



# Navigating DC Child and Adolescent Community Mental Health Resources

December 2, 2021

Community Mental Health CORE,  
Children's Child Health Advocacy Institute

# Agenda

- Care coordination resources for Primary Care
- Assessing family readiness / priorities
- Using DC HealthCheck online Resource Guide
- Discussing resource options with families
- Q & A

# Mental Health and Care Coordination Resources

- **DC MAP**
  - **1-844-303-2627** (same) or <https://www.pavingthewaymsi.org/dc-map>
  - Care coordinators follow patients until first appointment
  - PCPs will receive consul summary/disposition status upon case closure
- **DC Access Helpline** (DC Medicaid-eligible / enrollees only)
  - **1-888-793-4357, available 24/7**
  - Get emergency psychiatric care; Help with problem solving; Determine whether to seek ongoing mental health services or other types of services; Find out what services are available
- **Help Me Grow DC**
  - **Fax completed referral form to 202-442-4796, or family self-referral (1-800-MOM-BABY)**
  - Community resource navigation for perinatal and early childhood (0-5yo)
    - developmental or behavioral health concerns
  - Short-term therapy with former DC MAP maternal and child psychotherapist, Ruthie Arbit LICSW
    - provider referral required. Note on referral that you want family to see Ruthie



# Mental Health and Care Coordination Resources Cont.

- **School-based Mental Health (DCPS/DCPCS)**
  - Online adult and student self-referral [forms](#)
    - Reviewed and family follow up within 10 school days
  - Visit [DCHealthCheck](#) for 1) current list of (DBH/CBO) clinicians and 2) history of School-based Behavioral Health Expansion
- **Healthy Futures ([child development centers](#))**
  - Early Childhood mental health consultation program
- **Insurance case management and member services**
  - DC Medicaid MCOs
    - Provider lists, peer support and/or case management (vary)
  - BCBS Carefirst [Behavioral Health Care Coordination](#) (commercial plan)
  - Member services phone # (on back of insurance card)
- **DC Health Matters Connect tool ([Aunt Bertha](#))**
  - Free or reduced-cost social services (e.g., housing, transportation, medical supplies)
- **DCHealthCheck online Child and Adolescent Mental Health Resource Guide**

# Assessing readiness for resources

- Identifying patient mental health (MH) concerns
  - Positive MH screening (list of approved child MH [screening tools](#))
    - List of [domain-specific screening tools](#)
  - Patient or family concern
- Discussing Treatment Options
  - Family priorities around seeking treatment (e.g., location, hours of service, in-network, provider type)
  - Address stigma, barriers to accessing care
  - Mental health literacy
    - consider short-term follow-up appointment in primary care to assess ability to connect to recommended resources
  - Explore prior / current engagement with services
    - Depending on reason for services ending (e.g., scheduling conflict, missed communication) contact again to re-initiate service

# DCHealthCheck: Online Mental Health Resource Guide

- Link to guide: <https://www.dchealthcheck.net/resources/healthcheck/mental-health-guide.html>
- Insurance and Services Filters
  - “Yes”
- Service definitions (*tab on bottom of doc*)
  - **Early Childhood: 0-5yo**
  - **Developmental Delays** (e.g., ABA, OT, speech)
  - **Alcohol / Substance Use and Treatment Centers**
  - **Perinatal Mental Health**
  - **Crisis and Inpatient** (e.g., PHP, IOPs)
  - **Core Service Agencies (CSAs):** Access Helpline // diagnostic assessment, therapy, medication management, community support
  - **Psychiatry**
  - **Therapy** (modalities: individual, group, couples, family)
  - **Family support** (e.g., non-clinical peer navigation, support groups, advocacy, service coordination)



# Case Example I

Age: 15

Insurance: Amerihealth

Zip code: 20019

Summary of clinical concerns:

Patient seen in clinic today is a 15-year-old male ,recently diagnosed with anxiety and depression, and history of ADHD. Previously connected with Community Connections for therapy services but has not been seen in over 2 years. Family not interested in starting medication at previous visits, but due to worsening symptoms, would like to connect with both therapy and psychiatry support at this time. Okay with reconnecting at Community Connections but would also like to have additional options as backup.

# DCHealthCheck: Online Mental Health Resource Guide cont.

- Narrowing down options
  - Manual Excel Filters (Columns) or Ctrl+F
    - Patient age
    - Language
    - Zip code
    - Specialty
      - E.g., trauma, parenting, phobias, ADHD
    - Orientation
      - E.g., TF-CBT (trauma), CBT (anxiety, depression), Executive functioning (ADHD)
- Considerations
  - Hours of operation
  - Telehealth
  - Availability (general)
  - Referral required? (includes Access Helpline)

