



**HEALTHY
CHICAGO**

CHICAGO DEPARTMENT OF PUBLIC HEALTH

Chicago Department of Public Health Mental Health Services 2012 Report

In 2012, as the Chicago Department of Public Health (CDPH) looked to improve quality of care, it became clear that **important health reforms** had to be made to mental health services offered by the department in order to successfully serve the people of Chicago in tough economic times. To accomplish this, CDPH leadership sat down with community mental health providers and advocacy groups to develop a plan that would **leverage other service providers** while making needed **improvements** to CDPH's own system.

The resulting reforms **improved access to care** and **increased capacity** to serve more residents with mental illness, particularly the uninsured. By consolidating its centers from 12 to 6, CDPH could **continue to serve more than 3,000 uninsured clients and 1,000 Medicaid/Medicare clients per year**, while increasing psychiatry services and improving efficiency.

This success was possible thanks to ongoing collaboration with community providers, targeted investments in the city's mental health infrastructure and the continued focus on efficient services designed for those most in need.

Increasing Capacity and Access for Clients

During 2012, CDPH saw **4,156 unique clients onsite**. By the end of the year there were **2,722 active clients being served** – an increase compared to the 2,369 clients served in April, 2012 immediately following the transition. This included **752 new clients during the last eight months of 2012**, helping build the client base even following natural attrition rates at most mental health facilities.

The number of clients served by CDPH who were hospitalized due to severe mental illness did not increase during 2012. In fact, the 180 clients who were admitted in 2012 is slightly lower than the 293 and 267 clients hospitalized during 2010 and 2011 respectively.

Furthermore, there is still room for the CDPH system to accept new clients. Under the reorganization of clinics, **all six current sites have capacity to serve additional clients**. In 2012, CDPH clinics were operating at an average capacity of 61% for therapy. This capacity has provided space for **205 new clients** at CDPH clinics in the first three months of 2013 and ensures room for additional clients throughout the year.

Collaborating with Community Partners

By partnering with more than **40 community mental health providers**, CDPH successfully transitioned **429 insured clients** to providers in their communities – providers which often provided increased services and opportunities. Every client was provided an individual transition plan and monitored for two months to ensure they received appropriate care. Of these clients, only 63 felt more comfortable at the CDPH clinics and returned.

With community partners, CDPH helped expand psychiatric services, **reinvesting \$500,000 annually** to expand access for new clients resulting in more than **1,300 psychiatric visits** from clients at **seven community partners** in the **first six months**.



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Collaborating with Community Partners - continued

CDPH also received a grant from the Substance Abuse and Mental Health Services Administration, **providing \$1 million/year to community partners**. To date, the program has already **provided service to 1,934 Chicagoans**.

During 2012, two local providers closed due to funding challenges. One of our partners on the Northside worked with Illinois Department of Mental Health to accept patients from the first provider. CDPH worked with the second provider forced to close, the Community Mental Health Council (CMHC). In collaboration with both the State Department of Mental Health and CMHC we accepted their clients at CDPH's Englewood and Greater Grand locations. In addition, CDPH began receiving more discharge referrals for clients that would have previously been referred to both facilities. **CDPH was able to absorb responsibility** thanks in part to the transitions made in 2012, accepting most of the uninsured clients from CMHC.

Additionally, two of the CDPH Mental Health locations that closed were in buildings owned by the City. CDPH looked for partners to maintain services at those locations. Human Resources Development Institute (HRDI) opened services in the Auburn-Gresham location and another community mental health provider has recently been identified for the Woodlawn location.

CDPH continues to work with local mental health providers and other health care partners to promote CDPH services and options for the uninsured as we plan to continue to build capacity and provide increased access to all Chicagoans.



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