202) 673-7505 or linda.kaufman@dc.gov. To register, go to <http://dmh.dc.gov/pdfs/dcsmhppccofnferenceflyergreen2003.pdf>.

The conference will be held from 8:30 a.m. to 4 p.m. on Wednesday, April 30, 2003, at the Renaissance Washington DC Hotel, at 999 Ninth St., NW, across from the old Washington Convention Center.

This year's theme is "The Road to Recovery: Mental Illness and Substance Abuse." The focus is mental illness and substance abuse issues across the life span. The conference

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Supported Employment Supports Recovery

“Recovery” now has new meaning for DC consumers of mental health services. On April 2, the partnership of the Department of Human Services, DMH, Virginia Commonwealth University, Dartmouth College and Johnson & Johnson celebrated the start of the District’s supported employment program.

The \$180,000 award over three years from Johnson & Johnson was matched by \$100,000 from the Rehabilitation Services Administration and \$150,000 from the Department of Mental Health. The results are three demonstration sites – Community Connections, Deaf-REACH and Northwestern Human Services Midlantic – where consumers will be provided the necessary supports to succeed in the workplace in competitive jobs.

“My mission is to improve the lives of people with mental illness,” said Rick A. Martinez, MD, medical director for corporate contributions and community relations at Johnson & Johnson. “As a psychiatrist, I realized that my education was complicit in socializing disability, which is not the route to recovery.

“As a good scientist, I conducted research, which led me to ‘supported employment’, the evidence-based best practice championed by Robert Drake of Dartmouth College, DMH Director Marti Knisley, and the consumers of the District of Columbia.”

“Supported employment supports recovery,” said Director Knisley. “Early in my career, ‘work adjustment’ meant having consumers put boxes together then take them apart. I knew there had to be a better way. With the support of former DHS Director Carolyn Colvin, the legwork of DMH’s Elizabeth Jones, and the research of VCU and Dartmouth, we laid the foundation for today’s celebration. Through supported employment, we will generate hope for a demonstrable change in consumers’ lives.”

Dr. Robert Drake, director of the Dartmouth Psychiatric Research Center, said, “Nothing does as much to help people control their lives as having

a job.” He then identified the four principles of evidence-based practice: pay attention to what works; focus on the individual consumer; involve consumers in shared decision making; and draw on clinical competence to support the program.”

Deborah Becker, senior project manager at the Research Center, listed the six principles of supported employment: eligibility is based on consumer choice; supported employment staff must be integrated with mental health caregivers to work together for the consumer; competitive employment, not set-aside employment, and being paid at least the minimum wage are the goals; the job search starts within 30 days after the consumer says he or she wants to work; follow along supports continue as long as needed; and consumer preference is important.

Jesse Price, co-chair of the DMH Partnership Council, urged everyone to “. . . get on board and identify jobs for consumers.” Samuel Awosika, consumer advocate for the DMH Community Services Agency, noted that coordinating consumers’ benefits once they go to work is very important to the success of supported employment. DMH has contributed two staff from the DMH CSA to work as benefits counselors along with the staff person, funded by the Social Security Administration, now located at Goodwill Industries. They have completed recent training in the complex rules regarding benefits and the Ticket to Work program now being initiated in the District.

Juanita H. Price, the CSA’s Chief Executive Officer, maintains, “Supported employment is an evidence-based best practice we are using to promote recovery and resiliency in persons receiving mental health care. It is a means of achieving one’s goals.”

Ms. Price added that, “Discrimination against individuals with differing abilities persists in such critical areas as housing, education, health services and employment. Supported employment at its very best affords the public the opportunity to see the person for who they are, rather than seeing their disability. I am proud to welcome supported employment to the CSA and remain hopeful and encouraged that the community will support and embrace this concept as well.”

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Supported Employment Supports Recovery

The DMH CSA Office of Consumer Employment Services is opening April 16, and Mildred Brown is the program manager. Interested consumers may call 576-7158 or visit the Spring Road Community Support Services Center, at 1125 Spring Road, N.W., to ask about supported employment opportunities.

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New Team Members Blending Talents and Experiences

open recruitment to acquire new skills, experiences and energy. This is necessary to ensure that a mix of talent is available to build a system tailored to the needs of our ethnically and culturally diverse community," the Director said.

Meanwhile, some of the latest appointments at the Mental Health Authority, Community Services Agency, and at Saint Elizabeths Hospital include:



George L. Cato is the new DMH Chief Financial Officer. He brings more than 26 years of experience in financial management and business development to the position. His work in creating value in health care financial management,

administration, clinic operations and general management led to his certification as a health care financial professional and as a medical practice executive. At one time he served as senior financial manager for the National Association of County and City Health Officials and with the DC Chartered Health Plan, Inc., the first and largest Medicaid HMO in the District of Columbia. At DC Chartered, he was responsible for day-to-day financial operations and development of cost containment systems and procedures. Mr. Cato's office is in the DMH Mental

Health Authority at 64 New York Ave., NE.

Mr. Cato is an honor graduate of Atlanta's Morehouse College and Clark-Atlanta University, where he earned a bachelor's degree and a Master of Business Administration, respectively. He is a member of the DC Chamber of Commerce and National Capital Healthcare Executives.



David L. (Dave)

Norman is the new DMH interim general counsel and privacy officer, located in the Mental Health Authority. The general counsel serves as the principal legal advisor to the Department with respect to its authority

functions and handles privacy and freedom of information matters. As privacy officer, he is responsible for interpreting the Health Insurance Portability and Accountability Act (HIPAA) and the Department's compliance with the law. He comes to his new position from the DC Public Defender Service, where he served as a staff attorney in the mental health division since 1984. Before that, he worked as an attorney in the Consumer Protection Bureau of the Federal Trade Commission.