# Using Manual Excel Filters

31 Mental Health Resources

ORGANIZATION	ADDRESS	PHONE	LANGUAGES SPOKEN	REFERRAL	AVAILABILITY/HOURS/WAITLIST	AGE - MIN	AGE - MAX	WEBSITE	DESCRIPTION
Addiction Prevention and Recovery Administration - Adolescent Substance Abuse Treatment Expansion Program (ASTEP)	75 P Street NE, Washington, DC 20002			Not required	Unable to verify. Hours: 9am-5pm	12	20	http://dbh.dc.gov/service/adolescent-substance-abuse-treatment-astep	The District of Columbia offers 4 locations where DC youth can go to seek help for a drug or alcohol problem. Call to schedule an appointment with the provider of your choice from the list below. LAYC have co-located mental health services. 1. Latin American Youth Center (Ward 1) - 1419 Columbia Rd. NW - 202-219-2229 or online 2. Hillcrest Children's Center (Ward 4) - 915 Rhode Island Avenue NW - 202-232-6100 3. Federal City Recovery Services (Ward 5) - 316 F St. NE, Suite 118 - 202-549-8460 4. Riverside Treatment Center (Ward 8) - 2041 MLK Jr. Ave. SE - 202-889-3182
Advanced Behavioral Health (Montgomery County)	16220 Frederick Rd, Suite 310, Gaithersburg, MD 20878		Spanish	Referrals submitted online are recommended, but can also be faxed over or done by phone. An advocate (e.g. school counselor or social worker) can also fill it out.	Intake appointments several weeks out. Therapy starts immediately after intake. Psychiatry available after about 5 sessions of therapy, psychiatry waitlist is several months.	4+	99	https://www.abhmaryland.com	• Modalities: Individual and family counseling offered at office or in-home (for children under 18) • Therapists mostly LICSWs • No specific evidence-based practices
Adventist Behavioral Health	14901 Brochart Road, Rockville, MD 20850			Not required	Patients are admitted to inpatient unit after being referred from an emergency room department and evaluated.	7	17	http://www.adventisthealthcare.com/locations/adventist-behavioral-health/services/acute-inpatient-services/#/Children	Provides inpatient treatment for children and adolescents whose acute mental illnesses require hospitalization and pastoral care. Provides treatment for range of illnesses, including ADHD. Provides a Partial Hospitalization Program (PHP) day program.
Akoma Counseling Concepts, LLC	817 Silver Spring Ave., Silver Spring, MD 20910			You can schedule appointments online anytime or via email. Shivonna.Therapist@akomacounselingconcepts.com. If you'd like to call to schedule sessions, Monday-Friday please call (202) 909-2725 between 9am and 5pm. Please note that all phone calls/therapy inquiries/initial consults will be conducted during business hours- Monday-Friday 9am-5pm	Typically 1-2 weeks	16	99	www.akomacounselingconcepts.com	Individual counseling, online counseling, family counseling, perinatal mental health counseling, and group therapy. Shivonna Odom, owner and therapist, specializes in providing care to women of color.
Alcoholics Anonymous Hotline	4630 Connecticut Avenue Suite 111 NW, Washington, DC 20008			Not required	The phone line is operational. In-person meetings are suspended, however virtual AA meetings are available (please refer to the website for more information).	18	99	www.AA-DC.org	Alcoholics Anonymous is a fellowship of men and women who share their experiences, strengths and skills, help one another, and work together to solve their common problems.

or

Ctrl+F  
keyboard shortcut

https://www.catholiccharitiesdc.org/act/	community support services. (P.P. Medicaid only). Youth Care Coordination (YCC) program offered for Amerihealth consumers ages 9-17 (18-21 if in the custody of CPSA) discharged from inpatient at CHMC and FHW; referrals are made by hospital. Involves in-home care coordination during regular business hours, some evenings, and some Saturdays.	ACT- C
http://andromedahealth.com/ycc/	The behavioral health programs do not provide specific services to children with Autism or other developmental delays.	YCC- J
https://www.calvertheadclinic.org/	Individual and group therapy for the dually diagnosed; a Latino women's group every Thursday evening (free for all women, conducted in Spanish); day; The Circulo de Andromeda provides alcohol and drug (non-opiate) prevention, outreach, and treatment.	Aetna, United scale 1 insurance
https://capitolhillcenterfortherapy.net/	They came for. The adolescent classes are from 8:30am - 3:00pm. They have 1 psychiatrist, 3 Social Workers, and a Counselor who runs each tent. Services include individual therapy, group therapy, family or couples therapy, supportive therapy, and education on illness, treatment, and recovery.	MD Me come someone their q receipt
http://www.cccmentalhealth.com/	Childhood issues addressed include learning and behavior problems, childhood depression, trauma, adjustment issues, foster care, eating and sleeping problems, abuse, and adoption. • Clinicians are LICSWs, LPCs, and psychologists (adult only). • Modalities: Individual, group, couples and family therapy, as well as psychological testing • Orientation (depends on clinician): Solution-Focused, Psychodynamic, Cognitive Behavioral (CBT), Dialectical Behavioral (DBT), and Mindfulness practice approaches, mindful movement, psychodrama, music therapy, art therapy, narrative therapy • Evidence-based practices: CBT, TF-CBT, DBT • Areas of focus: trauma, mood disorders, SMI, grief, LGBTQIA, anxiety, adjustment • Clinicians include LPCs, LMFT, LICSWs, LGSW, contracted psychologists, externs	Aetna, depen
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# Discussing Options with Family

## If you have <5 mins:

- Share Resource List
  - To print: highlight table, File → print
  - Advise family to call to confirm (e.g., in-network, next available appointment, telehealth availability)
- Review scheduling process (template on next slide)
  - Call front desk (# listed in RG)
  - Leave voicemail, callback in 3-4 business days if no reply (repeat)
  - After intake, contact site if no outreach in 7 days and/or unclear plan (re ongoing services)

## If you have 10-15 mins:

- Share resources, review scheduling process (above)
- Set Expectations
  - Wait times for services (varies)
    - Evenings and weekends are higher demand
    - Therapy: generally 2 weeks-2 months
    - Psychiatry: generally 4 weeks- 6 months
    - Assessment/ Specialty services: generally 6 – 12+ months
- Who to contact with concerns
  - front desk (scheduling, communication, wait times)
  - therapist/community support worker, if already receiving services (scheduling, treatment progress, provider fit)
  - CEO of the agency – Core Service Agencies: <https://dbh.dc.gov/page/list-community-based-service-providers>
  - Ombudsman <https://dbh.dc.gov/service/ombudsman-office>
  - PCP
- What families can do while waiting for services

Questions?