Mr. Norman has a master's degree in social work and a law degree from Case Western Reserve University in Cleveland, Ohio.



Venida Y. Hamilton,

who has served the agency for five years, most recently as the director of risk management, is now responsible for development of the newly established Office of Provider Relations (OPR), within the Office of

Delivery Systems Management, at the Mental Health Authority. OPR will operate as the customer service

program by establishing and maintaining good working relationships between the Department and its service providers. As the former mental health rehabilitation services project manager, Ms. Hamilton, was instrumental in conveying to potential providers what they needed to do to become certified. Her first position with DMH was as director of the Community Services Agency's North Center, which now serves approximately 2,000 consumers. Ms. Hamilton is certified in nursing administration, holds a bachelor's degree in nursing from the University of Maryland, College Park, and a master's in nursing from The Catholic University of America.



Carroll Douglas Parks, the new DMH Community Services Agency's director of adult services, is developing outreach services for adults. He says he will draw on more than 20 years of experience in managing community-based mental

health services to help meet the challenges of his new position. His professional experience includes 10 years with a not-for-profit behavioral health care organization in Toledo, Ohio, where he also held leadership positions with the Toledo Mental Health Authority. Mr. Parks holds a master's degree in public administration from the University of Toledo and earned a social work degree from Bowling Green State University, Bowling Green, Ohio.

He says he and his staff are working together to develop innovative ways of approaching the delivery of services in community-based settings in partnership with consumers and other stakeholders.



Evone Butler joined the management team at Saint Elizabeths Hospital, where she is developing a centralized training and education program. Her initial focus will be on development and integration of skills training opportunities for the various professions

and trades that comprise the hospital workforce. Ms. Butler has worked in similar capacities with the Michigan State government for more than 25 years, including that state's largest psychiatric hospital. Her title is director of education and staff development.

She earned a master's degree in business administration from the University of Phoenix and is qualified to interpret for hearing-impaired individuals.

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Saint Elizabeths' Laboratory Earns Accreditation Honor

"I congratulate the laboratory staff, led by Surya Kanhouwa, MD, and the hospital's employees, including Chief Executive Officer Joy Holland, and Syed Zaidi, MD, Director of Medical Services. This honor is another step toward the goal of regaining the prominence St. Elizabeths long claimed as the world's foremost psychiatric institution."

Blackburn Laboratory is one of more than 6,000 laboratories accredited by the Commission nationwide. The accreditation program is considered to be more stringent than the federal government's similar inspection program.

During the accreditation process, inspectors examined the laboratory's records and quality control of procedures for the preceding two years. They also examined the qualifications of the entire staff, laboratory equipment, facilities, safety program, record and overall management of the laboratory to ensure the highest standard of care for consumers served by the laboratory.

Program Set To Honor Employees

All DMH employees, managers and other stakeholders are encouraged to attend a DMH employees awards program from 1 p.m. to 3 p.m. on Tuesday, April 22. The special event will be held in the Saint Elizabeths Campus, off Martin Luther King, Jr. Avenue, SE.

Employees should coordinate their attendance through their supervisors to ensure coverage of their work area. The event will conclude with a period for employees to personally greet the award recipients. Awards will be presented in each of the five award categories included in the new DMH Awards Program. Questions or comments should be directed to Lois Calhoun, DMH Project Change Manager at (202) 671-4031.

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Conference Addresses Co-occurring Disorders

will have an educational component, provide an opportunity for local programs to discuss treatment strategies, and allow consumers and others to describe their experiences with co-occurring disorders.

Charles G. Curie, Administrator, SAMHSA, will deliver the morning keynote address. The luncheon program will feature a keynote address by Mayor Anthony A. Williams and the historic Charter Signing between DMH and APRA (Addiction Prevention and Recovery Administration) to collaborate on developing a comprehensive service delivery model for individuals with co-occurring disorders.

Employees may complete the attached flyer and return it ASAP. Also share the flyer with colleagues, consumers, family members, advocates, students, providers and others.

DMH Co-Sponsors Forum For Persons With Disabilities

DMH and the Department of Human Services are sponsors of the Mayor's Community Forum for Persons With Disabilities, which will be held on Monday, April 28, 2003, at Gallaudet University. The all day event, from 10 a.m. to 4 p.m., will be held in the university's Kellogg Conference Center, located at 800 Florida Avenue, NE.

In addition to information about DMH services and programs, other government and private agencies will be available to discuss services they provide to persons with disabilities. The subject area will range from employment and housing to physical health and energy assistance services. There also will be information about cultural and leisure services and neighborhood-based opportunities for the elderly, as well as early intervention for infants/toddlers, food stamps, Medicaid, temporary assistance for needy families, therapeutic pools and other recreational activities.

In addition to DMH and DHS, other participating agencies include:

- Mayor's Committee on Persons with Disabilities
- Developmental Disabilities Council
- Department of Health
- Office on Aging
- Office on Energy
- Department of Parks and Recreation



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When You Need to Talk, We'll Listen

24-Hour Access Helpline
1-888-7WE-HELP (1-888-793-4357)

TDD Access Helpline
(202) 673-7500

Government of the District of Columbia
Anthony A. Williams, Mayor



Department of Mental Health
Martha B. Knisley, Director